

**Maintenance in these fast-paced environments is more than just keeping your equipment humming – it's keeping your customers happy.** USM approaches the maintenance of your mission-critical equipment and systems as a way to enhance the customer experience. That's what matters. Here's why...



### Why USM? An Overview.

- ▶ Focus on enhancing the customer experience
- ▶ Single point of contact for all services
- ▶ Top-quality, compliant vendor network
- ▶ Convenient one point of contact for any need
- ▶ Expertise in convenience stores, gas stations, restaurants
- ▶ USM buying power means savings to you
- ▶ Energy efficiency is a long-time specialty
- ▶ Subject Matter Experts proficient at identifying issues
- ▶ Ultimate preventive / reactive maintenance solution
- ▶ EMCOR connection for service experience
- ▶ Standardized pricing for greater savings
- ▶ One invoice, not 1,000

#### ▶ **Single-source efficiencies**

It's not uncommon for multi-location operations to spend tens of millions on repair and maintenance using local resources. Where exactly is that money going? Tracking is difficult and time-consuming, there is a better way: a consolidated USM maintenance plan where all services are managed through a single point of contact. You're already standardized on product procurement – why not FM too?

#### ▶ **Subject Matter Experts – another USM edge**

We make it our business to understand yours. So we employ industry specialists who live and breathe the worlds of convenience stores and gas stations. They understand the immediate consequences of a single refrigerator going down, or an ice machine on the blink. With your USM maintenance plan, you have direct access to these talented Subject Matter Experts (SMEs).

#### ▶ **Energy efficiency is a USM focus**

More than any other discipline, our expertise in energy efficiency is requested most. We not only understand the equipment and how to install and maintain it – we know exactly how to squeeze every ounce of efficiency from your facilities. Put that energy expertise to great use in your retail space.

#### ▶ **Cost savings can be significant**

The driving reason for applying the proper resources to retail stores? Cost and energy efficiencies, of course. When your equipment runs smarter, your business can run leaner – we understand completely, that's why our clients implement long-term, ongoing FM programs with USM. And save serious money.

#### ▶ **USM manages vendor relationships**

USM runs regular background, immigration and insurance checks. We assure regulatory compliance on all vendors and equipment. We monitor vendor quality, generate progress reports, even handle insurance paperwork. In short, vendor relationships are one less thing for you to worry about.

#### ▶ **The EMCOR connection – another plus**

USM is backed by EMCOR for Fortune 500®-quality mechanical, electrical, construction, and facilities maintenance resources that allow us to assist with several key services – from fire safety and lighting issues to HVAC and plumbing.

### **One invoice. Not 1,000.**

- ▶ With a consolidated maintenance plan, instead of dealing with invoices from countless disparate vendors, with USM there is only one.

**USM's approach to Electrical, Lighting and Energy Services is all about efficiency.** Helping our clients reap significant savings with efficiently designed, installed and maintained systems is where we put our energies. From small-scale retrofits to entire chain-wide systems, USM has the talent and technology to design and implement solutions for any facility.



### Why USM? An Overview.

- ▶ Largest network of qualified contractors
- ▶ Focus on energy efficiency & cost savings
- ▶ Expertise in all services – retrofits to new installs
- ▶ Dedicated account team
- ▶ Backed by the resources of EMCOR
- ▶ National Account plan for greater control & savings
- ▶ Reconcile just one invoice

#### ▶ Expertise

Between USM's decades-long track record of helping clients manage single-vendor relationships, and EMCOR's deep nationwide network of electrical expertise, your multiple-location operations are in extremely capable hands. One key differentiator: as you read this, USM has 1500+ vendors, the largest network of qualified providers in the country.

#### ▶ Only the best contractors

USM contractors are hand-picked to be the most dependable in the business. We insist they carry full inventories of the most frequently used parts (to save you the time and expense of multiple return trips) and they're some of the most qualified, thanks to ongoing training to stay current with new methods and technologies.

