



ACHIEVING
EFFICIENCY & SAVINGS

THROUGH NEST'S INTEGRATED FACILITES MANAGEMENT PROGRAM

A NEST Client Case Study



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INDUSTRY:
Nationwide Celebrations Retailer



THE SITUATION

A few years ago, our team was approached by a longstanding IFM client in need of additional support. Their immediate requirement centered around landlord work order management and the length of time it was taking to close out work orders. In addition to this challenge, the client was grappling with inefficiencies related to their preferred providers for locks and core replacement.

Furthermore, the client expressed a need for a strategic, multi-year plan aimed at replacing a substantial number of HVAC units. With an inflow of capital budget, their objective was to curtail energy consumption and enhance their operational efficiency within this area. With the client being an IFM client, NEST was able to work out a solution that panned out seamlessly.



THE SOLUTION

Upon receiving the essential data from our client, it became evident that closing out a work order assigned to a landlord was taking nearly 90 days; while replacing locks, especially in time-sensitive situations like management turnovers, was exceeding a period of 30 days. In response to these challenges, NEST implemented strategic processes over the following months to streamline and expedite these operations.

NEST's team of HVAC subject matter experts conducted a thorough review of data pertaining to HVAC services and preventive maintenance. By analyzing the conditions of units, we were able to provide informed recommendations to our client regarding necessary replacements in preparation for the upcoming budget season. This proactive approach equipped us to efficiently support our client when the time came for action.

THE RESULTS

NEST successfully implemented new processes, resulting in an impressive 83% reduction in the duration of landlord work order tickets. Similarly, the time required for lock and core replacements significantly decreased by 55%.

Collaborating closely with the client, our HVAC experts oversaw the replacement of HVAC units across 102 key locations within their fleet. This initiative led to a 10% reduction in total work order volume and cost, while also achieving a commendable 15% reduction in energy consumption, despite only replacing a seventh of their units.

Through our ongoing partnership, NEST has consistently delivered tangible benefits, including cost reduction, decreased energy consumption, and the establishment of efficient processes across various departments within the client's organization. This sustained commitment to providing solutions year after year underscores the value of our enduring partnership, as we continuously strive to address and resolve our client's evolving challenges.

