

CASE STUDY: SNOW REMOVAL TRADE SERVICES



A national grocery store operator minimized the impact of winter weather with a proactive snow and ice removal program, and received better quality exterior services at reduced rates.

OVERVIEW:

A large grocery store chain with hundreds of locations needed a better way to handle winter weather maintenance activities like snow plowing, ice management and weather monitoring. This case study demonstrates how CBRE | FacilitySource built and implemented a successful snow and ice management program to proactively address our grocery client's winter weather maintenance needs.

CHALLENGE:

The client, a grocer with more than 300 freestanding store locations was in need of snow and ice management services. In prior seasons, the chain had experienced multiple situations where contracted service providers had failed to perform work as scheduled, resulting in lost sales and on a few occasions, customer and employee injuries. Additionally, facilities managers at the client's headquarters experienced challenges verifying the quality and timeliness of the field work, resulting in inconsistent service performance levels and in some cases, overpayment for snow and ice management services.

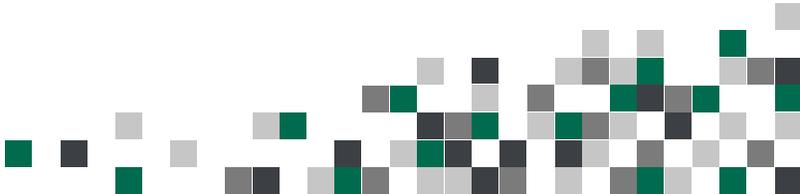
The client had already experienced success with CBRE | FacilitySource's interior facilities maintenance management programs, so it was a natural choice to turn to FacilitySource for a reliable and effective snow and ice management program.



**EXTERIOR
SERVICES**



**SNOW
REMOVAL**



THE PROCESS

STEP 1

Create a customized service plan

STEP 2

Identify Elite Network of Service Providers

STEP 3

Review site maps and service plans

STEP 4

Deploy Field Service Coordinators

STEP 5

Verify service was performed and client standards are met

STEP 6

Ongoing communication and reporting, cost and quality audit

SOLUTION:

CBRE | FacilitySource began by putting together a plan for snow and ice events. During the summer months, FacilitySource conducted location reviews at the store level. Using advanced site mapping technology, a customized service plan was developed for each facility. The plans detailed where the designated snow storage areas, drainage paths, and traffic entry/exit routes should be located.

Next, we screened and secured local professionals from our Elite Network of Service Providers to perform the work according to the grocery client’s requirements. This process, completed months before the winter season, ensured that the service providers assigned to each store were the best in the area and could be relied upon to complete the service. CBRE | FacilitySource reviewed the site maps and location plans with each service provider prior to starting services to confirm they knew exactly what to do when inclement weather occurred. In addition, a meteorological team was put on retainer to keep stakeholders updated on weather conditions. This advanced intelligence gave FacilitySource the ability to put teams on alert so they could be quickly mobilized when a store received significant snowfall or ice. Store managers also received notifications when inclement weather was approaching to give them time to prepare.

CBRE | FacilitySource’s field service coordinators followed up with store managers once the weather cleared to confirm they were completely satisfied with the work performed. These teams worked together with the store managers to complete site-level status updates for the corporate headquarters. Finally, FacilitySource compiled a detailed report for each affected location and submitted the data along with a consolidated, paperless invoice.

SUMMARY:

FacilitySource used detailed planning, up-to-the-minute weather alerts and a network of experienced professionals to improve snow and ice management while reducing facility spend. With value-added items like customized site maps, on-site supervision, detailed reporting and consolidated invoicing, store managers and corporate headquarters remained focused on what they do best: serving customers and maximizing sales.



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