

Case Study

Alder King reaps rewards of pragmatic approach to risk management with the S₂ Partnership and RiskWise

Alder King is an award-winning practice of multi-discipline property and planning consultants, located predominantly in the South West of England. Established in 1911, they deliver expert advice on all aspects of commercial property and development land.

In 2007, Alder King selected the S₂ Partnership to provide property risk management services and software across their portfolio of over 80 properties.

Initially, Alder King was attracted to the S₂ Partnership's RiskWise system and the flexibility and independence of implementing the RiskWise system without also having to use the S₂ Partnership for associated consultancy services.

In spite of this, it soon became clear that the S₂ Partnership's extensive sector experience also made them the partner of choice for consultancy services and training. Actions resulting from site assessments were then automatically logged onto the RiskWise system, reducing administration time and improving visibility of risk management for Alder King. These benefits combined with independent, expert advice were all important factors in the appointment of the S₂ Partnership.

It is this flexibility that has helped develop a close working partnership. Working with a local, designated S₂ consultant, who they can call on to resolve queries and act as a main point of contact is greatly valued by Alder King.

The S₂ Partnership's multi-skilled consultancy team provides Alder King with bespoke services ranging from consultancy, auditing and assessing through to training, covering areas of expertise including Fire, Water and Health & Safety.

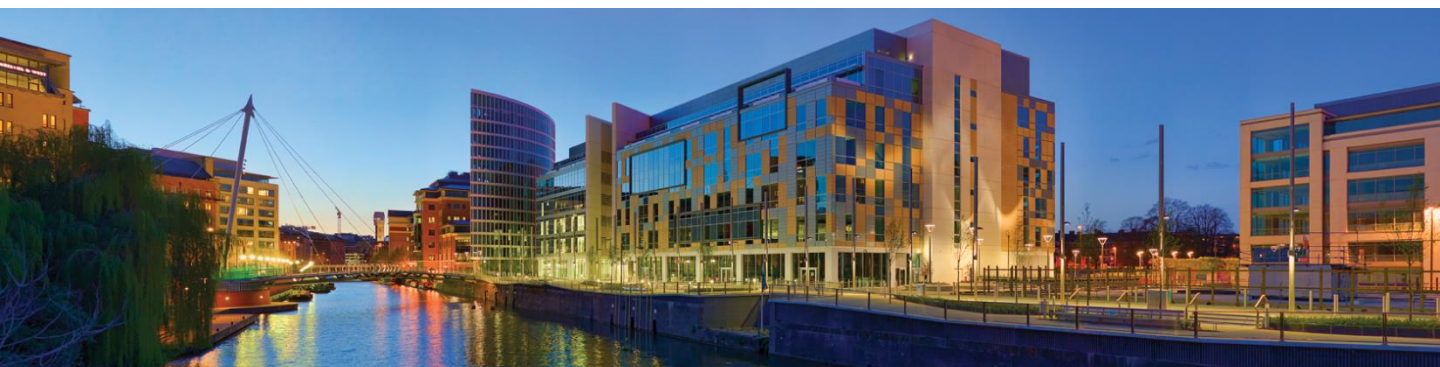
The greatest risk management challenge facing Alder King is that of providing exemplary services to their clients, including first-class risk management, whilst also needing to demonstrate value for money service charges.

Working closely with Alder King ensured S₂ developed an in-depth understanding of their requirements and ensured a pragmatic approach to risk management.

This close partnership has created significant benefits for Alder King, especially in the area of risk prioritisation - S₂ consultants have greatly helped them prioritise and close major risks first – enabling Alder King to focus their attention on key areas.

“We use our local S₂ consultant as our central anchor point – he can always be relied on to answer our queries and provides us with genuine peace-of-mind.”

– Adam Davies, Alder King



Central to Alder King proactively managing risk across their portfolio is the RiskWise online property risk management solution.

RiskWise was implemented across the Alder King portfolio in 2007 and enables Alder King to proactively monitor and track risks to resolution, benchmark building performance and help property managers close-out risks.

Prior to RiskWise, reporting had been a manual, sometimes protracted process, not providing the level of detail Alder King required. Reporting is now far simpler, with RiskWise creating quarterly management reports of KPIs for the review of property performance and risk management status, as well as recording meter readings.

Alder King chose RiskWise mainly for its simplicity and ease of use, but also because implementation is so straightforward. The flexibility of RiskWise ensured that the system could be tailored to fit with Alder King's exact requirements.

“It's very easy to use, so you don't necessarily need training to be able to pick it up and run with it.”

– Adam Davies, Alder King



In addition to significantly reducing administration, RiskWise also enables Alder King to close-out risks effectively and ensure all risks are being properly managed. In-depth reporting and data analysis has become a far simpler task, allowing users with the relevant permissions to pull key live data from the system with the click of a mouse.

Auto-loading of actions onto RiskWise and allocation to the correct departments within Alder King has also greatly helped communication between their Facilities Management and Property Management teams, allowing them to discuss and resolve issues jointly.

The implementation of RiskWise at Alder King achieved seamless integration with existing processes, providing peace of mind that all data, inspections, actions and related documentation was immediately available in the RiskWise system.

The S₂ Partnership and RiskWise teams continue to work in close partnership with Alder King to improve risk management across their sites.

“S₂'s support in updating our RiskWise system with actions automatically enables us to quickly track, monitor and resolve risks by priority.”

– Adam Davies, Alder King

About The S₂ Partnership

The S₂ Partnership has been providing specialist Health, Safety, Fire & Environmental consultancy to the commercial property sector since 1999. Working closely with clients in the UK and Europe, the S₂ Partnership holds a strong reputation for providing a high-quality, bespoke and practical service. With services ranging from consultancy and training to risk management software, the S₂ Partnership provides a range of solutions for optimal risk management.

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