

Integrated Facility Services

Focus on the big picture

Facilities management can be complicated and a drain on your internal resources. It can also diminish the focus of your organization to meet its goals. USM offers a solution. Outsourcing your facilities maintenance program gives you the time to develop and implement your organization's core strategic initiatives, while the experts at USM keep your facilities running smoothly and efficiently.

From program planning and budget management, to monitoring building and grounds maintenance, USM has the technical expertise to streamline delivery of all mission critical services. With your day-to-day and strategic facility maintenance needs in the hands of USM, you'll have the time to focus on your core business strategy and position your company for growth.

▶ A strategic planning approach

USM can help you design and implement comprehensive facility maintenance plans to keep your facilities performing at their best. We partner with you to build a long-term maintenance strategy that supports your business goals and delivers year-over-year continuous improvement in both expense and service levels.

USM will build a maintenance solution based on critical business factors such as short- and long-term facility usage plans, budgets, and current site conditions. By establishing your Key Performance Indicators – those with the greatest impact on your unique business – we can ensure maximum facility performance and goal alignment. The resulting strategy strikes the perfect balance between preventive and reactive maintenance, reducing total life cycle costs and enhancing asset productivity, efficiency and reliability.

To help you transition to an integrated facilities management solution, we take a strategic and seamless approach to implementation. Through this process, you can retain the best talent, lessen disruptions, and quickly align every stakeholder to the cost savings and service enhancements of an integrated facilities solution.

▶ Services

- ▶ Asset management
- ▶ Vendor management
- ▶ Capital planning & program management
- ▶ Preventive maintenance
- ▶ Energy and utility management
- ▶ Life cycle costing
- ▶ Risk management
- ▶ Life safety solutions
- ▶ Infrastructure improvements
- ▶ Building & grounds maintenance
- ▶ HVAC/roofing/electrical services

Maximize the performance of your assets with a comprehensive solution from the nation's leading facilities professionals, USM.



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▶ Putting technology to work for you

As part of the USM solution, you are supported by an integrated, end-to-end facility maintenance management system, customized to meet your specific needs.

At each of your locations, you'll have a user-friendly web interface that is simple enough for even the newest associate to use. With little or no training, your authorized site personnel can:

- ▶ Create and submit a work order
- ▶ Check the status of all open and completed work orders
- ▶ Ask additional questions or cancel requests
- ▶ Review scheduled preventive maintenance tasks

At the same time, your key program managers can access robust data and analytical tools for benchmarking and fact-based decision making. You can:

- ▶ Review the history of each location, searching by city, state, region and service
- ▶ Check the status of new program rollouts and special projects
- ▶ Review preventive and reactive maintenance costs at multiple levels
- ▶ Track Key Performance Indicators to enhance strategic decision making

In addition to online access, you can also contact our state-of-the-art call center, open around the clock, every day of the year.

▶ Improve your focus, get better results

Today, more and more retailers and other multi-site organizations are using USM to their competitive advantage. We support over 400 of the industry's best known companies in more than 80,000 locations nationwide.

The innovative USM approach allows you to focus on your core business – while knowing all of your maintenance and facilities needs are being efficiently handled by the leaders in facilities management.

▶ 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



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