

# Varied Solutions For Every Issue



## TDIndustries' Facilities Team Has Breadth, Depth to Support Your Business

When most people arrive at work, they pour a cup of coffee, flip on the office light, adjust the temperature, and then turn on their computers to get to business. How often do they think about all the planning, maintenance, and replacements it takes to keep all those requisite systems running?

Facilities managers hope it stays that way. The phone usually stays quiet unless something goes wrong. Unfortunately, many in-house groups just don't have the resource or expertise to maintain a smoothly running office.

That's where integrated facility management companies like TDIndustries can step in. TD has the wide-reaching knowledge and veteran expertise to identify problems and help companies solve them. Additionally, TD's Facilities team has the support of a Service group that can work on everything from HVAC controls to complete equipment change outs to be the one-stop shop for its clients.

"We're the technical expertise onsite," said TJ Shiflet, TD's Houston Facilities group operations manager. "We're a one-stop point of contact for owners and contractors. That allows your facilities to operate at 100 percent all the time, and you can concentrate on your actual business."

### Unique factors of educational facilities

TD serves the corporate, private, religious, and government sectors, among others, but some of the biggest improvements TD has helped create have come from education sites. Educational facility contracts require different types of maintenance. Whether a private high school, a 100-building school district, or a community college system spanning the fourth largest city in the country, they all involve plenty of foot traffic and a variety of responses to original issues. When a system fails, TD can call on the knowledge of its team to solve the problem right

### 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

# Knowledge, Experience to Solve Your Concerns



away – either through direct O&M, using its own Service department, or connecting with industry partners to locate the most qualified, cost-efficient subcontractor for the owner.

“When you’re in the business we’re in, it doesn’t matter if the buildings are vertical or horizontal. Our customers are expecting everything to work,” said James Venegas, Vice President of Houston Facilities. “We are able to build the job to meet the needs of clients in all markets.”

At the Houston Community College System, TD has offered an on-demand system for 8 years. What’s unique about this relationship is TD’s offering: TD is the technical resource for mechanical and repair services on 73 buildings. It does not perform general maintenance. That allows the owners and TD to select the best options outside the normal scope of operations.

“They give us what they need, and we match it,” Shiflet said.

TD’s scope can include: skilled trades (HVAC, electrician, plumbing), building automation systems, general maintenance, janitorial services, computerized maintenance management systems (CMMS), project management, groundskeeping/landscaping, capital planning/procurement, elevator/escalator, fire and life safety, pest management, minority/small businesses, and monthly KPI reporting.

## Training your team

At Lone Star College, TD originally held a service contract. The school quickly saw the provided value, and when TD bid on a facilities contract, Lone Star saw a chance to improve its own processes. TD teamed with the school’s existing in-house facilities squad. During the first few months, the team targeted safety, maintenance scheduling, and work-order system improvements.

“We rewrote their maintenance system,” said Shiflet. “We put the steps in that they needed, and essentially audited the building.”

As a result of TD’s mentoring, the hybrid team initiated a water savings project at the central plant. When combined with an irrigation system, TD’s improvement saved Lone Star 35 million gallons in sewer credits.

## TD Service: A unique support system

For most facilities sites, TD’s Service department serves two functions. On one hand, it can act as a subcontractor, bidding for work through the owner and supervised by the IFM team. On the other hand, Service can be the cavalry, providing quick, additional expertise for priority systems.

When the City of Houston went through a recent controls overhaul, TD’s Service team worked with Facilities to create a deficiencies list. With both departments working in conjunction to identify deficiencies and simultaneously identifying cost-effective solutions, the Facilities team could provide high-quality, necessary information for a successful bid process. It would be highly unlikely to see two separate organizations – often working at cross purposes – to provide verifiable deficiencies lists.

“At the end of the day, Facilities has a responsibility to provide competitive pricing. We are fully aware of that, and we respect it,” shared Luke Palumbo, Houston Service Director of Operations. “Since we’re all one company, we can celebrate a new industry partner, regardless of which department gets the contract.”

In-house facilities management teams do an admirable job with the resources they have, but when the facility requires more experience, training, and/or resources, consider outsourcing to an Integrated Facility Management team.