



# Landscaping Case Study

## Overview:

FacilitySource, the world leader in facilities maintenance management, provides a comprehensive suite of maintenance solutions for mall-based and freestanding retail and restaurant locations throughout North America. Our exterior programs offer clients complete oversight of landscaping and grounds maintenance.

This case study highlights how we successfully helped one national retailer reduce their facilities management spend and improve service quality by managing landscaping services for locations throughout the United States.

“ FacilitySource reduced the client’s exterior grounds maintenance expense by nearly 20 percent. ”

## The Situation:

The Client, a large retailer, had experienced multiple situations where contracted service providers had failed to consistently perform in-scope services. They were dissatisfied with their current provider’s lack of flexibility in regards to performing and billing out-of-scope projects. Facilities managers at the client’s headquarters experienced challenges verifying the quality and timeliness of the fieldwork resulting in inconsistent service performance levels, billing issues and overpayment for landscaping services that were poorly performed – or not performed at all.

A national retailer with more than 600 retail facilities across the United States required a complete landscaping management solution to accommodate the diverse service needs of each location.

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

## Solution:

We started by creating a customized service plan based on each site's unique seasonal needs. Services were planned proactively - a season in advance - based on each region's agronomic calendar. The result was an all-inclusive landscaping maintenance program that provided for weekly services, such as mowing, cutting and trimming, while including the flexibility to add a-la-carte projects, such as pruning and mulching.

The next order of business was to identify, screen and secure local landscaping professionals from our Elite Network network of dependable and experienced service providers to perform according to the Client's requirements. Site maps and service plans were reviewed with the designated providers prior to starting the project to ensure they knew exactly what to do at each location.



Once the service providers were selected, site maps and service plans were reviewed with the designated providers to ensure they would know exactly what to do at each location prior to initiating service.

To ensure service delivery met or exceeded FacilitySource and the Client's expectations, we deployed a team of Field Service Coordinators to each location on a regular basis to conduct inspections and work with the service provider to ensure that the process and quality of work met or exceeded predetermined standards.

Our team engaged with store managers to confirm they were completely satisfied with all work performed. Formal cost and quality audits were completed and scored each month to confirm that service / 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

## Results:

Because of our longstanding experience recruiting and managing our Elite Network of local service providers, FacilitySource was able to procure landscaping and grounds management services with high-quality professionals at reasonable rates.

Our solution allowed the Client to receive an improved landscaping experience while outperforming financial objectives, and enabling store managers and corporate headquarters to remain focused on what they do best: serving customers and maximizing sales.

Finally, due to the success of the landscaping program, the Client expanded its exterior program to also include snow removal for the winter month. ■ ■ ■

“Leveraging FacilitySource’s Elite Network of service providers helped this retailer reduce their exterior grounds maintenance expense by nearly 20 percent.”



“Deploying post-service verification devices, such as onsite quality reviews conducted by Field Service Coordinators and monthly monitoring reports, FacilitySource was able to raise the Client’s internal service quality rating by 50 percent.”

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FacilitySource is the partner of choice for the world's leading and most demanding retailers, grocery stores, restaurants, and other companies with large real estate portfolios. Each year, we answer 2.27 million client calls from our onshore support centers, process 3.4 million work orders and manage \$2.3 billion dollars in maintenance spend. We deliver nationwide, 24/7 coverage through our proprietary technology and Elite Network of service providers. By leveraging information from over 80,000 locations worldwide, FacilitySource's data analytics platform gives our clients the ability to accurately predict facility maintenance issues and manage both capital and expense budgets.

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