

Case Study

Sector: Entertainment / Casino

National Drainage & Pump Maintenance Performance Across High-Demand, Multi-Site Estate

Summary

In complex, multi-site environments, it's not enough to just turn up. You must deliver - first time, on time, every time.

That's what we've achieved across three years - not by luck, but by system, by people, and by design.

Sites: Multi-regional, mixed-use buildings

Scope: Full drainage support, PPM, and reactive cover

Duration: 2023–2025

The Challenge

The client required a national drainage and pump maintenance partner capable of:

- Consistently meeting tight SLA windows across a complex, high-volume estate
- Managing a broad range of systems including basement pumps, grease management, and drainage PPM
- Operating discreetly, safely, and efficiently - with minimal disruption to site operations

The environment was fast-moving, access-sensitive, and required dependable cover at all hours.



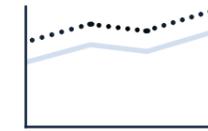
Performance Outcomes

Attendance SLA Performance

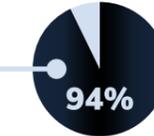
5-point improvement in site attendance across 3 years



Rapid-response capability despite rising job volume

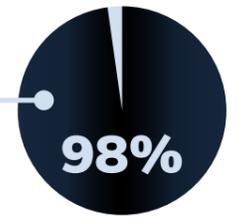


Attendance SLA remained over **94%** since 2024



Completion SLA Performance

Over **98%** of jobs completed within SLA by 2025



Continuous Improvement driven by better tracking, coordination, and engineer consistency



Our Response

We delivered a fully managed solution, with:



A central operations team coordinating engineer deployment 24/7



Enhanced reporting, auto-PPM scheduling, and real-time SLA tracking



Skilled Engineers trained in drainage, plumbing, pump systems, and reactive response



Sector-specific planning - including confined space entry, basement access, and high-risk site clearance

Results That Matter



Reliability Proven at Scale: Over **1,800** jobs delivered - with SLA success rates improving every year



Reactive + PPM Balance: We kept sites compliant and agile, responding to incidents while managing planned works



High-Trust Delivery: Performance maintained under pressure, with fewer missed attendances, fewer SLA failures, and no tolerance for delays



Operational Confidence: Client teams had full visibility of job progress and clear escalation routes

Task Breakdown

By Work Type

Reactive Jobs / Quoted Works / Auto-Scheduled PPMs

Reactive Jobs made up **44.79%** of the tasks completed

By Task Type

Drainage / Drainage PPM / Plumbing / Grease Management PPM / Basement Pump / Incident Management / Heating / Waste Disposal Units / Gas Supply / Pumps PPM / Sump Pump PPM





24/7 Drainage & Facility Management Solutions Across the UK

Our Services



Drainage Services

Emergency unblocking, CCTV drain surveys, relining & repair.



Tanker & Waste Services

Flood water removal, septic tank emptying, interceptor cleaning.



Specialist Support

Plumbing, grease management, confined space entry.



Gas Safety & Compliance

CP12 inspections, appliance testing, repairs.



Leak Detection

Acoustic, thermal, tracer gas & CCTV inspections.



Small Building Works

Manhole repairs, floor reinstatement, fridge seal replacements.

Contact

03300 883 141
info@leadingenvironmentalsolutions.co.uk
www.leadingenvironmentalsolutions.co.uk

Stansted

Unit 6 The Courtyard
Foresthall Road
Stansted CM24 8TS

Colchester

24 Mayfly Way
Ardleigh
Colchester CO7 7WX



**LEADING
ENVIRONMENTAL
SOLUTIONS**