

# EUROPEAN CUSTOMER SYNERGY

Creating borderless successes

## WHO WE ARE

ECS, a European full service Facilities Management provider, has extensive experience supporting customers in a range of industry sectors. Proudly serving numerous multinational organisations including leading technology companies, financial service providers, fashion houses and many more, ECS understands the importance of a bespoke, customer centric solution for every organisation.

€ 4 billion  
in turnover

135,000+  
employees

400 offices  
41 countries

Single, bundled & IFM  
services since 2001



Leading FM  
service provider



Operating  
throughout Europe



Located in  
41 countries



Accumulated turnover  
of 3.9 billion Euros



Over 135,000  
employees



Providing FM services  
since 2001



# WHAT WE DO

From the tailor-made solution, to Pan-European IFM solutions, everything is possible with us.

## KEY BENEFITS

### Local Delivery

ECS understands local regulations, cultures and practices. You can rest assured that ECS is operating within regulatory standards and conforming to local government minimum wage and worker wellbeing initiatives.

### Self-Delivery

One size doesn't fit all. Unlike other providers, ECS can flex to fit your requirements allowing for a totally bespoke solution for your organisation.

### Consultative Approach

ECS takes the time to look at your business and provide consultative advice. This results in a higher quality of service, aligning perfectly with your business strategy.

### A European Solution

ECS provides a tailored European solution with harmonised SLAs and KPIs. All activity is mindful of compliance and local customs, in addition to continuity of service delivery and management information.

### Privately owned

A network of privately owned partner companies allows for immediate decisions to be made, resulting in a fast and effective solution to any situation.

### All of ECS's partners

**provide** services nationally across their geographies and are financially strong, comprehensive businesses with the local resources and infrastructure critical to providing excellence of service. With best practice being shared amongst the 17 partner companies, ECS is always at the forefront of the latest industry developments.

### The ECS difference

All of ECS's customers benefit from the assignment of a Strategic Account Manager, providing a view of the relationship from a European level. Customers will also be appointed a Local Account Manager, providing a familiar voice to assist you with any query.

This carefully balanced approach means you receive an effective European solution on a local level.



### HARD

Service desk,  
Security equipment,  
Risk management,  
Auditing



### SOFT

Cleaning,  
Security,  
Landscaping,  
Catering,  
Storage & handling



### OFFICE

Switchboard,  
Mail room,  
Meeting rooms,  
Help desk/service desk

# OUR PRESENCE THROUGHOUT EUROPE

We serve clients in every  
sector, in every country.

ECS is present all over Europe. Our local experts are FM powerhouses in their markets, guaranteeing the highest standards and service delivery all throughout Europe.



<b>Dolmans</b>	Netherlands
<b>First Facility</b>	Hungary, Serbia, Slovenia
<b>FMS</b>	Turkey
<b>FourFM</b>	Denmark, Finland, Norway, Sweden
<b>GenKa</b>	Greece
<b>Grosvenor</b>	Ireland, United Kingdom
<b>GSF</b>	France
<b>Iris</b>	Belgium
<b>La Lucente</b>	Italy
<b>OKIN</b>	Bulgaria, Czech Republic, Romania, Slovakia, Ukraine
<b>Sagital</b>	Portugal, Spain
<b>WISAG</b>	Austria, Germany, Luxemburg, Poland, Switzerland