

As the Director of Facilities and Security for 10 health centers and the main Planned Parenthood Hudson Peconic administrative office, Tony Campanella is responsible for providing safe, clean and well-maintained facilities for patients and staff. His responsibilities are diverse including inspections, construction, remodeling, maintenance, efficient energy use and ADA compliance, over a broad geographical area.

Adding Value to Facility Manager

When Tony first interviewed for his position, he learned that Tegrete was already working with Planned Parenthood Hudson Peconic, providing facilities management services for lawn care, snow removal, janitorial services and HVAC. Tony's first impression was, "Why do you need Tegrete if you're hiring me - it seems like an unnecessary layer."

After nearly two months at Hudson Peconic, Tony has quickly realized the value Tegrete delivers. Tegrete frees him

to focus on strategic projects such as energy reduction and capital spending that can make a real difference for Hudson Peconic. In addition, Tegrete enables him to improve response time to Health Center Managers and reduce expenses. According to Tony, "Without Tegrete, I would talk to 20 different people to get things done. Now I just contact Dan, my Account Manager at Tegrete. Dan coordinates everything, freeing me up to focus on more important projects."

Reducing Drive Time

With 11 facilities spread over hundreds of miles, Tony could spend hours in the car driving to his facilities - not an effective use of his valuable time. While he still visits sites to meet with Health Center Managers and ensure everything is running smoothly, he avoids the long drive to meet contractors, change light bulbs or clear a clogged toilet. These day-to-day responsibilities are now handled by Tegrete, giving Tony back

several hours every week. Tegrete meets contractors at the facility, coordinates all necessary work, and notifies Tony when the work is completed. Tony states, "Tegrete eliminates the need for unplanned trips to the locations to fix minor problems, saving me a lot of travel time and getting this off my plate."



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Director of Facilities and Security
Planned Parenthood Hudson Peconic



Taking Charge in Emergency Situations

Recently, a Health Center Manager reported a problem with the septic system that needed immediate attention. Tony had 17 things on his to-do list and finding a contractor and spending half-a-day driving to the location to meet the contractor wasn't on his list. Instead Tony made one call

to Dan at Tegrete. Within an hour, Dan had a contractor on-site fixing the plumbing problem, allowing Tony to keep working on his other priorities. "Tegrete's value really becomes apparent when something goes wrong," says Tony.

Delivering Savings to the Bottom Line

In addition to saving countless labor hours, Tegrete has also enabled Hudson Peconic to get better pricing on services. Because Tegrete goes through an RFP and bid process, local,

incumbent vendors are encouraged to put their best price forward. In most cases, Tegrete provides three bids and Tony selects the best contractor for the job.

Improving Service to Health Center Managers

While Tegrete delivers cost savings to Hudson Peconic, more significant is the time savings and the faster service he's able to deliver to his Health Center Managers. "If I'm in a meeting for two hours and a problem occurs, I can just call Tegrete and they'll get somebody out there. In addition, because I'm not on the phone all the time putting out fires, I'm available to Health Center Managers when they

need to reach me," says Tony. Communication with Health Center Managers is also fast and streamlined as a result of the Tegrete Client Portal. Health Center Managers enter requests in the portal and they're delivered to Tegrete and visible to Tony. All communication regarding job progress is available through the portal, eliminating the need for phone calls and emails.

A Dedicated Account Manager Who's Part of Your Team

As a testament to how well the process works, Tony says, "It feels like Dan is only working for Hudson Peconic - like we have 100% of his time. The communication is fast, he understands our business, and he knows our facilities because he's been here many times. The partnership is working great."

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.

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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