



IMPROVING NATIONAL CLEANING PROGRAM COMPLETED SERVICES BY 19%

A NEST Client Case Study



INDUSTRY:
Nationwide Home Improvement Retailer



LOCATIONS:
200+



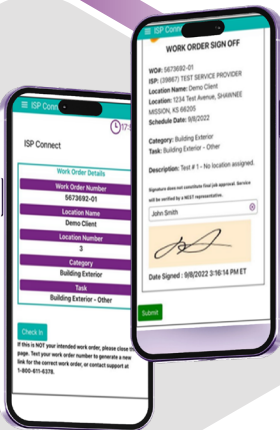
THE SITUATION

Our client faced difficulties in managing their largest maintenance program for cleaning before joining NEST. They lacked technology and reporting, which made it hard for them to reconcile and manage the program. As a result of the lack of visibility, the retailer's FM had to spend a minimum of 40 hours every month in store follow-ups to confirm if any services had been missed. This process cost the client significant financial losses due to missed services that they were not made aware of. Even when the FM knew about the missed services, the manager had to request credit for them, when they should have never been charged in the first place.



THE SOLUTION

Through transitioning to NEST, we have been able to provide robust reporting to provide a full reconciliation of all services. We have a dedicated team specific to cleaning programs that work to ensure our technicians are on site. Every technician is required to use the store phone or NEST's ISP Connect Mobile App that utilizes geo-tracking. This allows for integrity of service completion and invoicing. NEST proactively deducts the invoice for any missed services, and the client is never charged. By incorporating this service, technology, and transparent reporting into our client's cleaning program, they are saving their own team time, as well as organization FM spend.



THE RESULTS

The client has been given back more time to be more strategic in managing their stores. Their FM team is no longer spending 40+ per month focused on reconciliation. With greater visibility and reconciliation of this program, it has allowed for better overall program efficiency. It allows for both NEST and Client to manage and measure location performance with KPI's. This process allows for seamless transition from FM to NEST. The client's cleaning program has transitioned from 80% completion of services to 99%.



19%
Increase in
Completed Services



40+
Hours
Saved

