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# The 'Gold Standard'

2017 USA Consultancy Awards - Most Innovative Business Management Consulting Firm winner Rakesh Kishan, Managing Principal, Trascent Management Consulting imparts his thoughts on winning this award and the niche market the firm serves.

**T**rascent Management Consulting (Trascent) focuses on Corporate Real Estate and Facilities Management (CRE/FM), estimated to be a \$400 billion market in the US. Within this niche, Trascent provides market intelligence, benchmarking, functional and technology strategies, business transformation and outsourcing implementation services (RFP, organisation, technology, HR, transition, and governance) to leading global Fortune 500 corporations.

With the ability to serve globally through Trascent offices in the US, Switzerland and Singapore, Trascent helps clients implement global CRE/FM strategies that create shareholder value through a broad range of consulting services. Trascent is the only management consulting firm in the world to hold three conferences on CRE/FM annually in the US, EU, and APAC. These conferences have been attended by about 150 Fortune 500 companies, representing billions in CRE/FM budgets.

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## **Most Innovative Business Management Consulting Firm – USA**

On winning the Most Innovative Business Management Consulting Firm – USA, Kishan says that he and the firm are excited to be a part of the 2017 USA Consultancy Awards, as it represents an achievement for Trascent Management Consulting. It reflects their client commitment to continuously evolve and provide effective and innovative solutions to the rapidly changing CRE/FM industry. Kishan proceeds to outline his own role as a consultant and the consultancy services the firm specialises in.

“My role as a consultant involves ensuring high quality consulting deliverables for our clients, engaging with senior executives on CRE and FM strategy and overseeing the quality of our benchmarking, organisation, transformation and outsourcing initiatives. I am responsible for thought leadership, aligning our solutions with client needs and adapting to supplier market developments. I am part of the Trascent leadership team that develops our staff skills, knowledge and tool-kits to ensure high value client solutions.

“We specialise in functional improvement strategies in CRE/FM, benchmarking, business transformation (shift to shared services CRE/FM structures and processes) and CRE/FM outsourcing implementation globally. Our unique strength is the applicability of our consulting services to a broad range of client portfolios – from data centres, to R&D labs, manufacturing factories, and office and retail space.

“As an example, in the last 2 years alone, Trascent has supported FM improvement initiatives across 1,000 manufacturing plants worldwide. Our unique differentiation is that we address all key aspects of the CRE/FM transformation – which include organisation design, CRE/FM technology strategy, HR employee transfer terms across all global regions, contract pricing and negotiations, supplier market assessments, transition, governance and turn-arounds of troubled supplier relationships.”

Kishan then impresses upon us how the firm has demonstrated high levels of excellence in their work, saying that these have been consistent over the last 15 years across a number of areas. The firm created the first consortium analytical benchmarking program for facilities management that compared unit cost and service levels in a normalised cost basis. In addition, Trascent pioneered CRE/FM outsourcing best practices in areas, such as outcome based RFPs, incentive based pricing methods, and collaborative sourcing approaches that consistently deliver high-performing outsourcing relationships.

“Our methods are recognised as the ‘gold standard’ by clients and leading industry suppliers. We implement far more outsourcing initiatives and have more deal experience (number of deals implemented per year) in each region of the world as compared to any other consulting firm”, Kishan goes on to say before telling us more about the firm’s team of advisors.

“Our multi-lingual consulting colleagues (who speak Mandarin, English, French, Spanish for example) are the backbone of our firm and are responsible for our success. Our colleagues are some of the most talented and client focused consultants in the industry. They are key to our delivery and play a broad range of roles – from developing analytical business cases for CRE/FM change - to leading and helping implement transformation services, to negotiating and implementing outsourcing deals.

"An advisor's work can be highly analytical where they develop financial models and conduct scenario analyses, to sourcing work where they develop RFPs for supplier responses, to deal structuring (contract negotiations) and operational implementation (plant and site level operational solutions)."

On the opportunities and challenges for Trascient Management Consulting in 2017 and beyond, Kishan stresses that as they are a global firm with an in-region market intelligence and presence, they continue to have opportunities to leverage their presence to help clients implement global initiatives.

"These global initiatives can start at any one of our market regions and span world-wide. We see significant opportunity through the digitisation of the CRE/FM industry. The growth and consolidation in the CRE/FM outsourcing industry will create opportunities for us. Our challenges are focused on attracting and retaining talent", Kishan concludes.