#### ▶ Not just what we do – but how we do it

Our approach includes close relationships with leading manufacturers to ensure the proper parts, supplies and components, regardless of your installed brands. We also manage all vendor relationships, thanks to a dedicated account team, ongoing communication and follow-up calls to ensure your satisfaction every step of the way.

*An added USM service:* on-staff Area Managers perform ongoing site inspections and training of service providers to maintain the highest quality standards.

#### ▶ Full range of services

In our years in the field, we've tackled most likely every electrical issue a facility could encounter. *Some of the most common include:*

- Lighting System audits and upgrades
- System Monitoring – including alerts
- Mission-critical Systems
- Specialty Equipment
- Energy Management Systems – monitoring usage, green options
- “Load Shedding” for smarter conservation
- Building Automation – full control over refrigeration, computer & cooling systems
- Sign cleaning, repair and maintenance
- Project-oriented, preventive maintenance, & reactionary service

#### Help from a person – not a robot

- ▶ Real help when you need it. Rest assured that a knowledgeable, live USM specialist answers your call 24 hours a day.

#### ▶ Cost Savings

Saving clients money and reducing energy usage are key drivers for our Electrical & Lighting team. Lighting alone represents an enormous opportunity for savings – between strategic rebates and T8, T5 and LED retrofits, we're saving our clients thousands of dollars each month. And with our National Account program, you can enjoy greater cost control on a national level.

## Generating good will.

A winter ice storm rolled through the Northeast a few years ago – two weeks before Christmas. Understandably concerned, a major retailer client asked if we could possibly restore power to 20 of their key stores throughout Massachusetts, Connecticut, New Hampshire, and Maine. The holiday shopping season can mean life or death for many retailers.

We took the orders late Friday afternoon, and scrambled to reach our generator suppliers to check availabilities. Because of our ongoing relationships with these suppliers, we were able to procure the necessary 20 generator units – they would be coming from as far away as Ohio and Virginia.

Working around the clock throughout the weekend, scheduling generator deliveries and managing contractors, we were able to restore power to all 20 of our clients' store locations by Sunday morning. To this day, our client still calls it a Christmas miracle...

# We Know Maintenance Inside and Out



**USM**

*An EMCOR Company*

## New restrooms. No disruptions.

For convenience stores and gas stations, the condition and efficiency of restrooms is no small consideration. For one multi-location client, USM was asked to upgrade existing restrooms – with the challenge of having the least impact to the stores and its customers.

Working with the store to schedule renovations after-hours, USM introduced new technology in restroom restoration that provided a new slip-proof floor sealer, together with eco-friendly and cost-effective metered faucets. Energy usage and water usage were reduced significantly – and all work was completed within three short nights.

No disruption to store operations. No lost revenue. And the greatest convenience of all: cost savings that continue to add up.

# We Know Maintenance Inside and Out



**USM**

*An EMCOR Company*

**Maintenance in the fast-paced grocery environment is more than just keeping your equipment humming – it's keeping your customers happy.** USM approaches the maintenance of your mission-critical equipment and systems as a way to enhance the customer experience. That's what matters. Here's why...



### Why USM? An Overview.

- ▶ Focus on enhancing the customer experience
- ▶ Single point of contact for all services
- ▶ Top-quality, compliant vendor network
- ▶ Convenient one point of contact for any need
- ▶ Expertise in grocery sector
- ▶ USM buying power means savings to you
- ▶ Energy efficiency is a long-time specialty
- ▶ Subject Matter Experts proficient at identifying issues
- ▶ Ultimate preventive / reactive maintenance solution
- ▶ EMCOR connection for service experience
- ▶ Standardized pricing for greater savings
- ▶ One invoice, not 1,000

#### ▶ **Single-source efficiencies**

It's not uncommon for multi-location operations to spend tens of millions on repair and maintenance using local resources. Where exactly is that money going? Tracking is difficult and time-consuming, there is a better way: a consolidated USM maintenance plan where all services are managed through a single point of contact. You're already standardized on product procurement – why not FM too?

