

# CASE STUDY: SPECIAL CLIENT REQUIREMENTS



**NEST**

Multi-Facility Management

## SITUATION

- Began client relationship managing 34 branches with 3-day and 5-day janitorial services including window cleaning and floor care.
- No operational or financial data analytics in place with price variability across all branches.
- Lack of defined service levels of KPIs and Service Provider reviews.
- Inconsistent scopes of work and service results for all branches.
- Inconsistent service delivery (private agreements with Branch Managers and Service Providers).
- Individual invoicing from each Service Provider in inconsistent formats.
- Limited staffing to support current operations.

## NEST SOLUTION

- Absorbed existing Service Providers — executed all Service Provider vetting and managed keys / codes for branches.
- Risk mitigation — verification and management of insurance and background checks.
- Developed a cost-by-branch / per-square-foot model.
- Delivered consistent service scopes for all tasks across all branches.
- Provided dependable product usage to meet all brand specifications.
- Consolidated invoicing with goal of cost reduction.

## RESULTS

- 14% overall program cost savings sustained over 10 years.
- Fixed budget and proactive approach to expenses.
- Elimination of Service Provider management and risk.
- Predictive billing with significant cost savings.
- Access to technology at no cost with real-time access to all operational and financial data.
- Guardian of brand image and quality of service.

## HIGHLIGHTS

Managed janitorial services for team struggling with limited processes and resources to maintain 34 branches.

Mitigated risk by introducing Client's existing Service Providers into the NEST ISPTM Network — verified insurance and ran background checks.

Developed new program to deliver consistent service delivery, consolidated invoicing, reporting/analytics, and cost containment.

## RESULTS

**14%**

ANNUAL PROGRAM SAVINGS

**0%**

TECHNOLOGY OR INVOICING FEES

***"We saw a facility cost savings of over 14%, increased brand image consistency, and greater effectiveness in branch managers with the burden of facility maintenance management lifted." - Executive Vice President***