

TRADE SERVICES

Landscaping Case Study



A national retailer reduced spend by nearly 20%, raised service quality by 50%, and implemented a complete grounds maintenance solution.

Overview:

A national retailer with more than 600 locations across the country needed to improve the quality and timeliness of landscaping services. This case study highlights how FacilitySource successfully helped this retailer reduce their exterior grounds maintenance spend and improve service quality by managing landscaping services for locations throughout the United States.

Challenge:

The client, a large retailer, had experienced multiple situations where contracted service providers failed to consistently perform in-scope services. They were dissatisfied with their current service provider's lack of flexibility in regards to performing and billing out-of-scope projects, and had challenges verifying the quality and timeliness of the work completed in the stores.

Facilities managers at the client's headquarters noticed inconsistent service performance levels, billing issues and overpayment for landscaping services that were poorly performed - or not performed at all.

The client had already experienced success with FacilitySource's HVAC, Electrical and Plumbing trade programs, so it was a natural choice to turn to us for a reliable and effective landscaping solution.



EXTERIOR
SERVICES



LANDSCAPING

Solution:

FacilitySource started by creating a custom service plan designed to address the seasonal needs of our retail client's many locations. Services were planned a season in advance based on each region's agronomic calendar. The result was an all-inclusive landscaping maintenance program that provided weekly services, such as mowing, cutting and trimming, while including the flexibility to add a-la-carte projects, such as pruning and mulching.

Next, FacilitySource screened and secured local professionals from our Elite Network of Service Providers to perform the work according to our retail client's requirements. Site maps and location plans were reviewed with each service provider prior to starting the project to ensure they knew exactly what to do at each facility.

Finally, FacilitySource deployed a team of field service coordinators to conduct site inspections and coordinate with each service provider. This allowed our team to confirm that the process and quality of service delivered met the standards defined by our retail client. The field service coordinators also followed up with store managers to ensure they were satisfied with the work performed. FacilitySource conducted formal cost and quality audits each month to ensure service levels and billing effectiveness remained consistent over the course of the season.



The Process

STEP 1

Create customized service plan

STEP 2

Identify Elite Network service providers

STEP 3

Review site maps and service plans

STEP 4

Deploy Field Service Coordinators

STEP 5

Verify service was performed and client standards are met

STEP 6

Ongoing communication and reporting, cost and quality audit

Summary:

FacilitySource used detailed site planning and members of our Elite Network of Service Providers to procure high quality landscaping and grounds maintenance services at reasonable rates. The solution allowed the client to improve the quality of their grounds by 50% and reduce exterior maintenance spend by almost 20%. The program was so successful that the retailer expanded their exterior program to include snow removal for the winter months.

To learn more about how FacilitySource's Landscaping Management Services can help you elevate your facilities performance, please call us at 1-800-896-9000, email us at marketing@facilitysource.com or visit us at www.facilitysource.com.

