



Situation Analysis:

Clark Atlanta University (CAU) decided a few years ago to outsource its housekeeping and maintenance operations to a single vendor. CAU had a backlog of maintenance projects and required a service company that had the expertise and the flexibility to address its housekeeping, maintenance, emergency and special events needs. After a competitive process, CAU selected UGL Unicco based on the company’s experience in supporting colleges, its management commitment, the people who would be assigned to the account, and some solid references.

Background:

Formed in 1988 by the consolidation of two historic institutions, Atlanta University (1865) and Clark College (1869), Clark Atlanta University, a United Methodist School, is the largest of the United Negro College Fund institutions, with an enrollment of more than 4,000 students. CAU is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award Bachelor’s, Master’s, Specialist and Doctor’s degrees. National business and consumer publications, including *The Princeton Review* and *Washington Monthly*, rank CAU high among the best buys in American higher education.

CAU offers 38 major areas of study through four schools – Arts and Sciences, Business Administration, Education and Social Work. The 126-acre campus has 37 major buildings. The campus, with a mix of historic and newer buildings, requires the highest level of facilities management in order to ensure a clean, attractive and vibrant learning environment.

Project:

UGL Unicco brought its specialized insights into the education market to CAU. We applied our management expertise and implemented appropriate work management techniques, as well as specific capital equipment, maintenance, restoration, landscaping, athletic field grooming and other specialized skills.

Commenting on the challenges that UGL Unicco faced, Vice President for Management Services Michael Lacour said, “Like many colleges, we had a large, deferred maintenance backlog. UGL Unicco has prioritized the backlog and made progress through preventive maintenance. What I really appreciate, though, is the way they respond on an emergency basis when we need it.”

In addition to maintenance, Lacour has seen significant improvement in housekeeping services, citing how the function is better planned and organized on a daily basis, resulting in cleaner facilities. He also appreciates UGL Unicco’s support of special events.

Results:

UGL Unicco continues to enhance our services at CAU. We stand ready to introduce new concepts to campus management, including the UNI-Q® handheld inspection system, automated work order submission and management, energy management and an expanded version of our UGL Unicco GreenClean® program that includes sustainable landscaping, water management, and recycling programs.

PROJECT SUMMARY
Customer: <i>Clark Atlanta University</i>
Industry: <i>Higher Education</i>
Situation: <i>College campus required more effective housekeeping, maintenance, emergency and special events services.</i>
Project: <i>UGL Unicco implemented Integrated Facilities Services (IFS).</i>
Results: <i>College campus is cleaner, better maintained and has set priorities to reduce backlog.</i>