



# Top 5 Reasons for Facilities Management Vendor Consolidation



Executive  
Report



Executive Summary of Market  
Survey Sponsored by  
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# Executive Summary

In today's world, where there are seemingly limitless options for everything, it can be difficult to assess your options for vendors and make a choice. Every vendor claims to have the necessary expertise and deliver top-tier status, but may not cover all of your needs. To further complicate matters, you have to decide between using multiple vendors or selecting a vendor that offers comprehensive services. To help companies understand the benefits of services vendor consolidation, OpenWorks conducted a survey of 269 facilities service managers responsible for making facilities services decisions for their organization in February 2020.

78% of the managers we surveyed use at least six facilities services vendors (i.e. cleaning, landscaping, window washing). Almost a third manage more than 16. Managing so many vendors makes it easy for things to slip through the cracks. Have you ever found yourself forgetting to schedule a necessary service, or losing an invoice? Working through one consolidated vendor can help prevent mistakes like this by simplifying the process. The services respondents would be most interested in consolidating include window washing, waste management, and environmental health and safety assessment.

We hope these survey results will be valuable for your organization and help you understand why many facilities service managers prefer consolidated services vendors.

# 5 Reasons for Facilities Management Vendor Consolidation

There are many reasons to choose a vendor that offers multiple services. It's true that you can save money by using one vendor for all needs, but there are many other benefits that facilities managers find more important. In fact, respondents ranked the top efficiencies they hoped to gain (in order of importance) as, consolidated billing, single point of communication, saving time, and saving money.

Not all services vendors are created equal, and facilities managers know exactly what they're looking for. They ranked the most important qualities (in no particular order) as professional in dress and manner, responsive and communicative to my service needs, knowledgeable on industry trends and best practices, ability to service all my facilities, and consistency and reliability.

## Efficiencies Respondents Hope to Gain by Consolidating

1. Consolidated Billing
2. Single Point of Communication
3. Save Time
4. Save Money

## Most Important Qualities of a Service Provider

1. Professional in dress and manner
2. Responsive and communicative to my service needs
3. Knowledgeable on industry trends and best practices
4. Ability to service all my facilities
5. Consistency and reliability

Based on these responses and our expertise, we rank the top five reasons for vendor consolidation and provided an explanation of each.

# 5 Reasons for Facilities Management Vendor Consolidation

## 1. Consolidated Billing

Keeping up with bills from numerous vendors is difficult and time-consuming. Consolidated billing makes it easier to stay on top of invoices and avoid late fees. With fewer invoices to check, facilities managers are more able to catch mistakes that could result in overcharges. Rather than keeping up with multiple payment methods (checks, direct transfer, etc.) and time frames, managers can simply pay all bills at once and spend time on more important tasks.

## 2. Simplified Communication

Just as managing bills for multiple vendors can become tedious, so can communicating and coordinating with many points of contact. Some services need to be completed in a specific order or can't be done on the same day. Facilities managers may spend a lot of time and energy ensuring vendors can complete their services in the correct order and not interrupt one another. Consolidated vendors can complete this scheduling on their end internally. It can also be frustrating for managers to manage so many points of contact, especially when vendor employees may be replaced on a fairly regular basis. Working with a consolidated vendor means managers work with one contact that is very familiar with their needs and scheduling.





# 5 Reasons for Facilities Management Vendor Consolidation

## 3. Save Time

Imagine the time facilities managers could save without the back and forth of managing billing and communication with multiple vendors! They can also spend less time shopping around for different quotes and finding the best vendor in each area. Instead, they can choose one vendor with extensive expertise across all areas of servicing their business.

## 4. Save Money

Not having to spend time shopping around for quotes doesn't translate to spending more money. In fact, vendors often offer discounted rates for organizations that book them for multiple services on a recurring basis. Additionally, since the cost of travel and coordination is lower for the vendor, they can often afford to offer a lower price.

## 5. Consistency and Dependability

Unfortunately, not all vendors maintain high standards. It's often easier to find one reliable vendor who can do most or all of the services you require rather than trying to find multiple high-quality vendors. OpenWorks has extensive expertise in all of the services we offer, including cleaning and disinfection. By working with one vendor for multiple services, you can ensure consistency and excellence with every service.



# Why Are Facilities Managers Considering Consolidating?

Many facilities managers are considering consolidating their services vendors this year. In fact, over half said consolidating service volumes across sites was a goal for the coming year. 49% said standardizing service levels across sites was a goal. On a scale of 0-10, respondents ranked the importance of having a single vendor who can manage your facility needs as an eight on average.

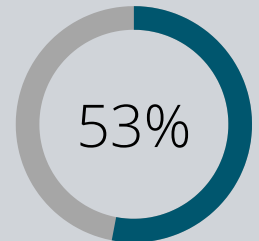
OpenWorks is ready to help facilities managers get back to focusing on keeping organizations running smoothly instead of spending time on endless paperwork, scheduling, and coordination. We currently service over 4,000 facilities nationwide in over 30 million square feet of office and building space, all while maintaining a 98% customer retention rate (versus an industry standard of 43%).

[Click here](#) to learn more about the services we offer and contact us today if you're ready to get started.

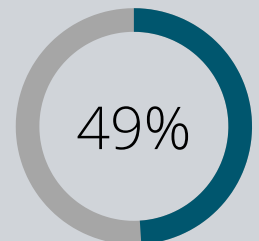


Importance of having a single vendor who can manage your facility needs

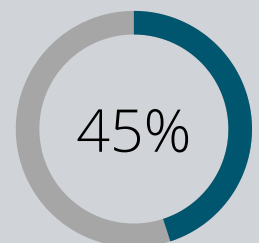
## Survey Results: 2021 Goals



Consolidating service volumes across sites



Standardizing service levels across sites



Full outsourcing of services and management





  
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