

Your Partner
in Property



Portal's Occupier Solutions – The business approach to property procurement

All organisations involved in the acquisition of commercial property face the same challenge; finding affordable accommodation over the right duration to meet the demands of its business. In addition, they need to do this without incurring undue risk whilst at the same time trying to incorporate the flexibility to accommodate future change.

At Portal, we think business, not buildings and have developed an alternative approach to accommodation acquisition that meets this challenge. We source and deliver bespoke property solutions for the corporate sector. Our fully managed, flexible accommodation solutions include all capital expenditure components within a fixed price operational contract. The result is a simplified, low risk and cost effective approach to property.

As traditional methods, such as leases and capital purchases fail to meet the dynamic environment that today's businesses operate within, our Occupier Solutions approach is now being adopted by many forward-thinking companies who recognise that it is now possible to build flexibility, risk mitigation and agility into their property portfolios.

A Managed Solution – delivered for a fixed price

Unlike traditional methods of property procurement, Portal's Occupier Solutions model does not need you to commit to either a capital purchase or a long term lease. Essentially an operating lease is taken over the required accommodation, which can be structured flexibly so as to provide phased initial occupancy as well as options during the life of the agreement, including the ability to extend and contract as your business demands.

On-going delivery is supplied on a monthly basis and is underpinned with service level agreements. In addition, you have the option to walk away at the end of the contract with no dilapidations, overhang lease liability or capital expenditure write downs.

Key benefits:

- **Capex free solution** – Portal's fixed price operational contract is delivered on a per workstation per month basis, giving you cost certainty for the contract term
- **Flexibility** – Contract term to match your business planning horizon
- **Speed to market** – adapt your accommodation portfolio to meet your business needs more quickly and cost effectively
- **Mitigated risk** – the associated risks are transferred to Portal, meaning you can focus on your core business
- **Cost effective** – the solution validated by industry experts
- **Clean exit** – You can walk away at the end of the contract with no dilapidations, legal fees or overhang lease liability





Your business, your accommodation choice

We offer businesses choice. Regardless of size, location or term we can deliver accommodation solutions that meet your exact requirements. By clearly understanding what type of accommodation is needed, we can deliver solutions, either from our existing site portfolio, through acquisition of a new premises or built to your specification in any location in the UK, in conjunction with our sister company Cannock Developments. Plus we offer these solutions with a variety of ownership models that best suit your immediate and future business needs.

Facilities management

Facilities management is a key component of our solution. We offer a proactive FM solution, built around an on-site management methodology, which delivers excellent and measurable on-going service.

Our business is founded on a pedigree of delivering superior service that drives out costs for you. Fundamental to that has been the quality of the people we employ and our sound methodologies.

IT/Telephony

A crucial aspect of any business, regardless of whether it is operating a contact centre, data centre or back office operation is the resilience of its communications and data technology. Portal recognise that any accommodation solution must offer a robust, secure and fully supported IT infrastructure.

We can deliver the entire IT and communications infrastructure to the desktop. This includes the construction of a secure and environmentally controlled and monitored Communications Room, sourcing and implementing all of the required IT hardware components plus all on-going maintenance and support services. What's more as we offer this as part of an operational lease contract we eliminate obsolescence and write-downs as technology upgrades can be factored into the agreement.

Data centres

As part of the solution, Portal can deliver cost effective, robust, resilient and expertly designed Data Centre facilities. Our design and delivery expertise, ensure that all of the essential components of the data centre are managed.

We are passionate about what we do, and our track record of providing sophisticated, value for money solutions to some of the UK's largest blue chip organisations is testament to this pro-active philosophy; one that is committed to the highest standards throughout the contract – all day, and every day.

How we work

We will work in close partnership with you to ensure that every aspect of the process is encompassed within your bespoke project plan from initial planning and acquisition, right through to fit-out and the on-going support and management to achieving service levels for the entire term of the agreement.

A typical approach – a step-by-step guide

1. Planning and assessment

Your dedicated Portal project team will work with you to determine exactly what is needed, when you need it, and where you need it. We also factor in your current situation and constraints and identify ways to lower potential barriers to moving such as exit costs from your existing facility.

2. Acquire or build?

Depending on the outcome at the planning stage, the next decision is whether to acquire an existing facility and make it fit for purpose, or to commission a new build. In both cases we will remove the property acquisition headache by simplifying the supply chain and providing a single point of responsibility.

Also, the terms we offer will be more flexible and typically range from 1-5 years for a facility within our existing portfolio, from 3 years in an existing but non-portfolio building, and typically just 5-10 years for a build-to-order solution.

3. Implementation

Once acquired we fit out the facility to your exact requirements with the latest services and technology. This can include; all the common break-out areas, offices, workstations, and all the IT and telephony if necessary.

4. Delivery

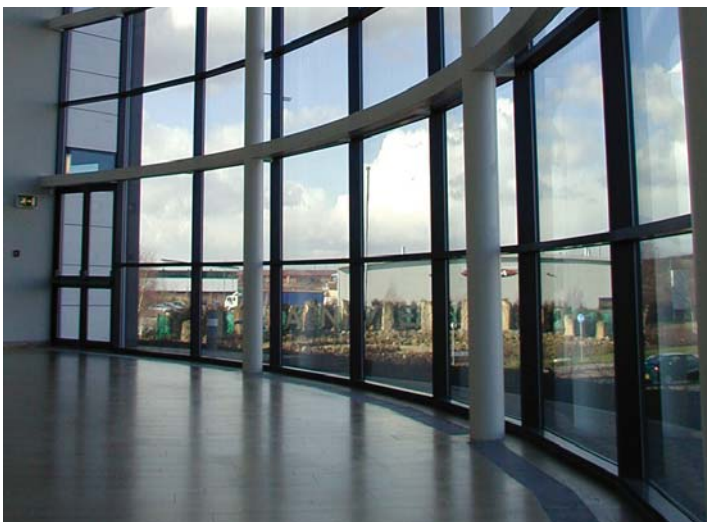
On day one, your new facility is delivered ready-to-go. We will ensure that everything is live and available as agreed in the contract.

