



CASE STUDY: FACILITIES MANAGEMENT

Client

International Monetary Fund (IMF)
700 19th Street
Washington, D.C.

The International Monetary Fund (IMF) is a multinational institution that promotes cooperation and system of payments to help its 179 member countries achieve economic growth, high levels of employment and improved living standards.

Situation Overview

With a headquarters facility of 1,700,000 square feet, supplemented by approximately 400,000 feet of leased space, the IMF required high-caliber property management services. In November of 1995, IMF retained Transwestern to provide facility management services, based upon the stated objectives in its RFP for property management services:

- Improve productivity and quality of property management services at the lowest effective cost.
- Reduce the IMF's involvement in human resource administration for vendor employees and increase contractor's responsibility for such administration.
- Ensure a fair and equitable transfer of vendor employees from the current to a new contractual arrangement.
- Ensure a market-based compensation program for vendor employees.
- Ensure a smooth transition to a new property management contract.

Solution

Transwestern has provided thorough and professional management of building operations and personnel. Today Transwestern is providing human resource management for 122 vendor employees, managing approximately 28 services, maintenance and utility contracts; directing services and operations critical to the smooth running of the building; and directly supervising approximately 71 on-site vendor staff providing these services. As a result, the IMF headquarters facility increased in size from 1.3 to 1.7 million square feet.

Results

- Transwestern has assisted IMF in re-deploying more than 2.75 staff years previously required to audit and to supervise vendor operations.
- To date, Transwestern has saved the Fund approximately \$481,000 through innovative and aggressive contract renegotiation and careful restructuring of service procedures.