



BUILDING MANAGER EFFICIENCY

Is the management of your janitorial program taking up too much of your time?

Property and Facility Managers have a lot on their plates. Delivering client satisfaction, handling complaints and service requests fill their days. They rely on vendor partners to help deliver client satisfaction and not waste their time in the management of the service they are hired to perform. Harvard's job is to improve Property Managers' efficiency by ensuring our janitorial program takes as little time as possible to manage.

Our Solution

A Property Manager for a large multi-tenant commercial building was fed up with the amount of time she spent dealing with tenant complaints about cleaning. Work was not being done on time and with low quality results. On a regular basis she was blindsided by complaints that needed her

immediate attention. The inconsistency of the service being provided and dealing with the ramifications was taking too much time, making her inefficient.

Harvard's solution focused on providing the Property Manager visibility into the work being performed through our HarvardSmart[®] technology platform. It provided visibility into the outcomes being produced through quality assurance inspections. We provided quarterly reports that painted a complete picture of how we were performing to mutually agreed upon Key Performance Indicators (KPIs). Through managing to outcomes the service improved, and cleaning issues and tenant complaints were no longer an issue. Her time spent resolving complaints was now dedicated to more productive tasks.

Our solution was a game changer for this customer. No longer was she constantly barraged with phone and email complaints. Harvard became her favorite invisible service partner.