

MAGENTA CASE STUDY BOOK



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THE POWER OF PR

Magenta is a playful and creative consultancy that's serious about getting results.

We help our clients achieve their objectives by communicating more effectively with current and prospective customers, employees, investors and the wider public. We do this through targeted and meaningful integrated communications.

Magenta provides strategic communications and creative solutions to organisations in the built environment. With our specialist team of associates we're able to maximise cut-through with earned, owned and paid channels, reaching target audiences in the most effective and engaging way.

Our services can be broken down into three areas:



PLANNING

Communications strategy Market insights Market research Competitor analysis Messaging workshops Brand perception and customer audits

COMMUNICATING

Award writing Content marketing Crisis management Employee engagement Event support & facilitation Internal communications Media & public relations Paid digital media Social media



CREATING

Animation Art direction/photoshoots Copywriting Graphic design Video production Web development



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BRAND PERCEPTION & CUSTOMER AUDITS

Magenta regularly conducts audits with clients to see how they are viewed in the market. The results can help determine strengths, weaknesses, opportunities and threats, which allow us to work with our clients to develop next steps and key messages, resulting in a high-impact marketing and PR strategy.



"The perception audit helped us to understand what our clients really think of us – and where we can improve. Thank you – it was valuable insight."



MESSAGING WORKSHOPS

Do you struggle to understand where you fit in the market? Are you unsure about your USPs and your messaging as an organisation? Magenta has considerable experience working with organisations to develop their messaging so they can communicate more effectively with the market and win more business. Through our highly successful messaging workshops, we can help you to understand your strengths and weaknesses, what you want to be known for, where you sit with the competition, and help you to carve out white space in the market. Our post-workshop report includes recommendations around style and tone of voice, key messages, topics and next steps.



It's not enough to say that your competitive differentiator is your people. Everyone says that. Our messaging workshops help you to find the white space to own what truly sets you apart.

KBR Programme Management messaging workshop to decide on key messages

When our existing client KBR launched a new division, focusing on programme management, the company hired Magenta to run a messaging workshop with its senior team. Throughout the half-day, we worked with them to understand the KBR division's strengths and weaknesses, what it wanted to be known for, and how this fit with the white space between competitors. Next, we discussed how this could be communicated to the market. Following the workshop, Magenta produced a full report setting out the division's key messages and a plan to get this to market.

SURVEYS AND RESEARCH

In addition to offering consultation on research topics that promulgate key messages and resonate with target audiences, Magenta's research arm can develop and manage qualitative and quantitative surveys. Following analysis of raw data sets, Magenta designs, implements and runs research-rich publicity campaigns that engage stakeholders and generate media coverage to increase 'opportunities to see', favourably positioning the clients we work with as credible thought leaders.



i-FM Brand Survey

Magenta has previously sponsored i-FM's survey research into brands within the facilities management sector. Using the survey results, we have produced a comprehensive report on the status of FM service providers' brands, which is used by marketing experts across the sector.





Channel 4 Great Creative Places to Work

We were commissioned by Channel 4's workplace team to research how other creative organisations used their workspaces to attract and retain great people, and provide them with the best working environments. In addition to desktop research, we interviewed workplace directors from across a range of sectors to gain anecdotal insight and produced a comprehensive report which we presented to the broadcaster. A year later, we followed up with a second report looking at how leading organisations make health and safety more engaging.

Free fruit for your office Free fruit month at Development House starts 18 June



Fruitful Office

We worked with office fruit supplier Fruitful Office to measure the impact of free fruit on a workplace environment. Working with Fruitful Office, we managed the project from start to finish including the production of a short video. Branded Free Fruit Month, the initiative was launched at a tenants' meeting and promoted with posters around the building. The building's residents were asked to complete a pre-trial and post-trial survey to monitor the change in attitude, perception and outlook on both their productivity and their working environment, together with guestions about their eating habits.



