

As the Facilities Manager for SPIRE Credit Union, Jim Kuchelmeister is responsible for ensuring a positive first impression for credit union members. From the parking area and landscaping to the entrance and restrooms, the facilities must be secure, well-maintained and positively represent the SPIRE brand.

### Acquisition Creates Need for Consistency

As the result of a recent acquisition, Kuchelmeister gained responsibility for several new locations. Tegrete worked with Kuchelmeister to ensure consistency and compliance across all the SPIRE branches using standardized cleaning specifications, with slight modifications based on the specific needs of each location.

At the onset, Tegrete used its database to source new service providers, conducted site walk-throughs and requested several bids per service, for each location, using the standardized specifications. Throughout the process,

they worked with Kuchelmeister to minimize expenses while delivering the experience desired by employees and members.

Kuchelmeister notes that, “Tegrete was able to reduce my expenses by creating seasonal cleaning specifications. In the winter, when we have more snow in our parking lot, we have cleaning 5 times per week. During the rest of the year, we’re able to cut our cleaning schedule to 3 times per week, saving money while still delivering the level of service our members and employees have come to expect.”

### Focus on Security and Compliance

Because service providers are working in financial institutions, security is of utmost importance. As part of Tegrete’s sourcing process, all service providers, including incumbents, must meet stringent requirements including general liability and workers compensation insurance coverage and background screening.

Says Kuchelmeister, “Tegrete’s service provider screening process is top-notch. I have confidence that the service providers in my facilities are not only skilled in their trade, but have the security credentials necessary to work in this type of environment.”

#### Client Profile:

SPIRE Credit Union is a member-owned financial cooperative providing banking solutions including savings, loans, and other financial services to its members. Since 1934, SPIRE has proudly served the residents of Minnesota and Wisconsin. SPIRE currently has 16 branch locations in the Twin Cities area.

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Jim Kuchelmeister  
Facilities Manager  
SPIRE Credit Union

## Real Time Updates

Using the Tegrete Client Portal, Kuchelmeister can monitor work requests and progress. With the use of QR codes, service providers scan a barcode when they begin and end a job, and indicate what has been completed. At any time, Kuchelmeister can login to the portal

using his mobile device, tablet or PC to monitor work progress or generate reports. And, since all communication between site managers and Tegrete occurs through the portal, Kuchelmeister has an efficient, streamlined process for monitoring daily activity.



## Consolidated Invoices Save Time and Resources

With multiple locations, Kuchelmeister could receive up to 50 invoices per month that needed to be reconciled and paid. With Tegrete, he receives consolidated invoices by location, with subtotals by type of service. Tegrete

monitors all service provider invoices and reconciles any discrepancies streamlining the accounts payable process. Kuchelmeister has gone from receiving 50 invoices to just 1 per month, for each location, saving countless hours.

## A True Partnership

At the beginning of the relationship, the Tegrete Account Manager visited each SPIRE facility, met the site manager and evaluated the condition of the facility. In-person visits continue each quarter to discuss specific needs. According to Kuchelmeister, "My Tegrete Account Manager is very familiar with our facilities

and our unique needs. If there's ever a problem, I call him and he takes care of it. The partnership with Tegrete saves me significant time, allowing me to focus on other business-critical projects. I trust my Account Manager and Tegrete and they get the job done for me."

Tegrete is a full-service facilities management company.

### What makes us unique?

We believe in building long-term client relationships where we work as a team to ensure the best possible appearance and longevity of your facility.

## CONNECT WITH US

To learn how you can improve the quality and efficiency of your facility management services, contact us at:

763.497.8020 or [info@tegrete.com](mailto:info@tegrete.com)