

CITY FM



City FM

SOLIS supports City FM in the delivery of their national Marks & Spencer facilities management contract, providing a full 360-degree FM service encompassing both hard and soft services.

Reactive works are a 24/7 operation, supported by dedicated shift teams of multi-skilled engineers, ensuring full coverage 365 days a year across the UK's northern regions.

DELIVERY

The area under SOLIS's responsibility covers Scotland, Greater Manchester, Yorkshire, and Cumbria regions that include numerous 24-hour retail stores requiring rapid response and technical versatility.

To meet these demands, SOLIS deploys multi-skilled engineers capable of carrying out immediate fault finding, diagnosis, and repair across a wide range of building systems. When required, our teams also propose design improvements and implement long-term solutions to prevent recurrence.

Our 24/7 helpdesk supports engineers by using structured fault-finding questionnaires to aid pre-arrival diagnosis, ensuring efficient use of time and resources.

In addition, our project management team, specialising in HVAC and electrical systems, provides ongoing technical support and quality assurance throughout each callout.

IMPACT

Our partnership with City FM continues to deliver exceptional results through reliable, round-the-clock service.

- 95% callout attendance rate within agreed timeframe.
- Improved store uptime, operational efficiency, and maintenance standards across the M&S estate

This robust operational model ensures M&S stores remain open, compliant, and safe for staff and customers at all times.

SERVICES

SOLIS delivers comprehensive facilities support across multiple disciplines, including:

- Drainage and Plumbing
- Electrical Maintenance and Repairs
- Painting and Mould Treatment
- Joinery Works
- Civils and Groundworks