



CASE STUDY **PROVIDING TAILORED COST SAVINGS ANNUALLY**

*Outdoor Grounds Partner
Tailors Contract Annually
Providing Cost Savings for
Large, Industrial Site*

The Issue/Challenge:

Managing a large industrial site like Lockheed Martin that has buildings and grounds approaching the century mark can be a difficult task. The Commercial Property Management Firm, IRG Realty Advisors, LLC headquartered in Richfield, OH, specializes in managing



THE PARTNERSHIP

Turfscape works closely with Lockheed Martin's property manager to manage their large industrial grounds.



THE SOLUTION

Turfscape tracks data on Lockheed Martin's property to tailor their annual contract to the site's true needs.



THE IMPACT

A working relationship that has stood the test of time.



Turfscape Inc.



sites like Lockheed Martin and manages over 75 million square feet of space in 25 states. The main obstacle for Lockheed Martin in Akron comes during the winter months due to a number of tenants requiring 24 hour a day service. The facility is a “zero-tolerance” location to ensure that each visitor and employee is provided safe working conditions and easy access into each building. Mapping out and planning for this arduous task creates challenges mostly due to the fact that snowfall is unpredictable. Another challenge over the years is the occupancy of new tenants that require a different scope of work and level of service. This not only occurs during the snow season, but during the lawn maintenance season as well. The summer months require weekly lawn maintenance including vegetation control throughout 30 plus acres of parking lot and large fields that need to be mowed.

The Partnership:

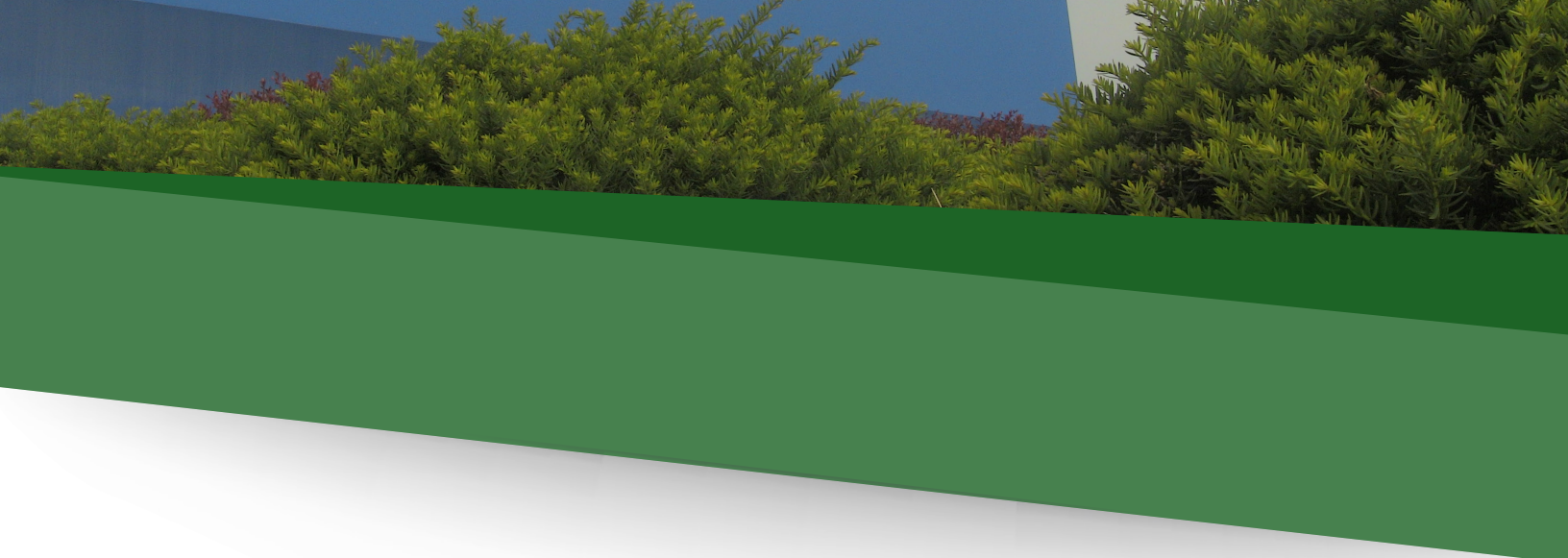
Since 2012, working closely together to solve on-site concerns or correct contract issues, Turfscape has developed a working partnership with the IRG Property Manager. The trust built over the years has allowed the Property Manager to simply send a text to the Turfscape crew regarding a concern

knowing they will resolve the issue in a timely manner. The fact that Turfscape is committed to Same Day Communication Response and following up when an issue or concern has been resolved, puts a customer’s mind at ease. This process is paramount for a Property Manager who has very limited time in the day to worry about following up. Another important aspect of the partnership is scheduling an annual pre-season meeting to determine the upcoming season’s expectations. The amount of equipment, people, materials and time is determined and together the needs of Lockheed Martin are reassessed and the flex pricing contract is adjusted.

The Solution:

The Turfscape team utilizes the use of Gantt Charts for both the lawn maintenance and snow seasons. With the data produced, they are able to compare the amount of work done in certain time periods compared to the amount that was planned. This has allowed them to reassess and tailor the contract each year to the true needs of the site. Having this information also gives Turfscape the ability to identify waste and assign the proper amount of people and equipment to complete each job. During the winter, Turfscape knows





the amount of time it takes to clear the entire site of snow or ice. Even though the summer months present their own unique challenges, with this information they have the landscape needs of the site dialed in.

The Impact:

Turfscape has been able to provide cost savings to IRG Realty Advisors by knowing the expectations of the site and tenants. As situations change and tenants evolve, having the working partnership to be able to increase or decrease levels of service allows each party to feel comfortable with continuing to do business together. Another benefit to being on a site this large for so many years is that Turfscape is familiar with the name of each individual

building. So when the Property Manager calls in the middle of a snowstorm and says, “Clear the southwest door at Building B,” the Turfscape team knows exactly what door it is. The relationship goes beyond the snow removal and lawn maintenance of the large industrial site. Every year Turfscape sponsors and plays in the F.O.R.E. Charity Outing. The golf outing benefits the American Cancer Society Hope Lodge in Cleveland, Ohio which is a facility that provides meals and housing for cancer patients and their families while receiving treatment. IRG Realty Advisors has found Turfscape to be the perfect business partner in regards to the management of Lockheed’s outdoor environments along with giving back to less fortunate families in the community.





“A large industrial site like Lockheed Martin presents numerous challenges throughout the winter and growing season months. Turfscape’s reliable service and communication ensures that the summer month services are handled in a timely fashion without much follow-up. Their relentless pursuit in the winter months to address issues and provide safe working conditions for a zero-tolerance location like this facility is unparalleled.”

– John Eggleston, Property Manager, IRG Realty Advisors



Turfscape Inc.

Since 1988, Turfscape has partnered with commercial properties to become Northeast Ohio’s leading year-round provider of lawn maintenance and snow removal. Let us be your outdoor commercial grounds partner so you can focus on what you do best. Contact us to discuss a solution that is catered to your property’s requirements.

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