

Complete vendor management for your complete peace of mind. USM has a decades-long track record of managing single-vendor relationships and multi-location operations to keep facilities fully functioning. Long-term plans, day-to-day maintenance, emergency calls – USM is who you want on the other end of the phone. Here's why...



Why USM? An Overview.

- ▶ Top-quality, compliant vendor network
- ▶ Convenient one point of contact for any need
- ▶ Expertise in restaurants, retail and grocery
- ▶ USM buying power means savings to you
- ▶ Subject Matter Experts proficient at identifying issues
- ▶ Ultimate preventive/reactive maintenance
- ▶ Standardized pricing for greater savings

▶ Better vendors, better service

We are accountable for all USM vendors – we carefully select, dispatch, recommend, confirm I-9 immigration compliance, and manage all paperwork for them. This goes for our plumbers, electricians, HVAC technicians, handymen, refrigeration techs, roofers, automatic door companies, elevator/escalator providers, and then some. We're only as reliable as our vendor network – and we're proud to offer the best around.

▶ HVAC, Plumbing, Electrical, Janitorial

Common R&M markets include restaurants, retailers and grocery stores – so our specialties are put to the test more often in those client facilities. For some, it's HVAC exclusively. For others, it's a focused plan of bundling the right HVAC, plumbing, electrical and/or janitorial services to create the most cost-effective integrated R&M program.

▶ Single-source for multi-location clients

Dealing with several vendors to accomplish several maintenance tasks can be more than time-consuming – it can be cost-consuming. As a proven single-source solution, USM can streamline the entire maintenance management process into a well-planned and consolidated model. For multi-location clients, the cost savings can be significant, especially given USM's size and buying power – giving us unique leverage with vendors to drive even greater savings for you.

▶ Dedicated account team

Your people will enjoy a dedicated USM account team, complete with all the ongoing communication and follow-through necessary to keep you well-informed and 100% satisfied every step of the way. We're always just a call, email or text away.

Operators are doing more than just standing by

- ▶ Our Customer Service reps don't merely answer calls – they're trained to answer technical questions as well.

Explosive success.

Heavy Pennsylvania rain storms recently caused localized flooding and serious run-off that found its way down a construction manhole near a client's retail facility. The rain-run off destroyed a power company transformer, filled the underground manhole – and in the middle of the night caused a fiery explosion that flipped the store's dumpster and fried all of the store's electrical panels.

Within an hour of receiving calls of no power from the store, and a possible electrical fire in the back of the store, the USM team was on-site. Our electrical vendor and the landlord's worked diligently to provide generator power so the store could open for business the next day. Ultimately, the store lost only one day of operation, a permanent solution was installed, and making light of a situation that could have been much more serious, our grateful client quipped that "working with USM is always a blast."

We Know Maintenance **Inside and Out**



USM

An EMCOR Company