Changing Times in Facilities Management: Research project for Sheffield Hallam University, Servest Group and GRITIT

Working with our clients Servest Group and GRITIT, we managed an industry research project with Sheffield Hallam University and media partner i-FM. We worked with the university to create the questions designed to extract pertinent information from the target audience, heavily promoted the survey to encourage responses and introduced a charitable incentive, and then collated the results. From the raw data, we produced a 24page industry report which is regularly referenced by the industry.

In collaboration with our research arm, Magenta develops and manages surveys, including initial consultation, data analysis and press office support and management. ?



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AWARD WRITING

As a winner of a couple of business awards ourselves, we recognise the value that can come from these successes. Magenta has a great deal of experience at writing award entries – our MD formed part of the PFM 2020 judging panel, our founder is a former IWFM Awards judge and our communications director is a former i-FM Technology awards judge – and has helped many clients to reach the winners' podium for both trade and business awards.



We have also worked with clients to produce internal awards programmes.

What we did

Magenta partnered with technology giant EMC to develop its Group Real Estate and Facilities Awards (Greftas) programme, which recognised the achievement of individuals and service partners across EMEA. Working with the in-house real estate and facilities management team, we developed the categories, promoted the awards within the different geographies, and wrote a guide to entering the awards to encourage organisations to enter. Magenta founder Cathy Hayward introduced the awards with an engaging speech and announced the winners.

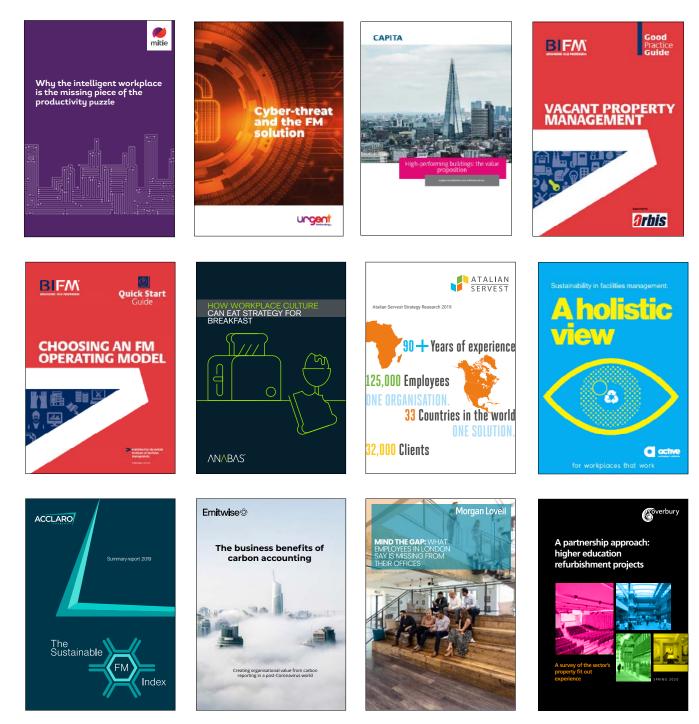
Why it worked

The Greftas were part of an overall strategy to develop a One Team approach to EMC's FM service delivery. Over the couse of three years, Magenta supported the transformation of EMC from a real estate and FM team to a fully aligned One Team where competitiveness is put aside to create the best possible outcomes for the client and the EMC business. This involved the Greftas, but also an annual summit, awards submissions and ongoing media relations to spread the word.

Download Magenta's free guide to writing winning award entries here

CONTENT MARKETING

Magenta has produced white papers, reports, guides and tender documents for numerous clients across the built environment sector for both internal and publicity purposes.



Download Magenta's free guide to content marketing here



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CRISIS COMMUNICATIONS

From the accusations around the Grenfell Tower tragedy and Southern Rail's ongoing service failures to concern over MPs' expenses and the furore over the BBC's gender pay gap, scandal sells news. Within the built environment a seemingly low-key issue, if left unchecked, can boil over into a full blown crisis that damages the standing of the organisation. And in a sector where a good reputation is a fundamental ingredient to attracting and retaining business, this could drastically impact on the bottom line.

Magenta has considerable experience in this area, being the first point of contact for media incidents and crises for several major organisations.

