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THE VISION

Nserv are one of the UK's leading commercial property maintenance and building project organisations incorporating specialist divisions delivering property maintenance services, building projects, electrical works, statutory compliance and security solutions throughout London, the South East and Home Counties.

With vast experience and an excellent proven track record Nserv have positioned themselves as the ideal commercial facilities maintenance and project solution for several industry sectors.

The main industry sectors include:

COMMERCIAL & RETAIL

SOCIAL HOUSING

HOSPITALS

HOTEL & LEISURE

STUDENT ACCOMMODATION

LOCAL COUNCILS

HISTORIC BUILDINGS

CARE HOMES

SCHOOLS & ACADEMIES

COLLEGES & UNIVERSITIES



“As one of our main supply chain partners, Nserv carry out fabric reactive maintenance for our vast portfolio of clients. The team are reliable, efficient and friendly, and they often go above and beyond for the customer. The service they deliver is second to none, and all work is completed to a high standard.”

JEFF DEWING, CEO, CLOUDFM



THE TEAM



Dean Barber
Managing Director



Jim Lee
Operations Director



Shannon Calder
Accounts Manager



Kelly Hart
Office Manager



Nick Choat
Maintenance Operations Manager



Pete Murray
Electrical Operations Manager

Nserv



FACILITIES MAINTENANCE - BUILDING - ELECTRICAL

TRAFFIC
Business +

RENAULT

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"I would have no hesitation in recommending Nserv either on the quality of workmanship or their response times and reliability of service."

DAVID ABBOTT, FACILITIES MANAGER, GAIL'S BAKERIES



THE APPROACH

Nserv are proud of the way they operate the business and their success is driven by work ethic and commitment to service supported by a highly skilled and trusted workforce. Nserv was formed to bring a fresh approach to commercial property maintenance and project sector focused on a higher level of service quality.

Existing to enhance client estates and assets and enable excellence in project and facilities management. The Nserv team of experienced contract managers, surveyors, account managers, held desk members and engineers ensure the highest standards of service amongst the companies growing workforce.

OUR CLIENTS



“Nserv provide a very personal service, always on the end of the phone when needed and provide a very quick turnaround on jobs which are carried out to the highest standards.”

BRIAN DEEN, NATIONAL FACILITIES MANAGER, TAPI CARPETS



LOCATION

Nserv are one of the UK's leading specialists delivering a pro-active service and an excellent proven track record throughout London, the South East and Home Counties.



THE SYSTEM

ONE SINGLE PLATFORM, ONE STREAMLINED SERVICE - WE CONNECT THE BACK-OFFICE, MOBILE WORKFORCE, FLEET AND CUSTOMERS SEAMLESSLY USING PAPERLESS TECHNOLOGY.



TAILOR-MADE FOR TODAY'S CUSTOMERS

Our cutting-edge system enables us to really maximise our customer service offering and gives us a faster approach to planning, managing, scheduling and tracking all projects, anywhere, anytime.

With our on-demand digital experience it allows us to be extremely reactive and available, perfect for the demands and challenges our clients expect. When time management is fundamental within your operation, our streamlined management system keeps resources in view at all times.

Some of our leading system features include:

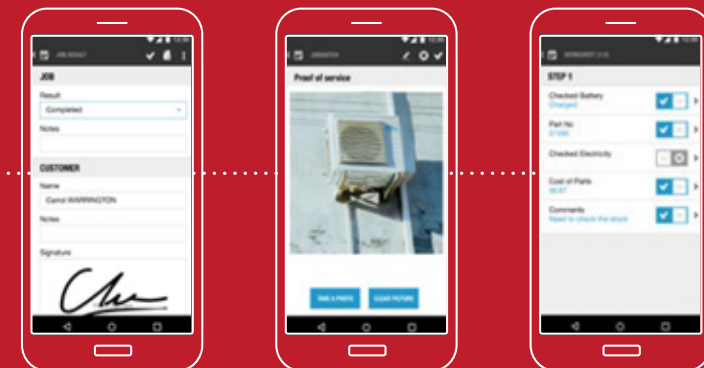
Access your own personalised client portal to add job requests, view progress live and create instant job cards, worksheets and invoices on project completion.

Our cloud-based technology means that we can keep all your sensitive data – safe and secure; while making it fully available to everyone who needs legitimate access.

Our team see the exact location of our vehicles live and can provide clients with an ETA via messages and tracking options.

An electronic signature feature allows for quick project sign-off plus any photos required can be added, inturn streamlining the job completion process for everyone.

All job data is live and available online giving clients immediate access to risk assessments, safety certificates and other compliance forms effortlessly.



THE POWER

Nserv focus on three key areas:

PEOPLE

Nserv find, employ and continuously train only the very best engineers and tradespeople from a range of specialisms. Carefully managing and maintaining the mix of skills in their workforce, to guarantee they are able to have the right people, in the right place and the right time.

