

Your customer relationships are financial, of course. But also emotional and perceptual. It's not often you'll hear a maintenance provider talk about the importance of proper interior and exterior maintenance to enhance a company's brand. But that's how USM approaches maintenance for our retail bank customers.



Why USM? An Overview.

- ▶ Complete interior/exterior maintenance
- ▶ Property maintenance = brand maintenance
- ▶ We pick and manage all subcontractors
- ▶ Cost savings with a USM consolidated plan
- ▶ The EMCOR connection for fire safety, lighting, HVAC
- ▶ Standardized pricing for greater savings
- ▶ One invoice, not 1,000

▶ We know what's important to you

USM knows that brand image is paramount for retail banks – customers perceive your branches can speak volumes about customer acquisition and retention. We know that security is a key issue – ensuring that your signage is easy to read and unobstructed by overgrowth. We know that being open daily helps you serve customers better – so having a maintenance plan in place means the important things get done automatically.

▶ Standardized pricing for greater cost savings

Centralizing your interior/exterior maintenance tasks under one USM plan ensures the best seasonal and event pricing. With all your branches under one maintenance umbrella, a consolidated approach is the smartest cost-cutting approach.

▶ USM assumes the risk

USM's total vendor accountability takes the pressure off you. We run regular background, immigration and insurance checks. We guarantee regulatory compliance on all vendors and equipment. We monitor vendor quality and generate progress reports. In short, we hand-pick, hire and manage all subcontractors so there's no hassle for you.

▶ One invoice. Not 1,000.

A consolidated maintenance plan streamlines everything – especially invoicing. Instead of dealing with invoices from countless disparate vendors, with USM there is only one. We even handle all vendor insurance claims, yet more savings for your bank.

▶ Customer perceptions are key

Well-maintained landscaping and polished floors mean as much as high-yielding CDs and one-to-one banking. For businesses like retail banks, customers have an expectation of professionalism and attentive service. When they see that your interior and exterior reflect those promises, the customer relationship is solidified.

▶ The EMCOR connection – another plus

By being an EMCOR company, USM is backed by Fortune 500®-quality mechanical, electrical, facilities management and maintenance resources that allow us to assist with other services as well – from fire safety and lighting issues to HVAC and plumbing.

Tidy bank. Happy customers.

- ▶ It's true – when customers see that you take maintenance seriously, they feel better about where they keep their money.

Plowing through the invoices.

A recent bank client told us that they previously had a decentralized snow and land maintenance model. After the record-breaking 2009/2010 snow season, they realized the inefficiency of processing upwards of 90 individual invoices – per vendor! – and asked us to put together a consolidated exterior maintenance solution.

Doing the math tells the story: 500 sites. 2 to 5 sites per vendor. Each vendor submitting 2 to 5 invoices per month for 11 months. The result: between 1,100 and 5,000 invoices in a single season!

But wait, there's more math: figure \$150 to \$250 to process each invoice. Suffice to say, USM is currently saving this retail bank client an avalanche of money – plus, instead of 100 to 250 points of contact, with USM they simply have...one.

We Know Maintenance Inside and Out