We have managed all types of crisis including:

- st Union disputes over pay and conditions by both recognised and non-recognised unions
- * Disgruntled employees going to the press to air their grievances
- Health and safety incidents including serious injuries and deaths
- * Poor service standards in high-profile sites
- st Undercover journalists at client sites revealing negative information about the client/ service etc
- * Branded vehicles being seen/videoed/pictured driving or parking inappropriately
- * Criminal activity by employees both in and outside of work
- * Clients being involved in court cases
- st Environmental problems from an employee flytipping a client's branded waste, to an employee disposing of hazardous material in a river
- Discovery of hazardous materials from WW2 bombs to mustard gas
- * Discovery of body parts at a client's site
- Inappropriate use of social media by employees
- A client's website being hacked and pornography displayed



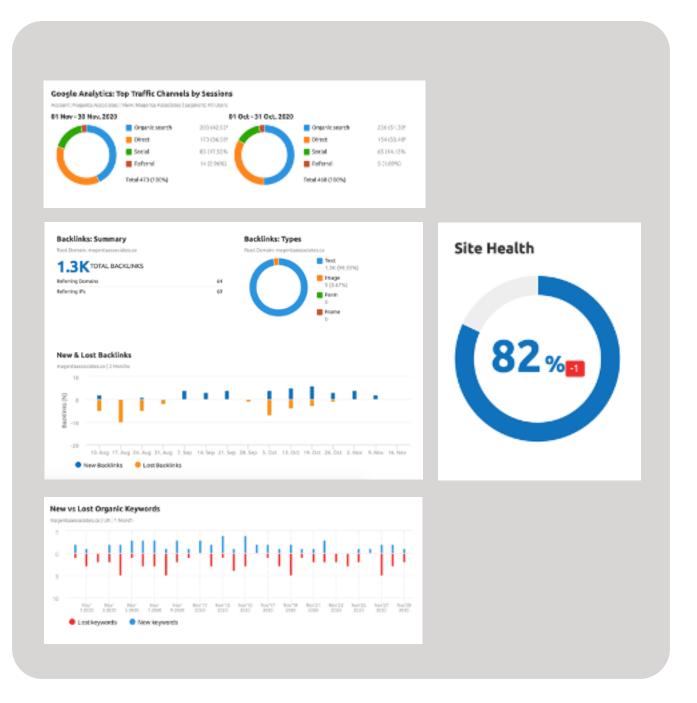
Download Magenta's free guide to managing a crisis here

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DIGITAL MARKETING (SEO & PPC)

Magenta incorporates best practice search engine optimisation (SEO) from the outset of a new website build, so the final product is fully optimised on launch.

We also have extensive experience of optimising existing websites to make them SEO friendly. Guardian Water Treatment (GWT) asked Magenta to audit its site, then make and implement recommendations for SEO. Following the audit, our recommendations included keyword research, rewriting existing website copy and publishing blogs with specific search terms and audiences in mind. As a result of this ongoing project, the content on the GWT website is much more relevant and focused than before, helping to attract the right audience.



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EVENT SUPPORT

Magenta has considerable experience of coordinating and chairing roundtable discussions, webinars, debates and conferences. The team has also worked to create content, manage and publicise key industry events.









The Magenta team worked with Western Business Exhibitions on The Facilities Event at the NEC and for Facilities Scotland at the SEC.





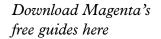
Magenta devised and delivered a high-level content programme for the Facilities Event, using our vast industry knowledge and contacts to produce an unmissable line-up of speakers. A powerful media strategy, pairing speakers with the industry's most prolific journalists, produced impactful media relations during the show's most important visitor sign-up months and on site. Chairing and managing the show's theatres, and integrating engaging social media output across Twitter, this campaign delivered prior, on site and post-show for the organisers.

INTERNAL COMMUNICATIONS

For almost 10 years, Magenta has been the communication expert in the built environment. We have helped organisations of all sizes communicate with their target audiences, whether that be prospective customers in the wider market or people within their own buildings.