#### ▶ **Subject Matter Experts – another USM edge**

We make it our business to understand yours. So we employ industry specialists who live and breathe the worlds of grocery and retail. They understand the immediate consequences of a single refrigerator going down, or a freezer on the blink. With your USM maintenance plan, you have direct access to these talented Subject Matter Experts (SMEs).

#### ▶ **Energy efficiency is a USM focus**

More than any other discipline, our expertise in energy efficiency is requested most. We not only understand the equipment and how to install and maintain it – we know exactly how to squeeze every ounce of efficiency from your facilities. Put that energy expertise to great use in your retail space.

#### ▶ **Cost savings can be significant**

The driving reason for applying the proper resources to retail stores? Cost and energy

efficiencies, of course. When your equipment runs smarter, your business can run leaner – we understand completely, that's why our clients implement long-term, ongoing FM programs with USM. And save serious money.

#### ▶ **USM assumes vendor risk**

USM's vendor accountability takes the pressure off you. We run regular background, immigration and insurance checks. We guarantee regulatory compliance on all vendors and equipment. We monitor vendor quality, generate progress reports, even handle all insurance claims and paperwork. In short, there's no hassle for you.

#### ▶ **One invoice. Not 1,000.**

A consolidated maintenance plan streamlines everything – especially invoicing. Instead of dealing with invoices from countless disparate vendors, with USM there is only one.

#### ▶ **The EMCOR connection – another plus**

USM is backed by EMCOR for Fortune 500®-quality mechanical, electrical, construction, and facilities maintenance resources that allow us to assist with several key services – from fire safety and lighting issues to HVAC and plumbing.

#### **New trend: “Grocerant”**

- ▶ Grocerant refers to retail food that's ready-to-eat or ready-to-heat—usually found in grocery stores in the deli section. The trend is growing.

## Beware the low-cost strategy.

The lure of the low-cost maintenance strategy is tempting for many multi-location customers. For one major grocery chain, and long-time USM customer, the allure was too tempting to pass up.

In 2004, with six sites up and running as a test, they enjoyed sustained growth for the next four straight years – until 2008, when a down economy prompted a company-wide commitment to a low-cost strategy driven by several competitive RFPs, and one ambitious consultant.

Thanks to a dedicated USM team that kept the lines of communication open to this well-known customer, USM was able to present an alternative plan and ultimately get awarded a handsome 17-site contract. Then an additional 11-store contract. Then by 2012, the entire 130-site portfolio. All by showing the value of a smart, streamlined plan, and the dedication of people who actually care about helping customers succeed.

# We Know Maintenance Inside and Out



**USM**

*An EMCOR Company*

**USM understands that the condition of your landscaping directly impacts the perception of your business.** That's why our approach is so comprehensive – our horticulturists and lawn & garden professionals are trained to know the proper plants, shrubs and trees for every type of soil and climate. It's how we keep our clients' properties looking their best throughout all four seasons.



### Why USM? An Overview.

- ▶ Expertise in every region, every climate
- ▶ Energy- and water-efficient systems
- ▶ Cost savings realized quickly
- ▶ Full-service – planting, irrigation, aerating, pruning, fertilizing, mowing, clean-up
- ▶ “Xeric” Landscaping options
- ▶ Consolidated services under a single 4-season plan
- ▶ Reconcile just one invoice

#### ▶ Expertise

Since we maintain facilities in every nationwide time zone, there isn't a landscaping challenge we haven't faced. We're as comfortable helping clients plan the care, feeding and pruning of palm trees as pine trees. Our decades in the business gives us an edge when it comes to knowing exactly what your facility needs.

#### ▶ Seasonal Programs

To ensure that each season looks its vibrant best, we begin with a thorough spring clean-up, including sprucing up mulch areas. We then move to weekly services as the “high maintenance” warmer months take hold – this includes mowing, weeding, debris pick-up, along with regular fertilizing, aerating, pruning, and insect/disease control. We finish the season with fall clean-up, cutting perennials back, and preparing your property for winter. With a USM plan in place, landscape maintenance just “happens”.

