



Orange

Call centres call on the experts

First Choice Facilities (FCF) now provides periodic maintenance, installation and commissioning work for all the fire detection on all Orange PLC call centre facilities in the North East of England.

The brief is to provide quarterly maintenance visits to test and inspect the fire systems and when required provide remedial works or repairs to ISO9002 standards. FCF can say that their staff have looked after these sites for the last 10 years and have been able to provide impartial advice and to carry out any

works required in a professional manner because of their in-depth knowledge of the sites and the client's requirements.

As these sites covered are customer call centres they cannot be evacuated due to lack of system knowledge. Mike Robinson, Orange Facilities Manager for the North East says "We use FCF on our North East sites as they provide us with a service that we feel confident with and we know that when requested to carry out works it is done in a competent and professional manner".



Signet Group plc

Adding a touch of sparkle to security

Jewellers have always understood the importance of high standards of security. Signet Group is the world's largest speciality jeweller with over 585 sites in the UK through its H Samuel and Ernest Jones brands.

Having previously tried other companies, Signet turned to FCF to supply, install and commission a new networked system for access control, CCTV and intruder alarms at its new head office in Borehamwood.

"The Fire and Security Industry is notorious for poor service levels," says Jeff Cochrane, Facilities Manager for Signet Group plc, "That's why we decided to put our new business with an independent provider and we have not been disappointed with our choice."



Shepherd Engineering Services

A reputation for tackling the big challenges

An impressive track record of tackling the challenges posed by large projects, has won FCF a new contract from Shepherd Engineering Services Ltd at North Tees Hospital.

FCF has been involved with many large projects, including the new European Headquarters for Procter & Gamble, the Devonshire Building for Newcastle University, a call centre for npower and, most recently, Block A at Friarage Hospital, Northallerton.

The brief for Friarage Hospital Block A from project managers Shepherd Engineering Services was for the installation of a complete fire detection system throughout the building which needed to be integrated into the existing site-wide fire detection system. Also as part of the project FCF was asked to carry out the installation of multi-core cabling for the building's smoke ventilation system.

Tony Rogers, Shepherd's Project Manager says "FCF provides us with quality workmanship – we are happy to continue using them on future projects".