

**It's all about your situation and your needs.** How can we design a total soup-to-nuts maintenance solution that frees you from hassle, and lets you do what you do best? Centralizing an integrated plan with USM works most cost-effectively. Here's why...



## Why USM? An Overview.

- ▶ Consolidated plans for greater cost savings
- ▶ Convenient one point of contact for any need
- ▶ Industry-leading energy efficiency expertise
- ▶ Ultimate preventive/reactive maintenance
- ▶ USM assumes all vendor risk
- ▶ Standardized pricing for greater savings
- ▶ One invoice, not several

### ▶ Vendor management, to life safety, to roofing – all under one roof

Achieving and maintaining peak performance is what drives clients to IFM. That, and the significant cost and energy efficiencies. By having a single point of contact for a host of critical tasks and services, you can strike the perfect balance between preventive and reactive maintenance. *Our integrated services include:*

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

### ▶ Case studies tell the real story

We've helped school facilities repurpose excess hot water to heat their own buildings. We've helped hospitals install and maintain HVAC systems that use up to 30% less energy. We've helped hundreds of clients save tens of thousands of dollars by consolidating their maintenance services into a well-planned and consolidated model.

### ▶ Energy efficiency is a key USM focus

Perhaps 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 the facilities in which we operate. That energy expertise can be put to great use in your facility, we're eager to hear your challenge.

### \$46 billion industry

- ▶ The IFM industry is expected to grow to \$46.85B by 2015, with annual compound growth rate (CAGR) of 10.8%.

### ▶ Our IFM process

We start by consulting with you to learn about your facility's particular situation. With a maintenance scope agreed upon, we then assign a dedicated USM team to handle your day-to-day dealings – from vendor dispatch to admin to capital management and transactional processes. We even assist with customer relations, ensuring that your corporate office and local offices leverage the value that USM brings.

## 1,100 stores. \$4 million savings.

Not long ago, USM was awarded an outsourcing contract to provide full IFM services for a retail client with a nationwide chain of 1,100 locations. Heating, air conditioning, electrical, roofing, exterior services, plumbing, repair and maintenance, fire inspection, janitorial – a comprehensive USM contract covered many essential services.

USM also managed third-party vendors from waste management, energy management and communication works to security and billing services. Thanks to vigilant and robust management of all vendor services, USM was able to save this client in EXCESS of \$4 million, while maintaining a 20% net savings over the course of the contract.

We were able to demonstrate not only a better way, but a more cost-effective way to handle IFM using a well-planned program of services. After all, what client doesn't enjoy saving millions in facilities maintenance?

# We Know Maintenance Inside and Out

