



CBRE

CASE STUDY: CBRE Managed Services

CBRE Managed Services is recognised as one of the leading facilities, energy and project management providers in the UK & Ireland, operating from a strategic network of regional offices.

CBRE's strategy to deliver exceptional service to their customers is hugely dependent on the capability and delivery of their supply partners. Best value, innovation and exceptional performance are at the heart of their procurement strategy and their supply partners are chosen because they share CBRE's passion for quality and service.

MBM Omega was appointed preferred supplier for office consumables in the UK because CBRE required a dynamic partner with the infrastructure, organisation and approach to service that caters for their current and future needs during a sustained period of high growth. In the last five years, CBRE's turnover has grown at a compound annual growth rate of more than 20%. MBM Omega supplies over 300 CBRE locations, via their 11 UK-based distribution centres.

Brighter business

"When MBM Omega was appointed as a preferred supplier to CBRE, it was a perfect opportunity to demonstrate our 'brighter business' philosophy," said James Marton, managing director of MBM Omega. "We offer our clients intelligent advice, best choice and added value by providing a single source for all the workplace supplies and services needed to help a business run smoothly and efficiently."

CBRE's procurement strategy is underpinned by effective systems, processes and governance. They look for suppliers who can proactively work with them to monitor and continuously improve performance. MBM Omega's proactive account management programme and quarterly reviews ensure they meet those objectives.

Originally, the contract was purely for office consumables such as office supplies, cleaning and catering products but over the years it has expanded into new categories. Now, MBM Omega provides CBRE with office interiors, business catering, promotional merchandise, toner recycling and business print. They also offer a product sourcing service for a number of 'special' items. This saves CBRE the time, expense and effort of sourcing difficult to find items from multiple suppliers.

Meeting environmental goals

MBM Omega also works proactively with CBRE to help meet their environmental goals. Initiatives include the use of online ordering to reduce paper consumption as well as improving efficiency, monitoring the carbon footprint, the move to environmentally friendly and ethical products, plus support for CBRE's ESG activities.

The ability to up-scale the supply chain has proved particularly important following the business merger between Norland Managed Services and CBRE. CBRE's market-leading capabilities enable CBRE to self-perform technical engineering services for commercial buildings and to provide its clients with fully-integrated outsourcing services in Europe. To manage the opportunities this brings both parties, they need a solid supply partner who understands their requirements, will be proactive and can grow with them.

MBM Omega are now working with both organisations and providing an increasingly wider range of products and services from their comprehensive portfolio.

Recent highlights from MBM Omega's unique account management programme have included:

- An extremely high percentage of expenditure channelled through contract products and services ensuring the most cost effective pricing model
- Cost avoidance savings of over £25,000 over the last two years
- Environmental consumption averaging 40% over 3 years
- Expenditure per capita reduced by 45% over 3 years

MBM Omega holds the internationally recognised ISO 9001:2008 (quality) & ISO 14001:2004 (environment) accreditations.

"MBM Omega's client focussed approach, provides a tailored and flexible service that truly meets our needs and which can easily expand to meet future growth plans," commented CBRE. "They share our passion for providing exceptional customer service, leaving us free to concentrate on our core business."

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