A key aspect of our work is designing and delivering bespoke communication strategies for significant relocations and refurbishment projects. Whether you're moving several thousand people across the country or continent or refurbing a smaller regional office, we can help you to get your message across so that everyone knows what's going on, when it's happening, what they need to do, how they need to do it and why. This makes your project run more smoothly, ensures people are engaged with the process and guarantees business continuity.

Many organisations have in-house FM and comms teams who can manage most aspects of move communications and just need some extra support at either strategic or operational level. Others require more comprehensive support. Whether you need a bespoke communications strategy created for your workplace change project, or support in creating engaging material to deliver a strategy you've already produced, we can help. With teams in London and Toronto, together with partners around the world, we can seamlessly support cross-border projects.





Download

CASE STUDY: KING'S COLLEGE

King's College is ranked in the top 10 UK universities in the world and is based in the heart of London.



Founded in 1829 by King George IV, it is one of the oldest universities in England. King's has five campuses: its historic Strand Campus in central London, three other Thames-side campuses (Guy's, St Thomas' and Waterloo) nearby and one in Denmark Hill, south London.

Magenta's Leanne Holgate and Cathy Hayward have supported King's with a variety of FM-related internal comms projects including:

Estates and Facilities directorate intranet and website changes

The Estates and Facilities team at King's College London identified the need to renew its internal (intranet) and external (website) pages. Information on many of the pages was out of date and the sites use internal language not easily understood by students, staff and other users. The aims of the project were:

- To make the pages user friendly, attractive, easy to access, easy to read, easy to understand in plain, accessible English, and using illustrative, meaningful images.
- * To make a 'go-to place' for up-todate information, so colleagues and students can plan and perform their daily tasks easily.
- To provide a go-to place for project and works activity that affects them (e.g. projects, works) so they are better informed.
- * To make a one stop shop for related activities, e.g. planning an event, where possible

Magenta worked with the Estates and Facilities team to produce a draft strategy, create site maps, hold staff workshops to get their input and copywrite the entire website.

Champion Hill Residence project

Magenta supported the King's Estates and Facilities team to promote its work modernising the Denmark Hill Campus, particularly the creation of new student accommodation called the Champion Hill Residence. The facility, which opened in September 2014, replaced a poor-quality 1970s student residence and provided high standard student accommodation in a communal, collaborative design.

- Drivers behind the project included: * increase the number of students in the facility
- provide better facilities to attract the top students
- create facilities which are more sustainable to attract students and also to live up to King's environmental promises and to set the standard for student accommodation
- * create facilities which are more efficient and cheaper to run in the long-term
- * create an environment which educates students on how to lead sustainable lives
- Support King's focus in becoming 'exceptional', not just in the level of education provided but in the whole student experience, which includes the facilities and services and the way the university interacts with students. In 2006, the College's strategic plan set a goal of being recognised as a leading world-class university by 2016. The mission for estates is to deliver world-class university

Magenta helped King's achieve these goals by promoting its work to key stakeholders including existing and potential students and their parents; academics; the further education sector; the local community; the facilities management sector; and the wider business world through articles in the local, trade and education press, and a range of awards.

Other projects

In addition, Magenta researched and created an award entry for the BIFM Awards 2014 for its partnership with Bouygues Energies & Services. The two organisations were part of one of the first private finance initiative (PFI) partnerships in the UK which involved the refurbishment of the Franklin-Wilkins Building on the university's Waterloo Campus; the demolition and replacement of Old Hunt's House on Guy's Campus; and lifecycle replacement and operational facilities management at both locations. The efficiency review of the partnership won the BIFM Major Project Award at the 2014 BIFM Awards.

Magenta also secured significant press coverage for the partnership with articles in FM World, Cibse Journal, RICS Modus and UniFM.

