**IFM: It's All About the Relationships**

It's no secret that customer service is a crucial factor that sets companies apart – across most industries. Integrated facilities management is no different. One provider, DFM Solutions, headquartered in Detroit, has distinguished themselves by placing customer service and the ultimate customer experience at the core of its operations.

Understanding Integrated Facilities Management:
Integrated facilities management involves the comprehensive coordination, management, and delivery of multiple services to ensure the smooth functioning of a wide range of facilities. These services encompass everything from maintenance and repairs to cleaning, security, energy management, and more. "In our business, you're only as good as your word, said DFM CEO Lauren Rakolta. "We put forth an extraordinary level of effort and that comes from the top down. A can-do attitude, always trying to find a solution to a problem."

True Integration:
DFM has set itself apart by recognizing that superior customer experiences lead to long-term partnerships and sustainable success. "We're always thinking about how we can bring the most effective service delivery model to them. Whether it's self-delivery – working with our own team, or our partners to deliver those services – we are managing across that to ensure they have one point of contact," said Rakolta. "Our partners are seen as just an extension of us."

Customer-Centric Approach:
DFM firmly believes that understanding the unique needs and challenges of each client is paramount. By taking the time to listen, analyze, and collaborate, they craft customized solutions that align perfectly with their customers' objectives. "Clients are looking for us to fully integrate into their facility to care for it day in and day out, so they can focus on their core business," says Samantha Russo, Manager Business Development and SDI. Whether it's manufacturing, industrial, office environments, research and development, laboratories, or aviation, DFM tailors its services to fit the precise requirements of each client, exceeding expectations.

Exceptional Service Delivery:
To provide an exceptional customer experience, DFM invests heavily in their workforce. They recruit and train a team of highly skilled professionals who are not only experts in their respective fields but also possess a genuine passion for customer service. This dedicated team ensures that all services are delivered promptly, efficiently, and with unwavering attention to detail. They're always available to address customer concerns, provide immediate support, and proactively identify potential issues before they become problems.

Continuous Improvement and Feedback:

One of the key drivers of DFM's success is their commitment to continuous improvement. They actively seek customer feedback and input, utilizing it to refine their services, address any gaps, and exceed expectations. "We develop KPIs with our customer and we have quarterly review meetings with our customer to go through each KPI and have a discussion on expectations, what went right, what went wrong... how can we improve?" said Stacey Hoffman, Finance Director at DFM. "We're creating trust with our customers that we will fully execute our contract to the fullest." By fostering a culture of open communication and transparency, DFM builds strong relationships with their customers, ensuring that their evolving needs are consistently met.

Their unwavering commitment to exceptional service delivery, driven by a dedicated workforce and cutting-edge technology, has cemented their position as the go-to partner for businesses and institutions seeking a seamless, efficient, and customer-centric facilities management solution. "With all the moving parts – especially in the manufacturing world – things are going to go wrong," said TJ Couch, Operations Program Director. "If you don't have that customer relationship, a relationship with people on the floor and in the facilities, then you're a lot less likely to sit down and have that tough conversation."