



U.S. General Services Administration
Public Buildings Service
1800 F Street, NW
Washington, DC 20405
202.501.0018
www.gsa.gov



pbs national
accounts program



Our success is directly tied to yours.

In recent years, fiscal constraints have required that most federal agencies take a critical look at their real estate holdings and assess whether their money is being spent effectively. Through our National Accounts Program, we establish and develop strategic relationships with our customers to assist them in making informed real estate decisions as well as to provide a direct communications link to all parts of the Public Buildings Service (PBS); Federal Supply Service (FSS); and the Federal Technology Service (FTS). These goals are accomplished through our National Account Teams (NATs) that consist of:

- National Account Executives (NAE);
- Deputy NAEs;
- PBS Headquarters National Account Managers (NAM); and
- Regional Account Managers (RAM)

NAEs, who are PBS senior level managers, are assigned to individual customer agencies to learn about the customer's mission and long-term goals. They work with the customer to provide solutions to their real estate needs that will work within the context of their overall goals and agency resources. The other team members provide valuable contact and support on managing the overall customer agency account. The PBS National Account Teams (NATs) focus on the customer's internal changes and the external forces that shape their business. Our execution of the nationally developed strategies is managed throughout the country via PBS' RAMs, who will provide the additional benefit of working closely with the customer at the operational level. This PBS network of NAEs and RAMs help us to be responsive to our customers' needs today and in the future.

NATs are a catalyst in bringing the voice of the customer into organizational alignment within the GSA corporate culture. They are in the forefront of defining how we successfully provide the best value to our customers. Their challenge is communicating internally and externally the value of GSA's 50+ years of workplace experience and knowledge in defining customer-specific solutions to help them accomplish their mission. They understand the importance of including the Federal Supply Service (FSS) and the Federal Technology Service (FTS) in the upfront development of customer account strategies.

The Success of Our National Accounts Program is Based on Consistency

The National Accounts Program provides our customers with a high-level point of contact that facilitates communication and issue resolution. Educating ourselves about customers' missions and goals enables PBS to partner with the customer to develop a business plan that meets their real estate needs. Providing consistent communication of new GSA programs and initiatives, emerging trends and technologies, and obtaining customer satisfaction feedback allows PBS to remain competitive in the real estate market. It is by working as a team, that enables us to be responsive to our customers' needs.

For more information on our programs, visit our website at www.gsa.gov.