

CASE STUDY

WELLOW URGENT CARE & ASPEN DENTAL NEW YORK & PENNSYLVANIA | 200+ LOCATIONS



CHALLENGES//

WellNow Urgent Care and Aspen Dental represent the changing face of retail healthcare. Providing a retail model that demands a robust physical footprint, curb appeal, and a quality medical experience for patients was proving difficult for their in-house property management team to manage in high traffic sites that were often in need of minor repair. Proximity to the portfolio and large service footprint made monitoring challenging. Additionally, their trade specific vendor pool and multiple points of contact was time consuming and caused service delays.

ACTION PLAN//

The team planned to quickly engage Ciminelli's in-house maintenance technicians to improve response times while our property management team worked to establish a single-point of contact covering multiple trades, identify qualified vendor partners, and integrate work order management systems for efficiency and monitoring.

RESULTS//

Engaging Ciminelli's in-house maintenance team and streamlining communication and reporting resulted in immediately improved response times, strengthened communication with location managers, and an improved patient experience that is safe and inviting. To date, the team has onboarded over 200 WellNow/Aspen Dental locations in New York and Pennsylvania and continue to grow the relationship through efficiencies. Ciminelli extends the reach of the client's internal facilities team and ensures the unique property management needs of the client are met.