



# Office Management Maputo

• Facilities Management - Office Servicing

Based in Maputo, MMO Facilities caters for your business in Mozambique.

Our wide range of services supports clients from their first desk in our parent company Serviced Offices to managing your offices with our Facility Management Services.



### Team

Multi-disciplinary  
Team



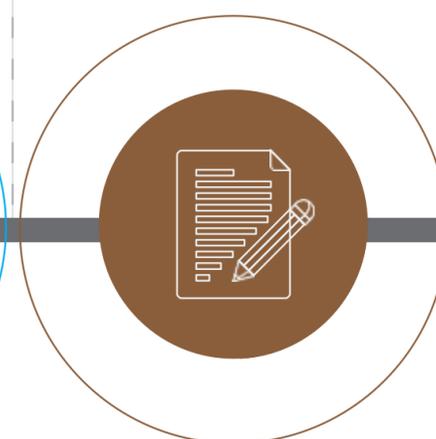
### Experience

Local &  
International  
Experience



### Results-driven

Optimal Output



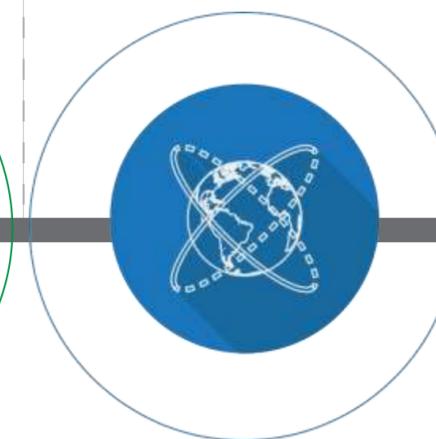
### Bespoke

Custom  
Solutions



### HSE

International  
HSE Compliance



### Support

International  
Back-up Team



### Confidential

Strictly Confidential  
Services



## Facilities Management – Office Services

*MMO Facilities offers a comprehensive range of facilities and office management services to multinational companies in East African markets.*

*We encompass multiple disciplines to ensure functionality of assets by integrating people, place, process and technology.*

