



INTERIM OPERATIONS

In frequently changing sectors which need to innovate and develop to keep a competitive edge the need to engage the right people at the right time to have the maximum impact is of paramount importance. Whether the customer requirement is to undertake change, address a specific skills gap, to cover periods of absence, to meet build a project team or whether simply a need for additional resources, GRE provides interim operational property & FM solutions.

GRE's interim managers have experienced broad organisational styles and cultures, and have previously demonstrated progressive achievement, clear success and have held significant resource, management and budgetary responsibility; the difference of a GRE interim is that we place equal importance on behaviours and cultural fit as we do technical competence.

The Company is able to support customer organisations through its offer of three principal operational services; mobilisation & transition management, interim operational/change management support and assuming the 'intelligent customer' function. By employing a GRE interim, our customers receive an individual or team who bring commitment, experience and a clear ability to flex between driving strategy and hands on delivery with the clear objective of building relationships and becoming an integrated part of the customer's team.

MOBILISATION AND TRANSITION MANAGEMENT

"Fail to plan; plan to fail" - for every new contract, it is imperative to have a mobilisation programme and accompanying plan.

The GRE team has a wealth of experience in mobilising many FM contracts and can work with the customer organisation to develop a mobilisation programme that identifies all business activities that have to be undertaken and integrated and where appropriate, aligning the customer plan with the supplier programme to ensure complete mobilisation integration. GRE has significant experience at senior levels on both the customer side as well as having worked for large scale service delivery providers to be able to ensure these critical early stages of a mobilisation project are managed.

INTERIM OPERATIONAL MANAGEMENT/ CHANGE MANAGEMENT SUPPORT

Property and FM is usually the second highest cost element after payroll within an organisation and it is imperative to have the right people in place to manage these non-core functions. Any change in the direction or shape of the core business needs to be translated into the key support functions such as property and FM to fully realise the change related benefits, be it improved revenue, a reduced cost base or other drivers.

GRE possesses the substantive track record and management skills to intercede into complex commercial and relationship situations and provide practical resolution; possessing the management capability and style to 'step in' and 'step out' of interim management requirements with minimal disruption but maximum impact.

GRE's advisors are fully equipped with the competence, skills and experience to undertake key structural operational functions to support a change in the property and FM function or simply to meet a resource gap.

THE 'INTELLIGENT FM CUSTOMER' FUNCTION

GRE's 'intelligent FM customer' service offer is based upon two types of organisational need:

- where an intelligent customer management function is not a full-time requirement and the customer organisation lacks the internal skills and experience necessary to manage FM services, GRE assumes the interim management of the FM services on an interim basis to represent the customer organisation. The objectivity and non-political characteristics of the individual from GRE will deliver an experienced and measured approach; and
- where an existing FM service has stalled in its development, GRE works with both customer and service provider teams on a consultancy basis to develop improvement initiatives to reinstate vision, objectives and momentum into the relationship.

