



## Case Study

# Alignment to Corporate Strategy

Macmillan Publishing, now Springer Nature, is the world-leading research, educational and professional publisher. Springer Nature is committed to providing the best quality content through a range of innovative product and services for the research, education and professional communities. Every day, around the globe, Springer Nature imprints support the important work of millions of people – helping students to learn, researchers and scientists to discover and professionals to achieve their goals and ambitions.

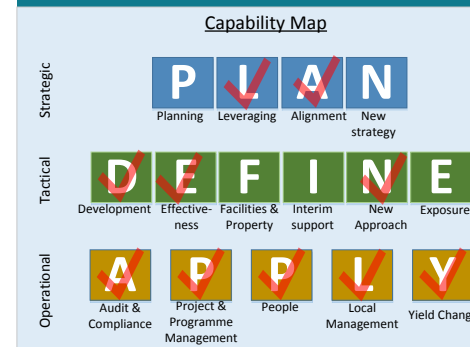
MacMillan Publishing were undertaking the strategic consolidation of functions from several locations to a newly refurbished and extended central London campus. Macmillan wished to uplift their FM service provision to ensure that the new campus was a workplace of choice and so aid staff recruitment and retention as new large media organisations were moving in nearby.

ChangeStone initially worked with MacMillan Publishing to help redesign and re-energise the in-house Facilities Management team. The driver for change was the planned campus expansion that created an opportunity to deliver new standards, meet higher expectations and ensure an environment that reflected the culture and new working practices.

Through flexibility, a depth of experience and continually adding value, the relationship has grown into an ongoing partnership for service delivery management.

## At a glance

- Creation of an optimum service delivery model covering Engineering & Fabric Maintenance, Front of House, Cleaning, Mailroom, Security and Facilities Management.
- Selection, development and implementation of a new Computer Aided Facilities Management (CAFM) system.
- Creation of Service Specifications and Service Level Agreements.
- Management of a tender process to procure best in class suppliers.
- Ongoing management of service delivery through a Vitality Implant.



*from ideas to management solutions*

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