

Vanquis Bank, Pembroke Court and Compass South, Chatham Maritime

Overview

Vanquis have used Portal's MOS since 2007. The initial provision of a 34,000 sq. ft. customer service facility was doubled in 2016 creating a campus environment that will support 560 workstations.

The 70,000 sq. ft. campus comprises two properties. Portal deliver a tailored property, workspace and FM solutions with dedicated site management.

Key Challenges

The company wanted to increase capacity without committing to unwanted space:

Quickly outgrowing their initial premises, the bank moved into a second building splitting their operation into two.

The company identified an ideal property nearby, Pembroke Court, which could house all its requirements under one roof

However, the space at Pembroke was too large for their current operation and the landlord would only let the entire building.

Should they commit to 51,000 sq. ft., when their current operation demanded only 34,000 sq. ft.?

Core Benefits

- Portal's Managed Office Solutions has evolved and grown to meet Vanquis's expanding growth requirements.
- Mitigated Risk. Portal's Solution provides cost certainty and operational assurance. It allows Vanquis to focus on their core activity.
- Reduced Capex requirements. The solution has mitigated substantial Capex requirements, allowing business funds to be used more effectively.

"We are bankers, not property experts. Portal, not only delivered the property but were motivated to manage risk out of the project. A win-win situation for both parties."

Spokesperson, Vanquis



What Was Included In The Solution

The workspace delivered to the client by Portal provides:

- Initial supply, fit-out, management of 34,000 sq. ft. Pembroke Court contact centre facility with 380 workstations in 2007
- Expansion to include a new facility (Compass South) in close proximity to Pembroke Court including refurbishment of both sites to create a campus environment that will support circa 560 workstations
- Open plan workspace design and optimisation to ensure an environment aligned to supporting employee and brand values effectively and providing consistency across all Vanquis sites
- Cafe
- Break-out areas and meeting rooms
- Reception



Portal's on-site service provision comprises:

- Qualified on site FM manager providing a single point of contact for Vanquis.
- Supplier management, health and safety and day to day running of the site.
- Regular reporting on agreed KPIs.
- FM provision throughout, including cleaning, maintenance and security delivered to stringent SLAs
- Reception services