

Regardless of the age range of the student population or location, campuses are busy environments. There are a number of moving pieces and in order for them to reach optimal levels, they must all work in place. This includes the facilities; an area that can make or break a campus. Any number of challenges can arise when dealing with campus facilities which makes partnering with a knowledgeable provider a must.

THE CHALLENGE

The customer was looking to reduce their annual costs and their facilities operations was a prime candidate. In order to realize the projected cost savings it meant they would have to outsource this function. Their preference was to retain the staff that had been servicing the campus. Their greatest fear was that an outside vendor wouldn't be able to mesh with the staff that was already onboard, resulting in a disruption of service while negatively impacting on the students and faculty.



THE SOLUTION

Flagship arrived on the campus and immediately assessed the needs of the customer. The staff worked well but there were areas that could stand to be improved. Two supervisors were added to the staff to better monitor the flow of work and make sure the entire campus was being properly serviced. By increasing the number of supervisors, Flagship was able to improve the efficiency of the staff by 23% with a greater level of accountability and ownership of the processes.

**IMMEDIATE
RESPONSE**

**SCALABLE SERVICE
MANAGEMENT**

**23 PERCENT
EFFICIENCY INCREASE**

THE OUTCOMES FLAGSHIP DRIVES

Faculty members and students have all remarked that they have never seen the campus look better. More importantly, these parties also commented that the condition of the campus has allowed them to become better students and teachers.