



IMPLEMENTING INTEGRATED FACILITIES MANAGEMENT THROUGHOUT YOUR PORTFOLIO



**HOW TO
DRIVE OUTCOMES
ACROSS DISPERSED
MANUFACTURING
FACILITIES PORTFOLIOS**



Traditionally, businesses with multiple locations, like in manufacturing, allow every site to hire its own facilities services vendors. However, this decentralized approach to facilities management is inefficient and hampers an organization's ability to meet its overall objectives. Decentralizing facilities leads to numerous operational challenges, including decreased overall control, increased operational complexity, operating cost and risk, and inconsistent quality and performance.

Manufacturing service vendors each have their own unique systems, services, processes and cost structures. Owners must juggle this complexity while striving to achieve consistent levels of service, quality, cost and risk management at each location – all while managing ongoing inflationary pressures and labor shortages. Given its complexity, risks and associated performance challenges, decentralized facilities operation is less popular today in a distributed portfolio environment.

Integrated Facilities Management (IFM) is now the operating model of choice for manufacturers everywhere because of the greater efficiency that comes from unifying services under one organizational-wide system.

Aramark IFM gives organizations control of facilities management at all their locations. Through this model, they gain complete visibility into each location's service quality, costs and risk. Benefits accrue by working with one trusted service provider to manage facilities at all locations and for every service required.

The list of services Aramark IFM provides is extensive and can be tailored to each client's unique needs. The most common self-performed services include:

- **Building maintenance**
- **Engineering services**
- **Security management**
- **Project management**
- **Pest control**
- **And more**
- **Landcare**
- **Cleaning**

Additionally, in manufacturing environments, these services are often provided on [both sides of the yellow line](#). Through a single provider, owners can employ advanced facilities management capabilities, such as building and energy optimization, commissioning and systems diagnostics to reap additional benefits. This helps avoid equipment downtime so organizations can focus on core activities. Furthermore, its impact on the environment and daily experience for employees supports an organization's broader financial and business outcomes.

PORTFOLIO BENEFITS OF INTEGRATED FACILITIES MANAGEMENT

Companies choosing the integrated facilities management model over decentralization gain several critical benefits, including standardized safety across their networks, streamlined billing, proactive maintenance capabilities, vetted service provider networks, gap-free insurance coverage, advanced facilities management capabilities and the freedom to focus on their core business operation. Additionally, working with an integrated facilities management partner like Aramark Facilities Management can help mitigate inflationary pressure by allowing organizations to better evaluate and control expenses with a [spend management strategy](#), dramatically reducing total cost of ownership. At the same time, more efficient facilities management helps keep equipment running optimally and reduces downtime.

► ENSURE EVERY WORKPLACE IS SAFE AND EFFECTIVE

Safety is a major concern and compliance risk for every facilities management team — and this challenge is complicated across any dispersed building portfolio. Aramark brings a well-orchestrated approach to safety for employees and customers, regardless of facility or location. From hiring to training, working with an IFM partner helps close talent gaps. This approach also allows for the implementation of protocol documented to reduce on-the-job injuries, while maintaining optimal work performance and output, whether work is performed by a team member or contracted within an affiliate vendor network. Everyone follows proven, universal methods for service delivery. As a result, facility owners can enjoy peace of mind knowing that service levels, facility performance and workplace safety are consistent across their entire operation.

► MAXIMIZE TIME AND ATTENTION ON YOUR CORE OPERATIONS

Facilities management is a demanding discipline. Meeting your clients' demands requires your attention on the front end of your business and your core activities — without any ancillary distractions from the back-end. With a centralized integrated model, your managers are freed from the day-to-day operation of facilities management. When you outsource your facilities management to Aramark, it frees your entire team to concentrate on their production-focused roles and to commit maximum attention to operational functions. This helps drive investor value and a sense of internal ownership, so that your clients' needs receive maximum attention and results, while you know that your facility's operations are running optimally.

► DEEPEN CLIENT TRUST AND LOYALTY THROUGH OPERATIONAL TRANSPARENCY

Most facilities organizations collect data that can be used to improve performance. But much of the value can be lost in geographically dispersed environments. The integrated service model aggregates critical data from all sites into one central hub. As a result, organizations gain significant big-picture strategic value — including actionable insights that apply to the entire facilities portfolio. A robust data-driven knowledge base from a single source across your entire organization means that you'll better understand exactly how your business is running and how you're meeting — or not meeting — your needs. Big data insights can improve overall facilities management in ways that align operationally and financially with your clients' business priorities, including dependable service delivery, uptime, productivity, quality and cost savings. This visibility into true spend, cost avoidance and corporate spend compliance gives you the ability to optimize your business in ways that engender long-term customer trust.

► **CENTRALIZE MANAGEMENT TO ENSURE COMPLIANCE**

Decentralizing facilities management creates the potential for gaps in protection and regulatory compliance, putting your operation at risk. When every satellite manufacturing location has its own approach to risk management, your organization could miss critical issues and inadvertently create exposure. With regulatory compliance, for example, it can be difficult for organizations to stay current and compliant if they are not immersed in the world of regulatory updates. The cost of non-compliance is substantial, and can result in penalties, legal issues or reputational damage. By working with a trusted integrated facilities management partner, you gain the advantage of centralized protection and control throughout all areas. This not only lowers your risk exposure, but also your financial obligation.

