

## Mitie gears up for new £50m contract with Halfords Group

1 year ago



**Mitie** has been awarded a new £50 million contract with cycling and motoring retailer, Halfords Group, to provide engineering maintenance services at over 950 of its sites across the UK and Ireland, including garages, retail stores and offices. The contract will run for five years.

Mitie will be responsible for the planned and reactive maintenance of building equipment including heating and ventilation systems, lighting, cooling systems, boilers and plumbing across Halfords Group's estate, delivered by Mitie's expert team of nationwide mobile engineers.

Mitie's technology-led approach to facilities transformation will underpin the contract. Halfords Group colleagues will be able raise maintenance requests, such as a leaking roof or faulty boiler, through Mitie's award-winning workplace app, Aria. The app enables Halfords Group colleagues to communicate directly with Mitie engineers, so that they can send and receive information to help issues be resolved faster or even prevent them from occurring in the first place.

Mitie will also roll out its insight platform, Mozaic, which gives site managers access to data such as the status of maintenance jobs, time to complete and first-time fix rates on a live dashboard. The data can be filtered by site, building or equipment type, to give both the Halfords Group and Mitie teams oversight of the jobs being completed across the estate and provide intelligence on where equipment could be operating more efficiently, such as replacing a heating system which is repeatedly malfunctioning to prevent future repair costs and downtime.

Dan Guest, Managing Director, Technical Services, Mitie, said: "We're proud to have secured this new contract with Halfords Group. We look forward to bringing our facilities transformation expertise and using

technology and data to provide Halfords Group with greater insight across its estate and keep its buildings running smoothly.”

Jon Hill, Group Maintenance and Compliance Manager, Halfords Group, said: “We are pleased to have Mitie as a Strategic Partner supporting our Store, Garage, Mobile and Commercial networks. Mitie will enable cost and operational efficiency through their use of technology, giving us greater insight into our physical asset lifecycles. This in turn will support our colleagues and customers in improved services and safety.” b