

Precision in Motion at PTSG

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With 3,000 specialists managing millions of assets across more than 300,000 buildings, Premier Technical Services Group (PTSG) has redefined what large-scale project coordination looks like. Under the leadership of Dr Greg Ward, the Group operates with military precision, proving that in project management, excellence depends on systems, people and purpose aligned perfectly.

When your company delivers thousands of individual projects every day – from lightning protection in London to building façade maintenance in Glasgow, from fire solutions in Amsterdam to water hygiene in Manchester, consistency becomes both an art and a science.

For Premier Technical Services Group (PTSG), consistency is a defining principle. Founded in Yorkshire in 2007, the business has grown into one of the UK's most successful niche specialist service providers to the construction and facilities management sectors. Its scale today is extraordinary: 3,000 professionals, 170 specialist service lines, 30,000 customers and responsibility for the compliance and safety of more than 300,000 buildings housing millions of critical assets.

"We're only ever as good as the last job we complete," says Dr Greg Ward, the company's Chief Executive Officer. "That mindset underpins everything – from the way we plan and resource projects to the way we communicate with customers. Every assignment, no matter the size, deserves absolute precision."

Complex coordination, simplified



PTSG's operation functions like a finely tuned logistics network. Across its five divisions – Access & Safety, Electrical Services, Building Access Specialists, Fire Solutions and Water Treatment – thousands of projects are scoped, mobilised, executed and verified every single day.

The secret lies in integration. Each division operates semi-autonomously, but within a unified project management framework that combines real-time scheduling, digital reporting and robust quality control. This enables the Group to handle simultaneous delivery for multiple national clients – including Network Rail, Transport for London, BT, Mitie, and a huge host of public and private sector organisations — while maintaining consistent standards of safety and compliance.

“What looks like complexity to the outside world is actually a system of simplicity,” Ward explains. “We’ve invested heavily in digital tools that provide visibility across every project. Our people on the ground have the data they need and our customers have transparency from start to finish.”

That system includes cloud-based job management platforms, GPS-enabled workforce tracking, live compliance certification and centralised reporting...giving our customer instant assurance that every asset is safe, tested and documented.

Military precision meets human connection



Ward's leadership philosophy blends operational discipline with empathy. Having started his career as a mechanical and electrical apprentice, he understands both the engineering detail and the human realities of frontline service.

"Project management is as much about people as it is about process," he says. "Systems give you structure, but people give you quality. That's why we place so much emphasis on training, communication and recognition."

His "inverted hierarchy" model puts technicians and site teams at the top of the organisation's priorities, supported by managers, directors and the CEO himself. The result is a culture of empowerment – where every project leader, engineer and compliance specialist is trusted to take ownership.

That philosophy is now being formalised through PTSG's new Centre of Excellence, due to open in 2026. The facility will act as a hub for project management best practice, technical training and customer service development, alongside innovation labs focused on data analytics and automation.

Managing scale through structure

Behind the human focus lies a formidable structure. Each PTSG division operates its own project management office (PMO), reporting into a Group-wide governance framework that tracks thousands of concurrent projects. These range from major infrastructure works – such as compliance upgrades across Euston Station, Bond Street on the Elizabeth Line, and the Docklands Light Railway – to small-scale testing and inspection jobs carried out daily at schools, hospitals and office buildings nationwide.

Standardisation is key. Every project follows a structured lifecycle: scope definition, risk assessment, mobilisation, execution, quality assurance and customer handover. Continuous feedback loops ensure lessons learned are embedded immediately across teams and service lines.

“The moment we close one project, we’re already improving the next,” Ward says. “That’s how you maintain excellence at scale...through constant learning, refinement and communication.”



The customer defines success

While PTSG’s systems are sophisticated, its philosophy remains disarmingly simple: customer excellence above all else.

“Customer perception is reality,” Ward explains. “We could deliver a thousand flawless jobs, but one missed detail can define how we’re seen. That’s why we treat every project as if it’s our first and most important.”

This relentless focus on customer satisfaction has helped PTSG achieve industry-leading client retention rates. Many of its 30,000 customers have been with the Group for over a decade – a testament to its reliability and relationship-based approach.

Scaling internationally



PTSG's proven model for operational excellence is now finding international momentum. With its first major projects underway in the Netherlands, and further expansion planned across Europe, Ward's ambition is clear: to make PTSG Europe's leading specialist service provider in safety, compliance and technical services.

"The systems we've built are inherently scalable," he says. "Whether we're managing 3,000 projects in Britain or 30,000 across Europe, the principles are the same: rigorous planning, clear accountability and exceptional people."

To support international growth, PTSG is enhancing its digital infrastructure to enable multi-country scheduling, multilingual reporting and cross-border compliance management. The Group is also developing a network of regional hubs to provide local delivery with central oversight – maintaining its hallmark agility while ensuring governance at global scale.

Leadership through excellence



For Ward, the ultimate goal is not size, but sustained excellence – ensuring that every project reflects the company’s core values of safety, professionalism and customer focus. The aim is to be best-in-class in everything the company does.

“Our industry moves fast,” he says. “Compliance standards evolve, technology evolves, expectations evolve. But the fundamentals don’t change: deliver safely, deliver well and deliver every time.”

That clarity of purpose has positioned PTSG as one of the most respected names in the niche specialist services sector...a company as admired for its precision and governance as for its commercial success.

With turnover rising from £275 million in 2023 to £320 million in 2024, and growth set to double again within two years, Ward’s leadership is steering a business that runs on both discipline and vision.

“Project management is ultimately about trust,” he concludes. “Every building, every system, every asset we touch belongs to someone who depends on it. Our job is to make sure they never have to think twice about whether it’s safe, compliant or cared for. That’s what excellence looks like.”