

WHY COLLEGES AND UNIVERSITIES ARE SEEKING FACILITIES OUTSOURCING PARTNERSHIPS



Colleges and universities are constantly trying to find new ways to achieve their core goals, such as making education more affordable and improving life on campus. But while they pursue these goals, they may struggle to get the most out of their facilities services, especially given rising facilities costs and increasing deferred maintenance.

That's why more campuses are considering outsourcing their facility services, including operations, maintenance, custodial and grounds work. Developing strategic partnerships with facilities management experts can result in significant savings while also leading to increases in efficiency, innovation and safety. Additionally, outsourcing facility services allows a school to more fully focus on its core business and enables them to better maintain a competitive advantage.

CAMPUS NEED TO ACQUIRE NEW TALENT AND EXPERTISE

In many cases, finance and facilities leaders on campus desire to acquire talent and subject matter expertise they may not currently have on campus. In the higher education sector, an entire generation of facilities leadership and skilled trades (e.g. HVAC, building automation systems, chiller and boiler maintenance) are retiring out without commensurate replacements. Furthermore, college and university campuses are large and multi-faceted properties with growing deferred maintenance and increasing building automation and energy complexity. Complicating campus building portfolios further, many colleges and universities also operate year round and manage stadiums, theaters, museums, libraries, power plants, health care facilities, research centers, summer camps and other multi-use buildings and grounds.

As such, it is imperative colleges and universities acquire top-notch talent to manage the ever-growing panoply of facilities management responsibilities and the increasing complexity of campus facilities, operate day-to-day with efficiency, juggle budgetary constraints and focus on student satisfaction while keeping an eye on future needs. Outsourcing firms, with their national talent recruiting networks, multi-industry expertise and professional

facilities training and development resources, are ideal partners to acquire and develop top talent and support succession planning for your facilities team.

CAMPUSES WANT TO IMPROVE RELIABILITY, EFFICIENCY AND SAFETY

Whether your facility is properly functioning or not can have a huge effect on your organization's ability to achieve its top goals. An outsourced facilities service partner understands this and will help you reach and maintain the highest levels of operational excellence.

An outsourced facilities service provider will have a team of subject matter experts who ensure that all front-line staff members are implementing the best and most efficient practices; are trained in the latest safety procedures; and best practices to improve reliability, efficiency and safety. Executive-level staff will offer specialized business and market knowledge that is not available within most organizations.

If something does go wrong at your facility, an outsourced facilities service provider will be able to respond quickly and will have the resources to quickly provide substitute personnel and resources.

CAMPUSES NEED TO LEVERAGE NEW, INNOVATIVE TECHNOLOGIES

It can be difficult to stay up to date with the latest innovations in the facilities management field. An outsourced facilities service provider can walk you through these innovations, and they can help you decide which enhancements—from long-distance monitoring to IoT to robotic cleaners—are right for your facility.

CAMPUSES NEED TO ADDRESS DEFERRED MAINTENANCE

Between budget cuts and shrinking endowments, college and universities across the country are struggling to keep up with their surging maintenance bills. As reported by The Wall Street Journal, U.S. universities have a collective deferred maintenance backlog that could top \$40 billion, and the problem is only getting worse.

If you don't have a plan for addressing your deferred maintenance, an outsourced facilities service provider could help. They can—through effective day-to-day service and the implementation of new, innovative technologies—minimize the high costs of emergency repairs and equipment replacement. Additionally, outsourcing partnerships can move your campus from reactive maintenance routines (which cost 2-3x more) toward proactive, preventative and predictive maintenance.

This critically important shift will reduce risky and expensive deferred maintenance and drive additional benefits:

- Improved enrollment, retention and student engagement driving new revenues
- Improved efficiencies
- Higher staff productivity rates
- Reduced work order volume
- Increased customer satisfaction
- Reduced energy costs
- Increased campus sustainability outcomes
- Improved building and system life-cycles

CAMPUSES DESIRE GREEN CLEANING AND ENVIRONMENTAL SUSTAINABILITY

Now more than ever colleges are focused on implementing sound sustainability policies that improve the campus environment. The right outsourced facilities service provider will develop a sustainability policy to

fit your facility's goals and needs; will meet operational standards; and will maintain all relevant environmental records to reduce carbon emissions, improve energy efficiency and reduce energy costs. That's why, when looking for the right outsourcing partner, it's important that you choose one that is CIMS (Cleaning Industry Management Standard) certified.

CAMPUSES NEED TO LEVERAGE PROVEN BEST PRACTICES FROM BUSINESS, INDUSTRY AND OTHER COLLEGES AND UNIVERSITIES

The facilities management field is changing at an increasingly rapid pace. Given this, it's easy for your facilities team to fall behind when it comes to staying up to date with the latest skills and techniques. Additionally, organizing a large-scale training might not be feasible, as it would require a large amount of your limited time. An outsourced facilities service provider has the expertise to stay abreast of best practices, and they can implement them at your facility with ease.

CAMPUSES DESIRE TO REDUCE FACILITIES COSTS AND RISKS WHILE INCREASING PRODUCTIVITY

Facilities services don't have to be one of your larger expenses. Through effective staff management, the implementation of best practices and new technologies and the benefit of having purchasing power created by a large business portfolio, an outsourced facilities service provider can cut costs while improving efficiency, innovation and safety at your facility.



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