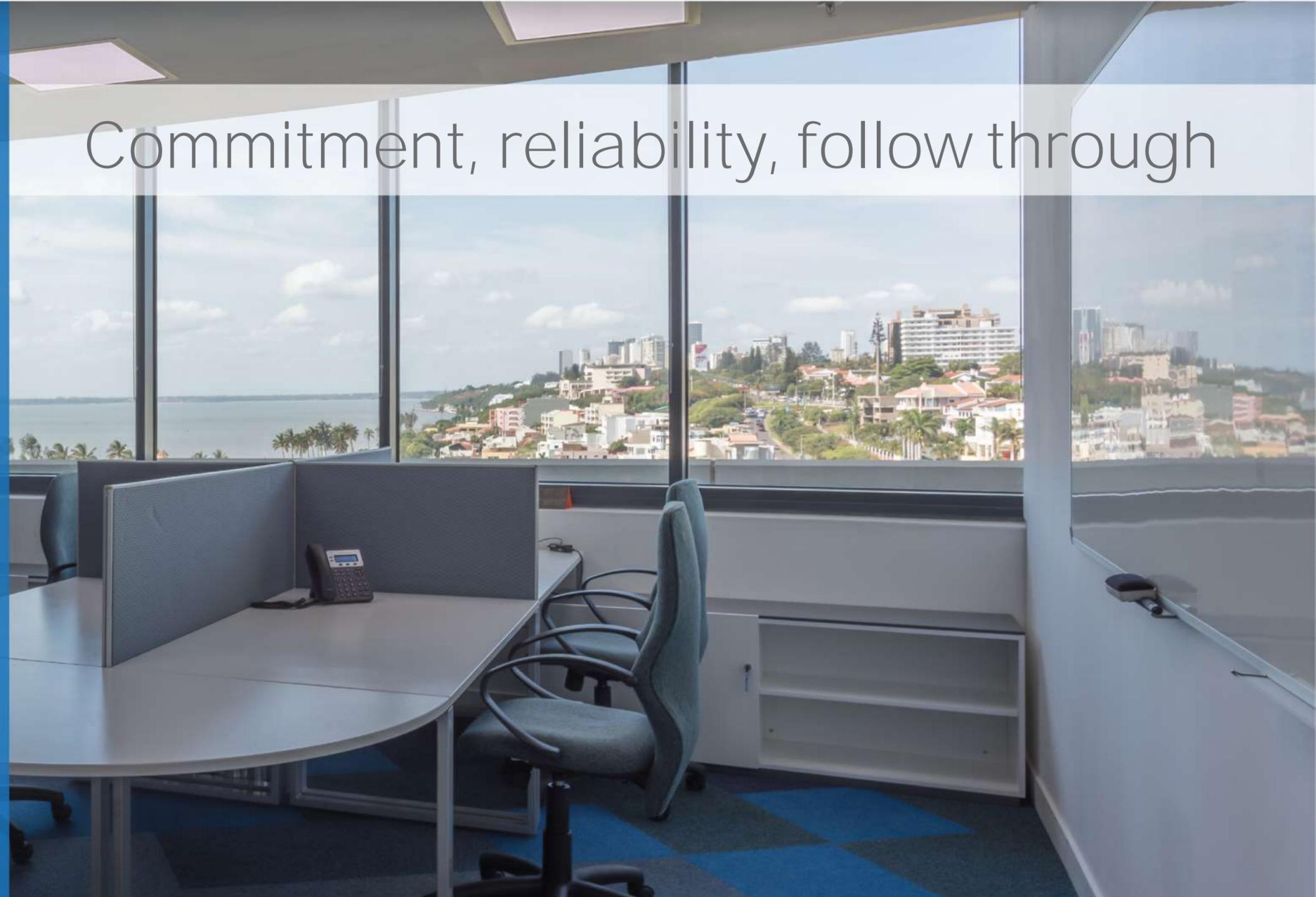
*MMO has the expertise to integrate a multitude of office services which will not only enhance service levels, but also achieve economies of scale and reduce operational costs.*

## Commitment, reliability, follow through

The MMO Office Services Team is dedicated to the functionality of the clients' office.

MMO ensures the conservation and performance of facilities, equipment, as well as its continuity of service.

This enables clients to leave the management of all non-core support and associated services to the office & Mozambique specialists. Allowing them to focus on their core business.



# Benefits of Facility Management



# MMO Value Proposition

## Office Experts

MMO Facilities has the experience of managing the daily operations of 5 business centres from MMO with nearly 200 workstations to over 60 international companies as well as “external” office environments such as that of Technip FMC in Maputo.



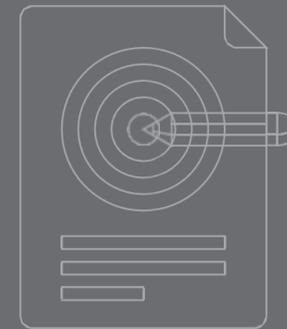
## Technical Experience

MMO maintains a strong portfolio of known and trusted technical and maintenance partners. It is our goal to implement the best market solutions, for each service, with specialized know-how in selected areas of our suppliers.



## Customisable

MMO's performance will be centered on the constant assessment of its clients needs, striving to meet the expectations and challenges posed throughout the contract.



## Service Level Agreement

Using an SLA as a baseline for the provided services, our performance will be evaluated periodically through a KPIs and scorecard system.





## MMO Office Management

- Custom solutions  
MMO prides itself on its client-centric approach. We explore custom solutions to meet the specific requirements for each of our clients.
- Regional Experience  
MMO Facilities is proud to be affiliated with the Maris Africa Investment Holding company and can draw upon its international business network and rely on their expertise across Africa.
- Confidentiality  
MMO Facilities understands that confidentiality and privacy are very important to our clients. They must be to be able to trust us to be discreet and reliable.

