

# CASE STUDY



## Evelyn Partners

Evelyn Partners, formerly known as Tilney Smith & Williamson, is one of the UK's largest financial and professional services companies, managing £61 billion in assets. Formed from the 2020 merger of Tilney and Smith & Williamson, the company operates across 26 cities in the UK, the Republic of Ireland, and the Channel Islands, with headquarters in London.

## Overview

DOC Cleaning has been responsible for delivering cleaning and associated services since 2015, when the company was still known as Tilney Smith & Williamson. Our comprehensive services include specialist deep cleaning, waste management and consultancy, confidential waste disposal, window cleaning, housekeeping, non-slip flooring treatment, and washroom hygiene. We employ 85 staff across the UK to ensure that Evelyn Partners' premises are maintained to the highest standards.



## The Challenge

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As a growing financial services company, Evelyn Partners has undergone significant changes, including mergers and acquisitions, as well as opening and closing offices. These transitions create logistical challenges in maintaining consistent cleaning standards, managing staff transfers, and ensuring a smooth operational transition between office locations. Managing multiple timelines, varying requirements, and ensuring no disruption to daily operations is crucial for a company of this size and complexity.



## The Solution

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DOC Cleaning's success with Evelyn Partners is largely due to the flexibility of our service. Our ability to adapt to changing circumstances, such as office openings, closures, and mergers, ensures seamless transitions with minimal disruption.

We follow a detailed onboarding process that includes:

- **For Mergers & Acquisitions:** We initiate contact 90 days before onboarding a new office, conducting site visits and gathering necessary TUPE information 60 days prior. Pricing is submitted 45 days before the transition, and onboarding is finalised within 30 days. This process ensures clear communication with key stakeholders and provides ample time to address specific requirements.
- **For New Offices:** Our onboarding process is designed to address potential office closures and integrations with new sites. We evaluate labour expectations, determine service needs, and offer solutions such as sparkle cleans prior to office openings. This ensures that Evelyn Partners' new locations are fully operational without delays.
- **For Office Closures:** We proactively manage office closures with a 90-day notice period, ensuring a smooth migration of services or termination, as needed. This includes organising final cleaning requirements and addressing any staffing considerations such as redundancies.



## Results & Benefits

Our flexible approach to managing office transitions provides several key benefits to Evelyn Partners:

- **Seamless Transitions:** By managing office openings, closures, and mergers efficiently, DOC Cleaning ensures no disruption to Evelyn Partners' operations, allowing the company to maintain a high level of service for its clients.
- **Cost Efficiency:** Our structured process ensures that services are provided in line with expectations, without unnecessary delays or additional costs. The ability to address multiple offices at once, while optimising resources, results in a cost-effective cleaning solution.
- **Tailored Service:** Each office location has specific requirements, and our ability to assess and address these needs proactively ensures that all locations are maintained to the same high standards.
- **Minimised Disruption:** Our early engagement in office transitions, combined with clear communication and detailed planning, minimises the risk of service disruption. This allows Evelyn Partners to focus on their core business while we manage the operational complexities.

## Our Business

Founded in 1972, DOC Cleaning Limited provides cleaning and associated support services to over 500 locations throughout the UK. An independent, family-run organisation, we pride ourselves on being honest, friendly and approachable, whilst adopting a professional and innovative attitude to all of our activities.

If you would like to discuss Innovative Cleaning or any other DOC services, please get in touch via the email or telephone number below.

## Contact Us



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