#### ▶ “Xeric Landscaping”

Xeric refers to native or low-water-use plants, pruning and maintenance. We do our best to recommend a xeric approach to landscaping because it's better for the plantings, more efficient for water usage, and easier on your budget. If lower maintenance, fewer hassles and a great-looking property are priorities, talk to USM about implementing a more xeric program.

#### ▶ Truly Full-Service

It's important to know that USM isn't merely a lawn-mowing service – we make it our business to visit sites ahead of each season, identify unique needs and situations, and work with you to optimize the health and aesthetics of your grounds. We'll even email or text you to keep you alerted to potential problems or important landscaping updates.

#### ▶ Greenery – and being green

Naturally, USM takes green initiatives seriously – issues like water usage and conservation, as well as organic plans, have taken on prime importance for our clients. Example: more companies are now retrofitting irrigation systems with up to 50% more efficient, sensor-triggered sprinkler heads. We can help your company save more green as well.

#### ▶ Cost Savings

Signing up for a 4-season USM landscaping plan is the most efficient way to keep your properties looking great – and your budget under control. Saving money starts with planning for future savings with green initiatives and efficient use of space, plants, water and maintenance materials. Call us, we'd be happy to set up a plan for you.

### Smarter irrigation keeps the savings flowing

- ▶ We're saving our clients serious money with 50% more efficient sensor-triggered sprinkler heads.

## A sprinkling of good news.

USM was approached by a 7,000-site retailer looking to improve existing irrigation systems at 180+ select sites. The goal was to reduce water usage enough to realize a noticeable cost savings.

Knowing that USM specializes in smart and water-efficient systems, the client was still surprised to see such a depth of viable options for smarter water usage. We proposed using controllers that could adjust based on the actual weather conditions at each site, sensors that could alert the client to problems in real-time, and nozzles with highly uniform, multi-stream rotating technology for ultra efficiency.

Bottom line: with USM's help, the client projected a 20% water savings. In reality, the number exceeded 30%. Making for a happy client who no longer felt like they were getting soaked by the high cost of wasted water.

# We Know Maintenance Inside and Out



**USM**

*An EMCOR Company*



**For retailers, our message is simple: we take care of your problems, make your life easier, keep your store managers happy, and save you money.** You've got stores to run, you don't need the hassle of managing maintenance vendors – that's our job. USM can deliver substantial savings by bundling all necessary services into a single plan to deliver the greatest value.



### Why USM? An Overview.

- ▶ Interior & Exterior Maintenance
- ▶ Fast, efficient emergency service
- ▶ Bundled services for greater efficiencies
- ▶ Cost-saving, long-term plans for greater value
- ▶ We handle all vendors
- ▶ More than clean floors – a sparkling brand
- ▶ One call puts your plan in motion

#### ▶ **More than mopping floors and washing windows**

USM adds more value than most maintenance teams, because “clean” isn't our goal – keeping your brand and your business shining is our goal. We're not a one-service-line company, our approach involves understanding your complete scope of retail maintenance services and how they affect your customer experience. And your bottom line.

#### ▶ **“Somebody just make the call”**

Retail maintenance should be that easy. No negotiating. No bartering. No hassles. Just pick up the phone, USM responds, teams go into action, things get done. USM can be a more transparent part of a larger retailer's current maintenance effort, we can be in place as your ongoing bundled solution, or we can get involved as needed.

#### ▶ **Retail has its own challenges**

Typically, retailers don't have large staffs, let alone an experienced team devoted entirely to maintenance services. That's why a USM maintenance program makes so much sense – it simplifies your life by handling your needs on an automatic, ongoing basis, and you always have just one point of contact with all requests and questions.

