



a CAPITAL success

Workspace, London

Prepared by Apex Lift & Escalator Engineers Limited

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Contract Overview

Client: Workspace, London

Apex Lifts held a fully comprehensive three-year servicing, maintenance, reactive repair and partnering maintenance contract with Workspace from 2017-2021. The contract served a range of their commercial and mixed-use buildings.

Workspace provides business space to thousands of companies across 58 properties in London. In-line with Workspace's service commitment to their client base, Apex strived to obtain such delivery standards across the 118 lift assets on portfolio including goods lifts, passenger lifts, Kone MRL and Otis Gen2 lifts, scissor platform and scenic lifts.

Additionally, Apex successfully modernised the lift at the Chocolate Factory, utilising our in-house design and construction team - providing better performance and end user satisfaction.

Scope of Works

- > The contract comprised of a bespoke planned preventative maintenance, rapid response emergency call-out and reactive repair service - with a first-fix approach to minimise downtime.
- > Apex delivered synergy with Workspace's planned and reactive maintenance management system, Elogbooks, providing a clear and accurate record of jobs, quotation management & KPI data.
- > The contract was overseen by a dedicated Contract Manager and Service Coordinator, providing on-hand technical knowledge, daily reporting and proactive service updates.
- > Utilising in-house manufacturing facilities, Apex Lifts provided critical spare parts and where necessary, manufactured bespoke components.
- > Monthly and weekly Key Performance Indicator reports were produced, including the measurement of planned and reactive performance, customer feedback & customer satisfaction surveys.
- > SafeLine's LYRA lift monitoring system was installed to analyse and optimise operational planning through reporting on lift performance back to Apex Lifts.

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One of Workspace's 58 properties across London