

Standardized solutions are not sufficient.  
Tailored Facility Management that meets your needs.



HSG Zander is a pioneer in the area of integrated Facility Management, filling that term with meaning since the 80s. For us, the understanding of Facility Management is operating performance, innovative ideas and the highest standards of quality. We now offer this service internationally.

Efficient Facility Management means having the right team in place.





HSG Zander GmbH is an integrated system service provider with extensive technical know-how. It is the lead company for integrated facility management services within the Bilfinger Berger Facility Services Group, which also comprises the ahr Group (infrastructure and health care services), EPM (asset and property management), Wolfferts (building control systems) and Passavant Geiger (water management and technology).

HSG Zander has a presence in many locations in over 20 countries, and each office is manned by expert teams, thus guaranteeing cross-border knowledge transfer.

Customized FM concepts with innovative solutions and a strong service mentality are at the core of the company's strategy. With our outstanding service quality, which stretches beyond national borders, we can give you the necessary confidence in existing business as well as the confidence you need for entry into new markets.

Our own workforce implements jointly developed solutions directly at the client's location. This has always been and will continue to be a key element of our service package and is mirrored in our overall strategy:

- :: We develop and implement Facility Management services in-house with our own experts and with our own ideas.
- :: Our experience allows us to configure the best business model for each of your tasks.
- :: The comprehensive view of the entire life cycle of a property is the foundation of our service.

The homogeneous level of quality generated through this approach can be achieved with our own workforce in all key areas – and not with outside providers brought together for the purpose.



Repeating old solutions  
doesn't help anyone.

There are standardized solutions that can meet your needs and there are tailored solutions that fit better from the very beginning and increase in value over the years. We offer you a wide range of long-term oriented business models.



**We take your measurements and let you decide.**

We introduce alternative models for your Facility Management and, together with you, determine the strengths and weaknesses of each. The spectrum ranges from single service contracts to the establishment of an operating company within the framework of existing structures. No matter what option you choose, if needed it will always be customized to suit your specific project.

The common element of all the models we offer is that, following your strategic decision, they benefit from the value growth of your property and the optimized value added. Variable costs with risk potential are turned into long-term calculable and economical operating costs. At the same time, you are free of the burden of all property-related tasks and can concentrate on your core business.

**We offer you a business model that perfectly suits your specific tasks.**

**An overview of some models**

- :: local maintenance contracts
- :: management of services packages
- :: contracting models
- :: integrated Facility Management
- :: Key Account management
- :: portfolio contracts
- :: comprehensive contracts for all German and European locations
- :: operating companies
- :: PPP (public private partnership) contracts



Some things just can't be delegated.  
Ideas, for example.

Integrated service is achieved by creating customer-specific service packages. In addition, we combine our many years of experience in national and international markets with the development of innovative, future-proof standards.

**The earlier you involve us in your planning, the greater the potential for optimization.**

This applies to each individual area. Room for improvement is at its maximum at the very beginning. At a later stage, every modification made in the interest of a more efficient operation takes time and money.

How should services be combined to ensure an optimized operation in all three areas of service?

Which technical solutions can contribute and how can they be optimized?

We are convinced that the constant development of our concepts enables us to find better answers to such questions. That's why we maintain development partnerships with internationally renowned research institutes. These include, for example, universities in Cork (Ireland), Darmstadt, Karlsruhe and Aachen (Germany). We also gain valuable experience and knowledge from joint projects with Bilfinger Berger.



**Innovation requires the experience and motivation of employees.**

The wealth of experience gathered from a wide range of successfully managed projects in Germany and Europe forms the basis of our development efforts. Our employees, who know that they have to regain the confidence of our clients every single day, are the driving force behind our innovations.

Our goal: to constantly optimize our Facility Management services in terms of scope, quality and cost efficiency. We are setting new benchmarks that you can benefit from.

**A selection of our range of services**

- :: technical FM
- :: infrastructural FM
- :: commercial FM
- :: FM consulting
- :: PPP (public private partnership)
- :: technical building equipment
- :: technical due diligence
- :: energy contracting
- :: project management and start-up
- :: ipv® / system services



Intelligent concepts, innovations, technical expertise – all turned into tangible benefits for you through the efforts of our employees. If we delegated the implementation of our service philosophy and the solutions we have developed to third parties, a transfer loss would be the unavoidable consequence. That's why the proximity of our own operative teams to the client is an integral part of our service and your success.

You're expanding.  
And we're right there with you.





### **Every global job is local.**

Through our Europe-wide presence with numerous locations, our experienced teams are at your side for individual services and highly complex full-service packages. For the internationalization of your business, you can rely on tested cooperation and proven quality.

### **The manufacture character of our services remains.**

Even when we accompany you abroad, we remain true to our concept: the highest possible degree of performance ensures top quality. We have the knowledge, the experience and the human resources to apply this concept on a cross-border basis. Because challenges have to be met where they occur – locally. Wherever we provide our services, our unique quality management is there, too.

### **That's how we make our model for success exportable.**

#### **We are already present in the following countries:**

Egypt	Luxembourg	Slovakia
Denmark	Austria	Slovenia
<b>Germany</b>	Poland	Spain
Dubai, UAE	Portugal	Czech Republic
Great Britain	Romania	Turkey
Ireland	Russia	Ukraine
Kazakhstan	Switzerland	Hungary
Croatia		



## Value-added that can be seen from all angles.

Each client has different requirements. We have configured our services in such a way as to make all aspects individually visible and applicable for you and your project. The overall picture can only be good when the individual brush strokes are good.

### An overview of sites managed by HSG Zander

- |                     |                                  |                        |
|---------------------|----------------------------------|------------------------|
| :: office buildings | :: printing centers              | :: military facilities |
| :: industrial parks | :: data centers                  | :: sports arenas       |
| :: shopping centers | :: complex industrial facilities | :: theaters            |
| :: hospitals        | :: production facilities         | :: cinemas / museums   |



**One of our strengths is the scope of our interdisciplinary experience.**

We have a large number of references for every facet of our service range. The experience gathered in such extremely varied tasks form the core of our services. You will find a few examples listed here.

**Portfolio contract**

For a major Austrian bank we manage all properties throughout the country and provide operational security and budget control.

**Facility Management consulting**

We optimize property and operating costs for a major European aerospace group.

**PPP (public private partnership)**

We finance, design, build, refurbish and operate schools, clinics and all kinds of office buildings in cooperation with Bilfinger Berger.

**Technical due diligence**

For a large German tourist company we have prepared the structural and technical analysis for 14 hotels and clubs in various countries and assumed responsibility for investment planning.

**Energy management**

We operate the medium voltage network for a large shopping center, thus providing consumers with low-cost electricity.

**Key account management**

We manage all properties of a blue-chip company in accordance with uniform, company-specific key performance indicators.

**Industrial services**

We manage the facilities of four of the largest automobile manufacturers. The range of services includes, for example, ensuring the availability of energy or the technical building management of production facilities.

For a major German automotive parts supplier we manage the logistics for the complete disposal of large amounts of waste.

**Operating companies**

Together with a sports licensing marketer we operate and manage a World Cup stadium.

**Technical building management**

We manage all data centers for a major German bank and for a global IT company.

We manage venues and provide the stage director for a renowned opera house.



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