Stakeholder comms for the One Team approach



EMC was a global leader in information technology as a service operating in 86 countries with manufacturing plants in the US and Ireland. In EMEA, EMC occupied 125 buildings in 49 countries supporting c12,000 people. The organisation was acquired by Dell in October 2015, becoming DellEMC. Magenta worked closely with the EMC Group Real Estate and Facilities function in EMEA on a number of projects including:

The creation and management of an internal awards programme, called the Greftas, to recognise excellence in facilities management within the EMEA team. Cathy Hayward and Mark Parry at Magenta worked with EMC to create the awards categories, designed a range of communications to encourage individuals, teams and service partners to enter the awards, and set up and managed a judging process. The team then worked with EMC to manage the event on the night.

- Participation in the annual EMC Group Real Estate and Facilities summit in different European cities including facilitating sessions and creating a summit newspaper which was distributed on the final day of the event and covered the first day's content.
 Creating a social media guide
- Creating a social media guide to encourage all members of the EMC Group Real Estate and Facilities team to share their experiences on social media and to create a true One Team across EMEA
- Designing and writing a regular EMC Group Real Estate and Facilities newsletter which was shared across EMEA



- Ghost-writing the BIFM Good Practice Guide to Managing FM Across Borders to promote the EMC way of doing things.
 Writing and designing award
- while and besigning dward words entries for the EuroFM and IWFM Awards. EMC won the EuroFM Partners Across Borders Award 2015 and was shortlisted for the IWFM Awards the following year.
- Writing a case study about ÉMC's One Team approach to their real estate and facilities across Europe which was published by the RICS as part of their strategic FM case study programme. https:// www.rics.org/globalassets/ rics-website/media/qualify/ accreditations/rics-strategic-fmcase-studies-july-2016.pdf
- Creating a range of articles for the trade press to promote the EMC success in their One Team approach across Europe. The team was featured in ArsegInfo, FM World, The Leader, FMJ, Der Facility Manager, Workplace Insight, HR Director, People Management, Corporate Real Estate Journal and Work and Place.



CASE STUDY: UNIVERSITY OF SUSSEX

First generation FM outsourcing project



The University of Sussex is a leading higher education and research institution. One of the first of the new wave of UK universities founded in the 1960s, it has one of the most beautiful campus locations in the UK situated in rolling parkland on the edge of Brighton, combining award-winning architecture with areen open spaces.





In 2012, the university underwent a first generation outsourcing programme for its facilities management and catering, conferencing and banqueting services. These services were previously provided in-house at a cost of c£20m. The objective was three-fold:

- Support the university's substantial growth plans
- substantial growth plans # Bring more innovation into the service delivery
- * Achieve some cost savings

As might be expected, the move created some disquiet, both from

staff affected by the proposed TUPE transfer, and also from the wider academic, non-academic and student communities. As part of a wider communications programme, the university commissioned Magenta to run a series of focus groups to explore what worked about the current FM/catering provision and what might be improved.

The aim was for the groups to have a two-fold proposition:

- to receive genuine feedback from stakeholders about the current service and gain their ideas for the future which can then be fed into the contract procurement process currently being undertaken
- to ensure that stakeholders feel that their views have been taken into account and that they have been listened to

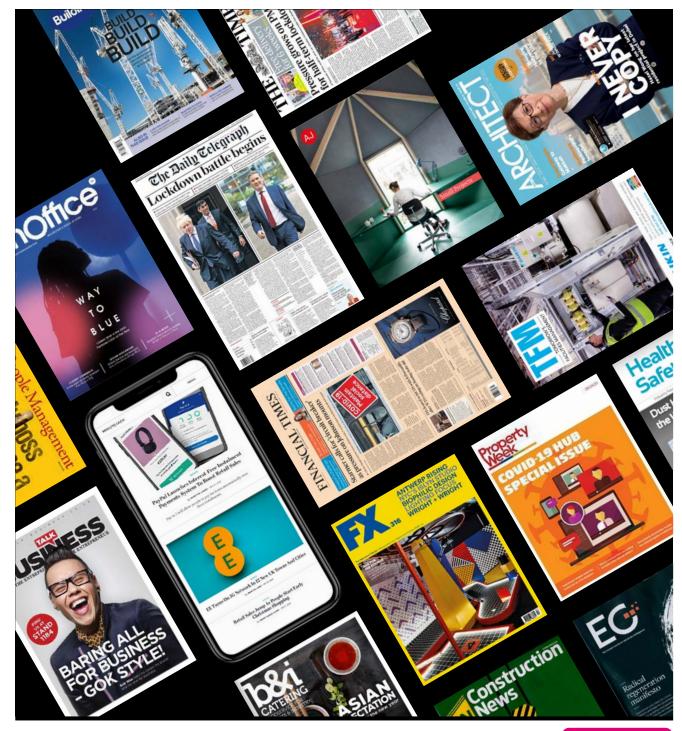
These groups took place alongside workshops with in-scope staff as part of the university's commitment to support staff through the process and also form part of a wider engage engagement strategy the university is running.

