

# introduction brochure



| exceptional property services & staffing |



*"Innoventive have been true to their words.  
We have not looked back since appointing them and it  
is one of the best business decisions we have made"*

*making exceptional service happen*

*who we are and who we serve  
what we do  
when we developed  
why we are successful  
where we operate  
how we go about growing*

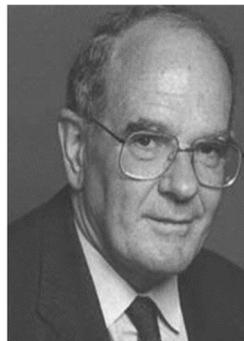
I keep six honest serving-men  
(They taught me all I knew);  
Their names are **What and Why and When  
And How and Where and Who.**

I send them over land and sea,  
I send them east and west;  
But after they have worked for me,  
I give them all a rest.

I let them rest from nine till five,  
For I am busy then,  
As well as breakfast, lunch, and tea,  
For they are hungry men.  
But different folk have different views;  
I know a person small-  
She keeps ten million serving-men,  
Who get no rest at all!

She sends'em abroad on her own affairs,  
From the second she opens her eyes-  
One million Hows, two million Wheres,  
And seven million Whys!

*Rudyard Kipling*



**our  
senior  
team**

qualified  
versatile  
energetic  
experienced  
team players  
relevant



BAFTA

London Evening Standard

abokado  
Feel great food

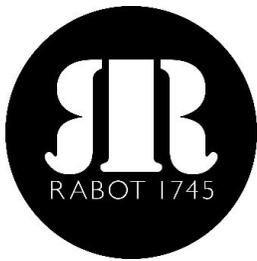


LODHA  
BUILDING A BETTER LIFE

EDUCATED BODY



ROSE THEATRE KINGSTON



LK Advisers Ltd

Maggie & Rose  
The Family Members Club



MM6  
Maison Margiela PARIS

incipio

LES MILLS



wasabi  
sushi & bento



THE STYLIST GROUP

THE MONTCALM  
LUXURY HOTELS LONDON



HONEST BURGERS

BENIHANA



WETHERELL  
MAYFAIR'S FINEST PROPERTIES

Natura Bissé  
Barcelona

NHS CONFEDERATION

ae  
Alfred Equities

DC Thomson

HARBOUR HOTELS



NOBU

CATALINA

REIGNWOOD  
华彬集团

FRONT

LOEWE



KUONI  
AXEL 軸 ARIGATO

our customers operate in diverse industries but are similar in being high end or high profile brands who have demanding customer expectations to fulfil themselves

we work with property investment professionals, media producers, hoteliers, food retailers, members' clubs, prestige motor manufacturers, insurers, fashion boutiques, restauranteurs and more; all trust us because we earn trust

the demand on us is for consistent excellence and for continuous improvement

good enough is never good enough and we are good with that

# who we are



# specialist

cleaning



maintenance



security &  
front of  
house



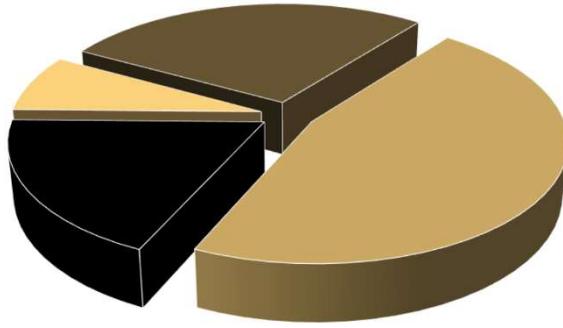
staffing



# integrated

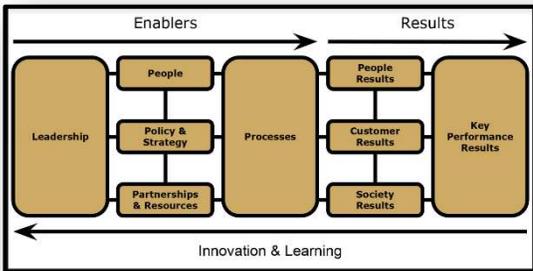
# revenue segmentation

- Cleaning
- Maintenance
- Security
- Staffing



employ good  
calibre staff

retain, train  
& management  
of people in  
best practice



design efficient  
work systems



use technology  
and equipment  
to improve  
operational  
productivity



consistently  
delight customers  
with 'ideas and ears'

