

# Two decades of M J Mapp

Founder Nigel Mapp takes stock of the journey

M J Mapp started small: just two people who met on the London Underground and maybe £50m of assets under management. But 20 years on, we're an amazing business of 250 talented and committed people, managing nearly £9bn of commercial property for UK and foreign investors.

## **Specialisation – and special people**

Our business proposition is simple: stick to one core activity, and attract and retain great people. It's not what others do – but it's what drives our market-leading service and attracts clients to us.

## **The original disruptor?**

Commercial property management wasn't always like this. Twenty years ago, the discipline suffered from low investment and universally poor levels of service. Many saw it as merely a janitorial activity, rather than what it truly is: a service which critically influences the success of a building and the returns derived from it. Happily, much has improved; there is now real investment in business systems and processes, and sustainability is mainstream.

## **Our future**

So what will the next 20 years hold? We predict increased automation; more globalised ownership; an even tighter focus on customer service; further seismic shifts in data management; and ever faster evolution in how people use and consume commercial property.

We are leading the change, however, our vision, values and core objectives will change very little. I am profoundly excited to see what happens next.

Thank you for being on this journey with us – whether you have worked with us from the outset (and there are a few of you!), or whether we are just getting to know you. Here's to the next 20 years!