APPROACH

Nserv work with some of the best-known high street brands in the UK, working to pro-actively enhance the quality of their estates, providing the best possible customer and working environments, through an efficient programme of facilities management.

TECHNOLOGY

Nserv manages its work through the only end-to-end integrated technology platform for facilities management. This gives them 100% accurate data on all work, and 100% real time visibility on the status of all tasks.

OF 3

Nserv exists to raise the standard of Commercial Maintenance and Building Project delivery through three key principles that deliver increased value to their clients:

ENABLE

We work to enable a higher standard of contract services. No matter how big or small the job, the quality and finish is maintained to the highest standards enabling an increase in our clients productivity and a reduction in downtime.

ENSURE

As an approved accredited contractor Nserv ensure customers premises are legally compliant through regular statutory compliance visits. They ensure that not only is your premises compliant but it's a pleasant and safe place to work and visit.

ENHANCE

All work is completed in a professional and diligent manor, providing the guarantee that our work will enhance our customers reputation, image and profile.

MAINTENANCE SERVICES

Nserv work closely with many blue chip organisations providing a variety of FM solutions to the highest standards. Their superb KPI and SLA statistics demonstrate the commitment to service at all levels through their innovative methods that provide cost savings to clients and a first in class FM delivery.

Their technically trained help desk is available 24/7/365, managing all projects through the only end-to-end integrated technology platform to help reduce callouts and minimise downtime.

This advanced, integrated platform provides 100% accurate data on work and 100% real time visibility on the status of all jobs. Should a call-out be required, the Nserv help-desk is able to provide accurate times of arrival utilising their vehicle tracking systems, meaning you're informed every step of the way.

Nserv ensure to continually train and develop their staff within and throughout their employment driving excellence within the organisation.

All senior members of staff are qualified to degree level and are SMSTS trained. Their skilled engineers are qualified to NVQ level 3 and above in their specific fields. All engineers hold relevant CSCS and ECS cards, IPATH and PASMA trained as standard as well as IOSH working safely certified.

Nserv engineers are required to successfully complete an in depth induction process when joining the organisation and are required to sit bespoke courses tailor made to Nserv in Health and Safety Ladder Training, Customer Care, Asbestos Awareness, COSHH, Driver Awareness, Fire Awareness, Manual Handling, Slip, trips and falls providing staff with a superb grounding from the offset.



Their skilled workforce pride themselves on being respectful, polite and highly professional, delivering a first-class finish to every project with excellent attention to detail.

Nserv find, employ and continuously train to provide only the very best engineers and tradespeople from a range of specialisms including:

- ELECTRICIANS
- PLUMBERS
- ROOFERS
- CARPENTERS
- MULTI-SKILLED OPERATIVES
- DECORATORS
- PLASTERERS
- GLAZIERS
- LOCKSMITHS
- DRAINAGE SPECIALISTS
- SECURITY ENGINEERS

STATUTORY COMPLIANCE

COMPLYING WITH INCREASINGLY COMPLEX LEGISLATION & APPROVED CODES OF PRACTICE IS A HUGE CHALLENGE FOR BUSINESSES.

Through our full range of statutory compliance services, we ensure that our clients don't fall foul of the law and help them apply industry best practice to protect the safety of their employees, residents and the wider public.

Assessments and inspections need to be carried out on a regular basis to ensure our clients places of work are legally compliant. From fire and electrical system checks to legionella monitoring, our specialist mobile maintenance teams monitor and record all statutory requirements, providing assurance that our clients buildings are safe and legal.



Compliance certification and supporting photographs are recorded via our industry leading management system ensuring our clients have compliance assurance at a click of a button. Our best in class services include independent auditing and government recognised accredited certification meaning Nserv can offer you complete peace of mind. Whatever your requirement – gas and fire safety, electrical, air-conditioning or refrigeration management – our highly qualified and experienced specialists and directly employed teams can support you and your business.

The Nserv statutory compliance services includes:

- FIRE EXTINGUISHER & FIRE ALARM SYSTEM SERVICING
- EMERGENCY LIGHT TESTING
- REFRIGERATION PREVENTATIVE MAINTENANCE
- GAS SAFETY SERVICING & MAINTENANCE
- PAT TESTING
- PERIODIC INSPECTION & TESTING
- AC MAINTENANCE & SERVICING
- LEGIONELLA MONITORING
- UNVENTED HOT WATER SERVICING
- SHUTTER & AUTOMATIC DOOR PLANNED MAINTENANCE

ELECTRICAL WORKS

Nserv undertake all aspects of electrical work in commercial and industrial sectors using only fully qualified NICEIC electricians to ensure your building remains fully compliant.

