



Grameenphone Ltd

About Grameenphone Ltd

Grameenphone is the leading telecommunications service provider in Bangladesh with more than 28.7 million subscribers.

When the company opened a new head office, in a large glass-fronted modern building in Dhaka it needed a supplier who could deliver a range of services - including specialist high level cleaning services - to international quality standards.

The PCS Approach

We developed an integrated approach to the delivery of cleaning, pest control, hygiene and high-level window cleaning services, with a single supervisory and management structure.

Before contract commencement we conducted site surveys and prepared work plans and schedules. We then recruited over 150 new staff and trained them in both systems and processes and the use of the hi-tech cleaning equipment we introduced for the building.

The PCS Solution

We provide a single point of client contact for all elements of service delivery and, with one management team running multiple service streams and multi-skilled staff, are able to deliver the most cost-effective delivery solutions.

With our methodology and quality controls developed to comply with OCS standards and procedures across the world, we deliver to an international best practice standard. All our work is carried out to international industry standards, following health and safety and quality assurance best practice.

The Client Benefits

The benefits of the PCS approach include:

- One point of contact for all four service streams
- Cost efficiencies from having multi-skilled staff working across the service streams
- The use of environmentally friendly products sourced via out world-wide

sustainable procurement procedures

- Adherence to international standards for health and safety and quality assurance.

