



5 Signs Your College Should Consider a NEW FACILITIES MANAGEMENT PROVIDER

Partnering with a facilities management (FM) provider can offer colleges operational efficiency, cost savings, access to specialized expertise, and peace of mind. However, as higher education faces rapid change, not all FM providers are evolving to meet new demands. If your current provider isn't delivering in these five key areas, it may be time to reconsider.

1. YOUR FM PROVIDER ISN'T A STRATEGIC PARTNER

Colleges are grappling with declining enrollment, reduced funding, and increased public scrutiny. Many campuses have underutilized space, with classroom occupancy below 60%.

In this climate, FM providers must do more than maintain buildings—they must help institutions adapt. Unfortunately, many providers continue to operate with a business-as-usual mindset, failing to respond to these shifting dynamics.

A strategic FM partner should help you reduce costs and optimize operations with innovative solutions like:

- ✓ Remote monitoring
- ✓ Autonomous vehicles
- ✓ Digital twins
- ✓ Data analytics

These tools support **predictive maintenance, energy efficiency, and smarter space use**. Providers should proactively share insights and adjust services to align with budget and operational needs, helping your institution navigate change collaboratively.

On average, 40% of space on campuses is underutilized.

2. THERE'S A LACK OF TRANSPARENCY IN SERVICE AND COSTS

Many FM contracts in higher education are built on **outdated pricing models** that fail to reflect today's complex institutional and financial needs. Additionally, scope creep—where services expand beyond the original contract—can lead to confusion and unexpected costs. Nickel-and-dime billing erodes trust and complicates budgeting.

Modern FM providers should offer flexible pricing, clear KPIs, and transparent billing. Regular performance reviews and detailed analytics on service delivery are essential. Communication should be proactive, with site teams and leadership providing updates on pricing and scope. Accountability and collaboration must replace surprise invoices and unclear charges.

3. PROMISED SAVINGS AND ROI AREN'T DELIVERED

Initial FM contracts often promise savings and value, but these goals can fade over time due to turnover, scope creep, and complacency. Providers may rely on past relationships rather than future performance, leaving your institution without the promised expected financial return—or the value you need now.

Your provider should honor savings guarantees and reset targets as priorities evolve. **Leading providers have shown they can deliver 10-15% savings** through technology, streamlined operations, and training. ROI should be measurable, transparent, and aligned with institutional goals, with providers actively seeking new value opportunities.

4. INNOVATION ISN'T PART OF THE RELATIONSHIP

COVID accelerated innovation in FM, introducing technologies like IoT sensors, autonomous vehicles, digital twins, and AI analytics. These tools offer significant **productivity gains, predictive capabilities, and cost control** across all aspects of facilities management.

If your provider isn't regularly introducing new technologies or training programs, your institution may be missing out. Innovation should be ongoing, with tailored solutions that meet your campus' needs. Whether it's robotic cleaning systems or AI-driven maintenance, your FM partner should help you stay ahead—not lag behind.

A digital twin is a virtual model of something physical. It gives FM providers a holistic, virtual view of every inch of campus space.

5. STAFFING ISN'T STABLE AND SUFFICIENT

Staffing shortages in FM are widespread, especially in technical and hospitality roles. Many providers rely on part-time labor to cut costs, leading to high turnover and reduced service quality. Part-time workers often lack benefits and long-term commitment.

Providers that prioritize full-time employment with benefits foster a **more engaged and loyal workforce**. These employees are more productive and less likely to leave, reducing recruitment and training costs. A provider's investment in its people reflects in the service quality. Seek partners that value workforce stability and build a strong, responsive facilities team.

OPEN UP MORE POSSIBILITIES

Facilities management is no longer a back-office function—it's a strategic lever for institutional success. In an era of shrinking budgets, rising expectations, and rapid technological change, your FM provider must be more than a service vendor. They must be a **partner, a problem-solver, and an innovator**.

If your current provider isn't helping you navigate change, offering transparent pricing, delivering promised value, or introducing innovation, you should consider alternatives. A new provider can bring fresh energy, modern tools, and a collaborative mindset that aligns with your college's mission and future.

The decision to switch providers is not insignificant, but the potential benefits—in cost savings, operational efficiency, and strategic alignment—make it worth serious consideration.

Ready to Explore Other Options?

Connect with us to learn how Aramark Facilities Management can help your college create an environment where the essential is exceptional.

LET'S TALK