# Office Management Capabilities

## Project Management



- Office fit-out and refurbishing
- Contractors management
- Project timeline
- Site safety adherence

## In-House Services



- Reception & front desk services
- Office maintenance
- HSSE compliance
- Cleaning services
- Consumables procurement and stock management

## Sub-contract Management



- Vending machines
- HVAC maintenance
- Elevator maintenance
- Pest control
- Gardening services
- Catering services



“Often people **don't** notice the small things that make an office tick. A clean office environment, with coffee and paper to print on, all things that are taken for granted. But when these small things are not there, an office can quickly become a dysfunctional **workplace**”

- MMO Client -

# MMO Facilities work experience

MMO Facilities has been providing Office Management services to it's parent company MMO where we can find following client portfolio



# Integrated Office Management

Companies are always looking for ways to optimize the use of space and to manage their offices more effectively and at a lower cost.

Rather than having several external service partners working with various service deliveries, everything is integrated into one solution.

MMO manages everything in your office: administration, training, operational management, integration, innovation and provides strategic support to the client organization

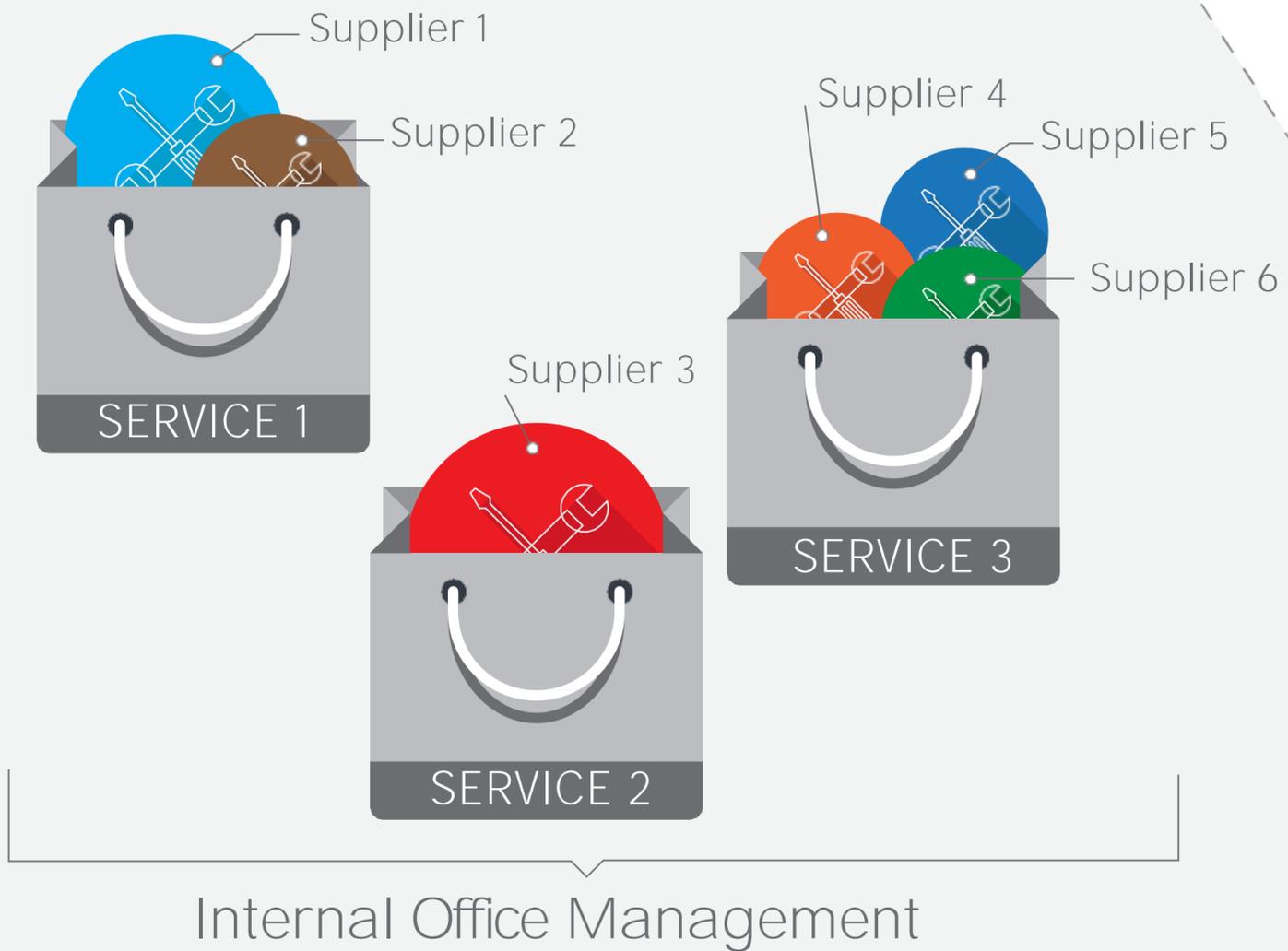
Many companies now recognise that to fully focus on their core business, they gain benefits and cost-efficiencies.

