

CREATING TOMORROW

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IFS003

# Integrated Facility Services ‘The Solution’

# Spree

enterprise

CREATING TOMORROW



Spree offers an extensive range of services that help maintain your facility for today and for future generations. This means that our core cleaning solution is complimented by the seamless integration of other services such as **gardening, waste management, washroom services, facility support services, carpet care** and even **multi-skilled and facility support service teams**. We can provide either a single service or a bundled service package.

The more service and support functions you combine into a single contract package the greater the cost savings and the benefits are seemingly obvious with ease of operation and one point of contact for all your needs.

Experiencing our best-in-class services is not just about delivering high quality technical performance; it's actually a lot more than that. We combine all the strategic, operational, customer service and management facets to give you a service process that is interlinked at every point and it's guaranteed through our **Customer Service Charter**,

so you'll have peace of mind knowing that we have protocols that govern every element of what we do.

You will also have the combined comfort of knowing that we are centrally customer-focused, so every decision we make too every action we take, we put you first and we always act in your best interests. For example critical aspects like human resource planning demands, aligning employee skill sets with service tasks and appointing third party suppliers are all coordinated to deliver exactly what you require, leaving you confident that your needs are being serviced by our qualified people.

From the outset we assess your existing set-up and we first find the most cost effective alternative to your current service structure. Secondly, we find synergies in the service delivery program and then identify the best delivery method possible. Thirdly we use our management expertise to optimise the co-ordination and execution of those tasks.

Once we have completed the initial outset phase our philosophy from there on is 'Keep It Simple'. We start with adopting a unique approach by taking the time to learn about your business and understanding your values, mission and culture.

Once we understand your core philosophies, we blend those into our approach towards managing, servicing and fulfilling our promise.

By taking this approach you can be sure that as your strategic partner our balanced and all-inclusive approach allows us to understand your business, then customise and align our practices with your philosophies and reliably service your needs.

Our **Integrated Facility Service** offering helps you reduce costs, simplifies communication and eliminates having to manage multi-tiered service providers. It is for this reason that we developed a very simple model and it ensures we use

as exemplified. It ensures we achieve consistency throughout the entire process and most often it enables us to develop a service fulfilment program that is more cost effective and therefore customised to suit your needs, instead of the conventional method where you receive a standardised service offering.

Once we have developed your program, we link it all together and aim to optimise resources and improve cost efficiencies by remaining entirely focused on exactly what it is that you need. After designing your ideal service program, we slot in and work as an extension of your organisation, working with you every step of the way from service planning, workflow methods/processes, ongoing cost reduction exercises and resource scheduling to name just a few. We also understand that your expectations and needs are unique, so we call upon our know-how and expertise to ensure that we deliver on our promise 'Every time'.

AT SPREE ENTERPRISE EXPLORING THE POSSIBILITIES IS JUST THE BEGINNING, INNOVATION IS A PART OF EVERYTHING AND OUR END SOLUTIONS ARE THE ANSWER TO SUCCESS. IT ALL STARTS WITH ONE VERY SIMPLE PHILOSOPHY '**BUILDING CUSTOMERS FOR LIFE**' AND PROVIDING THE BALANCE OF A WELL SYSTEMISED SERVICE PLAN COMBINED WITH PEOPLE AND EXPERTISE TO DELIVER SOLUTIONS NOT JUST FOR TODAY BUT FOR THE BENEFIT OF MANY FUTURE GENERATIONS.

Call us today on  
**1300 787 880**  
to discover how Spree  
Enterprise can provide  
a **Integrated Facility  
Service Solution**  
to suit your  
needs.

