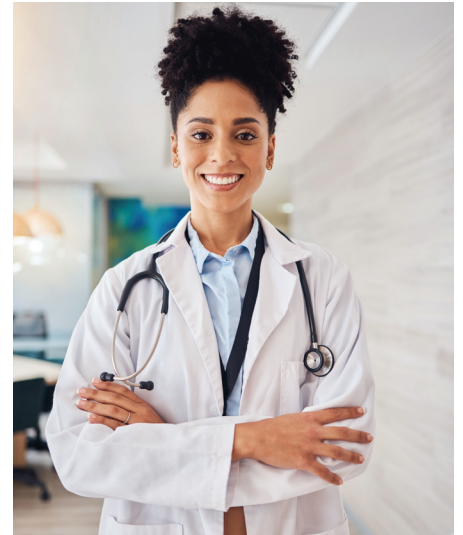


This healthcare organization delivers vital health care and health information from Detroit to Grand Rapids and from Kalamazoo to Marquette. Patients count on nearly twenty clinics for quality, compassionate care.



### A Partnership

Tegrete has been providing facilities management services to nearly twenty health centers since 2012. Through its management of service provider sourcing, screening, and daily activities, RFP issuance, contract negotiation, and Accounts Payable processing, Tegrete has delivered cost containment, risk mitigation, and significant time savings to the facility leaders.

The Director of Safety, Security, and Facilities, highly recommends partnering with Tegrete. She says, “In a world where we do more with less, working with Tegrete feels like working with a partner. Although they are an independent business, they always create the feeling that we are a part of their family.”

She enjoys having a single contact for facilities services including janitorial,

snow removal, lawn care, HVAC, generator maintenance, pest control, electrical, plumbing, and handyman. She’s able to leverage Tegrete’s facilities knowledge and expertise and trusts that Tegrete will stay within budget and find cost savings opportunities.

### Time to Focus on Patient Care

When Tegrete begins working with a new client, one of its primary goals is to allow leadership and facility staff to focus more time on their primary business, with Tegrete taking on what’s getting in the way. This often involves managing service providers, resolving problems, handling service calls, and providing after-hours support.

Tegrete’s assistance is invaluable to the Director, who says Tegrete takes so much work off her plate throughout the

week that it makes her job much more manageable. In addition, she notes, “I would not be able to do my job as well as I do without the support of Tegrete. The amount of time that Tegrete saves us is immeasurable. Without the organizational support, the communication system provided by their customer portal, and genuine care their team delivers, we would have to add additional resources to do what Tegrete helps me achieve.”

With the Tegrete Client Portal, the Director quickly communicates any facility issues to her Relationship Management team for prompt resolution. Once completed an update is entered in the portal, with all communication housed in one easy-to-access location.

According to the Director, “The care and consideration Tegrete puts toward ensuring our organization operates efficiently and effectively, means that we are able to continue providing high level care without interruption.”

## Emergency Support for the Unexpected

With nearly twenty facilities across the state, something is bound to go wrong. The Director appreciates that Tegrete provides emergency support in the event an unplanned incident occurs. Recently water damage caused the need for a large renovation at the Kalamazoo health

center. The Director was able to rely on her Sr. Relationship Manager, Jeff Sankus to manage the project start-to-finish. Sankus was able to get multiple bids, coordinate Service Providers, and ensure timely completion of the project according to the contracted deliverables.

## Complying with State Mandates and Accreditation

The healthcare organization undergoes an accreditation process to measure quality. For some clinics, this can be a time of stress, panic, and long hours.

However, Sankus notes, “the clinics are always prepared for the accreditation process. Their health centers are in good condition. We have a handyman who keeps up with painting, lighting, and small remodels. Generators are tested monthly at surgical centers and fire systems are checked regularly to

ensure compliance. Small things, like installing locks on refrigerators to keep medication secure are already done. It’s all very proactive, timely, and according to a master plan.”

In addition, they have several healthcare centers that fall under FSOFF requirements for licensing and regulatory affairs. Tegrete provides support as they prepare for state licensure and federal certification processes.

## A Consultative Approach

What sets Tegrete apart from other Integrated Facilities Management (IFM) companies is its Relationship Management team. Instead of Call Centers, each client has a Relationship Manager (and support team) who acts as an extension of their Facility department. This includes conducting quality inspections, handling emergencies and service calls 24/7/365, and becoming familiar with every site.

The Director appreciates that her Relationship Manager, Jeff, takes the time to understand all sides of an issue and provides a variety of solutions to find the best option. According to the Director, “It takes a special talent to recognize and understand how to work with the individual needs of each organization and comply with state and regional requirements. Additionally, to be able to work with a variety of personalities and make genuine connections is a true superpower that the folks at Tegrete have.”

## Likely to Recommend

The true measure of satisfaction is asking clients if they would recommend your business to their peers. When the Director was asked, on a scale of one (no chance) to ten (definitely), how likely are you to recommend Tegrete to others, her answer was a resounding 10!

“Without the organizational support, the communication system provided by their customer portal, and genuine care their team delivers, we would have to add additional resources to do what Tegrete helps me achieve.”

Director of Safety, Security, and Facilities

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 facilities management services, contact us at:

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