*what we do*

# when we developed

JH Westley started a construction sector contracting business

1950



company entered the wider contract services market in the print and media sector

1985



followed by a rapid expansion into the blue chip arena

~1990~



commercial sector division developed & sold for strategic evolution

~2000~



print sector business closure

~2015~



next generation business rapidly expanding

~2020~

# raison d'être

(n.) a reason for existing



we operate in a £1.3 trillion market place;  
we can choose good customers



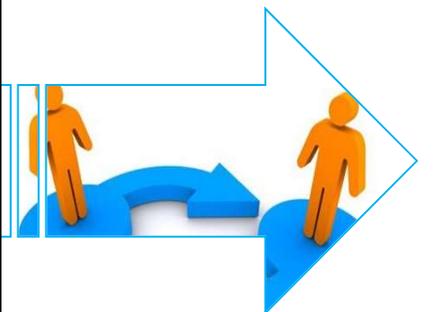
business changes hands  
in our market and  
growth is achievable  
*(+/- 10% of clients shifted from  
integrated to specialist services  
between 2010-2017)*



cost reduction is  
always in fashion and  
we create efficiency



service improvement is  
always on the agenda  
& we make  
things better



TUPE is properly  
understood &  
professionally  
implemented – we are  
vastly experienced

why we are successful

# key operational hubs

london

bristol

cambridge

reading

brighton

birmingham

manchester

leeds



# past experience

glasgow

preston

liverpool

norwich

# london centric u.k. wide

*our clients often need us to  
operate beyond our london hub*

hq



brentford

operations



holborn

sales



mayfair

helpdesk



the city

innovoventive operates out of four  
london offices supported by a national  
network of serviced offices

we operate at over 300 locations  
across much of the uk but with  
london centricity at our heart

where we operate

primary growth strategies

# references from current clients

Awareness | Knowledge | Conviction | Sale

# return business from former clients

*their use of state-of-the-art equipment gives them a clear advantage.*

*they have reduced the cost of our cleaning whilst at the same time increasing the quality of the work.*

*they are a "bunch" of very personable people who work hard and are genuine.*

*innovative sees (and does) things differently - the real difference was that we are not just another client, we are partners and working towards the same goals.*

*we have not looked back since and it is one of the best business decisions I have made.*

*it was the people who really made the decision to switch easy.*

*the transition was smooth for our business as Innovative's business team took care of everything.*

*they are very visible being on site very regularly (at all hours, even at night time) to check the quality of the work done, they are pro-active and always strive for the highest standards.*

# new business from industry forums



# walk in business from cold calling



we rely upon being good  
at what we do

not everybody wants  
'global'; people still like  
personal care and we  
deliver that

we are very good at  
identifying 20/80 'pareto'  
impact strategies and  
applying the philosophy  
again and again

we are fair with our  
people but firm; our  
employment package is  
simple and geared to  
giving us KPI's of  
attendance, energy and  
performance

HOW WE GROW



*then*



alfred equities  
appointed innoventive  
to clean, secure,  
maintain and staff its  
aldgate portfolio in  
early 2019

*case study*

our goals involved:

- ✓ enhancing 1<sup>st</sup> impressions & the marketability of the building
- ✓ on target (legal compliance for) infrastructure & systems
- ✓ improving building security
- ✓ evolving a best in class user experience
- ✓ designing innovative solutions to building and planning issues

"your involvement in the running of the alfred equities london properties has raised the bar in terms of potential occupiers' views of our buildings along with the tenants' satisfaction. you are unquestionably now our 'go to' people for all matters in relation to facilities management"



*director – alfred equities*

*now*

*case study*

*“things do not just happen;  
things are made to happen”*

*john.f.kennedy*



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A member of the  
**BRITISH  
SAFETY  
COUNCIL**