

Trade Services

Keep your business running efficiently



The needs associated with your roofing, electrical and HVAC systems can be complicated. You require the technical expertise to bring these systems together under one national program for all your facilities across the country. Let USM do it all for you. By partnering with USM, you can manage one vendor relationship to deliver preventive maintenance, ongoing service, emergency response and new installations. USM's comprehensive technical services and high standards keep your facilities fully functioning – on a day-to-day basis and through emergency needs.

▶ Electrical

Whether you need a dedicated circuit installed at a single site or a signage upgrade at all your locations, USM can easily plug into your needs. With over 13,000 experienced service providers in our subcontractor network, your needs are easily addressed with a call to USM.

▶ HVAC

From planning and inspections to emergency repairs, USM offers the HVAC expertise you need to keep your business running efficiently. Together, we'll create a long-term plan to minimize costs while maximizing the usable life of your current system and preparing for its eventual replacement.

▶ Roofing

Over the short and long term, our roofing services offer peace of mind and cost savings – a valuable combination for your business. Preventive maintenance can enhance the life expectancy of your roof and save you money. And in an emergency, USM responds quickly to keep damage to a minimum and to protect your building, assets, employees and customers.

▶ Repair & maintenance

For any or all of the above services, USM offers a bundled approach to ongoing repair and maintenance. As a strategic partner, we'll develop a repair and maintenance program to save you up to 25% of your costs. Our real-time reporting results in improved reliability and enhanced asset performance.

▶ Services

- ▶ On-demand electrical services
- ▶ Interior and exterior lighting
- ▶ Signage repair and maintenance
- ▶ Electrical project management
- ▶ Emergency HVAC services
- ▶ Indoor air quality assessment and improvement
- ▶ Emergency roof leak response
- ▶ Roof snow removal
- ▶ Tear-off and re-roof
- ▶ Repair and maintenance programs for all USM trade services



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▶ The best people for the best service

Whatever your technical needs, a call to USM puts your solution into motion. With our experience in electrical, HVAC and roofing project management and the largest network of providers in the country, you won't find a quicker or more capable partner in the business.

Working with USM, you can depend on us to deliver a cost-effective solution to any unexpected emergency or ongoing maintenance. You benefit from our proven system for delivering technical service expertise:

- ▶ We work with only qualified, trained and dependable contractors to identify your issues and correct problems quickly.
- ▶ We require our contractors to carry full inventories of the most frequently used parts on their service vehicles. This saves you the time and expense of multiple return trips.
- ▶ Our extensive relationships with the industry's leading manufacturers enable us to independently provide the right parts, supplies and components to complete your project, (including warranty work) regardless of your brand.
- ▶ A comprehensive approach to customer service provides a dedicated account team, ongoing communication and follow-up calls to ensure satisfaction at all stages of your project.
- ▶ National network of over 170 USM area managers perform ongoing customer site inspections and training of our service providers to ensure the highest standards for quality

USM is a large, experienced organization, but we're never very far away from any of your facilities. You benefit from the stability of a proven leader, while also receiving the hands-on approach your facilities require.



For more information please contact:

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▶ As a USM client, you can always count on:

- ▶ A single point of contact and a dedicated account team available around the clock
- ▶ Real-time Web access to your account information, including customized reports
- ▶ Comprehensive services to reduce the need to manage multiple partners
- ▶ The financial strength and resources only available through the industry leader in facility maintenance
- ▶ USM's proven ability to seamlessly implement large-scale, multi-site programs

For further information please visit www.usmservices.com

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