



Global Real Estate Services Portfolio

Restoring Fire Protection Performance Across a 200+ Site Portfolio

The Challenge

ORR Protection supported a global real estate services company for years, delivering fire protection services across a large, distributed portfolio.

As internal priorities shifted, the customer transitioned to a lower-cost provider.

Within 12 months, significant operational challenges emerged. The new vendor struggled to maintain inspection schedules, resolve technical issues, and provide consistent communication across sites.

The result was a growing backlog of overdue inspections, recurring false alarms, and increasing frustration among field teams—impacting operational efficiency and elevating risk across the portfolio.

Key Challenge

- Backlog of overdue inspections and unresolved deficiencies
- Recurring false alarms disrupting site operations
- Inconsistent service delivery across 200+ locations
- Limited technical expertise in system diagnostics and resolution
- Lack of proactive communication and coordination

The Solution

The customer re-engaged ORR Protection to stabilize operations and address critical service gaps.

ORR implemented a structured recovery strategy focused on restoring consistency, improving technical execution, and aligning communication across all stakeholders.

The approach prioritized rapid backlog remediation, field-level collaboration, and standardized service delivery across the entire portfolio.



Scope of Work

ORR supports over **200 active locations across three states**, with additional sites continuing to be added.

End-to-end service delivery includes:

- Fire suppression systems maintenance
- Fire extinguisher inspection and servicing
- Hydro pump and hydrant testing
- Kitchen hood inspection and compliance
- System testing, repairs, and ongoing maintenance

Program Structure

- Dedicated resources aligned to the customer's portfolio
- Standardized service delivery across all locations
- Scalable support model for continued expansion

Additional discussions are underway to expand into **multi-site monitoring solutions**, further integrating protection systems across the portfolio.

Key Results

- Achieved a **95% quarterly performance score** (April 2025), the highest recorded by ORR
- Eliminated recurring false alarms and inspection delays
- Restored operational stability across all serviced locations
- Reduced service review cadence from monthly to quarterly
- Improved field-level satisfaction and reduced operational disruptions

Core Components of the Solution

Service Stabilization Strategy

Re-established consistent inspection, maintenance, and service schedules across all locations to eliminate backlog and prevent recurrence.

Technical Issue Resolution

Deployed experienced technicians to diagnose and eliminate recurring false alarms and system inefficiencies.

Communication Framework

Implemented regular check-ins and structured reporting to ensure alignment between ORR and customer stakeholders.

Dedicated Resource Model

Assigned dedicated personnel to support the portfolio, improving continuity, accountability, and responsiveness.

The Outcome

The customer regained confidence in fire protection system performance and vendor reliability.

Operational challenges such as false alarms, delayed inspections, and inconsistent service were eliminated through improved technical execution and proactive management.

Despite higher upfront costs, the customer recognized the long-term value of consistent service delivery, reduced disruptions, and improved system performance.

This resulted in a new three-year contract, reinforcing ORR's role as a long-term partner supporting portfolio-wide operations.

Why Industry Leaders Trust ORR Protection

For over 50 years, ORR Protection has supported complex, multi-site environments with solutions focused on performance, compliance, and operational continuity.

Why Customers Choose ORR

- Deep technical expertise in fire protection systems and code compliance
- Proven ability to manage large, distributed portfolios
- Clear, consistent communication across stakeholders
- Dedicated resources aligned to customer needs
- Scalable service models for long-term growth
- Focus on reliability, uptime, and risk reduction



Protect your facilities with a performance-driven fire protection strategy

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