Marks & Spencer: Creating a Smarter, Safer Estate with WorkSavi

Retail Case Study

Background

M&S is a British value for money retailer, focused on own label businesses, including Food, Clothing & Home, in the UK and internationally. Today M&S operate a family of businesses, selling high-quality, great value own-brand products in the UK and in 62 countries, from 1,519 stores and 44 websites globally.

The Challenge

The Corporate Security division of M&S did not have a comprehensive asset register for vital security assets—including CCTV, access control, intruder systems, and physical protection measures such as shutters, bollards, and window bars. This lack of centralisation meant the business had no visibility over the age, condition of these assets across the entire estate.

Without a unified database, it was challenging to ensure that investment was directed to the assets and stores needing it most. Funding decisions were often more related to individual store requirements rather than having an investment strategy for the entire estate. Additionally, when security incidents such as burglaries or thefts occurred, site visits were required to assess asset adequacy, leading to delays and inefficiencies.

The Solution

WorkSavi delivered a smart asset survey tool feeding directly into a centralised asset database. Using mobile devices, survey teams captured asset details and condition, complete with photos. We integrated this with 3rd-party maintenance and incident data,

combined it with M&S shrinkage figures, and layered in local crime stats—creating a full picture of asset performance and store-level risk.

Results & Benefits

- A live asset register now tracks condition, age, and performance across the estate.

- Data-driven investment plans prioritise high-risk stores and failing equipment.

- Lifecycle costs are embedded into 5-year CapEx planning.

- Desktop scoping slashed site visits, reducing time and cost.

- High-incident stores are flagged, monitored, and secured faster.

- Project delivery and asset changes are tracked in WorkSavi, keeping the register up to date.

- Smart project coordination identifies clashing works and groups them under single contractors.

- CDM compliance is built into every project workflow.