

As close to the customer as possible

In many industrial sectors, the trend towards outsourcing individual jobs to reliable external service providers is unbroken. One of the most experienced businesses in this dynamically evolving market is RIW Dienstleistungs-GmbH. For almost 30 years, the family-owned enterprise has been engaged in temporary work, facility management and industrial services. Though the economic crisis has left its mark on the company, it has not suffered as much as many competitors, thanks to its broad portfolio of services and a philosophy that postulates working as closely with the customer as possible. And since the beginning of 2010, the order books have been well filled again, thanks to an enhanced focus on temporary employment – a fast-developing segment which already accounts for 60% of the company's total sales.



Managing Partner Dipl.-Volkswirt Jörg Stümer has been managing the successful family business since 1996



Based in Cologne, RIW offers a broad portfolio of services, including temporary work, facility management and industrial services



RIW has a strong focus on temporary employment and enables its customers to concentrate on their core competencies

RIW is an independent, family-operated service company that works closely together with its customers. "With our services, we make life easier for our customers and enable them to focus on their core business," Managing Partner Dipl.-Volkswirt Jörg Stümer, the son of the company founder, describes the mis-

sion of RIW. The company was founded by Günter Stümer in 1981 as a specialist service provider for cleaning, maintaining and servicing industrial plants. Since then, RIW has grown at a constant pace and managed to weather difficult economic times without lasting damage. Today, the company has over 1,300

qualified, reliable employees and turns over 25 million EUR. The customer list includes many high-profile, large corporations, such as Henkel, Mercedes-Benz, Procter & Gamble, Siemens and Thyssen-Krupp – to name but a few. The success is based on almost 30 years of experience, quality services and top

standards with regard to safety at work and environmental protection. RIW splits into three independent business divisions: Industrial Services, Building Services and Personnel Services. The latter was created in 1991 to make the company less dependent on economic fluctuations. Industrial Services provides clean-



RIW provides commercial cleaning services for all types of buildings, ranging from production halls to airport facilities



With its industrial cleaning and maintenance services, RIW is making an important contribution to enhanced plant efficiency



ing, maintenance and painting services for all types of industrial installations. Building Services specialises in infrastructure services, commercial cleaning and facility management. Personnel Services focuses on temporary employment, recruiting services, on-site management, 'try and hire' services, worldwide construction jobs and outsourcing services. "This organisational structure allows us to cover diverse services in manufacturing and administration on a specialist basis and throughout the country from a single source," explains Mr. Stümer. To be as close to its customers as possible, RIW has subsidiaries in Altenkirchen, Berlin, Dortmund, Düsseldorf, Essen, Gütersloh, Peine and Vienna. As specialists in cleaning and maintenance services, RIW's Industrial Services division is supporting industrial customers in keeping downtime to an absolute minimum and is thus making an important contribution to enhanced efficiency and productivity. The spectrum of services ranges from the manual cleaning of individual machines to the high-

pressure cleaning of complete painting plants or the cleaning of high-tech robotics systems by means of CO₂ pellets. The division is highly innovative and has, for instance, developed a novel, low-pressure technology for cleaning paint-spray lines that uses less energy than conventional cleaning methods and, at the same time, is more environment-friendly. "Technical innovations that contribute to improved efficiency and save precious resources are highly effective door openers for acquiring new customers," states Mr. Stümer. Another innovative industrial RIW service is fluid management, which manages all of a company's cooling lubricants. The company's Building Services unit provides cleaning services for all kinds of buildings, including production halls, administration buildings, hospitals and airport facilities. Besides daily routine maintenance cleaning, the services portfolio comprises façade cleaning, waste disposal, hygiene advice, transport services, conference services, reception services, gardening and snow clearing services, dish washing services and

special cleaning services, such as for sanitary installations or swimming pools. The commercial cleaning unit sets itself apart through its own quality assurance system – a benefit that not many competitors in the professional cleaning market can offer. RIW's Personnel Services division supports customers from all branches of industry in meeting their short-term staff requirements in industrial, technical and commercial lines of work. "We attach great importance to offering qualified specialists for all types of professions," says Mr. Stümer. Over the years, the division has developed into the backbone of the entire company – not least due to the fact that RIW has successfully developed a number of niche markets which have not been affected by the economic crisis, such as temps for medical and nursing professions. The company is even capable of putting together complete surgery

teams for hospitals. While continuing to develop profitable niches, RIW is aiming at further growth and expanding its presence throughout the countries. "If the general conditions are favourable, we could double revenues within the next five years," states Mr. Stümer. "Besides internal development, this could also include external acquisitions." ■

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