

# Single-Point-of-Contact Sells Statewide Construction Company.

## Think Green.®

**T**he more complex a business, the greater the need for simplicity. When a company's operations span large distances, having a single source for critical services can free up management to concentrate on more important issues—like satisfying customer demands.

Wolgast Corporation is one of Michigan's largest construction companies. Headquartered in Saginaw, Mich., Wolgast is a family-owned business that provides a wide range of services to customers that include developers of restaurants, medical buildings, manufacturing facilities and educational institutions.

Like most construction companies, Wolgast Corporation has a constant need for temporary containers. And like many construction companies, it used to get these containers from whatever waste service provider happened to be in the area they were working. As one might predict, this approach

usually resulted in erratic service and multiple monthly invoices as well as a constant need to establish and develop new vendor relationships as the business expanded. Money-wasting inefficiencies were inevitable.

Being a major presence in Michigan, Waste Management was one of the vendors Wolgast would often contact prior to starting a new construction project. Beginning in the mid-1990s, Waste Management provided Wolgast with a variety of open-top containers as well as other Construction Services as required. But while Wolgast was always pleased with Waste Management's dependability, quality and professionalism, it never considered making their relationship more permanent.



This changed in 2004 when a new Waste Management sales representative took over the Wolgast account and saw the inefficiencies inherent in the construction company's job-by-job approach. Stepping forward, he showed Wolgast how Waste Management could increase efficiencies by providing a single point-of-contact for jobs throughout Michigan. Waste Management's size and coverage meant Wolgast Corporation could not only have any container delivered to virtually any work site in the state—usually within 24 hours of request—but switch-outs could be performed with greater dependability than with its current program.

Impressed with Waste Management's comprehensive approach, Wolgast Corporation began to systematically consolidate all of its jobs under the Waste Management umbrella. Today, Waste Management provides Construction Services for approximately 99 percent of Wolgast's projects, providing the variety of containers, responsive service and creative solutions that helps the construction company stay competitive in an ever-demanding market.

**Construction companies build stronger operations with the help of Waste Management.**

*From everyday collection to environmental protection, Think Green. Think Waste Management.*

*"Besides being very competitive in pricing, WM always gives us excellent customer service. Whenever we request a switch-out, new container or final pick-up, we know we can count on WM to efficiently process our orders."*

**Theresa Welling**  
**PMA Manager**  
**Wolgast Corporation**



**COMMERCIAL  
SERVICES**