

Case Study: Integrys Energy Group

Tegrete enables Integrys Energy Group to consolidate over 50 vendor contracts into One Master Service Agreement, while improving quality and reducing labor.

Since 2009, Tegrete has been managing the cleaning services for seventy-five of Integrys Energy Group's facilities throughout the Midwest. At the time, Mark Winters, Facilities Supervisor for Integrys, had independent subcontractors cleaning at each location. Winters was responsible for managing the labor and complexity that goes along with overseeing multiple independent contracts, all with unique contract expiration dates. When Winters decided to shop for a single-source provider for cleaning services, he chose Tegrete because of its competitive pricing. While the original decision was based on price, Winters soon learned that Tegrete was able to improve the overall quality of the cleaning services and eliminate the time and complexity of managing the labor internally.

A Single Point of Contact Streamlines the Process

Managing multiple independent subcontractors takes a great deal of time and effort. With Tegrete, Winters has one point of contact for the services provided to seventy-five of his facilities. Tegrete manages everything associated with securing contractors including the vetting process, risk management, gathering and reviewing RFPs, contract negotiation, and background and insurance checks. Winters now counts on Tegrete to manage all of the subcontractors and has reduced the cost and labor associated with Procurement, Purchasing, Risk Management and Accounts Payable.

Cleaning Standards Lead to Consistency Across Facilities

The partnership with Tegrete has allowed Integrys to really fine-tune their cleaning standards and implement "Green Cleaning" across their facilities. Together they've defined what needs to be cleaned, when it needs to be

cleaned, how the cleaning should be done and what chemicals can be used in each facility. By clearly defining these standards, Integrys is able to minimize its costs while ensuring high quality results.

Client Portal Provides Snapshot into Business

Through Tegrete's client portal, Winters and his staff can quickly see what's happening in each location. Winters uses the portal to identify any potential problems and states that, "Tegrete is always quick to respond should any problems arise."

Satisfaction Leads to Additional Services

After contracting with Tegrete for cleaning services, Winters found himself frustrated with his provider for snow removal. By leveraging his existing relationship with Tegrete, it took just a phone call and change to the Master Service Agreement for Tegrete to add the new service to their portfolio.

Client Profile: Integrys Energy Group

Integrys Energy Group is a diversified energy holding company with regulated natural gas and electric utility operations (serving customers in Illinois, Michigan, Minnesota, and Wisconsin), an approximate 34% equity ownership interest in American Transmission Company (a federally regulated electric transmission company operating in Illinois, Michigan, Minnesota, and Wisconsin), and non-regulated energy operations.

More information is available at www.integrysgroup.com.

"Tegrete's response is always very good."

Mark Winters
Facilities Supervisor
Integrys Energy Group

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763.497.8020 or info@tegrete.com