

# Case Study

## Babcock, providing total facilities management to critical MoD assets Infrastructure

**Client:**  
Defence Estates (DE)

**Contract Type:**  
Total facilities management

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BTFM is a £50M contract and form part of the Regional Prime Contract South West. It integrates total facilities management services across five military sites servicing around 12,000 personnel in Bath and Bristol, including Abbey Wood and other key Defence Equipment and Support (DE&S) establishments.

The project has benefited from Babcock's extensive experience working with DE. This collaborative relationship led to the development of a 24-hour intelligent helpdesk providing centralised end user support. Implementing this and other proven tools on BTFM created a reliable and responsive service, cost savings due to reduced administration and enhanced performance.

Babcock's flexibility, proactive approach and expertise has led to a reliable, value for money solution. For the first time, a consistent level of service has been delivered across DE&S resulting in economies of scale and best practice.

We pride ourselves on service delivery directly in line with the evolving needs of DE and deliver additional specialist services, such as site redecoration. Making use of our cost management systems, already tried-and-tested on DE's estates, has directed

limited funding towards assets critical to the continuity of operations. This ensures funding is distributed where it is most needed and, conversely, that all available funding is utilised.

The project has so far proved successful. Delivered on time and to budget, it effectively introduces large scale soft facilities management into the prime contracting environment for the first time. Considered a pilot project for DE's Next Generation Contracts, Babcock has the experience, both past and present, to join the MoD during this next phase, implementing lessons learned and understanding and combating challenges.

### Key Facts

Through an integrated team approach, we work collaboratively with stakeholders to deliver a timely, robust, innovative and best value solution across the Bristol and Bath MoD estate.

### Summary of Core Activities:

- Mechanical Maintenance services
- Electrical maintenance services
- Plumbing maintenance services



**Main image:** The Abbey Wood site.  
**Above:** Operator on the functional support helpdesk.

- Fire system/security systems/BMS maintenance services
- Lifts maintenance services
- Waste management services
- Pest control services
- Cleaning services
- Landscaping services (hardscape and softscape)
- Building fabrics
- Civil works
- Catering services
- Reprographics
- Sport centre management (including hairdressing)
- Mail and Portage
- Conference services including voice and video
- Transport management
- 24-hour intelligent helpdesk
- Encompasses nearly 205,000 square metres
- Includes over 7,500 office-based staff
- Fully integrated solution