

Critical Asset Management for Optical Retail Chain

Salute has supported a major Optical Retail chain since 2009, providing planned and reactive maintenance for its critical M&E infrastructure and head office facilities, ensuring seamless operations across all departments.



Project data

-  **Deployment location:** Whiteley, near Fareham, United Kingdom
-  **Deployment Type:** Integrated facilities and data centre management
-  **Key Capabilities:** Facilities management, critical infrastructure maintenance, integrated service management, 24x7 support

Our customer's business priority

- Maintain uptime and efficiency across critical data centre and building operations.
- Ensure statutory compliance and proactive asset management.
- Streamline facilities management processes for improved operational decision-making.

Problems our customer faced

- Separate management of critical data centre and general building assets.
- Limited visibility of asset inventory and operational performance across the site.

Solutions provided by Salute

- Delivered integrated facilities and data centre management across all assets.
- Provided 24x7 emergency response and service desk support.
- Managed the contract via an integrated service management platform, including asset tracking, ticketing, auditing, and site operations.

Business Impact

- **Seamless operational management**
ensuring coordinated maintenance and rapid response across critical and building assets
- **Improved efficiency and compliance**
integrating asset management, maintenance scheduling, and service desk operations into a single platform