



# USM

## Snow & Ice Management

Regardless of the type of service—whether electrical, HVAC repair and maintenance, Landscaping, Snow and Ice Management, or janitorial and floor care—USM takes a unique, total supply chain management approach to delivering the outcomes that our clients desire. From sourcing, to compliance, to fulfillment, all the way through to quality assurance and performance measurement, USM manages every step of our clients' facility services supply chain.



### > Spotlight

USM manages over 350,000 snow services at more than 20,000 property locations for our clients throughout the snow season. That equates to over 900,000 service calls triaged and managed through our centralized service center.

### > Overview

USM specializes in providing non-core, mission critical facility services, with expertise in snow and ice management, to large organizations with geographically dispersed properties. For 25 years, over 200 national clients have depended on USM to service more than 80,000 properties.

### > The EMCOR Advantage™

USM is part of EMCOR Group, a Fortune 500® company with unmatched capabilities and an award-winning, industry-leading safety program. Add our full range of powerful capabilities, and you have the ideal solution for optimum performance and maximum value.



**USM – WE KNOW MAINTENANCE INSIDE AND OUT**

## > The Reactive Snow Challenge

Historically, snow and ice management decisions have been made at the local level, often based on relationships and/or lowest transaction price.

- > With over 50,000 vendors in the snow & ice management space, the industry is highly fragmented.
- > Low barriers to entry
- > Transitory employee base
- > Dominated by local landscaping companies with very few snow-exclusive vendors
- > Wide range of service scopes and commercial pricing models
- > Limited sharing of best practices
- > Service delivery is reactive in nature
- > Challenging environment in which to drive change

The very nature of the industry exposes asset owners to legal claims, property damage, diminished brand reputation, and disruption to the supply chain.

At most organizations, snow removal is mission-critical but non-core. Thus, there are limited corporate-level resources, systems, and expertise to manage this service centrally.

Winter weather occurs during periods of peak revenue generation. And with no enterprise-wide weather forecasting capability and limited access to benchmark cost data or best practices, Snow & Ice Management is a multi-million dollar, highly volatile, yet often invisible annual expense.

## > Proactive & Solutions Driven

A proactive approach to snow & ice management with USM will help provide safe, accessible facilities, improving the customer experience and lessening the impact of snow on same-store sales. USM's program gives companies the opportunity to streamline the supply chain while reducing direct & indirect costs. As a result, you'll achieve greater visibility, predictability, and control over snow & ice management budget.

- > People
  - > Dedicated snow management team
  - > True national coverage
  - > Subject matter expertise (SIMA certifications)
  - > 24/7 Storm command center (experienced snow dispatch personnel)
  - > National, site-level quality control personnel
  - > National network of reliable, licensed service crews
- > Systems
  - > Business Weather Intelligence / Historic & Forecast
  - > Integrated call center technology
  - > Integrated Voice Response (Check-in / check-out)
  - > Work Order Management / CMMS technology
  - > Site-level visibility (web portal)



## > USM Snow & Ice Management

USM's proactive snow & ice management program gives you a business continuity and disaster recovery plan, helping to reduce any negative effects weather has on your company's overall supply chain activities that may result in financial and operational risks. From sourcing to compliance to fulfillment all the way through to quality assurance and performance measurement, USM manages every step of your snow removal services supply chain.

## > Challenge Met

Challenges with the traditional approach	Benefits of USM Enterprise Snow Management Program
Services sourced by local resources (Store or district level) without knowledge of industry.	Enterprise program ensures qualified suppliers are properly screened, and that rates charged are in line with industry standards.
Incomplete or inaccurate maintenance service spend data/visibility.	An enterprise program provides complete spend visibility, and comprehensive web based reporting with the ability to identify trends, anomalies and cost saving opportunities.
Snow Removal is not a core competency.	National Snow Removal partners can provide industry standard specifications, pricing models, and benchmarks.
Store Management lack back up resources and/or emergency/peak demand support.	Centralized Management partner provides 24/7 call center with access to extensive vendor supply chain supported by local field management..
Inconsistency in scopes of work and/or facility conditions; some sites under scoped and others over scoped.	Standardized scopes of work deliver appropriate, cost effective service level to every facility.
Limited spend leverage across portfolio.	Leverages extensive, national buying power to deliver the most cost effective programs available.

## > Contact

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