

CASE BRIEF Global Commercial Real Estate

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A global commercial real estate services firm with over 3.4 billion square feet under management, provides value by leveraging talented partners who deliver strategic value in key service areas. Partners of the firm are expected to exhibit high standards in team-work, ethics, and excellence.

Their Challenge

The client experienced a decline in performance of existing regional vendors. These vendors consistently failed to meet their contract's minimum performance standards. The Client's value proposition was threatened in the affected markets, and the firm sought a new, strategic regional partner to rectify the issue. The customer was a well-known brand and demanded brand protection through the highest level of facility maintenance. The goal, then, find a partner who internalized the values and rigorous standards with of the firm's costumers demanded.

The LPS Solution

LPS worked with the client to develop a strategy that was immediate, sustainable, and measurable. LPS deployed our skilled Facility Management professionals to undertake a comprehensive remediation of facilities that had become sub-standard. This involved site visits, process reviews and KPI development along a host of maintenance related items. LPS executed rapidly across geographies and across 100's of buildings, boasting the shortest response time of all vendors while maintaining consistent on-time completion of over 2000 work orders. Furthermore, LPS' proprietary KPI mix provided a level of transparency that far exceeded client expectations. LPS delivered real-time reporting of KPI attainment and invoice completion progresses.

RESULTS

100%
RESPONSE RATE

91%
ON-TIME COMPLETION

**OUR EXCELLENCE
IS DEFINED BY
OUR DELIVERY
RESULTS.**