

**Client:** SERCO  
**Contract:** JCT MTC

**Value:** £6 million  
**Period:** 2010-2018

## THE PROJECT

Serco Group Plc is an international service company that helps national and local governments deliver better services for less. Oakray Ltd works with Serco to maintain and improve properties for the benefit of the local community. Providing a comprehensive range of services, Oakray Ltd carries out day to day electrical and mechanical repairs, planned and predictive maintenance, compliance inspections and electrical period inspections. Essential servicing and repairs are provided for lifts, escalators, plant rooms, automatic doors and fire alarm systems, along with water testing. A 24 hour emergency call out support service is also provided.

Contract properties, centrally managed by Hertfordshire County Council include:

County Hall and Core Building

Registry offices

Libraries

Youth centres

Office blocks



## DELIVERING THE SOLUTION

- Detailed planning, monitoring and reporting for compliance and planned maintenance
- Thermal image surveys
- Establishing relationships with local suppliers, minimising downtime and disruption
- Real time reporting via PDA's and electronic inspection certificates
- Detailed asset condition reporting

## RESULTS

- Exceeding the clients KPI targets
- High quality installations
- Reduction in energy usage and CO2
- Improving building compliance
- Production of a detailed asset register
- Improving 1st time fixes



Designed.  
Installed.  
Managed.  
Maintained.

