

University Services

Case Study



Location

Kalamazoo, Michigan

Services Provided

Mail center, inventory management, package delivery, and shipping and receiving

Trouble-Free Outsourced Solutions

The Challenge

Meeting the unique needs of a dynamic, student-centered research university with an enrollment of nearly 25,000, focused on delivering high quality undergraduate instruction, advancing its growing graduate division and fostering significant research. With two locations encompassing more than 100 on-campus buildings and multiple satellite campuses, the university faced an acute need for superior facilities support personnel and decided to pursue an outsourced staffing solution. In addition to seeking experienced staff for its mail room, shipping area, and other locations, it needed help in successfully integrating these personnel into its existing workforce.

“Given this was our first experience with a staffing firm, we felt we needed the services of a market leader and true veteran in facilities management,” said the Director of Logistical Services at the university.

The EG Managed Services (EGMS) team approached the university’s competitive bidding process as it always does—thoroughly prepared with a customized plan, and the resources to make it work. “EG Managed Services had the whole package, here and now,” noted the Director.

It was soon evident that EG managed Services was the right choice and in early 1997, the firm was tapped for the assignment. “Our initial step involved engaging 17 individuals from EG Managed Services and despite some initial concerns among our union employees, a strong collaboration between our existing team and temporary staff soon evolved,” said the Logistics Director.

The Solution

EG Managed Services developed a customized solution for the university that included providing qualified employees based on two key criteria—their qualifications and ability to fit culturally within the academic environment. As an example of the firm’s deep commitment to finding the “right” employees and furthering its partnership with the university, EG Managed Services even convinced one of its “star” alumni to leave retirement to fill a particular position so the university’s operations wouldn’t miss a beat.

The integration of university and EG Managed Services employees has been so seamless that many EGMS staffers consider themselves to be part of the university; in fact, a project manager from EGMS was invited to attend university management meetings and is now considered a valuable member of the group.

Benefits to the University

As EGMS has become increasingly integrated into the university's workforce, labor costs across the school's campuses have stabilized, allowing for improved planning and budget forecasting in the areas EGMS serves. Importantly, these costs have stabilized at significantly reduced levels as a result of EGMS' competitive pricing and the elimination of outlays such as worker's compensation and healthcare premiums. The result has been significant savings for the university over the years.

Among other benefits EGMS provides, is their ability to provide additional individuals for special projects—on very short notice and at no additional cost to the university. The Director of University Logistics explains, “if we need a couple of extra people for a project, EGMS brings them in and doesn't bill us for it. They just want to get the job done for us.”

EGMS has also brought innovative solutions to the university mail room. They recommended and implemented an innovative system of mail-stop codes, hand-held tracking devices and centralized mail-stops within university buildings to improve the mail delivery process throughout campus. The result has been increased operational efficiency even as the campus has grown, and the virtual elimination of the potential for lost packages.

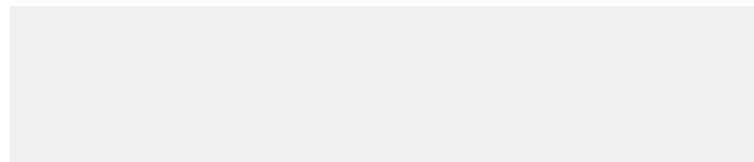
“From my perspective, this is an ideal partnership model,” said the Director. “No ‘marriage’ is perfect, but we have an excellent line of communication, and EGMS has proactive, innovative staff who show up every day—and on time every day.”

“Having EGMS on-site and running several of our key support functions has greatly increased my available time,” continued the Director. “I'm now able to focus my attention on implementing new initiatives, while EGMS handles all the day-to-day, HR-related matters that used to keep my hands tied for days on end. Their staffers are highly dedicated and absentee issues are simply non-existent.”

Earning the Business

A recent university bid process—a renewal opportunity for EGMS—played out in much the same way as it did when the university first sought outside help for its staffing needs. The university accepted bids from four providers, all of whom attended the university's pre-bid meeting. The EGMS team provided strong, strategic answers to the university's questions, clearly demonstrating their proficiency in addressing the university's challenges—and possibly contributing to the decision by some providers not to submit a formal proposal. Once again, the university turned to EGMS as its staffing partner of choice

“EGMS has truly stepped up to the plate and keeps delivering the whole package, time and time again. There is simply no comparison,” said University Director of Logistical Services.



 managed services

egmanagedservices.com