



# STANDARDIZING MAINTENANCE THROUGHOUT YOUR PORTFOLIO



**HOW TO DRIVE  
OUTCOMES ACROSS A  
LARGE AND DISPERSED  
FACILITIES PORTFOLIO.**



Traditionally, business with multiple locations, such as in manufacturing and retail, 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 many operational challenges, including decreasing overall control, increasing operational complexity, increasing operating cost and risk, and contributing to inconsistent quality and performance.

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 satellite location.

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.

The integrated facilities model gives organizations control of facilities management at all of their locations. Through the model, they gain complete visibility into each location's service quality, costs and risk. Benefits accrue by working with just one trusted service provider to manage facilities at all locations and for every service required. IFM provides building maintenance, equipment maintenance, HVAC, electrical, pest control, cleaning, security oversight and more. 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. Furthermore, its impact on the environment and daily experience for occupants 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 the network, 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.

## ▶ ENSURE EVERY WORKPLACE IS SAFE AND EFFECTIVE

Safety is a big concern and compliance risk at every facilities management organization — and this challenge is complicated across a dispersed building portfolio. A single provider brings a well-orchestrated approach to workplace safety, no matter what type of facility or location. This allows proven protocols to be followed that reduce on-the-job injuries, while also 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 protocols for service delivery. As a result, facility owners gain peace of mind knowing that service levels, facility performance and workplace safety are consistent across their entire operation.

## ▶ STREAMLINE BILLING TO FREE UP ADMINISTRATIVE DUTIES

Organizations that are not yet centralized spend an excessive amount of time on administrative duties, such as handling financial issues, like billing. When every location has its own admin 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, this frees each location from the burden and expense, so that they can spend more time focusing on the company's core business and mission. What's more, consolidation delivers a wide range of additional benefits. For example, consolidating invoices provides greater insight into your operation. You can use this insight to make more informed business decisions that help your business succeed.



## ▶ DEEPEN CLIENT TRUST AND LONGEVITY 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 facility portfolio. A robust data-driven knowledge base from a single source across your entire organizations means that you'll better understand exactly how your business is running and how you're meeting — or not meeting — your clients' needs. Big data insights can improve overall facilities management in ways that align operationally and financially with your clients' business needs, including dependable service delivery, quality, efficiency and cost savings. This visibility gives you the ability to optimize your business in ways that build stronger levels of long-term customer trust.

## ▶ OPTIMIZE RESOURCES TO DRIVE HIGHER PROFITS

Too often, cost overruns are caused by reactive maintenance and a lack of an organized and productive use of resources. Every inefficient step in the process eats into your profits. 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 from one central hub. In this way, they know exactly when the systems need to be serviced, repaired or replaced. Further, by incorporating predictive maintenance technology, organizations can proactively identify equipment failures before they occur, thereby, avoiding costly reactive downtime and expense.

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## ▶ 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 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 proven providers. Drawing from the widest number of subcontractors, including both large national providers and small local enterprises, ensures that the right one is selected for each job — including those who have the site-specific knowledge and skill set required to deliver optimal results.

Further, in the integrated model, a vetted affiliate network of service providers provides the power 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.



## ▶ **CENTRALIZE INSURANCE PROVIDES GREATER PROTECTION**

Decentralizing insurance creates the potential for gaps in protection, which puts your facilities operation at risk. When every satellite office has its own insurance, your organization could miss critical issues and create exposure, such as conducting background checks on every employee. This is a high-stakes oversight because you need to know that every employee is legal to work in your organization to ensure optimized compliance. In a centralized facilities organization, you gain the advantage of centralized is protection in all areas related to insurance requirement. This not only lowers your risk exposure, but also your financial obligation.

## ▶ **MAXIMIZE REVENUE, TIME AND ATTENTION ON THE FRONT END**

Facilities management is a demanding discipline. To keep your back-end operation running efficiently and dependably requires constant attention. But to meet your clients' demands requires your time and attention on the front end of your business — without the ancillary distractions from the back-end. With a centralized integrated model, your managers are free from the day-to-day operation of facilities management. As a result, they can focus on their core business mission. When you outsource your facilities management to highly experienced partners, it frees your entire team to concentrate on their customer-focused roles. This helps drive shareholder value and ownership, so that your customers' needs receive maximum attention and results — while you know that your facilities operation is running optimally.



# 5 STEPS TO TRANSITION TO AN INTEGRATED FACILITIES MODEL

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To make the transition from a decentralized model to integrated facilities management requires several steps. These five steps will take companies from the chaotic and costly system of managing maintenance needs independently to streamlined, efficient, and transparent integrated facilities management.

## STEP ONE

### UNDERSTAND THE CURRENT COST AND SCOPE OF YOUR OPERATION

Calculate the exact costs of operating your current decentralized facilities management model. Request a breakdown of costs from a trusted facilities management services provider. Compare the two cost structures side-by-side.

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## STEP TWO

### 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?

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## STEP THREE

### ANALYZE INSURANCE RISK COVERAGE

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

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## STEP FOUR

### PARTNER WITH A REPUTABLE IFM PROVIDER

Reputable providers can demonstrate how the IFM model can increase efficiency, consistently deliver quality services at every location, lower cost and eliminate risk. Look for partners with proven technology and a robust affiliate network of service contractors.

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## STEP FIVE

### 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 valued local services. Using a centralized database of vetted service providers, local manufacturing satellite offices will access the exact services they need in a more organized and standardized way that improves quality and lowers cost. Additionally, many will welcome the peace of mind knowing that an often-time-consuming function will be handled by a professional resource.



If your multi-site network is struggling to gain greater control over facilities management service quality, costs and risk, the integrated service management 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—so you can focus on your core business knowing your facilities are well managed.**

**CONTACT ARAMARK TODAY!**