

## Putting the Customer First: **Flagship Offers Scalable Support to Top 10 Global Brand**

In recent years, many businesses have struggled to adapt to changes in consumer behavior, government regulations, and supply chain disruptions stemming from the COVID-19 pandemic. One major effect of the pandemic has been the fluctuation of demand for goods and services; some businesses have seen a surge in demand, such as those in the healthcare and e-commerce sectors, while others have experienced a significant decrease.

As a result, many businesses have adjusted the size and scope of their operations. Some have scaled back due to decreased revenue and increased costs, which has led to reduced staffing and production capacity. Still others have expanded rapidly to meet increased demand.

### **The Challenge**

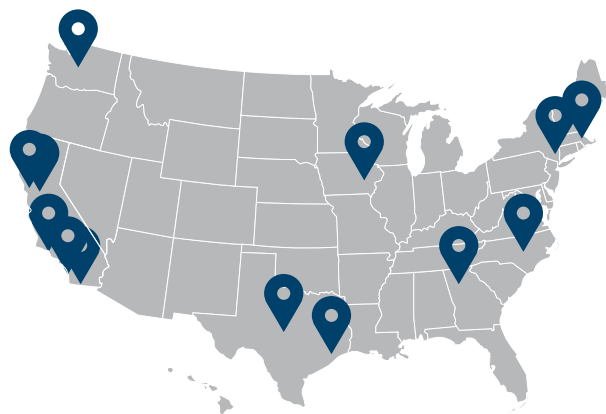
When a business changes its scope of operations, it can have serious implications for existing partner agreements, including facilities services contracts. During the pandemic, many companies were forced to downsize but remained contractually obligated to pay for cleaning and maintenance they no longer needed. Similarly, some companies find themselves trapped in rigid agreements that have stymied their growth as the economy rebounds.



## The Solution

Flagship Facility Services provides clients with the flexibility they deserve. With more than 35 years of experience, we offer reliable facilities support, yet we're able to adapt as circumstances shift and operations fluctuate.

For example, when a multinational corporate client altered its operations during the pandemic, we adjusted our schedule and started providing daily disinfection services at its headquarters in San Jose, California, without requiring any contract negotiations. Our team also stepped up in the absence of other vendors to perform plant care and vending machine maintenance, further proving our versatility and commitment to the client.



As operations returned to normal and employees came back to work, the client turned to Flagship to provide additional facilities services – both at its headquarters and regional offices across the country.



## The Outcome

Today, Flagship services more than 1.2 million square feet at the client's headquarters and 133,000 square feet of additional office space. Since the partnership started in 2015, the list of services provided to the client has grown to include:

- ▶ Day porters, night janitors, & floor/utility technicians
- ▶ Shipping & receiving clerks
- ▶ Event coordinators
- ▶ Chief engineers
- ▶ Maintenance technicians
- ▶ Window cleaning/pressure washing technicians



Additionally, we provide a mix of self-performed and subcontracted janitorial and facilities coordination services to the client's regional offices. Our flexible organizational structure enables us to grow with and meet the emerging needs of customers – even in a new market.

By serving as a true partner, Flagship has developed a genuine and lasting relationship with the client. We're proud to support the company's mission now and into the future – whatever it might hold.



### ► A Scalable Partnership

#### Late 2015

Awarded window cleaning services at client's new HQ.

#### Sept. 2018

Provided receptionists and shipping & receiving support to client.

#### April 2020

Added five day porters for more frequent cleanings. Filled in for vendors including plant, coffee machine, and vending machine partners.

#### 2022

Awarded a Chief Engineer and Critical Electrical Engineer, and two facility coordinators at their regional offices.

#### June 2018

Provided additional janitorial services at HQ and smaller sites.

#### March 2020

Pandemic started. Provided daily electrostatic disinfection services for client, which continued into 2022.

#### March 2021

Started self-performing janitorial services at HQ and outsourced janitorial services at regional offices.

#### March 2023

Reduced personnel by removing two day porters and two night janitors for post-pandemic phase.

**Contact us | 844.649.8884 | [info@flagshipinc.com](mailto:info@flagshipinc.com)**