

ISS UK&I and Virgin Media O2 agree new and expanded facilities management contract

3 years ago



ISS UK&I has extended and expanded its facilities management contract with Virgin Media O2, taking the partnership through a new and exciting phase post the joint venture, supporting one of the UK's largest entertainment and telecoms firms to align the facilities service delivery.

The contract sees ISS delivering a total facilities management service across the entirety of Virgin Media O2's UK infrastructure, with service alignment across the national technical operations and combined office portfolio, that will deliver operational efficiencies and service enhancements.

ISS will provide services covering the maintenance of critical infrastructure within the technical estate, and a full suite of workplace services and security at office locations across the Virgin Media O2 portfolio. The new contract also includes ISS offering operational assistance at customer properties during installations.

This new contract term is testament to the collaborative foundation that ISS and Virgin Media O2 have developed over many years, with the relationship defined by its 'One Team, One Approach', which sees the Virgin Media O2 client team and ISS management team working closely in partnership to meet the changing business needs through creative thinking, innovation, technology and mutual investment.

Rodney Hogg, Director of Property, Facilities, Fleet & Energy at Virgin Media O2, said: "We're strengthening and expanding our partnership with ISS through an aligned contract across both Virgin Media and O2 sites. By bringing facilities management across all our business areas, we're delivering more efficiently for our people, customers and the planet."

James Lester, Managing Director for Professional Services & Technology at ISS UK&I said: “I am delighted by the renewed partnership with Virgin Media O2, the culmination of a truly collaborative approach by both organisations to realise a fully integrated FM delivery across their UK portfolio. Working together, we have built on longstanding relationships to realise operational synergies, using the knowledge ISS had of both Virgin Media and O2 to draw out real benefit following their joint venture. We have a clear strategy to bring those opportunities to life — for the benefit of Virgin Media O2 colleagues and customers. I am very proud of everyone involved in this project and look forward to continuing to be a part of this partnership.”