

# The Midcounties Co-operative partners with Arcus FM to deliver best-in-class FM services

11 months ago



The Midcounties Co-operative has awarded an initial three-year contract to [Arcus Facilities Management](#) to deliver a full range of integrated facilities management (FM) services across all its trading locations and offices including Co-op Food stores, Your Co-op Travel branches and Your Co-op Childcare nurseries, predominantly in the West Midlands, Oxfordshire, Gloucestershire and Wiltshire.

The partnership is a first of its kind for The Midcounties Co-operative and represents a watershed moment as they embark on a new FM strategy that aims to deliver a seamless service, greater value and a best-in-class retail estate for their Society members.

The contract sees Arcus FM deliver a wide range of services, including maintenance across refrigeration, heating, ventilation, air conditioning, mechanical & electrical, lighting and building fabric.

These bundled services will all be underpinned by Arcus 24/7/365 UK-based Helpdesk team and integrated software solutions.

On the selection of Arcus FM, Ben Sampson, Head of Facilities Management for The Midcounties Co-operative, said: "Everything we do as a Society is aimed at providing the best service possible for our colleagues, members and customers in the communities we operate in. With Arcus, we have found a partner that shares those values and can help us deliver an outstanding service through their impressive facilities management pedigree.

"Our strategy is focused on finding efficient and technology-led solutions, and Arcus' suite of technology and the integrated way their solutions are delivered, along-side their on-site maintenance and strong pedigree in both food and high-street retail, will really support us to deliver against our goals and objectives over the next three years."

On the partnership with The Midcounties Co-operative, Stephen Saunders, Chief Operating Officer for Arcus FM, said: "We're thrilled to be given the opportunity to support The Midcounties Co-operative in realising their FM strategy. Their requirements are well aligned with our strengths: we have one of the largest and multi-skilled mobile delivery fleets in the country, enabling us to self-deliver and ensure high first-time-fix rates on what they need.

"We see them as a partner for the long-term, and look forward to not only fully integrating our technology solutions with The Midcounties Co-operative, but innovating further to drive down cost, carbon and energy usage across their estate."