

# New Hard Facilities Maintenance Win for Artic

2 years ago



[Artic Building Services](#) has announced a new partnership and contract with [Quadient UK](#), a leader in the customer experience industry. The contract covers [hard facilities management](#) services across two different sites, with an office based in London and one based in Slough. Artic will be supplying all necessary preventative planned maintenance (PPM) for mechanical and electrical assets included in the scope of the contract, making this contract an opportunity for Artic to showcase to Quadient UK its ability to exceed client needs and expectations.

## About Quadient UK

[Quadient UK](#) has a vision to make connecting with customers simple and impactful. As experts in the customer experience, Quadient UK offers effective solutions that help businesses to reach their customers through a personalised connection, ensuring optimal customer satisfaction and interaction.

Their company mission is to simplify the connection between people and what matters, building a consistent, meaningful customer experience across all business channels. With company values of empowerment, passion, inspiration and community, Quadient know what it means to create significant encounters between businesses and their customers. As leaders of their industry, Quadient are experts in customer experience solutions.

## Scope of Contract

As part of Artic's partnership with Quadient UK, hard facilities management will be covered across both

sites. With expert building service engineers, Artic will direct the completion of all essential PPM tasks and ensure optimal building compliance in line with all current legislation. These include services such as emergency lighting checks, water temperature testing, pipework inspection and more.

With a dedicated contract management team, high levels of communication will be established throughout the term of the contract. Artic will oversee that all essential maintenances are implemented and managed accordingly, alongside any reactive tasks, through a bespoke computer aided facilities management system and 24/7/365 helpdesk facility.

## Optimising Hard Facilities Management

Artic Building Services is looking forward to exceeding the expectations of Quadiant UK over the course of the contract. As specialists in delivering hard facilities maintenance, Artic is confident in its capacity to ensure all M&E assets are optimised throughout both sites. Artic's experienced contract management teams and engineers will develop a strong new relationship with Quadiant UK, ensuring a relationship that is positive and mutually beneficial.