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Case Study

Client: Lexington/T-Mobile

Service: g2 Metrix®

Case study confirms g2 Metrix® reduces an existing 15 stage spreadsheet based kpi measurement regime to a 2 stage process significantly reducing the time taken; letting precious resources focus on performance analysis.

Using g2 Metrix® 10 Facilities Managers located throughout the UK now spend minutes measuring and reporting on their KPIs against service levels on T-Mobile's outsourced FM contract. Reporting, communicating and analysis of performance is now instantaneous saving a significant amount of resource and improving the time taken to report on exceptions for both Client and Supplier. Using g2-metrix® the entire team can collaborate over the web and share information simply by accessing any internet browser.

Commenting on the decision to commission g2-metrix®, David North, Operations Director, said that it effectively automated the performance measurement process that preceded it: *"Metrix gives us an holistic real time view on how we're performing at each T-Mobile site and enables us to report to our client very quickly,"* he says. *"Whereas we used to use reams of interlinked spreadsheets, inputting data was a cumbersome and time-consuming task. With Metrix, everyone can input data, it's easy to use and we obtain an holistic view very quickly. If we then need to examine certain operational areas where the results reveal that performance is temporarily less than satisfactory, then Metrix enables us to drill down and then manage that by exception."*