

# **ARAMARK Education**

## **Outsourcing Frequently Asked Questions**

### **What is outsourcing?**

There are a number of definitions, but essentially outsourcing is the passing of service provision or production to another internal or external party. Education Facilities Outsourcing can be divided by single service, or can be a comprehensive endeavor.

### **What functions can be outsourced?**

Most any function can be outsourced. Traditionally in higher education, nonacademic functions have been successful candidates for outsourcing. Outsourcing is an accepted practice in the operation of campus bookstores, dining services, and facilities management. With regard to facilities, services such as, maintenance, custodial, grounds, energy management, capital project management, commissioning, and strategic planning are often outsourced.

### **Why are institutions outsourcing dining services?**

Institutions of higher education outsource dining services for several reasons. What we hear most often is they want to concentrate their resources on their core competency – educating their students. They also look to outsourcing as a solution to leverage greater economies of scale, tap into greater expertise and resources, and also to gain innovation. Outsourcing service partners can also be instrumental in reducing costs and generating greater revenues while optimizing the quality of their dining program.

**Why are institutions outsourcing facility services?** The reasons for outsourcing tend to be specific to individual institutions. However, common reasons include the need to enhance the quality of facility operations, to improve the allocation of resources, to engage and empower employees, and to create environments that support overall institutional goals. Outsourcing is often implemented as a catalyst to broader institutional transformation. Strong partnerships can help align institutional strategies and vision to achieve the ultimate aspirations.

Another reason for facility outsourcing is access to resources. The need for highly specialized technical skills will inevitably occur. Outsourcing allows an institution to access those skills on an as needed basis. At ARAMARK Education, our services are scalable to accommodate program size, complexity, and schedule.

### **How will our employees be affected by outsourcing?**

Outsourcing companies offer various management models. However, a majority of the employees either remain on the institution's payroll or are hired by the outsourcing company at competitive wages and benefits. In some cases, the outsourcing company's benefits may actually be more advantageous to employees than that of the institutions.

Additionally, service providers are in the business of developing people. Internal advancement is actively supported. Outsourcing companies have formal career advancement programs, provide skills development, training, and career development opportunities beyond what most institutions are in a position to offer. Improvements in employee morale commonly occur as a result of providing employees to broader professional and personal resources, career advancement opportunities, and recognition programs.

### **Can an outsourcing company perform better than our institution?**

Experienced companies have developed best practices for innovative programs, personnel management expertise, operational efficiencies, and purchasing leverage not often realized by individual institutions. While the most successful external partners invest themselves in their institutions, they also offer a wealth of resources that colleges and universities may not have readily available.

### **How can we be sure that an outsourcing provider's motive is consistent with ours?**

Outsourcing arrangements often excel when the service provider is treated as an institutional partner. Their access to a broad distribution of institutional and facility issues affords a knowledge base that few institutions possess in-house. Embracing this expertise of such companies is the best way to ensure that the service provider's goals are in alignment with those of the institution.