



Consistency, Communication and Responsiveness Are Keys to Jillamy's Facility Management



Co-owners Chris Kiefer and Ted Kuriger named Jillamy Inc. after the first names of their wives, Jill and Amy. And with their support, they had a vision – to provide their clients a full-service freight-forwarding solution that’s as worry-free as possible. With the recent acquisitions of AM Transportation and Provident Marketing, Jillamy realized that vision. It can manage freight from pick-up to delivery of products overseas, by air or by land, regardless of where those products originate.

Currently the largest agency within the MODE Transportation Network, Jillamy began in 2002 as an intermodal marketing company. It quickly grew into a full-service third-party logistics provider with expertise in international, intermodal, less-than-truckload (LTL), over-the-road truckload, and expedited and air freight services. The company now has more than 30 warehouse locations in several states across the country and manages its network from its corporate headquarters in Chalfont, Pennsylvania, a Philadelphia suburb.

In 2019, after more than a decade of expansion since its move from Pipersville to Chalfont, the company outgrew its corporate offices and moved to a new location in the Chalfont area, about 10 miles north of Philadelphia.

“We were obviously looking for cleaners that could handle a larger size of building, we moved from 10,000 square feet (of office space), to over six times that size,” said Matthew Kolenda, Jillamy’s national project manager. Because Jillamy’s associates must routinely manage many aspects of transportation for dozens of companies, Jillamy needed a facilities management services provider that could manage the local custodial service providers and communicate well with the company’s employees and management team. And they needed a provider that wouldn’t add any more stress than they already had.



“Transportation is just an extremely tough industry and I think it was a tough industry prior to the pandemic, but with the pandemic - it’s just gotten even more difficult with all the restrictions,” Kolenda said. “And again, the industry is just stressed, complete and utter stress and we try to do our best to alleviate that for our customers. But when you talk to OpenWorks, you don’t have that stress.”

Kolenda said OpenWorks alleviates stress by providing the communication, consistency and responsiveness Jillamy needs with the facilities management services it offers.

“You know, every time I call them, you’re talking to a happy person every single time,” he added. “And they’re always willing to help. And you don’t get that all the time from other providers, especially in the transportation industry.”

Phoenix, Arizona-based OpenWorks provides facilities management services for single and multi-site locations across the United States through a network of franchises and service providers. OpenWorks services include cleaning and disinfection, landscape management, HVAC maintenance, pest control and other custodial services. For Jillamy, OpenWorks provides cleaning services for the company’s offices, employee break areas, conference rooms, restrooms and public reception areas at the corporate office and at several warehouses.


“It’s just that much easier for us to invite people in, to let them see our warehouse, to let them see one of our operating locations, or to let them see our headquarters here,” Kolenda said. “And everything is in order. OpenWorks takes that stress away from us.”

It’s especially important to the company’s long-term goals for growing its pick and pack services, he added.

“For example, one of our customers is a large, international supplier of cough drops and confectionary products. We distribute their products throughout North and South America,” Kolenda said. “All of the cough drops get shipped to our Warminster facility, and then distributed to other locations. The process is regulated, and with FDA and OSHA restrictions, it’s critical to be organized and compliant. From the facility perspective, having OpenWorks provide a clean facility on a weekly basis is huge when we have inspections.”



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Kolenda said OSHA and FDA inspectors not only look closely at the warehouses where workers operate forklifts and where products are stored, they also apply their white gloves to the offices and breakrooms to be sure that they are safe, clean and tidy. Clean inspections start with creating an organized culture with employees.

“I believe that if you walk into a facility and it’s dirty, workers realize ‘we’re not organized.’ The people who are working there don’t feel obligated to do anything more than what they’ve already seen,” he said. **“So, when (employees) walk into a facility and (they see) it’s clean, it’s organized, and there’s no issues, they tend to keep it that way.”**

Kolenda appreciates that unlike other facilities management services providers, OpenWorks provides greater consistency because they know their way around Jillamy’s facilities.

“They know what size trash cans and trash bags to use, we have so many different kinds,” he said. **“They know exactly what products are needed to be ordered. And that’s important, because if they keep changing personnel every week or every other week, you have to retrain them. And often they have to come back and repeat the same job. When they know the building and they know the people, it just works out so much easier.”**

To reinforce those lines of communication OpenWorks introduced the use of a logbook, which resides in Kolenda’s office.

“If (the cleaners are) in need of any resources, or products or equipment, they can put it in the logbook,” he said. **“The next day in the office, I can check the logbook to see what they need. And then if I need anything, I’ll put it in the logbook as well. Then they know if there are any spots I need them to focus on.”**

During the height of the Covid-19 pandemic in 2020, Jillamy had OpenWorks apply a recommended continuous disinfectant spray every quarter that lasted up to 90 days. Kolenda said use of the spray reduced the rate of illnesses among workers in those facilities. Because of its success in preventing illnesses, Kolenda said the company plans to continue using the spray annually during cold and flu season after the pandemic is over.

“We obviously had to do remote work for a certain amount of time,” Kolenda said. **“But if we’re going to ask people to come in, we want to make sure that they feel safe.”**

“The most important factor of the service OpenWorks provides is communication, as it is with so many other things in life.” Kolenda said.

“We employ almost 500 people and (communication is key in) trying to keep all of them happy,” he said. **“I can go to OpenWorks, tell them what is needed. They come back to me saying it’s going to be fixed. I can then go out to my employees and say, ‘it will be fixed going forward, 100 percent,’ and rarely have any issues after that.”**

“I couldn’t ask for anything more out of OpenWorks. They provide stellar service and I look forward to expanding our relationship as we continue to grow.” Kolenda said.



About OpenWorks

OpenWorks is a national leader in facilities management services including cleaning and disinfecting, landscaping, supply replenishment and HVAC service. Founded in 1983, customers trust OpenWorks to provide reliable quality and customer service through robust technology solutions and a proven network of elite service providers. This performance earns OpenWorks an industry-leading 99% customer retention rate and the confidence to offer new customers a limited money back guarantee. Give OpenWorks a try today!

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OpenWorks' Brian Mannas and franchise owner Enkelejda Pishkashi partner with Matt Kolenda to maintain Jillamy's facilities.