



# TELUS TOWER: Operations & Maintenance

Commercial, Office Building

*Full scope of technical services. Operations and maintenance of all building installations.*

## | The challenge

Veolia was awarded 3-years' O&M contract for technical building management of Telus Tower – a favored top office location in Sofia, Bulgaria.

The building is equipped with high-class technical facilities, which require professional maintenance.

The customer is looking for a reliable partner to assign all the activities of technical building management.

The clients most important expectations are:

- to secure the comfort of the building residents and maintain the high level of reliability of the technical equipment
- to develop an energy efficiency plan for optimization of the building energy consumption
- to provide full transparency of activities, costs and reaction time.

## | Veolia's solution

The services provided by Veolia include: O&M of all technical equipment, online ticketing platform for easy communication and transparency, 24/7 emergency services, administrative services, various technical services for tenants, CAPEX and OPEX advisory services.



### Contract Facts:

Duration: since 2020

Type: O&M

Total built-up area:

**55 000 m<sup>2</sup>**

Building occupancy:

**100%**

Offices working time:

**24/7**

## | The benefits

The benefits for the Client are guaranteed technical functioning of all the facilities, reduced OPEX, performance based on Key performance indicators (KPIs), technical back-office support to solve complicated problems and deliver solutions, analysis of existing systems to identify energy conservation measures for future Hubgrade implementation.



PLANET

The provided technical services increased the energy efficiency, which contributes to environmental protection.