

IS YOUR CAMPUS READY FOR A MORE AGILE OPERATING MODEL?

7 STEPS TO ACCELERATE DEPLOYMENT

COVID-19 caught higher education institutions off guard. Now, many campuses are thinking ahead to deploy a more agile operating model.

Here are 7 steps to add greater flexibility and confidence to your operating model.

Introducing the 7S Readiness Plan

The innovative **7S Readiness Plan** accelerates the transformation to a more agile operating system in just seven easy steps — so today's campuses can overcome common problems and deploy best practice solutions.

1 — Strategic Capital from New Revenue Streams

Common Problems

- Nearing debt capacity limits
- Failing revenue generation
- Declining enrollment
- Restricted endowment dollars

Solutions

- Turning cost centers into revenue sources
- Generating capital from non-traditional sources
- Monetize campus assets, such as energy systems and dining programs

Best Practice Examples

Monetizing energy assets via a P3-type structure

Developing new senior living housing and recreation facilities

Optimizing on-campus spaces, like conference centers and parking

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Small private college secured \$100M in new capital by conducting a P3 energy monetization process in a credit positive transaction.

2 — Savings from Operational Efficiencies

Common Problems

- Cost-cutting without effective solutions and training hinders facilities service quality
- Lack of efficient facilities systems, processes and technologies

Solutions

- Taking a holistic campus-wide approach from operations to infrastructure
- Deliver best-in-class services from maintenance to energy programs with safe cleaning practices through new innovations and improved processes

Best Practice Examples

Creating short- and long-term recurring savings opportunities vs. one-time initiative

Deploying proven workflow management solutions, such as workforce management and quality programs via cloud-based platforms

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Brenau University used real-time IoT space utilization sensors to reallocate cleaning and maintenance services to higher priority areas, thus managing labor more effectively.

3 — Skill Set of Talent Pool to Optimize the New Model

Common Problems

- Lack of skills among staff slows processes and disrupts workflow
- Lack of training programs hamper employee growth, recruitment, and retention

Solutions

- Deploying advanced staff training programs to ensure up-to-date skills and technology deployment
- Highly skilled staff ensures optimized usage of new model's capabilities and improved processes

Best Practice Examples

Expert hiring practices that identify the best staff members

Advanced training programs to ensure knowledge level is up-to-date

Leading-edge technologies to support employees to perform optimally and enhance career satisfaction

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Since 1998, Aramark has been recognized among the World's Most Admired Companies by *FORTUNE* magazine.

4 — Sustainability through Optimized Operations

Common Problems

- Balancing environmental stewardship desires with funding limitations
- Lack of either expertise or people resources to implement the sustainability plans.

Solutions

- Deploying strategic and tactical reduction of carbon footprint
- Complementing energy use with renewable sources
- Minimizing amount of conditioned building space

Best Practice Examples

Focusing on reduce, reuse and recycle programs

Adding green operations in facilities services

Engaging students through educational programs

Investing aggressively in energy conservation measures

“ 39% of students are concerned about sustainability and want to see their campuses engage in conservation.

5 — Social Responsibility — DEI

Aramark has long been recognized by institutions focused on promoting diversity and inclusion, including:

- One of DiversityInc's [Top 50 Companies for Diversity](#)
- A member of the [Diversity Best Practices Inclusion Index](#)
- [Best Place to Work for LGBTQ Equality](#) with a perfect score on the Human Rights Campaign Foundation's Corporate Equality Index
- [Best Place to Work for Disability Inclusion](#) by the Disability Equality Index with a 100% score
- [Top 50 Employer for Equal Opportunity](#) by Equal Employment Publications

Common Problems

- Misunderstanding strategies for increasing employee equity, diversity and inclusion
- Lacking comprehensive employee development and career path planning

Solutions

- Focusing on diversity, equity and inclusion for all employees
- Developing new skills for a diverse workforce, workplace and marketplace

Best Practice Examples

Launching programs for mentorship and career development by hiring from disadvantaged neighborhoods

Creating opportunities for student on-the-job experiences

6 — Safety Throughout Campus Buildings and Environments

Common Problems

- Lack of advanced, long-term campus-wide safety programs
- Miscommunication or no communication of safety strategy to students and faculty
- Lack of continual training

Solutions

- Employing innovative deep-cleaning procedures
- Implementing indoor air quality and outside air exchange programs
- Developing and updating emergency response plans for all aspects of campus life

Best Practice Examples

Continuous access to changing regulatory compliance (ex: CDC, OSHA, ASHRAE)

Proven education and awareness programs for employees (ex: daily safety briefs, lock out - tag out, bloodborne pathogens)

Strategic partnerships with providers and manufacturers to stay abreast of best practices

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Albert Einstein College of Business avoided \$1.8M in costs by identifying 936 building issues during design, inspection and functional testing stages.

7 — Space Utilization to Optimize Building Usage

Common Problems

- Over- and under-utilizing spaces across campus
- Overallocation of cleaning people in under-utilized spaces
- Lack of quality data into space utilization and occupancy levels

Solutions

- Deploying real-time building technologies, data-driven space and capacity programs to optimize assets
- Actively exploring ways to maximize revenue, reduce costs, and utilize space to maximize or lease units

Best Practice Examples

Assessing facility conditions across campus

Studying space utilization with advanced data-driven innovations like AIWX™ Connect

Re-programming, re-commissioning and de-commissioning spaces

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Medium-size public university evaluated costs of building renovations to upgrade building appeal and functions versus the cost to build a new improved design to attract and retain students — Long-term view versus short-term view.

7-S Disruption Readiness Partner Checklist

Collaborating with an experience service partner can accelerate your institution's transformation. Aramark can help your campus achieve flexibility, agility, and success for a new era in education. Benefit from these capabilities:

Access to Strategic Capital

- Asset monetization expertise
- Investment strategies for infrastructure, scholarships, student programs and more

Programs for Energy Savings, Efficiency and Conservation

- Proven processes for deferred maintenance, building comfort and student engagement

Organizational Alignment, Silo Elimination and Accountability

- Combining functions — including plant operations and maintenance, engineering solutions, energy management, cleaning and grounds
- Wide-ranging technical expertise, including Engineering Experts — FCA/PNA, CPM, RxCX-engineers, CEM, Project Management, mechanical and electric

Enhanced Employee Skills Development

- Proven job training and career development programs
- Continuous innovation and technology development
- Best-in-class leadership and management programs
- Shared resources, expertise, and labor

Bundled Service Opportunities

- Methods for simplifying supply chain and partners — national and international procurement power
- Increased Cost Saving Opportunities
- Consistent operating models and processes

Advanced Technology

- Access to leading technology and innovation with industry partners
- First-to-market access with the latest best practices & technology (ex: autonomous vehicles, IoT technology)
- Dedicated team focusing on continuous innovation

7-S Disruption Readiness Partner Checklist

Aramark has a proven history of accelerating campus transformations, including bringing advanced preparedness programs to campuses across the U.S.

Our strengths include:

- Aramark's Integrated Facilities Management expertise and best practices in working with over 150 universities and colleges
- 120+ engineering and technical professionals to support your projects or long-term engagements for energy and capital project management, retro commissioning, utility master planning, climate action planning, and more
- 10% to 20% average cost savings via energy optimization and conservation projects
- 7% to 15% average cost savings through optimization and integration of facilities management
- \$100M to \$750M in strategic capital generated from energy, housing and other monetization of assets

Is your campus ready to deploy the 7-S Operating Model — and be prepared for anything?

Contact Aramark Today.

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