

# USM Capabilities

## Repair and Maintenance

### ► Upgrade your repair & maintenance program

Is there room for improvement in your current repair and maintenance routine? Looking for cost savings? Service enhancements? Better reliability? Better response times?

USM can streamline delivery of a comprehensive repair and maintenance program – in emergencies and through ongoing maintenance. You can keep your focus on your core business and strategic initiatives; we'll keep your facilities operating smoothly through everything else.

### ► Try a new, better approach

USM's Repair & Maintenance (R&M) program evaluates the current R&M workflow throughout your entire organization. We analyze call volume and business rules to identify ways to improve efficiency and capacity. Your program will be tailored to your specific needs – for service response time, operations planning, ongoing monitoring and even invoicing requirements.

Your R&M project will evolve through several phases with USM evaluating key milestones throughout the R&M life cycle. As your organization changes and grows, your R&M program will continuously change to match your needs and keep your program performing at its peak.

Additionally, USM can reduce facility maintenance costs by bundling multiple R&M tasks on a single work order. Many leading retailers and other organizations use our system to achieve significant cost reductions through improved time management, elimination of multiple trip charges, and volume pricing.

### ► What you can expect

- Bundled service delivery for more efficient solutions
- Real time reporting and IVR monitoring for improved reliability and asset performance
- Access to the most extensive network of service providers in the nation
- Up to 25% in cost reductions.

### ► 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.

### ► Routine maintenance services

- Carpet repair and installation
- Cabinet, shelving and door repair
- Plate glass and window service
- Weather stripping replacement
- Awning repair and cleaning
- Re-keying door locks
- Replacement and installation of ceiling tiles
- Building maintenance services

### ► Asset management

- Critical Emergency Services
- Fire restoration
- Water damage repair
- Mold remediation
- Repair trip hazards
- Storm damage repair
- Sewage overflow and plumbing

For more information please contact:

#### Corporate Headquarters and Regional Office

1880 Markley Street  
Norristown, Pennsylvania 19401

T: 610.278.9000 800.355.4000

F: 610.275.8023

E: [comms@usmservices.com](mailto:comms@usmservices.com)

[www.usmservices.com](http://www.usmservices.com)

