

UNICCO Case Study: University of Miami



UNICCO leads the class at the University of Miami

Background

UNICCO® Service Company has been attending school for a long time at the University of Miami and won't be leaving any time soon. That's not because UNICCO is a bad student – it's because UNICCO is a great facilities services provider. Since 1991, UNICCO has provided a range of facilities services to the University. Now, the company supports the main campus at Coral Gables, as well as the School of Medicine in downtown Miami and the Rosenstiel School of Marine and Atmospheric Sciences at Key Biscayne.

The Challenge

College campuses are tough environments for facilities services. This is certainly true at the University of Miami where UNICCO handles housekeeping, pest control, moving, painting and vehicle maintenance. But what makes the University of Miami special, and demands the highest technical expertise, is the landscaping. UNICCO is charged with maintaining the grounds including the University's extensive athletic fields. The University takes its sports seriously – the NCAA Division I baseball, football and soccer teams don't just tear up their opponents, they rip up their fields, too.

The Solution

UNICCO takes a comprehensive approach to its responsibilities at the University. Supporting the account with about 400 employees, including six managers and 20 supervisors, UNICCO is applying the most advanced facilities services techniques. Through the use of its UNI-Qsm palmtop inspection system, UNICCO supervisors can easily and efficiently perform automated inspections and develop actionable reports to correct any developing issues – in most cases before University personnel are even aware of the situation. Due to this results-oriented, comprehensive approach, UNICCO is able to save the University \$350,000 on average per year off the base contract.

Landscaping is a particular area of interest. UNICCO fields over 60 landscapers across the three campuses for general landscaping and for college team fields, including their leading baseball, football and soccer teams. UNICCO has a certified arborist who holds a commercial license for lawn and ornamental fertilizers from the Florida Department of Agriculture and also has certified irrigation personnel.

Since UNICCO services three campuses and a wide range of facilities from dormitories to dining halls to executive offices, UNICCO meets often with the contract administrator, housing and facilities directors, as well as campus administrators at the medical and oceanography facilities, to ensure that the highest standards are met. Satisfaction surveys are conducted regularly with students, parents, faculty and administrators.

Commented Ken Gomulka UNICCO Regional Operations Director, "We have a great working relationship with the University. This past fall was the most successful opening in our 11-year history with the University scoring the highest satisfaction survey results ever. The campuses are pristine and we are very proud of the work we've done. It looks like we'll be attending graduation ceremonies for many years to come."



INTEGRATED FACILITIES SERVICES®

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