

UtilizeCore Case Study



Grounds Control has over 30 years of experience in Exterior Facility Services operating primarily on businesses and government facilities. They lead the way in Landscape Maintenance, Snow and Ice Removal, and Parking Lot Maintenance. By combining UtilizeCore and Grounds Control USA, they have been able to completely redefine the way they operate on behalf of their customers - Providing a consistent level of quality and helping reduce overall cost.

Clients

Grounds Control prides themselves on being able to simplify their clients business with professional exterior facility management services. They are headquartered in Daniel Island, South Carolina but their reach expands throughout the US.

Challenges

Grounds Control was facing several challenges; they had manual, time-consuming, and repetitive processes in place, which made it hard for them to work efficiently. They did not have a robust system to manage their client's service requests; as a result, their offices were overburdened with unnecessary manual tasks. A lack of organization resulted in a loss of important data. Manual invoice processing consumed a lot of the team member's time even if it was a single transaction. Furthermore, a notification system was not in place to alert team members about upcoming scheduled maintenance and without a dedicated client portal, the clients felt a lack of transparency.

- Manual processes
- Loss of data
- Inefficient invoice and payment processing
- Inability to receive updates about upcoming maintenance
- Lack of transparency

Goals

Grounds Control's goal was to have an end to end solution to streamline their operation - Focusing in on a centralized portal for internal operations, vendor management, and client management. Overall, they wanted to increase the efficiency of their day to day operations, enhance transparency for their clients, and increase contractor compliance

Solution

UtilizeCore's end to end automation solution has helped Grounds Control in achieving their goal to deliver quality service nationally. They were able to integrate all their existing business solutions into the UtilizeCore platform, which helped them automate processes, keep track of service requests, providing a better customer experience leading to increased overall revenue. We also integrated the NOAA weather forecasting system with customized rules to ensure timely execution and implementation of procedures. Data management tools were also introduced to their system so they can handle bulk operation with higher convenience. A vendor portal allowed them to notify and remind vendors about tasks and view progress through defined KPIs. A client portal was also created to increase transparency and enhance the customer experience; clients can now view the progress via real-time dashboards and rate Grounds Control's services as well. They can also process invoices more smoothly, and payments have become faster than ever. The compliance manager provided Grounds Control with an enhanced ability to keep track of Contractor Compliance so that all TPP, COIs, W9s, and more can be digitally stored and accessible anytime. Overall Grounds Control effectively changed their workflow facilitation expansion while minimizing costs.

- Increase in productivity
- Automation
- Reminders and alerts
- Weather alerts
- Enhanced customer experience
- Transparency and monitoring
- Faster payments
- Consistent SOPs
- Compliance Manager