5. On-going monitoring and support

Once we have delivered your accommodation, we will then provide a fully managed solution to service levels agreed for the entire contract.

6. Clean exit

At the end of the contract you can simply hand in the keys and walk away. There are no exit costs, no legal fees, no dilapidations and most importantly no legacy that could hinder the continued development of your business.





“Portal’s Occupier Solutions approach with Portal took true account of our drivers, objectives, and constraints to deliver a tailored, flexible and cost effective solution.”

Mike Field, Head of Strategy, Vanquis Bank

Project Management

At Portal we believe that there are no magic formulae, or conjuring tricks to ensure good project management, just a thorough professional approach and excellent methodologies. By employing experienced, well qualified professionals and adopting best practices such as MSP (Managing Successful Programmes) or PRINCE2® (Projects IN Controlled Environments) we ensure that when we take ownership of a project it is delivered on-time and on-budget.

For each project we set-up a Project Board or Steering Group, which is responsible for the strategic direction of the project. This group includes a senior Portal Executive, a dedicated Portal Project Manager, the client sponsor and anyone else that the client feels should be included. The Portal Project Manager, is responsible for the day-to-day delivery of the project plan and they also ensure that there are clear lines of communication between all stakeholders. We focus on maintaining regular two way communication with our clients throughout the process as we know this is essential

Site Account Management

A managed facility is only as good as the people that manage it. A simple concept, but one we are passionate about at Portal. We know that you measure us, not on our buildings, but on how our buildings support your business.

Our selection process is rigorous. And we only employ professionals that can demonstrate a thorough track record of excellent FM service delivery. We also ensure that they have excellent communications skills and can operate at all levels within an organisation from daily management of the cleaning and service contractors to board-level strategic discussions with the client’s senior management.

Cost effective solution



To be cost-effective, a property solution needs to be based on a simple, transparent pricing model that can be measured against the performance of the business. This isn't the case for a traditional lease or capital purchase. Dilapidations, moves and changes, re-structuring and changes to business priorities make it almost impossible to predict any meaningful costs over the period of the contract.

Portal offers a cost effective alternative to traditional methods which works on a straight-forward per-workstation pricing policy that enables you to measure the effectiveness of your property solution from day one. It is delivered on an operational contract that includes all the accommodation, fit-out and management that is fixed for the agreed term.

To demonstrate the cost effectiveness of the Portal solution, industry authority Actium Consult carried out a detailed benchmark cost analysis against the industry standard TOCS. Actium's research revealed that in all of the examples considered, Portal's workstations were lower than the equivalent TOCS standard.

“Portal offers a high level of service at a competitive pre-agreed cost, saving the client the time and effort required to procure and then manage the service delivery. The fact that they also carry out the fit out has an added advantage, giving the client a one-stop-shop.”

Andrew Proctor, Managing Director, Actium Consulting.



Who has adopted our business driven property solutions?



Vanquis Bank adopt a new property solution that focuses on its business, not just its buildings.

When Vanquis Bank (part of Provident Financial) needed a new headquarters, it dismissed traditional options such as, leases and capital purchase in favour of an alternative approach to property procurement; a solution that did not compromise its business needs.

The Bank achieved this by partnering with Portal. Portal acquired Pembroke Court on the Bank's behalf, shouldering all the risk associated with property acquisition and offered the accommodation back to Vanquis on a fully managed, operational contract basis.

By adopting this proposition, the Bank was able to take the risk out of property provisioning and focus all its resources on its core business activities.

"We found a way to overcome our legacy property issues with a cost effective alternative approach to procurement that did not compromise our accommodation requirements. It delivered us customised, flexible and zero-capital accommodation, over a term that matched our foreseeable business horizons on an operational lease basis."

Mike Field, Head of Strategy, Vanquis Bank.



Energy giant E.ON maintains competitive advantage by adopting a business driven property solution from Portal. When de-regulation forced E.ON who is one of the world's largest investor-owned energy services providers to increase its back-office support operation fast, it faced a dilemma, either take a long-term lease or build a new freehold property. As planning horizons were short, both options failed to meet the utilities business requirements.

The company turned to Occupier Solutions specialist Portal to provide a third-way, an innovative business-driven solution that offered to build-to-order a complete facility within the utilities fourteen month deadline.

The result was the facility at Sherwood Park, a CAPEX free facility built within 14 months of contract on an operational lease basis, that was fully-managed and comprised all the fit-out including comprehensive technology and support.

"This proposition provided a major advantage over a lease or a freehold property because it could be custom-built to our own specifications, without the need to make a major capital investment or take on a long-term liability."

Simon Maingay, Facilities Manager E.ON.





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Portal source and deliver bespoke property solutions for the corporate sector. Our fully managed, flexible accommodation solutions include all capital expenditure components within a fixed price operational contract. The result is a simplified, low risk and cost effective approach to property. At Portal we think business, not buildings.

**To find out more please visit www.portal-centres.com
or call 0121 788 4116**