

**USM's approach to snow and ice management takes you from reactive to strategic.** Controlling costs comes from planning for and managing winter weather events, as well as managing all subcontractors required to handle the job promptly and reliably. Coast-to-coast, USM excels at this process for several reasons...



### Why USM? An Overview.

- ▶ Unrivaled know-how, commitment & planning
- ▶ Cost Savings, thanks to national buying power
- ▶ Customized Programs
- ▶ Weather Tracking
- ▶ We buy salt in bulk – reduced rate for vendors
- ▶ Compliance with all local regulations
- ▶ NO disruption of site operations
- ▶ Consolidated services under a single program
- ▶ More visibility, control and budget predictability
- ▶ Reduce your risk exposure and liability
- ▶ Reconcile just one invoice
- ▶ Reduce snow and ice spending

#### ▶ Expertise

Anybody with a pickup and a blade can plow snow. USM employs certified snow professionals who actually study the mechanics of snow, how snow behaves. Site by site, we consider how snow melts, the consequences of freezing, the effects that moving (and removing) snow and ice has on waterways, roadways, parking lots and other infrastructure. Our knowledge and dedication to snow and ice management goes deeper than most.

#### ▶ Services

- Snow Plowing
- Hand Shoveling
- Snow Hauling
- Ice Management

#### ▶ Customized to Your Facility

Every site is different – every snow & ice management program should be as well. There's nothing off-the-shelf about working with USM, each service plan is tailored to your specific requirements. We begin by walking your site, learning your pain points, and establishing a partnership – not merely a vendor transaction.

#### ▶ Vendor Management

You have a business to run – USM is fully accountable for all snow & ice service crews. We manage all licensed vendor and equipment selection, scheduling, dispatching, work orders, everything. That means you receive one invoice, not one hundred.

#### ▶ Weather Tracking

Through our 24/7 Storm Command Center, USM tracks weather events before, during and after significant storms – we even keep you up-to-date at every stage via text alerts, so you're always in the loop.

#### ▶ Cost Savings

Managing snow & ice subcontractors yourself at the local level is time-consuming, and doesn't afford you the savings that USM can leverage. Our nationwide vendor network and buying power allow us to offer you serious cost savings – plus greater visibility and predictability of your snow & ice management spend.

#### Typical snow season for USM

- ▶ 350,000+ snow services
- ▶ 20,000+ properties
- ▶ 900,000+ service calls managed through our centralized service center

#### ▶ Eco-friendly Solutions

Where appropriate (pet stores, lush landscaping, etc.) we offer more earth-friendly, less corrosive de-icers, chemicals and materials. Our green commitment is world-famous.

#### ▶ Flexible Pricing

- Event Pricing
- Push Pricing
- Fixed Seasonal Rate

## **Super Commitment**

It's the week of Super Bowl 2011 and the fans are piling into Dallas/Ft. Worth. Also piling into the area: an unexpected 7+ inches of snow and ice from a series of storms.

All salt supplies were steadily used up by the local municipalities and Super Bowl Stadium, leaving no salt for our customer sites (several branches of a major bank) to open and operate safely.

With literally no salt available in a 3-state area, and more customer branches still to clear, the USM team had an idea: locate, procure and ship 21,000 pounds of salt from Kansas and spread it in Dallas by 3:00 p.m. Saturday, before the big game.

USM made it happen. We were happy to inform our customer that ALL of their branches were ready to open for this critical weekend – a piece of news they found to be downright super.

# **We Know Maintenance Inside and Out**