In June and July 2012 Cathy HAyward and other Magenta team members facilitated eight workshops of people who had either volunteered, or been volunteered by their teams, to contribute to the discussion. The team then created a report which was presented to the university and then shared with the various organisations interested in working with the university as their FM and catering partners.



MEDIA & PUBLIC RELATIONS

The Magenta team has excellent connections with the media. We keep abreast of the hot topics and we understand the pain points of your target audience. What's more, we know what editors are looking for and how they like stories to be presented and have strong relationships with trade, business and national press, industry bodies and event organisers.



Download Magenta's free guide to find out how to pitch an idea to the media

Download

SOCIAL MEDIA

Magenta advises on social media best practice and manages client accounts. We are particularly experienced with LinkedIn as it's such a key network for business connections and establishing clients as industry thought leaders.

We share client coverage on all appropriate channels to help maximise reach, and tag the media outlet and/or reporter when possible. We also monitor client channels to look out for any negative posts from followers, and advise clients to how to best respond.

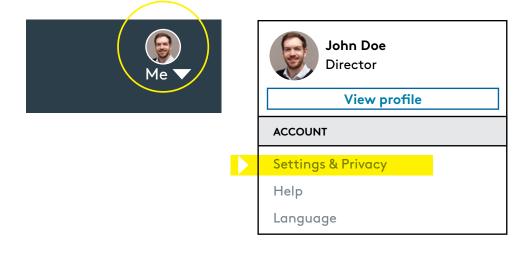












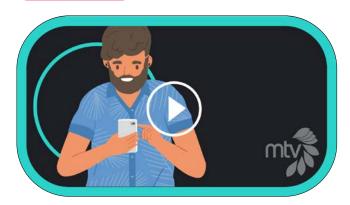


How to make your LinkedIn personal profile shine

Download

Download Magenta's free guide on how to make your personal LinkedIn profile shine and watch our webinar about the guide here

Watch



SPEECH WRITING / PRESENTATION CREATION

I have a dream. Ich bin ein Berliner. We shall fight on the beaches. Everyone knows a memorable speech. And while you might not be stating the case for war, any kind of formal talk to an audience needs to be well thought through and delivered confidently. We've all sat through conferences and seminars desperate for the speaker to (finally) finish. If it's you on the platform, you want your audience to be engaged and interested. We can help. The Magenta team are experts in creating engaging and thoughtprovoking presentations including writing full transcripts, designing stunning Powerpoints or Prezis and coaching presenters.

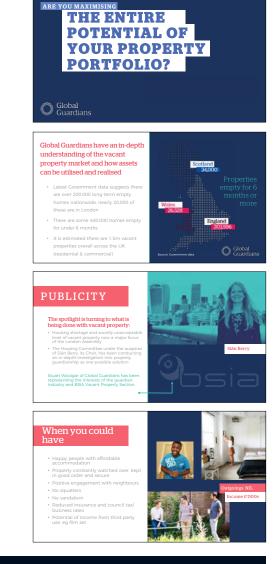


We shall fight on the beaches





It always seems impossible until it's done



We have supported clients at the following events:

- IWFM Conference
- Workplace Futures
- Royal Institution of Chartered Surveyors Conferences
- States Gazette Summits
- Healthcare Estates
- * Public Sector Asset Management
- Facilities Show
- Facilities Event
- ✤ Inspired HR
- Workplace Trends
- % Young Manger's Forum



