



From jack of trades to master of management

HOW A TOP **STAPLES** CLIENT STREAMLINES FACILITIES MANAGEMENT PROCESS WITH REGULAR SITE ASSESSMENTS



CHALLENGE

A property manager at a commercial real estate firm needed a way to quickly and accurately evaluate new properties as they came into his company's portfolio.

SOLUTION

The company relies on detailed site assessments from Staples's facilities specialists to identify opportunities for improvement and receive recommendations on the best products for the job. This need became especially critical during the acquisition and renovation of a new building that required top-of-the-line products at an affordable cost.

RESULT

The property manager now has a streamlined approach to finding efficient, sustainable and cost-effective items for his properties, thanks to the Staples team. Having a single provider to perform these assessments and provide the right products has enabled them to get the job done well and within budget.

When you work for a large commercial real estate firm, being a property manager can be a challenge. As one of our customers' property managers recently described, he's in charge of all day-to-day property operations, including finance and budgeting, maintenance requests and janitorial services and supplies. And he's also tasked with evaluating new facilities that come into his portfolio through acquisition.

Because he manages everything from small retail centers to large office buildings and industrial warehouses, he has a wide variety of needs to satisfy. Whether a building has been in the portfolio for decades, or is a recent acquisition, each one creates a slew of maintenance requests in addition to standard supply needs. That's why when offered an evaluation from the Staples facilities specialist, he knew it would be key in identifying areas that could be improved across the board.

AN EFFECTIVE SOLUTION

The site assessments done by Staples facilities specialists begin with a general building tour. Using the proprietary BluPrint™ app, the facilities specialist will take pictures of various areas, and have a conversation with the facility manager about their recommendations for enhancing current assets. Later, a report is generated that includes those pictures as well as a written description of the recommendation and rationale behind it.

In this case, during the first assessment, the property manager learned about the importance of effective front door mats. "Having mats at a building entry means that dirt is collected as people walk in," he says. "Making sure we have the best mats has saved us money on other janitorial cleaning products, creating a positive waterfall impact. That one change has helped us save throughout the building and the overall amount of savings we were able to realize, compared to the previous management group, was incredible."

After the first assessment, it was clear the site assessments provided by the facilities specialists at Staples were a smart choice for this property manager's current and future properties because of the recommendations that were provided quickly and easily.

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RENOVATIONS AND UPGRADES

The property manager at this commercial real estate firm had new facilities coming into his care regularly, so it was vital that he be able to assess them quickly and accurately when they come into his portfolio. By making the assessment part of their standard operating procedure and working with Staples, they were able to focus on making improvements without having to go through a lot of changes.

Upon acquisition of an older office building that required renovations, the Staples specialist facilitated a walkthrough of the facility before any changes were made. As a result of the assessment, we were able to educate the manager about some improvements that could be made to increase the efficiency of their dispensers. Our facilities specialist suggested coreless toilet paper as well as dispensers that have a built-in air freshener, which eliminated the need for spray units on the walls. In addition, a plan was put in place to add efficient paper towel dispensers, automated soap dispensers and auto-flush valves on toilets – all helping their bottom line with great cost savings.

With Staples' help, successful property managers can transition from negotiating contracts for individual items with a random assortment of local suppliers to finding an efficient ordering process for all of their facility needs. Best of all, the recommendations provided by the site assessment and the BluPrint app give them the power to quickly identify superior, less expensive alternatives for everything from fixtures to air fresheners.



“It’s a simple tool that helps us make simple adjustments that **make all the difference.”**

– Commercial Real Estate Property Manager

To find out how a facilities site assessment using the Staples BluPrint app can help your business, visit StaplesAdvantage.com/facility.