

Charity chose integrated managed service from DMA Group

2 years ago



Property maintenance specialist [DMA Group](#) has announced its recent contract win with DEBRA UK, the national charity that supports individuals and families affected by epidermolysis bullosa (EB).

The company has been engaged by the charity to support in the management of its network of more than 90 charity shops across the UK through an integrated managed services (IMS) solution. Under this arrangement, the company will represent DEBRA UK, overseeing all FM processes through its own cloud-based service management platform.

Its IMS solution team uses live, end-to-end performance management data to plan, coordinate, and report all maintenance and property service tasks executed by the client's service partners and supply chain.

DEBRA UK will benefit from the efficiency of having a single lens through which to see the consolidated performance of its supply chain, further supported by automated status dashboards and calls-to-action, including complete transparency and simplified reporting of all statutory compliance,

It is the national charity and patient support organisation for people living with EB, a potentially fatal genetic skin condition that causes constant pain due to unstoppable internal and external blistering.

Revenue generated through the charity's 90+ stores enable it to continue to provide vital community support services for families and individuals with EB, and fund potentially life-changing research that could lead to effective treatments that help stop the pain of EB.

DEBRA head of property Mayur Dasani said: *"We are delighted to have selected DMA Group as our new property maintenance partner for our charity shop estate. Our stores across England and Scotland are*

essential to help raise funds to support people living with EB as well as raise much needed awareness.

"Partnering with DMA Group will bring greater efficiencies to our property management process and help us achieve our property strategy goal of having a well-managed and well-maintained estate. With this support from DMA Group, our dedicated retail teams can focus on helping achieve our vision of world where no-one has to suffer from the pain of EB."

Managing director Steve McGregor said: *"Being long-term supporters of DEBRA UK and their mission, we're extremely pleased to announce our partnership where our Integrated Managed Services solution will play a crucial role in streamlining their supply chain operations. By overseeing their building maintenance, we aim to alleviate the burden on DEBRA's team, allowing them to concentrate fully on their charitable endeavours. Our tailored approach not only enhances efficiency but also ensures that every moment they save on operational tasks is redirected towards making a meaningful impact in the lives of those they support."*