

2009 Top Integrated Facilities Management Outsourcing Vendors, Black Book Survey 2009 Results

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Abstracts

In 2009, the Black Book Facilities Management user survey investigated over 400 contracts held by over 900 of the user clients globally.

In order to rank the organizations, 18 key performance indicators (KPIs) or criteria were employed, with each respective vendor scored by client type and ranked on a 0–10 scale per KPI.

Key findings

Key finding: most important customer satisfaction KPIs

Reliability, client relations, scalability and training are the most important attributes influencing facilities management clients' satisfaction with their 2009 outsourcing providers.

Key finding: vendor dissatisfaction is uncommon in the facilities management industry among top ranked suppliers

Strong satisfaction is common in this niche business process outsourcing sector, occurring in 73.8% of all clients globally.

US clients are among the most satisfied with the outsourced facilities management services delivery, with 77.2% reporting high vendor approval. UK and Australian clients followed, with 70.2% and 68.7% respectively.

Key finding: comprehensive services facilities management arrangements from web based vendors score the highest satisfaction rates with us small and midsized business

Over 20% of small and midsized businesses are most satisfied with current facilities management services.

The retention of current facilities management vendors is most threatened in 2010 by the 14.4% of multi-site, corporate and global location services buyers who are considering replacing their incumbent supplier. 52.3% of recession-affected small and mid-sized businesses report a strong likelihood that they will modify their current vendor relationship in the coming twelve months.

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