



# AGILE SOLUTIONS

**Holistic service offering. Tailored solution. Expert delivery.**

Tsebo Agile Solutions provides Facilities Management, Maintenance & Repairs, ad hoc solutions as well as Office & Business Support, Catering & Cleaning Solutions and Specialised Services to many companies nationwide.

## OUR SOLUTION

This service includes a nominated Agile Facilities Manager to handle your account personally. We also provide a 24-hour, seven-days-a-week service to handle your emergency needs.

Whether you have a plumbing leak, heating issue, equipment failure or even a break-in, we will support you and take care of the problem. We have a national database of qualified service technicians who will be on-site within agreed time frames under the supervision of one of our experienced Agile Facilities Managers. We also support you by supplying your company with the necessary expertise to develop, implement and support your Quality Assurance Programme.

- 24-hour, 7-day-a-week service
- One-call, toll-free for all service needs
- Single-source billing
- Nationwide resources for multisite organisations
- Preventative maintenance programmes, and
- Customised service programmes developed to meet your needs
- Various ad hoc "on-call" service solutions
- Customised reporting on services performed
- Reduced rates for volume servicing
- Work monitoring to ensure complete customer satisfaction
- Warranty work tracking
- Highly qualified, professional and experienced staff



## Bundled services with a 24-hour Helpdesk and Integrated Reporting System

- Building and infrastructure maintenance
- Technical and engineering solutions
- Office and business support
- Project and space design management
- Professional catering, including beverage and vending solutions.
- Cleaning and COVID-19 solutions
- Security systems, technology and guarding
- Energy management interventions, remote utility metre monitoring and bill verification

## Operating Model

Tsebo Agile Solutions provides variable off-site mobile solutions via a centralised call-centre that incorporates partnership management, quality, cost-effectiveness and service delivery. Each account is managed by a dedicated Agile Facilities Manager, supported by a team of administrators, call-centre operators and quality controllers. The team's main functions include ensuring optimum, cost-effective service delivery, reporting, administration and finance, to ensure that our clients focus on their core business while Tsebo Facilities Solutions takes care of the rest.

Our centralised call centre ensures a single point of contact. All requests will be logged by Tsebo's call centre via a self-service request, e-mail or telephone call, and clients will be provided with a reference number to keep track of the request. The requests will be logged by one or more identified client staff members that have the authority to log all calls (controlling cost), thus ensuring governance and levels of authority are always adhered to.

Work orders and service delivery will be accomplished and verified on an agreed frequency to ensure the highest standard is maintained. Site-specific checklists and site audits will be used in conjunction with call-centre reports, as performance measurement and quality control mechanisms for the delivery of services, the meeting of agreed SLAs and quality levels.



## Commercial Reporting

The efficiency of operational systems and facility use can be tracked to assist the client in reaching informed management decisions. Tsebo provides each client with customised online reports that compare daily, weekly, monthly and annual costs at different locations, cost per square meter, breakdown repairs for all trades, the number of service calls made from each facility or any other data a client may require.

Tsebo Agile Solutions will deliver the service on an open-book basis providing clients with up-front pricing with NO HIDDEN costs or markups. Our experience indicates that this approach allows Tsebo to add significant value to the client in terms of streamlining workflow, budget preparation, management and reporting and ongoing efficiencies, as well as by contributing economies of scale and skill.

Tsebo provides each client with a single monthly invoice that includes the contract fee and all other costs incurred in the provision of the service (in accordance with the agreed budget and call-outs via the call centre).

## AFFORDABLE EXPERTISE

By paying a customised monthly retainer, each client accesses Tsebo's 24/7 helpdesk, national service execution partner base, specialist FM site visits and quality control functions and checks.

Generally, the commercial structure of our service provision can be split between fixed and variable costs:

- Fixed costs include planned and contracted services that are performed at a set frequency at agreed service standards. Examples of this could include a cleaning service three times a week, or a monthly generator service. Planned and contracted fixed services which will be agreed during implementation and included in the budget.
- Variable Costs include once-off services and reactive calls, where volumes and frequencies are determined by the client and are ad hoc service requests. These services would be based on agreed rates and call-out fees. Examples could include the replacement of a cracked windowpane, or a once-off deep clean after a coffee spillage. Reactive call-outs and 3rd party services are logged at the Tsebo call centre and billed in accordance with agreed call-outs and schedule of rates.



## OUR SERVICES



### Building & Infrastructure Maintenance

- Building management systems, fabrication and repair
- Fire management and technology
- Waste management
- Lifts and escalators
- Plumbing, geysers and drainage
- Maintenance projects



### Technical & Engineering Solutions

- Water management and solutions
- HVAC
- Electrical
- Generators and power supplies
- Solar PV systems



### Office & Business Support

- Reception and concierge
- Florist
- Courier
- Document waste management
- Office sundries such as stationary, kitchen and office stock
- Telephone services
- Meeting-room management



### Project & Space Management

- Project management and consulting
- Turnkey office design, costing and build
- Business relocations and interior design
- Change management



### Professional Catering

- Meeting and staff-function catering
- Buffet and three-course meal options
- Light cocktail menus
- Vending and beverage services
- Procurement of supplies and consumables



### Experienced Cleaning & COVID-19 Solutions

- Ad hoc cleaners and staff attendants on daily, weekly or monthly rates
- Procurement of high-quality cleaning products
- Specialised cleaning, hygiene and pest control



### Security Systems, Technology & Guarding

- Physical solutions: guarding, armed response and access control
- Remote monitoring and integrated solutions
- Estate living and commercial density solutions
- Smart building solutions: IoT, heat mapping
- Fire and servicing solutions



### Energy Management & Technology

- Utilities management
- Energy management
- Energy conservancy measures
- Renewable energy
- Remote utility metering and bill-verification services

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