

CASE STUDY: FULLY INTEGRATED MODEL WITH MULTIPLE ACQUISITIONS



NEST

Multi-Facility Management

SITUATION

- Decentralized approach to managing services in a reactive environment.
- Inconsistent quality of service.
- No system, process or technology in place.
- No reporting, KPIs and benchmarking.
- No Service Provider vetting or compliance.
- Inability to keep up with growth of store locations due to acquisitions.

NEST SOLUTION

- Client-branded program was created from the ground up and then managed while inheriting legacy Client vendors.
- Managed recurring programs to ensure cost containment and consistent brand image.
- Partnered with leadership team to present and educate store managers at annual leadership conference.
- Developed financial process to include budget and forecasting methods.
- Provided customized process enhancement tools: software, real time access to services, 24/7 command center and business analytics.
- Managed the growth of store locations, moving from 600 locations in 2010 to 3600 locations by the end of 2016, including acquisitions.

RESULTS

- Reduced expenses on largest spend categories.
- Proactive lighting and landscaping benchmark programs.
- Guardian to brand image.
- Deferred maintenance program that helped control costs.
- No additional staff requirements.
- Customized technology solution managing entire FM budget.
- Field managers ability to focus on store growth.

HIGHLIGHTS

New Client Facilities Program created structure during rapid expansion.

Strategic decisions were supported with new budget and forecasting tools.

Launch of NEST Facilitate™ technology provided more visibility and transparency across all locations.

RESULTS

30%

INCREASE IN PROGRAM ADOPTION AND CALL VOLUME

12%

SAVINGS IN LARGEST SPEND CATEGORIES

0%

INCREASE IN HEADCOUNT

"In the last four years, we have grown by over 1500 additional locations and NEST's financial acumen and world-class customer service has been integral to our growth." - EVP Real Estate