

Bidvest Noonan Launches Customer Value Function to Deliver Stronger Client Outcomes

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Bidvest Noonan has launched a new Customer Value function, bringing together a number of its key teams under one integrated structure.

Designed to strengthen customer partnerships and improve outcomes, the function combines expertise in areas such as innovation, environmental sustainability, health and safety, operational excellence and customer experience, creating a more connected approach to delivering insight, improvement and impact for clients.

This move reflects Bidvest Noonan's commitment to its vision

to be the best FM business; known for exceptional people, sustainable solutions and disruptive innovation that enables our customers, colleagues and communities to thrive.

The function is led by Cornelia Olivier, who has been promoted to Managing Director of Customer Value. A member of the business for the past five years, Olivier previously served as Customer Relationship Director and now reports to Chief Operations Officer Cormac Sheils, positioning her and her team to influence operational delivery across the business.

Olivier began her career in consulting with EY and later joined 4C Associates, a UK-based consultancy specialising in procurement and supply chain performance. She went on to hold a senior role at Barclays. Her experience across both advisory and in-house environments gives her a valuable perspective on how to build partnerships, lead change and deliver value at scale.

Cormac Sheils, Chief Operations Officer, commented:

“This new function brings together critical capabilities from across our business, aligned around a shared goal: to deliver greater value for our clients. Cornelia brings the leadership and clarity needed to turn this into a real engine for client success and operational progress.”

The Customer Value function will work in close partnership with operational teams across the UK and Ireland to strengthen client relationships, generate insight to inform service strategy, deliver innovative and customer-centered solutions, drive excellence in health, safety and sustainability, and embed continuous improvement across all sectors.

Cornelia Olivier, Managing Director of Customer Value, said:

“The Customer Value function brings together teams with specialist expertise to drive improvements in areas such as service quality, innovation delivery, sustainability, safety and client satisfaction. It gives us a clear point of difference in how we support our clients and respond to their needs.”

The creation of the Customer Value function reflects Bidvest Noonan’s ongoing investment in leadership, capability and long-term client success across its operations in the UK and Ireland.