Outsourcing can grow profitability and improve productivity.

## Single vs. Integrated Office Services

- Outsource various parts of the businesses to multiple independent entities. For example: a catering provider, a security provider, a cleaning company and a HVAC company
- Having multiple service providers can be a time-consuming task that involves of managing a multitude sub contracts with different terms
- Cooperation across different service providers can be difficult and inefficient
- Double functions commonly occur as the service employees and their employers neither have the incentive nor the motivation to work together
- The responsibility of all supporting service functions is in the hands of 1 outsourcing partner that manages all service deliveries, administration and integration
- Increase of economic benefits and cost-efficiencies, due to integration of back-office functions, volume discounts, training volumes, and so on
- Higher efficiencies and better service quality
- Free your employees to focus on the areas of your business that matter the most and save resources on non-core activities

# Single vs. Integrated Office Services



Integrated Office Services

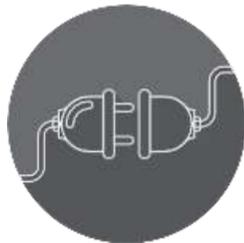
Integrated Office Services with MMO allows clients to manage everything office related through a single supplier.

## HARD SERVICES

## SOFT SERVICES



Preventive Maintenance



Electrical installations



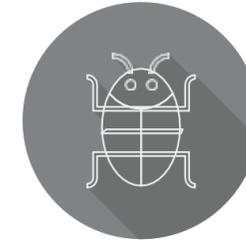
Fire detection system maintenance



Lighting, sockets & electrics



HVAC System



Pest Control



Printing



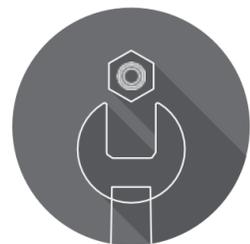
Utilities



Receptionist services



Management of consumables



Plumbing



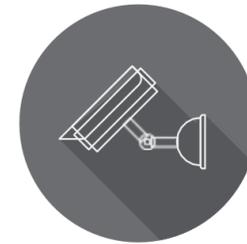
Carpentry & locksmith



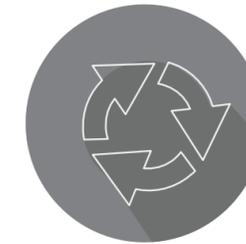
Infrastructure



Kitchen equipment



Security installations



Recycling



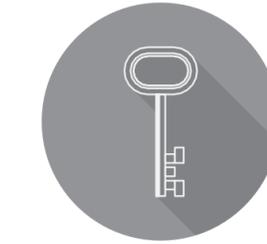
Connectivity



Cleaning services



EHS compliance



Security services

## Health, Safety & Environment

MMO recognises how crucial it is for companies to comply with international HSE policies, especially in environments such as Mozambique. Through its experience of working with a portfolio of multinational clients, MMO is fully conversant with international HSE regulations.

Enforcing the number and complexity of HSE regulations can form a significant load for a company. MMO will, on its behalf, confidently promote strong policies and procedures for the health and safety in the workplace; ensuring compliance with **clients'** international policies as well as local guidelines.

MMO operates at levels of corporate governance equivalent to a listed UK public company and thus understands the critical importance of integrity, transparency and governance to our clients.



# Local Knowledge World Class Service



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