



PROJECT SHEET NO. 2

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Real estate
and technical
equipment for
Slovak Telekom

Comprehensive technical administration of
facilities, equipment, and property.



54,600

Every two years, we inventory 54,600 items of the Client's property. Furthermore, we inspect approximately 13,000 electrical appliances with a flexible supply twice a year.

Through the linking of specialised services, namely energy management, facility management, repairs, and the modernisation of technical equipment, we help the Client to minimise the cost of its building operations each year.

We oversee the operation of both small facilities and large office buildings.

Real estate and technical equipment for Slovak Telekom

The launch of the collaboration with Slovak Telekom dates back to 2003, as we provided the company with the technical operation and maintenance of its real estate across Central Slovakia. Later on, the collaboration was interrupted for a period but was renewed as of September 2011, with services being provided across the entire territory of the Slovak Republic. Furthermore, the portfolio of the services provided now includes the comprehensive technical administration of facilities and an entire series of support activities, which help to optimise our Client's operational costs and relieve the Client of activities not directly linked to the main scope of its business. Currently, BK group manages approximately 2,700 items of real estate on behalf of the Client, ranging from small facilities to large office buildings.

Scope of cooperation

Slovak Telekom is a typical customer in the sense that we provide them with a wide range of services in the field of facility management, and that they have completely outsourced its support activities to us. In addition to the preventive and operative maintenance of facilities and equipment, small and medium-scale repairs, property inspections, the testing of dedicated equipment, and a 24-hour on-call service, we also make support processes more efficient, which – through suitable adjustment – reduces the Client's costs. These services include facility management, cleaning including summer and winter maintenance, energy management, asset management, support in real estate sales, and technical documentation management. Our Client has access to special facility management software and can monitor the course of the resolution of individual incidents online from their observance to their removal. In addition, this software presents another benefit for BK group team, namely a transparent account of its facilities, technical equipment, asset, energy consumption, and the Client's technical documentation.

Project challenges

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Availability Slovak Telekom is provided with 24-hour on-call service 7 days a week to ensure the operation of its equipment and to maintain the comfort of its employees' work environment. BK group guarantees the deployment of its personnel within 30 minutes to correct a deficiency.

Complexity The synergy between the knowledge and mutual collaboration of our specialists from various fields enables us to deal with the Client's requests in a smooth and problem-free manner, as well as the ability to assume full responsibility for the process of handling them.

Accessibility We have a team of specialists in each region of Slovakia, which makes it possible to respond to the Client's specific requests in a fast and flexible manner and allows for the prompt and efficient accomplishment of tasks.



Through planning and the organisation of facility management, we save the Client 15% of cleaning costs.



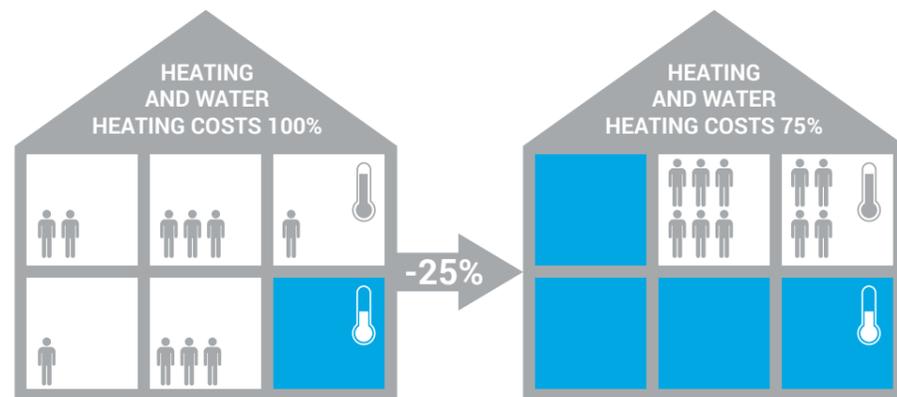
We substituted 41 outdated air conditioning units using environmentally unfriendly cooling agents with modern, eco-friendly units. This way, we now save 30% via the operation of the new equipment.

-25%

Through a combination of optimising usage in the work environment and modernising technical equipment, we can save the Client up to 25% of its heating costs.

Slovak Telekom owns a large number of office buildings that were designed for the technical and personnel needs of their time. The efficient use of these premises is an important factor at the moment; we help

our Client to justify the use of indispensable premises and internal space, and we oversee the leasing or sales of other facilities.



Automatic management system of heat sources

Marek Šíma, Project Manager for Slovak Telekom

The modernisation of heating management systems is medicine for the inefficient operation of buildings through minimising heating costs. For example, clients often use old heating source equipment, which is mostly operated manually, causing operational and economic issues when considering the current standards of heating, including: irregular and unreliable operation, lack of information between boiler room inspection intervals and on the course and adequacy of consumption, permanent fixture and rising personnel costs, large consumption of input energy, and especially the inability to regulate current energy consumption levels.

We tackle this problem through an automatic management system for the operation of heating sources, which we have installed for several clients. The client benefits from the option of monitoring and adjusting the parameters of all facilities online in one place; of resolving an operational deficiency remotely, where no deployment of a service technician is necessary; of sending alarms via email to mobile devices; and by analysing the economic efficiency of the operating system. This innovation has been used in collaboration with the Facility Management Department of Slovak Telekom and has become a reality.

Margita Vyoralová, Facility Management for Slovak Telekom

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Harmonisation of the work environment and work processes depends on correctly adjusting a wide range of facility management services to satisfy the varying needs of an organisation in a speedy and flexible manner. Finding a good partner able to create tailor-made solutions in this area is a challenging and tedious process. Thanks to utilising the full potential of outsourcing, Slovak Telekom has found such a partner – BK group. This way, we can make better use of our own potential to develop activities within the scope of our business.

3,500

We take care of the 3,500 clients/employees of Slovak Telekom/. We treat each of them with an individual approach and provide them with comfort at the workplace – from fixing a broken office chair wheel or a faulty coffee machine to regulating the temperature of the office.

1,200

We completely relocated 1,200 workstations in 8 days. We are able to relocate a workstation without disrupting the comfort of the work environment for the Client's employees.

175,180

We clean 175,180 m² of interior surfaces with services of highest quality. In addition, we provide winter and summer maintenance for the exteriors of more than 350 facilities across Slovakia.



About BK group

Based on years of experience, BK group brings its clients comprehensive and efficient solutions and savings in the field of building technology in compliance with EU and global standards. During its 20+ years of existence, the group has provided its services both in Slovakia and in foreign markets, primarily in Romania, Russia, Algeria, and Chad. BK group's customers include local and multinational companies operating in the residential and administrative, commercial, public, and industrial sectors.

We are building insiders. Our individual client approach, personal involvement, and pro-client thinking, along with an expertise in all areas of our specialisation, enable us to assume full responsibility and liability for our clients. This results in the provision of professional services and long-term, honest relationships with our clients. Thanks to our experience, accountability, and flexibility, we enable our customers to develop their core businesses at a faster pace.

Related documents can also be found at www.bkgroup.info

Building Insiders



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