



## Facilities Services Brochure

*PSI is a Facilities Services firm providing facility support to select industries with a range of services.*

This brochure is designed to introduce you to the services, capabilities and benefits of our unique company. If there is a specific area in which you require additional information, client references, or case studies please let us know.

# Why PSI

PSI is the service provider of choice by some of America's largest and most-respected companies to partner with them in meeting their goals with their facilities. In addition to a quality service PSI provides them...

## **Flexibility & Control**

Multiple trades mean less scheduling and coordination for you. Control is gained through solid reporting.

## **Knowledge & Experience**

A highly knowledgeable and experienced support center here to help with technical facilities issues.

## **Cost Control & Reduction**

No service or management fees. Unlike our competitors who mark up subcontractor invoices with no cost control, we charge a flat trip fee and for time on site, all at competitive rates.

## **Response**

Our typical response to site is 24 hours.

## **True 24-Hour Service**

Our support center can be reached 24/7.

## **Warranty**

All Services are backed up by written warranty to avoid revisit costs.

# Here to Support Your Initiatives

PSI was founded to support retail chain store executives in meeting the challenges associated with their day-to-day project and facility management issues.

We found countless facility and construction management executives faced with locating and qualifying hundreds of contractors, managing the progress of work, and keeping their operational teams informed, all while trying to focus on their budgetary constraints.

Our answer was to provide a single source with which they can partner to manage that process. In addition to the day-to-day functions, we also provide them and their operations team a 24/7 support center to fulfill their emergency and priority needs around the clock.

We provide a comprehensive and consistent approach in helping our clients streamline and manage their maintenance, upgrades, fit-outs, capital improvements and redevelopment. A solid track record of strict budget adherence, reliability, response and accountability has consistently driven our growth and deepened our relationships.

The industries we serve have broadened to include several business sectors:

- Retail Chains
- Self-Storage Facilities
- Cafés & Restaurants
- Petroleum Retailers
- C-Stores
- Commercial Properties
- Third Party Technology Partners
- National GC/CM Firms
- Property Management Organizations
- Hospitality



# Our People



At our Client Support Center you'll find a dedicated team of professionals who truly listen to your needs, solve problems and deliver results.

Our associates, backed by powerful technology and resources, deliver services where needed and, most importantly, when needed. We are committed to the "total" satisfaction of the client and stand behind every job completed with a written warranty.

Some clients choose PSI for very specific needs such as one service classification, while others utilize our

services more broadly.

To follow is an introduction to PSI, our people, partners, values and services, as well as the benefits you'll come to experience when partnering with PSI.

We encourage you to read on and learn more about our unique company.



See us online at [www.getpsi.com](http://www.getpsi.com)

# Facilities Services

Your call to **888-2-GET-PSI** connects you to our Client Support Center – a powerful customer service team backed by a force of prequalified subcontractors ready to serve you.

## Lighting & Electrical

Lighting Retrofit & Installation  
Maintenance & Relamping  
Basic Electric Repair  
Temp Power

## HVAC/R

Installations & Repairs  
Preventative Maintenance  
Refrigeration/Cooler Repairs & Installations

## Plumbing

Fixture Installations  
Drain Cleaning  
Back Flow Prevention Installation & Testing  
Fire Suppression Systems (repair only)

## Project Management

New & Existing Interior Build-Outs  
Remodels & Renovations  
Flooring Repair & Installation  
Painting  
Millwork

## Installation & Assembly

Fixture Warehousing, Shipping & Assembly  
Display, Kiosk & POP Installations  
Graphic & Signage Installations

## Glass, Doors, & Locks

Board-Ups & Glass Replacement  
Steel Door Repair & Replacement  
Storefront Door Repair & Replacement  
Re-keying & Lock Installation

## Safety

We maintain very rigorous safety standards ensuring both your employees' and guests' safety.

# Value-Added Services

While providing our clients with great service and flexibility to their needs, we also add value to the services we provide by furnishing our clients with top-flight communication and firmly standing behind every aspect of the services we provide.

All of our clients enjoy the following benefits when using PSI...

- E-mail updates for every new request with ETA, and follow-up e-mail upon completion
- Single source responsibility for multiple trades and communications
- 24/7 availability for your management and operations to call with their issues
- Simplistic billing with signed backup on an individual or batch basis
- Local, regional and national coverage
- Service and financial reporting to any level of detail
- Professional scheduling and coordination with your operations staff and location
- Warranty on all services

## Your Team @ PSI

At our offices, our experienced Service Coordinators handle all of the scheduling and details when working with your locations. While there are many excellent local and regional providers, it can be overly taxing for you to contend with a lot of different vendors simultaneously.

