



At Your SERVICE

The facility management sector is changing rapidly and Reiwag is keeping up, committed to meeting the stringent criteria it sets for itself.

Images courtesy of Reiwag

Reiwag Facility Services prides itself on having a strong client focus, innovative ideas, and highly motivated staff. Its success relies on its ample offering of quality services within the technical, infrastructure, and commercial industries.

In 1903, Jakob Wagner laid the foundation for today's Reiwag, and now his grandson Viktor Wagner is the managing director. Following the advice of his father, Viktor previously worked as a civil servant for a bank in Vienna where he received intensive training in financial matters. He later moved to New York and called on the Austrian trade delegate to provide him with contacts in the building and cleaning trade sector. He was put in touch with the vice president of National Cleaning, which had 10,000 employees at the time, and was given the opportunity to learn about management and organisation processes.

"With this knowledge I came back to Austria and asked my father to establish a new company under his trade licence," Viktor says. "At that time, he had about seven or eight employees, and in

my own company I had one employee. I managed to succeed and then I asked my father to join my company. We were very lucky and it continued like this for a while. Over the years we continuously expanded."

Reiwag is based in Vienna and is one of Austria's market leaders in the facility management service provider sector. The business operates in six countries—Austria, Romania, Czech Republic, Slovakia, Croatia, and Serbia—and has about 2,700 employees. The services provided by Reiwag are extensive. In the technical field, it manages infrastructure in buildings, maintains and inspects plans in accordance with existing laws, inspects and overhauls technical facilities in buildings, places efficient measures for energy saving, and implements flexible CRM and CAFM software applications.

In the commercial area, staff manage the life cycle and long-term maintenance of real estate and properties, do object controlling, and monitor legal changes as well as a unified and transparent reporting system. They also manage and optimise operating and administration costs, manage and contract energy,

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— Viktor Wagner

manage strategic procurement, and do analyses of sites and debts.

Infrastructure services include technical services; the cleaning of buildings, offices, transport equipment, windows, glass, venetians, light fixtures, and floors; graffiti removal; reception; postal services; guard and security services; catering services; and relocation management. A 24-hour hotline is also available for each category of services.

Viktor says luck, entrepreneurship, and motivation have been important factors in the business's success since day one. "By yourself, you have a limited circle of possibilities. You need business partners, friends, and fantastic managers. It's important that everybody is multi-weighted. I am very happy that as a group of managers we are happy to do business, and we are looking forward to a bright future. We enjoy our job very much.

"I was one of the first in Austria who started a system in motivation, based on an older system where successful managers and even supervisors were rewarded—a proliferation system for quality reports in service business. We have monthly meetings with >



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our managing directors and our managers, who report on last month's agenda items like fluctuation, material consumption, time management and quality reports—every month our clients file a quality report. Similar to a school grading system, our performances are graded in the form of numbers. This helps us guarantee customer satisfaction. Also, once a year we have a manager of the year. This system has proven to be a successful motivational method which helps the managers to improve.”

As well as having meetings once a month, Reiwag has quarterly and annual reports to monitor what is happening within the company. The business is fully self-financed with no outstanding bank loans. Viktor says this has been an advantage for the business, helping the executive management team lead a normal and carefree life.

Reiwag works regularly with numerous suppliers and strategic



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partners to deliver the best service possible for their clients. “Both suppliers and partners are really important. We invite them to our strategic meeting to discuss current issues, challenges for us in the future, and to propose changes in the system. The future of the business is very important for us. We strive for customer satisfaction and do everything possible to achieve this goal. Job security, enjoyment of work, and open communication are our values. We are happy to mention that we can achieve all of this.”

Reiwag is committed to looking after its extensive list of clients, which include not only Allianz but

also the well-recognised organisation Shell, which has been with Reiwag for more than 40 years. “One of my first important clients was Shell Austria; I think Shell has been a client of ours for 46 years. Another one of the first clients was Allianz Austria. These two companies are known worldwide and their names speak for themselves, which makes us proud to have been delivering our services to them over so many years. Many other large companies refuse to change or move away from our quality of service. This makes us happy and we are honoured because they are outstanding references for the future of the business.”

Reiwag is in discussions with a big client in Slovenia that has more than 80 outlets as part of its organisation. Recycling is another focus when looking to the future. Viktor says sustainability is very important and that it could potentially be the driving force behind possible global expansion. ◦



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