



Global reach
Local knowledge



Global facility services business in search for global partner

Leading facility services company ISS talks about TMF Group's role in helping them to establish a global centre of excellence for the company's non-presence markets.

Client profile

The ISS Group was founded in Copenhagen in 1901 and has grown to become one of the world's leading facility services companies. ISS offers a wide range of services, such as cleaning, catering, security, property and support services, as well as facility management. Global revenue amounted to \$15bn in 2012 and ISS has more than 530,000 employees with local operations in more than 50 countries across Europe, Asia, North America, Latin America and the Pacific, serving thousands of both public and private sector customers.

Strategic issue

ISS's value proposition identifies the overall customer benefits upon which we can focus operations and brand messaging to anticipate and meet the evolving needs of our customers. More specifically, this includes addressing core customer needs, such as risk transfer, brand protection, flexible delivery and integration of services.

Our unique value proposition and capability has led to a growing delivery of integrated facility services to local, regional and global corporate clients. From time to time, our regional and global corporate clients are present and require delivery of services in markets where ISS has no presence. In these cases, the service delivery is performed through regional and local partners.

ISS needed a partner with a global presence that could facilitate a consistent and reliable back-office and compliance support in the non-presence countries - with the purpose of supporting the value proposition of mitigating and transferring our clients' risk.

How TMF Group helped

TMF Group had the global presence we were searching for to deliver consistent and reliable accounting, back-office and compliance support across the world in the countries where service delivery is performed through regional and local partners. In this way, we have managed to establish a global centre of excellence through TMF Group - to the benefit of our global corporate clients and to ISS.

In the future

The vision of ISS is to become the world's greatest service organisation. We will further strengthen our unique value proposition and our capability to deliver a consistent and integrated facility service globally. Accordingly ISS expect to continue the organic growth and to expand in emerging markets and deliver services in countries across the world to meet the needs of our global corporate clients.

"TMF Group is a trustworthy global partner that supports our value proposition of mitigating our clients' risk through a consistent and reliable accounting, back-office and compliance service in countries where ISS is not currently present."

Søren Gammelgaard,
Compliance Manager
ISS

In countries where ISS does not have an organisational presence, TMF Group provides the following services:

- Accounting and reporting
- Payroll and HR
- Corporate secretarial services
- Tax compliance
- Treasury services
- Directorship services
- Domiciliation services