Our inhouse team of NICEIC qualified electricians are fully competent in all electrical installations and we offer a full electrical package to suit all specifications and regulations that may be required and have vast experience in the planning, design and implementation of new systems whether retro fitting, refurbishments or upgrade works to statutory compliance and maintenance works.

Putting safety first, we will inspect, test and maintain your electricity system so that you meet with all statutory guidelines. With regular scheduled maintenance, we can help your business minimise any electrical downtime and reduce costs.

From ensuring adequate emergency lighting to checking the safety of your security systems, lighting or building systems, our support ensures you're complying with IEE codes of practice and current wiring regulations.

Typical electrical works include:

- ELECTRICAL INSPECTION CONDITION REPORTS EICRS
- EMERGENCY LIGHT TESTING
- FIXED WIRE TESTING
- PAT TESTING
- SERVICE & MAINTENANCE
- REWIRES & ELECTRICAL UPGRADE
- NEW BUILDS & PROJECT WORKS
- DESIGN & INSTALLATION WORKS REQUIRED
- FAULT FINDING

SECURITY SERVICES

NSERV CAN MANAGE YOUR SECURITY REQUIREMENTS FOR REACTIVE, PLANNED & INSTALLATION OF ROLLER SHUTTERS, GRILLES, MANUAL & AUTOMATIC DOORS, GATES, BARRIERS, BOLLARDS & ROAD BLOCKERS.

Nserv understand the importance of security to your business premises and that it's vital to choose the right team to guarantee all planned and reactive security works. With years of unrivalled experience in security services across London, the South East and Home Counties, Nserv employ a team of highly-skilled, knowledgeable and fully-trained Engineers who are specialised in all security aspects.

PLANNED PREVENTATIVE MAINTENANCE

Nserv offer a full PPM service for all security products, fully compliant and provided by highly-skilled Engineers, providing you with the certifications needed giving assurance that your assets are compliant to current regulations.

24/7 REACTIVE CALLOUTS

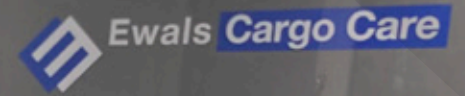
Nserv deliver a 24/7/365 callout service across London, the South East and Home Counties through dedicated Engineers and Office Staff, ensuring that your sites are safe and secure at all times.

FLEXIBLE MANAGEMENT SOLUTIONS

Our dedicated service teams ensure your assets are maintained to the highest possible standards, which increase asset life and provides complete compliance. Our customer service teams and experienced engineers are at the heart of everything we do to provide you with a peace of mind that your requirements are always met.

The Nserv highly-experienced security services team provide Planned Preventative Maintenance & 24/7 Reactive callouts across:

- **ROLLER SHUTTERS & INDUSTRIAL DOORS**
- **AUTOMATIC/MANUAL DOORS & ENTRY SYSTEMS**
- **SECURITY GRILLES**
- **SECURITY GATES & VEHICLE BARRIERS**
- **BOLLARDS & ROAD BLOCKERS**
- **PERIMETER SECURITY**



PROJECT DELIVERY

WHATEVER YOUR REQUIREMENTS, NSERV
DELIVER PROJECTS FROM CAPITAL PROJECTS
TO REFURBISHMENTS, CONVERSIONS,
EXTENSIONS AND DILAPIDATION PROJECTS.



Nserv understand the importance of delivering construction projects on time and to specification, regardless of the size. Nserv tailor each project to ensure your requirements are met by using an experienced and trusted team of professionals.

From refurbishments to upgrade works, retail through to schools, their skilled workforce enables Nserv to meet budget, programme and quality targets and work strictly to design specifications.

Nserv deliver construction projects from conception through to completion, working to your brief to make sure your building premises provides the right impression to visitors, customers and your staff alike. With a proven track record and vast experience in project delivery, Nserv can ensure to improve the exterior and interior of your building.

With years of unrivalled experience in building works in London, the South East and Home Counties, Nserv employ a team of highly-skilled, qualified tradesmen who can specialise in their respective trades.

AT NSERV, YOU CAN EXPECT EVERY ASPECT OF BUILDING WORKS TO BE COVERED INCLUDING EXCELLENT TECHNICAL ADVICE TO HELP YOU REACH YOUR BUILDING GOALS.

Their knowledgeable, skilled and trained team are in place to deal with your building works from start to finish.

The Nserv highly-experienced project team includes:

- **GROUNDWORKERS**
- **BRICKLAYERS**
- **JOINERS & CARPENTERS**
- **ROOFING SPECIALISTS, PAINTERS & DECORATORS**
- **TILERS**
- **PLUMBERS**
- **NIC EIC ELECTRICIANS**
- **PLASTERERS**
- **SECURITY ENGINEERS**
- **MECHANICAL / HVAC**
- **DECORATORS**



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