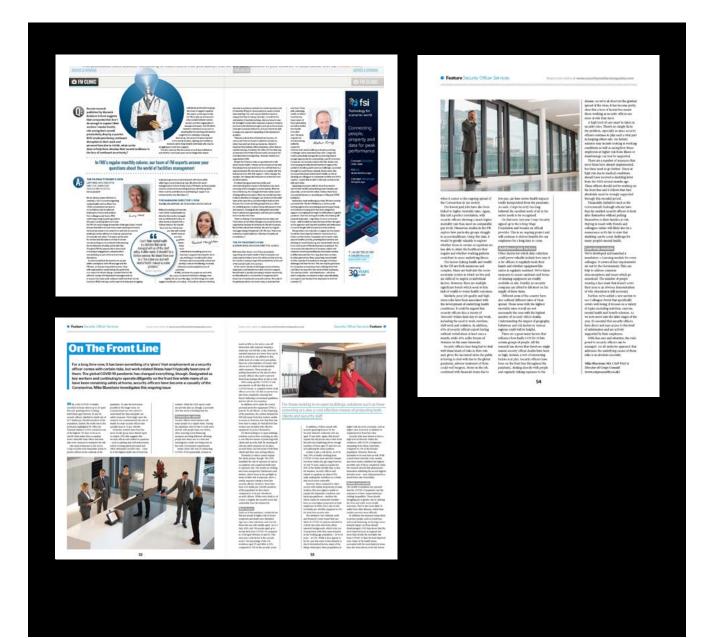
C R E A T I N G

COPYWRITING

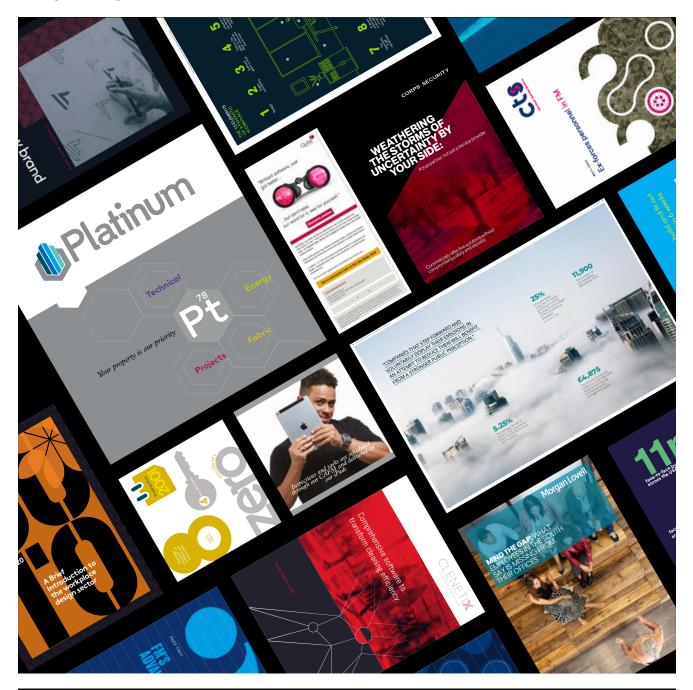
The Magenta team includes a number of former business journalists, creative writers and published authors who specialise in producing high-quality, engaging content across a broad range of platforms. Our writers work with clients to understand their objectives and target audience, develop the right tone of voice, and then deliver content that nails the brief.

Journalists trust us. Our strong links with the media in our specialist sector mean that we know what they want they want and the kind of content that resonates with their audience. We track the latest industry issues and keep a close eye on the conversation to ensure that our copywriting puts clients ahead of the competition.

Whether it's a press release, a feature or comment piece for the media, blogs for your website, white papers or marketing collateral, we bring your content to life.



Magenta's creative team is experienced at producing everything from thought leadership content and engaging presentations to infographics and complete redesigns to delight and excite our clients.





