

Maintenance in the fast-paced grocery environment is more than just keeping your equipment humming – it's keeping your customers happy. USM approaches the maintenance of your mission-critical equipment and systems as a way to enhance the customer experience. That's what matters. Here's why...



Why USM? An Overview.

- ▶ Focus on enhancing the customer experience
- ▶ Single point of contact for all services
- ▶ Top-quality, compliant vendor network
- ▶ Convenient one point of contact for any need
- ▶ Expertise in grocery sector
- ▶ USM buying power means savings to you
- ▶ Energy efficiency is a long-time specialty
- ▶ Subject Matter Experts proficient at identifying issues
- ▶ Ultimate preventive / reactive maintenance solution
- ▶ EMCOR connection for service experience
- ▶ Standardized pricing for greater savings
- ▶ One invoice, not 1,000

▶ **Single-source efficiencies**

It's not uncommon for multi-location operations to spend tens of millions on repair and maintenance using local resources. Where exactly is that money going? Tracking is difficult and time-consuming, there is a better way: a consolidated USM maintenance plan where all services are managed through a single point of contact. You're already standardized on product procurement – why not FM too?

▶ **Subject Matter Experts – another USM edge**

We make it our business to understand yours. So we employ industry specialists who live and breathe the worlds of grocery and retail. They understand the immediate consequences of a single refrigerator going down, or a freezer on the blink. With your USM maintenance plan, you have direct access to these talented Subject Matter Experts (SMEs).

▶ **Energy efficiency is a USM focus**

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 your facilities. Put that energy expertise to great use in your retail space.

▶ **Cost savings can be significant**

The driving reason for applying the proper resources to retail stores? Cost and energy

efficiencies, of course. When your equipment runs smarter, your business can run leaner – we understand completely, that's why our clients implement long-term, ongoing FM programs with USM. And save serious money.

▶ **USM assumes vendor risk**

USM's 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, generate progress reports, even handle all insurance claims and paperwork. In short, 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.

▶ **The EMCOR connection – another plus**

USM is backed by EMCOR for Fortune 500®-quality mechanical, electrical, construction, and facilities maintenance resources that allow us to assist with several key services – from fire safety and lighting issues to HVAC and plumbing.

New trend: "Grocerant"

- ▶ Grocerant refers to retail food that's ready-to-eat or ready-to-heat—usually found in grocery stores in the deli section. The trend is growing.

Beware the low-cost strategy.

The lure of the low-cost maintenance strategy is tempting for many multi-location customers. For one major grocery chain, and long-time USM customer, the allure was too tempting to pass up.

In 2004, with six sites up and running as a test, they enjoyed sustained growth for the next four straight years – until 2008, when a down economy prompted a company-wide commitment to a low-cost strategy driven by several competitive RFPs, and one ambitious consultant.

Thanks to a dedicated USM team that kept the lines of communication open to this well-known customer, USM was able to present an alternative plan and ultimately get awarded a handsome 17-site contract. Then an additional 11-store contract. Then by 2012, the entire 130-site portfolio. All by showing the value of a smart, streamlined plan, and the dedication of people who actually care about helping customers succeed.

We Know Maintenance Inside and Out

