



ENERGY MANAGEMENT SUPPORT CONSISTENTLY DELIVERED

When a prestigious Mayfair building needed to guarantee consistent delivery of environmental Building Energy Management Systems, the FM contractor looked for a partner it could trust.



CUSTOMER BACKGROUND

Jaguar Building Services Ltd, a London-based FM contractor, with a reputation for providing superior mechanical and electrical maintenance services for prestigious London-based clients, was contracted to maintain No.1 Curzon Street; a 225,000 sq. ft. high spec building in Mayfair.

With discerning tenants including financial institutions, investment consultants, property and estate agents, Jaguar needed a reliable specialist to ensure consistent 24/7 delivery of all tenants' critical systems.

THE SITUATION

Jaguar required a specialist Service Provider to maintain and support their Satchwell Sigma, Satchwell BAS2800+ and Trend Building Energy Management Systems with a focus on saving energy by maximising the efficiency of the systems.

Jaguar wanted customer focused engineers who they would feel happy representing them in front of their clients and within the building. It was important for Jaguar's service delivery and reputation that impressions and high standards were maintained.

WORKING WITH KENDRA

With Kendra Energy Solutions' experience of delivering ongoing BEMS support for a variety of prestigious buildings and industry sectors, Kendra felt confident in being able to meet and exceed Jaguar's expectations.

Subsequently, following a competitive tender situation, Kendra was successfully awarded the contract to take over the maintenance, support and 24-hour call-out works from June 2012.

Since then Kendra has provided weekly BEMS maintenance visits, with a dedicated, multi-skilled BEMS engineer for the duration of the contract, with support provided by additional qualified engineers who also have knowledge of the site.

Having customer focused engineers with high quality Sigma & BAS2800+ BEMS experience, Jaguar are assured of a continuity of service level, smooth account management and seamless communication processes.

Through clear, prompt and regular communication with the Kendra engineer and regional office, Jaguar

can feel on top of all works at all times and in control, ensuring customer satisfaction and that KPI's are consistently met.

With Kendra able to provide options to upgrade the BEMS in the future, Jaguar are also assured of this service continuity going forwards. Along with the efficient maintenance of the systems, Jaguar has been able to deliver a better working environment for the tenants; whilst saving energy and increasing customer satisfaction all round.

“Using Kendra’s engineers has been the perfect solution for the maintenance of our building in Curzon Street. The highly talented and experienced team is always able to deliver and does so without hesitation or problem. The job is always well done and to a very high level and they are appreciated greatly by staff and tenants alike. We have never had any complaints to raise with them and I would have no hesitation to recommend them to anyone needing a reliable, consistent and ‘value add’ BEMS service provider.”

KRIS SELLAMUTHU
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