

CORE COMPETENCIES

DWM Facilities Maintenance





OUR CORE COMPETENCIES

DWM Facilities Maintenance is a national single source service provider supporting the facilities needs of retail stores, grocery stores, educational facilities, restaurants, financial institutions, entertainment venues, and healthcare offices. Our facility solutions professionals provide the experience and technical knowledge necessary to reduce downtime, contain costs, streamline operations, and support best-in-class customer experiences for our clients across North America.

- Collaborative approach that delivers the care and attention of a true partner
- Dedicated team available 24/7, 365--never deal with a third-party call center
- Nationwide network of prequalified technicians with an average tenure of 8 years
- Streamlined billing and reporting to ensure all corporate objectives are being met

Responsive Maintenance | Preventive Maintenance Programs Emergency & Disaster Recovery Services | Rollouts & Small Scale Projects

- Licensed Plumbing
- Carpentry
- General Interior
- Interior Lighting
- Painting
- Licensed Electrical
- Custom Millwork
- HVAC
- Flooring
- Doors

WHAT SETS US APART

We **respect** and learn your core values and create a customized service plan based around your brand. Our respect for our employees and technicians fosters a culture of problem-solving, ensuring the best outcomes to elevate your role and your brand.

DWM takes full **responsibility** for all service outcomes. Your dedicated team learns to think as if they are a member of your team. This mindset ensures that your customers have the best experience possible. Our team takes responsibility for controlling costs by adopting innovative strategies and leveraging technician relationships.

Our high-level of communication and transparency create an unparalleled level of **trust**, which is crucial to efficiency. This level of trust is why our first client continues to work with us over 23 years later!

We **recognize** when we are doing well, but more importantly, we recognize where we can improve. We constantly monitor employee, technician, and account productivity to ensure we are executing all work orders in the most efficient way possible.



WHO WE ARE

Corporate Office	2 Northway Lane Latham, NY 12110 Phone: 888-396-9111
Regional Office	7009 University Boulevard Winter Park, FL 32792
Ownership	Incorporated
Established	1997
Employees	50+
FIN/EIN	14-1788965
DUNS Number	171949647

AWARDS & ACCOLADES



2014-2017



2016, 2017, 2018, 2020



2015, 2019



2017-2020



2015-2020



2017



2017, 2018

WHO WE ARE: MEET PART OF OUR SOLUTION SQUAD

Our team of facilities maintenance professionals are committed to best-in-class troubleshooting, cost control, and response times. Our client-centered Solution Squad supports multi-site portfolios across North America, **24/7, 365**.



Eileen Boone Facility Solutions Coordinator
eboone@dwminc.com

- 24/7/365 Solution Squad team member responsible for initial work order response, troubleshooting, and technician dispatch
- Primary point of contact for all work orders



Melissa Viala Team Lead
mviala@dwminc.com

- Manages one of our 24/7/365 Solution Squad Facilities Maintenance teams
- Daily contact with technicians to ensure thorough & timely on-site communication
- A technical expert on account-specific needs



Allie Meleco Associate Sales & Account Manager
ameleco@dwminc.com

- Daily work order call escalation supporting the Team Lead
- Financial approval for all larger projects
- Manages necessary resources to support the Solution Squad



Bennett Van Wert Director, Sales & Development bvanwert@dwminc.com

- Strategic oversight to ensure all client needs are met
- Manages resources to support the growth and success of new clients



Joe Mercado Director, Facilities Maintenance
jmercado@dwminc.com

- Assists Strategic Account Manager with performance auditing
- Assists with escalated issues to ensure timely & effective work order completion
- Monitors and manages DWM's Preventive Maintenance programs



Brian Whitt Chief Operating Officer
brian@dwminc.com

- Empowers each team with the tools to be successful
- Provides the daily operational mentorship ensure consistent response, 24/7
- Our Quality Champion!

HOW WE HANDLE IT: COST CONTROL & TECHNOLOGY

DWM maintains a progressive approach, **focusing on total cost control.**

Through tight technician restrictions in the form of Not-To-Exceeds (NTEs), vast industry knowledge, and an ability to de-escalate emergency calls, DWM Facilities Maintenance shows cost savings of up to 8% for national multi-site clients after a one-year partnership and 11% after a 3-year partnership.

These savings are a result of better overall service and strong technician relationships. DWM has over 20,000 active technicians have an average tenure of 8 years, making them the most well-trained and best-equipped technicians in the industry.

DWM captures real-time data on each technician and each work order to ensure that our client's cost to completion objectives are being met at each level.

All feedback is sent to Hera® and used to create a comprehensive store utilized to compare technicians to ensure the most effective technician is being used for each service request. The data is also utilized in DWM's predictive analysis that suggests the correct technician to our facility solutions coordinators for each work order.

Efficiency Through Technology: Hera, Our Proprietary CMMS