We have an extensive database as well as the staff, experience and state-of-the-art data infrastructure critical to the task of centralizing your maintenance and project needs.

Our accounting team is thoroughly trained on handling labor rate criteria, insurance, tax, lien law, complex administrative issues and pre-qualifications, as well as managing deposits and payment terms. Our Service Coordinators and Project Managers are truly experts at expeditiously scheduling, coordinating and executing each issue put before them.

With PSI you will not experience a lack of response or wait an extensive time before your job or RFP is processed. We realize just how valuable your time is.

# Facility Management Programs

We support sites on an as-needed basis, and we also promote and can provide solutions geared towards the centralization of all your facilities repair and maintenance requirements.

## We provide programs covering:

- General Repair/Maintenance
- Interior/Exterior Lighting
- HVAC/R
- Exterior Property Services

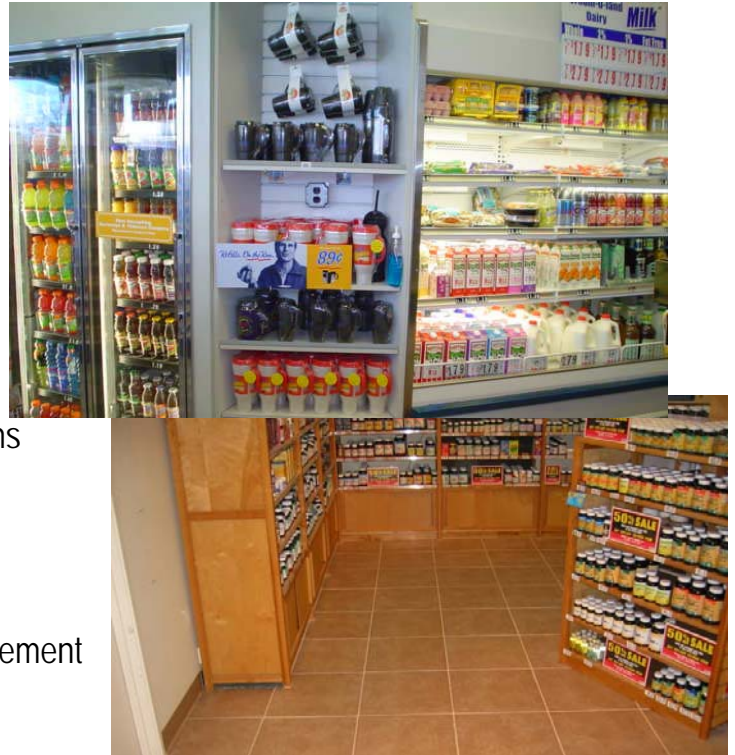
## Program Formats Include:

- CSM-Complete Service Management Programs
- Fixed Fee Programs
- Programmed HVAC/R Maintenance
- Quarterly Site Review & Repair Services

Through the implementation of our Facility Management Program Services, our clients experience:

- Automation of required services
- Significant reduction of interim maintenance/repair expenditures
- Clear & concise illustration of maintenance/repair expenditures
- Increased life expectancy of assets
- Significant reduction in administrative expenses through the reduction of incoming phone calls, e-mails and faxes related to repair & maintenance requests
- Reduction of energy bills through more efficient operation of heating, cooling and lighting
- Virtual elimination of equipment downtime

Whether you are interested in a reduction in your facility expenditures or a group of facility needs, we'll work hand-in-hand with you in establishing a program and related costs that work for you, your budget and your facilities.



# Projects and Roll Outs

From site surveys and smaller projects to broad nationwide installation programs, we provide the client with a superior approach to tackling their projects.

## Versatility

We provide site-supervised construction services where and when you need it. We coordinate with you, your project manager, architect and landlord and keep our focus on doing what it takes to get your facility open on time and within budget.

## Vision

All of our trades operate from a central CPM schedule to assure timely completion. Our Project Managers and Superintendents maintain a clear focus on all factors that may delay our projects and react swiftly to provide solutions.

Value-Added Services & Advantages to Using PSI Services...

