



## Reap the Benefits of **SEAMLESS TRANSITIONS**

*"I know that we should switch vendors, but transitions are too much trouble."*

Many believe the pain of change is greater than the potential reward. However, transitions can be used to improve service, develop or redefine KPIs, streamline processes, save money, and create a roadmap for continuous improvement.

### **Our Solution**

Harvard recently acquired a new customer and based on their previous experiences with other companies, they expected a time consuming and bumpy transition. However, Harvard streamlined the entire process with HarvardBlueprint<sup>®</sup>, our customized transition management solution. After our initial transition meeting the customer realized the switch to Harvard would be an opportunity to improve

their desired outcomes and that they would have visibility into every step of the process.

We performed a complete evaluation of KPIs and the scope of work. Through our consultations we were able to develop an improved service delivery model that more efficiently met the needs of the facility. Labor hours were adjusted from night to day to better fulfill the scope of work and improve the occupant experience. Best of all, our implementation of technology to track work orders and inspections empowered the customer a view of Harvard's efforts in the building.

These improvements alone made the transition worthwhile, but the most important thing for the customer was how painless and easy the process was. The customer never felt in the dark or stressed by the transition process. In the words of the customer "If I had known a transition could be this seamless, I would have done it years ago".