

# CASE STUDY

## Blue Cross Blue Shield of Michigan

### SITE FACTS:

**Blue Cross Blue Shield of Michigan:**  
Client since 2008.

The 985,000 SF includes high and low-rise buildings in a campus setting.

Due to our partnering success, 2 regional sites in Michigan were added to the contract.

### Savings and Improved Quality:

- Annual Janitorial Cost Reduced by 49%
- Reduced full time employees (FTEs) by nearly 50%
- Maintained the existing scope of work and increased frequency of carpet cleaning to preserve this capital asset
- Increased frequencies by area to improve the standards in high impact areas while reducing cost

### SCOPE OF WORK:

This site requires daily cleaning of this vibrant corporate headquarters including 2 shifts per day. Service areas include offices, conference facilities, call centers, parking garages and people mover stations. Restoration and maintenance program for the terrazzo floors, statues, and water features. In 2020 we added workstation and touch point cleaning and disinfection as well as reactive remediation disinfection services. BCBSM was able to keep their offices open during the entire pandemic.

