



## Case Study: Large Retailer with Stores Across the U.S.

Large U.S. retailer saves time and reduces expenses by partnering with Tegrete for snow removal, lawn care and other services.

With over 80 store locations to manage across hundreds of miles, a District Facility Manager (DFM) was spending countless hours driving from one location to another to monitor performance, manage service providers and ensure facilities were in top condition. By partnering with Tegrete, this DFM is now able to devote more time to other critical business projects, eliminating a lot of “windshield time.” Tegrete has become an extension of the team—visiting stores, managing service providers and monitoring quality.



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District Facility Manager  
Large U.S. Retailer

### Bottom-Line Savings

In a competitive retail environment, delivering hard and soft cost savings is essential. Tegrete worked with the DFMs and incumbent service providers to examine the snow removal Statement of Work and services being provided to uncover opportunities for cost savings. The end result—year-over-year savings of 23%! In addition, one DFM went from receiving 25-35 invoices per month to just one consolidated invoice from Tegrete, greatly simplifying the Accounts Payable process.

### Vendor Sourcing and Compliance

Prior to each season, DFMs were responsible for finding service providers and negotiating contracts for snow removal and lawn care. With already full schedules, sourcing for seasonal services put a strain on very limited resources. According to one DFM, “Tegrete has been able to source service providers (and use my incumbents), negotiate seasonal contracts, conduct all the screening and insurance verification, monitor service and handle any problems that come up, saving me a significant amount of time. I estimate I saved 2-3 weeks just by having Tegrete call the service providers and execute the contracts for snow removal. And, what’s equally impressive, Tegrete is able to find good service providers for my remote, rural locations where there are limited options.”

## QR Barcodes Track Service

All service providers managed by Tegrete must use QR code scanners on their smart phones. Upon arriving at a store location, the QR code is scanned and a description of service is entered—for example, 1-4 inch snow removal. The information is housed in the Tegrete Client Portal, allowing DFMs and Store Managers to monitor time and date of service completion. A DFM states, “The QR code process allows me to see what’s going on at all my stores, without having to be there.”

The portal is also used by Store Managers to enter work requests. If a manager notices a pothole in the parking lot or weed growth, a simple entry in the portal will get the request to Tegrete and the DFM, for approval if necessary.

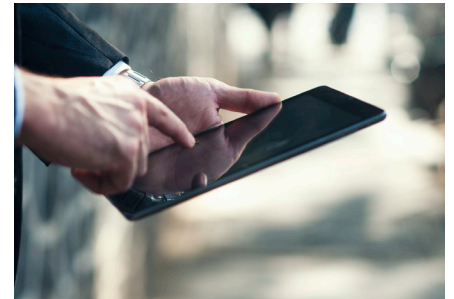
## Single Source and Fast Response

Tegrete is simply a call away for any service needed by the DFMs. A DFM had an electrical problem and was told by his current vendor that it would be 2-3 weeks before it could be fixed. According to the DFM, “Tegrete got someone out there the next day. We were preparing for Black Friday, so the fast response was greatly appreciated.”

With a large pool of pre-screened and pre-qualified service providers across the U.S., Tegrete is able to respond quickly to most interior and exterior facility needs.

## Expansion into New Regions and Services

The success of the partnership has led to location expansion and additional services. While Tegrete started managing snow removal services for about 30 locations, they are now managing a wide array of services including snow removal, lawn care, electrical, lighting, concrete work, drywall, dock repair, painting, parking lot maintenance and HVAC, across over 80 store locations and distribution centers.



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)