► **OPTIMIZE RESOURCES AND IMPROVE EQUIPMENT UPTIME TO DRIVE HIGHER PROFITS**

Too often, cost overruns are the result of reactive maintenance and a lack of an organized and productive use of resources. Every inefficient step in a process eats into your profit margins. Managing all facilities services from a central base delivers the opportunity to achieve maximum uptime dependability, as well as optimize budgets and spending. For example, a central office for facilities management can monitor all locations' HVAC systems. When properly equipped, teams know exactly when these systems need to be serviced or repaired. Further, by incorporating predictive maintenance technology, organizations can proactively identify equipment failures before they occur, avoiding costly reactive downtime and expense.

- **A global plastics manufacturer realized a 15% operating savings across 50+ plants by partnering with Aramark Facilities Management.**
- **A global technology company realized over 20% savings in the first year of operations while improving employee satisfaction and retention thanks to its partnership with Aramark Facilities Management.**



► STREAMLINE BILLING TO FREE UP ADMINISTRATIVE DUTIES

Organizations that aren't yet centralized spend excessive time on administrative duties, for example, handling billing issues. When every location has its own personnel performing the same tasks as their peers at sister locations, the drain on the overall budget can be enormous. But when you consolidate the back office workload into one central hub, freeing each location from the burden and expense, these team members can spend more time focusing on the company's core business and mission. What's more, consolidation delivers a range of additional benefits. For example, consolidating invoices provides greater insight into your operations. This insight can be leveraged to make more informed business decisions that help your business succeed.



For companies with distributed operations, facilities management can represent 10 to 25 percent of total indirect spending.

McKinsey & Company

► ENSURE INDUSTRY BEST PRACTICES AT ALL FACILITIES

Many satellite locations have a long history of hiring local service providers. However, they have no way to ensure these providers operate with effective or up-to-date best practices. The integrated model of facilities management can ensure industry best practices are always in place because they select service providers for each job from a known pool of providers. Drawing from the widest number of subcontractors, including both major national vendors and smaller local enterprises, ensures that the right one is selected for each job — including those with site-specific knowledge and skill sets required to deliver optimal results. Also, in the integrated model, a vetted affiliate network of service providers provides leverage to lower pricing, achieve higher efficiency and ensure consistent quality output across all of your organization's locations. All contracted work is continuously monitored, including volume usage, quality performance, costs and output. As a result, nothing falls through the cracks. The centralized management hub provides a structure to achieve your cost-saving goals in multiple ways, such as eliminating trip charges, callbacks and project do-overs.



TRANSITIONING TO THE ARAMARK INTEGRATED FACILITIES MODEL

Transitioning from a decentralized model to integrated facilities management is a dynamic process that involves a few different parts. Every step can be moved through at your own pace and with the support of the Aramark Facilities Management team. Going from the chaotic and costly system of managing maintenance needs independently to streamlined, efficient and transparent integrated facilities management is easier than you might think.

UNDERSTAND THE CURRENT COST AND SCOPE OF YOUR OPERATION

Calculate the actual total costs of operating your current decentralized facilities management model. Aramark Facilities Management can support you in gaining this insight with tools that can help you easily calculate the true cost of ownership. Compare the two cost structures side-by-side.

ANALYZE SERVICE-LEVEL QUALITY

Look for gaps in service quality at every site. Are you seeing consistency across the portfolio for essential services when different vendors are used?

ANALYZE RISK COVERAGE

Look for gaps in risk coverage at each location. Is your operation truly covered across your facilities portfolio?

PARTNER WITH A CULTURALLY-ALIGNED, REPUTABLE IFM PROVIDER

Aramark can demonstrate how the IFM model can increase efficiency, consistently deliver quality services at every location, lower cost and eliminate risk. Aramark Facilities Management provides vetted technology, a robust affiliate network of service contractors and we partner with you to understand what you're trying to accomplish.

PREPARE LOCAL SITES FOR THE NEW MANAGEMENT MODEL

Many smaller sites have a history of managing their own operations locally through different vendors. They should be reassured that they will still have opportunities to use valuable local teams. Using a centralized database of vetted service providers, local offices will access the exact services they need in a more standardized way that both improves quality and lowers cost. Additionally, many will welcome the peace of mind that comes with knowing that an often time-consuming function will be handled by a capable, professional partner you're trying to accomplish.



If your multi-site network is struggling to gain greater control over facilities management service quality, costs and risk, the Aramark IFM model is an ideal solution. With the ability to both self-perform and contract through an extensive vendor network, Aramark can deliver on all your portfolio's needs. **Our vast expertise will ensure that centralized facilities management supports your entire operation at optimized levels of service, efficiency and cost savings. Focus on your core business knowing your facilities are well managed.**

CONTACT ARAMARK TODAY!