



CASE STUDY

OPENVIEW DELIVERS HIGH QUALITY SUPPORT SERVICES TO FIRSTPORT

FirstPort is the UK's largest property management group, spanning 184,000 homes across 3,900 developments in the residential, retirement and luxury markets.

The Challenge

FirstPort Retirement Property Services wanted to award a five-year contract to support all fire safety and emergency warden call systems installed at independent living developments nationwide. This would be an important factor in enabling the organisation to consistently meet the highest safety standards and deliver best value for customers.

The Solution

OpenView Security Solutions was awarded two major contracts to provide compliance and maintenance services following an independently-managed competitive tender process which benchmarked all potential partners on the quality and competitiveness of their service. With a highly experienced workforce, comprehensive list of accreditations and a strategically located network of regional offices, OpenView provided the technical capability, experience and financial stability to deliver a best fit service across FirstPort's nationwide portfolio of retirement properties.

The two contracts were:

Lot 1 – Fire and Emergency Systems: covering the maintenance, service and repair of fire detection systems, emergency lighting systems, door magnets, batteries, dry risers and other related systems.

Lot 2 – Emergency Call, Door Entry and Security Systems: covering the maintenance, service and repair of emergency call systems, door entry systems, CCTV and security systems.



Following the contract award, OpenView undertook an initial mobilisation period to significantly increase resources to ensure all contractual requirements were identified, quantified and delivered. This included the successful transfer of 80 existing employees from the incumbent provider under the Tupe process. OpenView also identified areas with known volumes of works and put appropriate resources in place to ensure alignment with the agreed service delivery model.

OpenView schedules all compliance and preventative testing on a rolling annual basis for security systems installed in 1381 sheltered accommodation properties across the UK. The systems are located within 56,988 individual residencies and range in condition from 20 year old legacy products to the latest smart living and IP-based solutions.

Currently, over 400 planned visits, including inspections, maintenance and upgrades are scheduled each month and OpenView provides over 50 reactive responses every day to ensure that every operational requirement is met..

As part of this contract, OpenView maintains a detailed asset register detailing all equipment and plant associated with each site and system. Partnerships with key suppliers and major manufacturers enable the company to ensure the availability of standard contract specific parts and spares regardless of whether they are for legacy systems or the latest smart living and IP-based systems. OpenView also stockpiles parts from older systems in nationwide warehouses that also house workshops which provide component level repairs to maintain stock levels.

Openview provides FirstPort with a KPI dashboard, which is updated on a daily basis, to provide complete transparency regarding service delivery. The company also works closely in partnership with FirstPort to improve existing quality check and rectification processes. This has resulted in the implementation of a new system whereby any defects identified during a quality check are given a QR code sticker. Reports detailing these defects are automatically uploaded to FirstPort via Datastation each day enabling a full and detailed account of all rectifications to be viewed.

According to Andy Ward, Sales Director at OpenView: "We were delighted to have been awarded these key contracts which confirm that OpenView has the size and scale to provide high quality maintenance and compliance solutions on a nationwide basis. This also demonstrates FirstPort's commitment to provide the highest standards of safety for all residents and continually drive up standards."