

Restore Harrow Green



Restore Harrow Green's fleet of 122 vehicles benefit from the latest technology



Nigel Dews, managing director

With its headquarters in London and locations in Bedford, Birmingham, Bristol, Croydon, Glasgow, Leeds and Manchester, Restore Harrow Green is a highly successful provider of workplace relocation services in the UK. It's owned by Restore plc – the UK leader in document management and business relocation services. Restore Harrow Green provides national coverage and is well established, with a blue chip customer base for whom skills in complex project management are essential. At the helm of all this is the managing director, Nigel Dews.

Demand for high-level corporate and specialist workplace relocations in the UK continues to remain buoyant. While a stable economic background is helpful, corporate relocation remains active in less favourable economic conditions as organisations reconfigure their workplace. It is a demanding market, as success is based on sophisticated logistics and complex schedules to meet customers' mission-critical requirements and deadlines.

Our key resources and capabilities

We have a competitive advantage through our scale, tight cost control, UK focus and market knowledge. Among other things, we also have: longstanding customer relationships; nationwide coverage; motivated, capable people; and ongoing investment in assets and technology.

FACTS ABOUT RESTORE HARROW GREEN

- » Headed by Nigel Dews
- » Established in 1983
- » Headquarter in London, locations in Bedford, Birmingham, Bristol, Croydon, Glasgow, Leeds and Manchester
- » Services provided: business relocation, IT moving, storage, recycling, international moving
- » 450 employees
- » 9 apprentices
- » 122 vehicles
- » www.harrowgreen.com

» OUR GROUP
CUSTOMER BASE

- » 90% of top UK legal practices
- » 55% of local authorities in England, Wales and Scotland
- » 80% of top 50 UK accountancy companies
- » 74% of UK National Health Trusts
- » 80% of FTSE 100 companies

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Our relocation experts are our greatest asset



Our customers' needs

Our market is primarily UK offices where we offer a range of closely related services such as: business relocation; managed storage; IT moving; IT lifecycle services; recycling and reuse; international and UK residential moves; shredding; records management; scanning and printer cartridge recycling. These services are operationally complex and demand high-quality performance through consistency of supply. Our business benefits from being the market leader in sectors where scale generates significant cost effectiveness and enables larger multi-site customers to be serviced by a single supplier.

In recognition of our work, we were awarded the 2017 Partners in Relocation award at the prestigious Premises & Facilities Management Awards (PFM). The PFM Awards commend the people, projects, initiatives and innovations that have shaped the FM landscape over the past year. New for 2017, the Partners in Relocation category celebrated service providers that have delivered a smooth transition for their customers to new premises, with minimal disruption to day to day business and productivity.

Restore Harrow Green's long-standing partnership with a major bank served as the case study for the award, as a prime example of a durable and successful professional relationship in the field of moves and changes. A major bank's UK headquarter consolidation to 5 Broadgate included the move of over 7000 staff and was the largest single relocation project in London in 2016.

Organisational strategy

We provide inter-related office support services to customers throughout the UK, using our resources and expertise to create value that is shared with our investors and used to fund continued growth. We also: build market share through acquisitions, investment and leveraging group customer base; increase operating margins through scale and synergies; reinvest in existing businesses and entering closely-related markets; and operate in attractive markets with good margins.

Our success

A key element of our business philosophy is to lock together power and responsibility and drive it as far down our organisation as possible. As part of this, we operate a decentralised model so that many decisions affecting our day-to-day business can be made quickly and locally.

Many industries, particularly business-to-business, are based around an established channel to market. The key advantage we derive from being part of Restore Group is that we share a similar channel to market. Through our long-established, group-wide customer relationship management system, we expect to know who the key decision-makers are among our customers and to be able to offer them the other services we provide.

Future Plans

We continue to have an excellent platform for further growth in the UK office services market. We will build on our pre-eminent position in office relocation and pursue opportunities in our IT lifecycle services business, where a fragmented market enables us to play an important role in further industry consolidation.

We will continue our strategy of organic and acquisitive growth to gain more market share across all of our businesses. We will move forward with our plans to make technological and ecological improvements across our assets, such as:

- » Rollout of an integrated camera system in our vehicle fleet
- » Installation of LED lighting in our storage centres and offices
- » Relocation to a brand new state of the art storage facility in Thurrock
- » Introduction of new tablet software to automate manual processes
- » Provide online property surveys for customer convenience

Our impact on the Industry

As the market leader in our field, one of our main aims is to continually improve the standard and quality of office moving by providing a professional, highly valued relocation service which customers can clearly see the benefit of using.

Being able to offer inter-related services from a single supplier provides customers with additional support often needed during a period of change. We have been a pioneer of service expansion within the industry and we will maintain this strategy to help add further value to our customer relationships.

We are committed to delivering the high level of service we promise time



We specialise in all aspects of move planning, management and delivery

after time, and our position, future growth and industry depends on this. Too often, particularly in the public sector, we see project tender documents weighted in favour of price, meaning our industry becomes commoditised. We hope to help change this so that there is at least equal importance placed on quality.

The area of corporate responsibility and sustainability will play an ever more important role in customer decision-making, and we plan to lead the industry in this space concerning our employees, environment and our community, which we hope will provide a catalyst for change.

In our IT lifecycle services business there is significant scope for consolidating what is currently a highly fragmented and growing market. We plan to achieve this through a targeted approach of acquisitions to add geography and build scale.

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