#### ▶ **Guaranteed savings**

Implement a USM Integrated Facilities Maintenance Plan and we will guarantee a 10% savings on your maintenance spend within the first year alone. The efficiencies, like the services we provide, are many. It's well worth looking into.

#### **We handle all suppliers, all vendors**

- ▶ Since USM's reputation is reflected in our vendors, we hand-pick and manage them carefully. After all, you're trusting more than just USM.

## Flood of gratitude.

On Thanksgiving morning 2010, our Field Quality Control team in California received a call from a client's operations office in San Francisco reporting a serious water leak. The leak caused massive damage to wood flooring on four of six floors at the client's corporate offices.

The USM team planned an immediate response – we were on-site assessing the damage while researching crews and materials necessary to provide repair. Corrective services included wood floor replacement, extensive sanding and refinishing services.

Work on the enormous project was restricted to weekends only, as the building houses employees during the week. During these crucial weekends, the USM team devoted time on-site to provide oversight. The project was completed in the timeframe promised, and the budget estimated – our retail client continues to shower us with thanks to this day.

# We Know Maintenance Inside and Out



**USM**

*An EMCOR Company*

**Complete vendor management for your complete peace of mind.** USM has a decades-long track record of managing single-vendor relationships and multi-location operations to keep facilities fully functioning. Long-term plans, day-to-day maintenance, emergency calls – USM is who you want on the other end of the phone. Here's why...



### Why USM? An Overview.

- ▶ Top-quality, compliant vendor network
- ▶ Convenient one point of contact for any need
- ▶ Expertise in restaurants, retail and grocery
- ▶ USM buying power means savings to you
- ▶ Subject Matter Experts proficient at identifying issues
- ▶ Ultimate preventive/reactive maintenance
- ▶ Standardized pricing for greater savings

#### ▶ **Better vendors, better service**

We are accountable for all USM vendors – we carefully select, dispatch, recommend, confirm I-9 immigration compliance, and manage all paperwork for them. This goes for our plumbers, electricians, HVAC technicians, handymen, refrigeration techs, roofers, automatic door companies, elevator/escalator providers, and then some. We're only as reliable as our vendor network – and we're proud to offer the best around.

#### ▶ **HVAC, Plumbing, Electrical, Janitorial**

Common R&M markets include restaurants, retailers and grocery stores – so our specialties are put to the test more often in those client facilities. For some, it's HVAC exclusively. For others, it's a focused plan of bundling the right HVAC, plumbing, electrical and/or janitorial services to create the most cost-effective integrated R&M program.

#### ▶ **Single-source for multi-location clients**

Dealing with several vendors to accomplish several maintenance tasks can be more than time-consuming – it can be cost-consuming. As a proven single-source solution, USM can streamline the entire maintenance management process into a well-planned and consolidated model. For multi-location clients, the cost savings can be significant, especially given USM's size and buying power – giving us unique leverage with vendors to drive even greater savings for you.

#### ▶ **Dedicated account team**

Your people will enjoy a dedicated USM account team, complete with all the ongoing communication and follow-through necessary to keep you well-informed and 100% satisfied every step of the way. We're always just a call, email or text away.

### Operators are doing more than just standing by

- ▶ Our Customer Service reps don't merely answer calls – they're trained to answer technical questions as well.

## **Explosive success.**

Heavy Pennsylvania rain storms recently caused localized flooding and serious run-off that found its way down a construction manhole near a client's retail facility. The rain-run off destroyed a power company transformer, filled the underground manhole – and in the middle of the night caused a fiery explosion that flipped the store's dumpster and fried all of the store's electrical panels.

Within an hour of receiving calls of no power from the store, and a possible electrical fire in the back of the store, the USM team was on-site. Our electrical vendor and the landlord's worked diligently to provide generator power so the store could open for business the next day. Ultimately, the store lost only one day of operation, a permanent solution was installed, and making light of a situation that could have been much more serious, our grateful client quipped that "working with USM is always a blast."

# We Know Maintenance **Inside and Out**



**USM**

*An EMCOR Company*