

Mace Operate named top international FM supplier

3 years ago



Mace, the international consultancy, construction and facilities management company, has been named as the top international facilities management service provider by consultancy firm Hospitality Group.

Mace was recognised as the top-rated provider of international facilities management services in a benchmarking exercise, where FM clients were asked to review the performance of several top FM providers globally.

Mace's Operate business was awarded a score of 8.5 out of 10 for the Provider Performance Score, sitting above the overall average of 8.1. Mace was evaluated highly by its clients and scored particularly well on the themes of 'alignment with the core business' and 'operational excellence'.

This is the sixth year the provider performance exercise has been conducted by Hospitality Group, and the first time companies outside the Dutch market have been asked to participate.

Mace was joined by fellow FM organisations Flexim Group, JLL, Sodexo, ISS and CBRE in the analysis, and was scored highly on its client relationships and collaboration. Notable core competencies for Mace included its people-orientated approach, teamwork and collaboration and innovation.

Mace's FM business continues to leverage its third-party supply chain delivery model to deliver facilities management for clients across geographically dispersed portfolios. Despite challenges across the industry throughout 2020 and 2021, the business has seen growing success, securing opportunities with retail and manufacturing clients operating across international portfolios.

Ross Abbate, CEO for Operate, said: "I am delighted that Mace's Operate business has been named as the top provider by Hospitality Group. The business is committed to demonstrating our service excellence and



this exercise cements our position as a leading provider, continuously delivering distinctive value for our clients.

“Our position in both Europe and across the globe continues to strengthen, and recognition of this type is a testimony of the hard work and dedication of our teams working across our client portfolios. Mace prides itself on building long-lasting partnerships with our clients, working together to redefine the boundaries of ambition.”