



UNICCO's Success Breeds Three Additional Service Line Contracts



Scientific-Atlanta is focused on its core mission of being a leading global manufacturer and supplier of products, systems and services that help broadband operators connect consumers with a world of integrated, interactive video, data and voice services. As a result, it has looked at what are the mission critical functions and what can be outsourced. For outsourcing office functions, Scientific-Atlanta has turned to UNICCO Service Company.

"UNICCO started about five years ago in the mailroom that serves our corporate and R&D facilities," said Patrick Kien, Scientific-Atlanta director of facilities. The company then brought UNICCO in to manage its 64 convenience copiers. At about the same time, UNICCO set up a copy center to relieve office staff from having to print and collate large jobs themselves and to cut down on the cost of using retail copy stores. UNICCO has since added shipping & receiving.

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So far, this is a pretty standard set of office services contracts, yet Kien sees greater value in the relationship. Previously, Scientific-Atlanta had a mix of copiers of different brands. The service contracts were not standardized and were not centrally managed.

Said Kien, "The main thing that UNICCO did was take over the management of the copier service contracts. We put the service out to bid and UNICCO managed that extremely well. We now have a much tighter contract than ever and it's better managed. We've standardized on a single vendor, Konica, and UNICCO manages the service for our headquarters and six field offices in the United States and Mexico. Taking over

management of service contracts and helping with the bid process were the two biggest contributions that they brought to copiers.”

Most recently, Kien turned to UNICCO to do building maintenance. Routine electrical, plumbing, HVAC and mechanical maintenance are handled by the staff. Office moves and changes are also covered.

Now, about 25 UNICCO staff support Scientific-Atlanta’s 1800 Atlanta-area employees in one million square feet. Package and mail handling, copying and building maintenance all fall under UNICCO’s management.

Concluded Kien, who manages all of Scientific-Atlanta’s service partners, including food services, the fitness center and security, “Over the years we have developed a partnership with UNICCO that is bigger than any contract. UNICCO has done a very good job here. It’s that track record that gives me the confidence to continue to increase their responsibilities.”



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