



# Why outsourcing makes sense for Beal



## TDIndustries offers alternative to pricey in-house maintenance

Beal Bank spent several years trying to maintain its own facilities before it looked for another company to manage them. Beal selected TDIndustries in 2007, and hasn't even floated a bid since.

The result? TD's facility managers have become Beal's Partner for more than a decade.

"It's always been a terrific relationship with TD," said Kent Twitchell, Senior Vice President of Facility Management at Beal. "They're part of the family here."

Beal Bank moved to Plano in 2000, buying Fina Oil's nine-story, 200,000 sf headquarters. Beal inherited Fina's in-house management crew for a time, but soon sought a third party to run the building. TD earned the contract in 2007 and has managed Beal's corporate headquarters and satellite locations in Addison and Dallas ever since.

"They involved us in everything," TD Facility Manager Doug Rodriguez said. "We

## Why choose TDIndustries?

- Access to specialty knowledge that would be too expensive to maintain internally
- Vast array of trades allow quick response to any issue
- Quality management of all operations and subcontractor installations
- Partners who take ownership of building's health and company's wellness

# For Beal Bank, TD is just down the hall



are their one point of contact.”

Twitchell began his role supervising TD’s Facility team in 2008, less than a full year after TD began maintenance. Early on, he saw a team making repair and upgrade suggestions based on what was best for the long-term health of the building and company, not short-term savings. He also noticed how knowledgeable and proactive TDPartners (employee-owners) were – something no internal team could match.

“I’m glad we outsourced (our facilities management),” Twitchell said. “I can’t imagine all the certifications and all the training that you have to keep track of. I’m glad to let someone else do it. I just don’t have the time.”

TD’s training also extends to safety, communication, and project ownership. When Beal began building its three-level parking garage, Twitchell asked TD to consult on lighting, landscaping and fire safety. TDPartners were in each and every meeting, helping guide decisions that would affect the facility.

TD’s involvement has only grown from there. Twitchell once asked a TD facility manager to weigh in on landscaping, which is typically outside of his scope. Soon after that initial meeting, he “took the bull by the horns.”

“He was already involved in irrigation ... and in fact, his involvement in irrigation helped us decide to put in an irrigation well,” Twitchell said.

TD’s Service division holds all contracts on the building, but

major capital expenditures aren’t rubber-stamped – three bids are always solicited. When TD Service wins a bid, its service technicians understand their role as providers in the greater TD-customer relationship, so customers like Twitchell can count on quality, fair solutions and not expensive, unnecessary quick-fixes.

When TD doesn’t win a bid, Rodriguez is still there to make sure the subcontractor performs the installation correctly. Either way, Beal still has a trusted Partner just down the hall.

TD encourages Partner growth, which occasionally means Partners are promoted to another position; however, Twitchell has seen TD bring in quality, talented Partners to take their place time and time again. That career path just isn’t a possible incentive for an internal management team.

Twitchell even says Beal employees celebrate when Partners are promoted.

“They’re involved; they’re part of the family,” he said. “Just like the onsite security guard or the porters, they’re here every day.” TDPartners often attend employee-appreciation events, and were even involved in both the setup and enjoyment of Beal Bank’s 30th anniversary party.

As with all facility supervisors, Twitchell’s main goal is to see the building functioning 24/7, but the added bonuses TD provides has meant he’s never had to test the market’s waters. It’s not just about getting the job done, but to do so in a respectful, friendly way.

And that’s what he’s found at TD.