

## People, Technology, Service and Growth

2 years ago



Premier Technical Services Group Ltd (PTSG) is a multinational, multidisciplinary building compliance business specialising in access and safety, electrical services, façade maintenance and cleaning, fire solutions and water treatment. Here, Nikhil Varty, PTSG's CEO, talks to us about the company, its services and values.

With over 170 building-critical compliance and maintenance services in our portfolio, we have a reputation for providing the best knowledge, best know-how and best solutions in the sectors we serve. It is our highly trained and immensely skilled people who set us apart. Operating UK-wide and overseas, we are always wherever our customers need us...whenever they need us.

Our commitment to the highest possible standards in safety and compliance is unwavering. It can't be anything less. We pride ourselves on delivering exceptional service in everything we do. We protect our customers' assets, safeguarding building users and ensuring the safety of the general public. The world is a safer and better place because of the work our 3,000 people deliver every single day of the year.

One of our key advantages is the PTSG Total Cost of Ownership model. This approach allows us to significantly enhance the lifecycle value of our customers' assets saving them money in the longer term. By offering more than 170 services, we continuously invest in additional or new activities that are important to our customers, ensuring we always meet and exceed their needs.

Our success is built on four vital pillars: People, Technology, Service, and Growth. These strategic pillars guide us to always be the best we can be. It is these priorities that help make sure we are always a great place to work, so we can consistently be a great place to do business with.

To all of my colleagues, our valued customers, our supply chain partners and all other PTSG stakeholders, I want to extend my heartfelt thanks. Your role in our ongoing journey is invaluable.

We truly appreciate your contributions in helping us to be recognised as best in class across the great many sectors we serve. We look forward to working with you. Together, we will continue to achieve great things.

PTSG has always worked collaboratively, forming an extension of its customers' teams in order to achieve best-in-market quality.

In its commitment to being the best, the Group has created five independent business divisions from which its 3,000 specialists serve over 30,000 customers throughout the UK and overseas.

Headquartered in Castleford, West Yorkshire, PTSG has an extensive network of offices and depots nationwide, ensuring that its services can be delivered to customers whenever and wherever they want or need them.

This enables its experts to be mobilised to any site, regardless of the location. Whether it's an emergency call for the dismantling of a damaged chimney, as demonstrated in the chemical

plant in Glasgow where PTSG provided a solution in a matter of urgency, or a 40-year contract to offer multiple specialist services, as seen with Newcastle Council through first-tier

contractor Engie, PTSG is ideally positioned to address such demands. PTSG aims to be the best in all endeavours, setting

the standard for quality, safety and compliance for the specialist building services its teams deliver 24 hours a day, seven days a week all year round.

PTSG was founded in 2007 to fulfil an industry need for a single provider of multiple specialist services to the construction and FM sectors.

Since then, it has experienced exponential growth and is now known as the UK's leading expert in: Access & Safety, Electrical Services, Building Access Specialists, Fire Solutions and Water Treatment. This has been achieved through a combination of organic growth and the strategic acquisition of businesses that add greater scope and value to its services.

The capability of delivering a full range of services from 'under one roof' has positioned PTSG as offering something extra compared to its single-service competitors.

Although many contracts start with a single specialist service or product, PTSG can often identify additional services that are either crucial for the safe operation of a building or could provide additional benefits. Moreover, these additional services come at a lower cost than hiring multiple companies for each specialised service.

Above all else, PTSG aims to deliver outstanding customer service. For the past few years, the Group's contract renewal rate has been around 90 per cent, speaking of the satisfaction amongst customers, who are happy to keep returning to PTSG for the same high standard of service.