



 **Medxcel** Case Study

# ROOFING INNOVATIONS DELIVER COST SAVINGS & ENVIRONMENTAL BENEFITS

**GRAINGER FACILITY SERVICES**



Facility management provider teams with Grainger on sustainable roofing solution, saving money and creating jobs.

## OVERVIEW

Healthcare facility management company Medxcel partnered with Grainger Facility Services to transform its roof management program with an innovative solution.

**Results were highly impactful:**

- Cost reductions of 40%
- Near elimination of roof leaks
- Positive impact on environmental footprint
- Permanent jobs created

**40%**  
**COST REDUCTION**  
after six months in the program

**For more info on Grainger Facility Services:**

Contact your **local Grainger rep** | Call **1.855.537.2338** | Visit **[grainger.com/facilityservices](https://www.grainger.com/facilityservices)**

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## OUR CUSTOMER

Medxcel, a subsidiary of Ascension, offers facilities management, facility consulting, energy services and planning, design and construction to over 160 hospitals and 2,600 sites of care in the U.S. Medxcel strives to improve the healthcare environment for patients and staff by supporting in-house capabilities and driving cost efficiencies.

## THEIR CHALLENGE

Roofing for over 160 acute care hospitals was a significant undertaking when Medxcel was founded in 2013. Roof leaks represented one of the highest volume of calls into Medxcel's call center. With limited understanding of the quality of roof in each location, Medxcel employed local labor in each market to do full roof tear-offs and replacements.

This approach was costly and inconsistent. Medxcel took a step back and realized the reactive approach was not sustainable.

*"We can now tell you for the next 10 years when we would refresh or replace a roof."*

MATT KEAHEY

National VP of Operations, Medxcel

## THE SOLUTION

**Grainger Facility Services helps customers discover solutions to prolong the life of their structures and support safety initiatives, backed by a network of qualified providers.** In this case, Grainger Facility Services worked with one of its providers and Medxcel to find an answer in two steps.

Grainger Facility Services, which has a strategic relationship with Medxcel dating to 2014, first brought in one of its qualified partners to collaborate with Medxcel on assessing and centralizing its roofing program. The partner provided oversight of local crews to help standardize products and processes across the network.

While that proved effective, the nationalized program still had some local challenges — specifically, high costs of the local labor crews led to the partner company being underbid too often and the work product being inconsistent.

To address the issue, leadership from Medxcel and the partner joined Grainger representatives in a transparent dialogue at Medxcel's headquarters. It was proposed that the partner hire crews dedicated solely to working on Medxcel hospital roofs, rather than subcontracting locally. Extensive whiteboarding followed and the solution showed potential.

***"You could feel the excitement in the room as we considered a completely new approach to solving this challenge,"*** said Matt Keahey, national vice president of operations for Medxcel.

In the ensuing months, Medxcel, Grainger and the partner collaborated on the details of the groundbreaking program and then launched it.



## THE RESULT

The partner hired two crews to exclusively serve Medxcel, offering permanent jobs to those workers. They started with conditional assessments on all the roofs, gathering a lot of data. That information went beyond the age and condition of each roof to include what sections of the hospital it serves — for example, whether it covers an operating room or a storage room — and the accessibility of those areas.

The data has been invaluable for Medxcel in its capital planning.

“We can now tell you for the next 10 years when we would refresh or replace a roof,” Keahey said.

Keahey said that after six months in the program, costs were reduced 40 percent and work quality skyrocketed. In early 2022, Medxcel had only **four total roof leak calls in the preceding three years** on the work done by permanent crews.

*“We appreciate the partnership with Grainger that brings additional options to the table, allowing Medxcel to enhance how we maintain the patient healing environment for our customers.”*

MICHAEL ARGIR

Chief Executive Officer and President, Medxcel

## LOOKING AHEAD

Grainger now is helping Medxcel further improve its environmental footprint by bringing a roof restoration practice into the program. By relying on its data to rehabilitate instead of replace a roof, Medxcel both controls costs and keeps more old roofing material out of landfills. Two more permanent crews are dedicated to restorations.

Meanwhile, Grainger continues to provide its know-how to Medxcel through lighting, façade, parking garage, pedestrian safety and safety barrier projects.

Michael Argir, chief executive officer and president of Medxcel, said: “We appreciate the partnership with Grainger that brings additional options to the table, allowing Medxcel to enhance how we maintain the patient healing environment for our customers.”

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*Results may not be typical for all customers. Actual savings will vary based on customer's recognition and implementation of recommendations made by Grainger. Services provided by a third party may be subject to a fee and agreement.*