Magenta's creative director Mark Parry has more than 30 years' experience in corporate and magazine branding and design. With a strong background in B2B and B2C publishing and corporate branding, he is proficient in all Adobe products (Illustrator, Photoshop and Indesign) and has run training programmes to impart his knowledge to other designers. He also works with corporates, designing websites, and marketing material from flyers to brochures.

WEBSITE DESIGN & CONTENT CREATION

Magenta has developed numerous bespoke websites to help our clients stand out from the competition and take their digital presence to the next level. *Here are some examples*.





clenetix.com



heavasure.com



magentaassociates.co



TESTIMONIALS

"Magenta is a <mark>true</mark>

After working together for over five years, our relationship keeps getting stronger and stronger. They are much more than just a PR agency, I see them more as a business partner."

Rachel Houghton Managing director, Business Moves Group

"Without doubt, they are one of the best PR agencies I have worked with."



"Magenta has taken the business to a different level."

Mark Rogers Sales and marketing director, Corps Security "Magenta has really helped to raise and heighten our existing profile, as well as helping us to reach new audiences."

Steve McGregor Group MD, DMA Group

v es." Group

"Magenta's understanding and the intelligence of the team is the main benefit. I feel confident that what we are going to get back from Magenta is thought through and relevant."

Paul Kelly Head of marketing, Overbury and Morgan Lovell, both part of Morgan Sindall Group

"Magenta are like an extension of my team.

They were brilliant during Covid – we would not have been able to navigate without them during that time."

Lizzie Neave Group marketing and communications director, Churchill Group "As a direct benefit of the work that you have put in, we have just had a new member sign up to the SFMI. They read the articles that you promoted in the trade press about our reports, downloaded the reports, had two conversations then joined the team"

Acclaro

"Magenta are consummate professionals, producing high quality innovative work backed by impeccable industry credentials and expertise."

Bruce Barclay Senior manager, FM, Dell Technologi

"The team is very on the ball with current affairs and highly skilled at adapting quickly."

Luisa Coates Marketing manager, Electronic Temperature Instruments Z

THE POWER OF PR

Seven business benefits of PR

Generate business leads: A

well-executed PR campaign can forge new leads within specific and new markets by raising the profile of a company in the media and therefore among target customers, leading to more sales prospects.

Attract and retain talent:

By using PR to promote a company's activities and successes, an organisation can help to establish itself as a great place to work, which can in turn increase the number of applicants when hiring.

Encourage sharp judgment: PR forces senior management to look outside the organisation to see how the brand is perceived, and to think carefully through their branded messaging and market differentiation strategy.

Attract investors and

buyers: When executed properly, PR tactics authenticate your business as a stable, financially viable investment and can help lure in and inform potential backers and buyers.

Promote Corporate Social Responsibility (CSR):

According to research by marketing consultancy Goodbrand, companies that promote their ethical stance are more likely to attract and retain affluent customers.

Respond to breaking news:

PR is more flexible than advertising so it can help organisations immediately respond to industry news and possible crisis situations. As a result, companies that engage in PR are more likely to be perceived as effective, quick-witted communicators. Increase trust: PR is always personal – this human touch can help establish levels of trust by building the reputation of the business and showcasing the positive qualities of the brand.

MAGENTA TEAM

Cathy Hayward Founder and chairman



Sabrina Stubbs Consultant



Jess Lowe Associate - consultant



Jonny Lawrence Associate (digital marketing, SEO & PPC)



Jo Sutherland Managing director



Craig Peters Consultant



Jillian Chertok Associate - consultant (North America)



Stuart Nisbett Associate (web development)



Shahlia Nelson-Rogers Client director



Greg Bortkiewicz Consultant



Ellie Davis Associate (content)



Adrian Taylor Associate (designer)



Mark Parry Creative director



Katina Byford-Winter Office & employee wellbeing manager



Clare Collins Associate



Simon latrou Communications director -North America



Lou Boulden Associate - consultant



Dannie-Lu Carr Associate (public speaking trainer)





To find out how we can boost your bottom line give us a call