- Review of design criteria restrictions (ADA, fire suppression, egress, etc.)
- Plan review and assistance in landlord chargebacks
- Adherence to landlord and municipal criteria
- Review and specification of proper dimensioning of soffits and light fixtures
- Resolution of dimension conflicts
- Permit Applications, Tracking & Expediting
- Dimension verification
- Assisting architect and engineer in code corrections
- Product research and purchasing (lighting, flooring, ceilings, wall systems, fixtures, etc.)

## Punch Listing

Prior to owner turnover, we supply our Project Superintendent a comprehensive pre-punch list to cover everything. We review our own projects and pre-punch list them to ensure that you don't have to spend a lot of time bothering with outstanding construction issues, but rather focus on furnishing, fixturing, merchandising and getting your project complete.

### **Pricing and Surveying**

We will review your project and provide a comprehensive bid in a timely manner. If you do not have plans or you are not certain what the field conditions are, we can perform a site survey and compile a drawing of the site with dimensions, site features, ingress, egress, land features and any other pertinent data along with supporting photographs.

### **Fixturing, Installations, Retrofitting**

We'll provide a competitive hourly, square foot, or per-unit installation cost for setting up your fixtures, furnishings and merchandising equipment, and we'll coordinate with your fixture provider to assure timely delivery and confirm adequate labor will be on-site to receive and inspect your equipment. Need some logistical help with storage? We're there to help. Need multiple trades on-site such as electricians, plumbers and/or specialty trades? That's PSI.

### **Easy Administration and Billing**

Our experienced administrative staff will provide you with a progress billing structure that will work for you. We maintain a flexible, smooth and consistent invoicing process, providing all the necessary forms, waivers, progress photographs and documentation necessary to ensure a manageable payment application process.

### **Revitalization**

Due to budgetary constraints, some locations cannot be fully remodeled. In this case we'll survey the location, determine the highest priority issues, and then provide you with several options and related costs for all of the issues documented. Some locations may just require repainting, re-lamping and a thorough floor cleaning/refinishing.

Whatever the case, we can assure the maximum aesthetic improvement with minimal financial impact. You can be confident your project will be completed quickly and economically with a minimum of disruption to the day-to-day operation of your location.

### **Warranty**

All PSI workmanship carries a full 1-(one) year warranty.

# General Information

## Terms

We maintain flexibility with all of our clients. We generally expect payment of our invoice(s) within 30 (thirty) calendar days. Under special circumstances we may request a shorter pay period.

## Insurance

We maintain a \$5 Million comprehensive general liability, workers' compensation, warehouse and automobile insurance. We also ensure through our initial screening process that all of our tradespeople are fully insured and licensed, and that they maintain necessary industry certifications.

## Pricing & Rates

With the exception of construction projects, we offer several pricing structures to our clients. We generally charge on a time-and-materials basis with a preestablished time and material "not to exceed" amount. Rates are available upon request. We maintain uniform labor, material and mark-up rate allowances.

## Response

Routine issues are handled within 1 (one) to 3 (three) days depending on the scope of work and job extent. Bid requests for repair and maintenance issues are generally handled within 3-5 days.

## References

For a list of industry references, please contact us at **888-2 GET-PSI** or by e-mail at [info@getpsi.com](mailto:info@getpsi.com).

# Q & A

**Q. Do we provide services on a regional or national level?**

A. Both. Some clients regionalize their providers while some require a national solution. We provide both.

**Q. What is your typical response to a service request?**

A. Usually the next day if not the following day, with the exception of emergencies which are usually responded to on-site within 2 to 4 hours.

**Q. Are you available 24 hours a day for emergencies?**

A. Yes. You can reach a PSI representative 24/7 and on holidays.

**Q. What if I have special billing requirements?**

A. We can support any type of billing system from batching and consolidated invoicing to billing with special supporting documentation and electronic format invoicing.

**Q. What if I utilize an outside call center to handle our requests?**

A. That's fine. We currently work with several outsource call centers with great success.

**Q. How do you manage quality?**

A. We source, pre-screen and continually monitor all of our technicians, subcontractors, and partners to assure that they continually meet our criteria for response, quality, safety compliance, and overall customer satisfaction.

**Q. How do you charge?**

A. Our services are billed on a time-and-material basis. We maintain a competitive rate for each of our service classifications. Unlike some other service providers, we do not charge service or management fees. A rate sheet is available upon request.

**Q. Where do I start?**

A. Simple...Call us at **(888) 2 GET PSI (243-8774)** or visit us online at **[www.getpsi.com](http://www.getpsi.com)**. We'll take it from there.