# NATIONAL MAINTENANCE & CONSTRUCTION, INC. your all-in-one solution





"We had such a positive experience with NM&C that we now use them as our contractor of choice across the nation. I have personally worked with NM&C on many projects (remodels, additions, facilities, etc.) I believe one of the most important criteria in selecting a contractor is 'do you trust them.' I cannot think of one time I thought NM&C was making a decision that was in their best interest and not ours."

**BRENT M. WILTON, XPO LOGISTICS** 

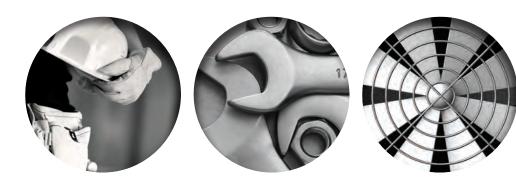
FACILITIES MAINTENANCE/CONSTRUCTION ENGINEER



## maintenance. construction. repair.

As a leader in providing superior maintenance and construction programs, National Maintenance & Construction, Inc., (NM&C) will keep your facility operating optimally 24/7.

We understand that in today's fast-paced, complex environment, your business needs every possible advantage. NM&C delivers knowledge, experience and expertise combined with a national network of technicians, resulting in unparalleled customer satisfaction. One phone call gives you the peace-of-mind that your facility is one less thing you will need to worry about. NM&C unburdens you to focus on what you do best: run your business.





NATIONAL COVERAGE
GUARANTEED QUALITY
SCALABLE SOLUTIONS
PROVEN TRACK RECORD
UNBEATABLE VALUE





# PRE-QUALIFIED CRAFTSMEN WHO ARE SPECIALISTS IN THEIR RESPECTIVE TRADES.

BOLLARD INSTALLATIONS

BREAK-IN REPAIR

CARPENTRY & CABINETS

DISASTER RECOVERY

DISTRIBUTION

**DRAIN & SEWER** 

DRYWALL

EMERGENCY BOARD-UP

ELECTRICAL

EXTERIOR

MAINTENANCE

**INTERIOR** 

MAINTENANCE

FIRE SAFETY

FLOORING

GLASS & GLAZING

HANDYMAN SERVICE

HVAC

JANITORIAL

LANDSCAPING

LOCKSMITH & SAFE

MASONRY & CONCRETE

PAINTING

WALLPAPER

PARKING LOT

PEST CONTROL

**PLUMBING** 

POS & CASH WRAP

**RE-LAMPING** 

REFRIGERATION

**ROLLOUTS** 

**ROOFING & GUTTERS** 

SIGNAGE

SNOW REMOVAL

WATERPROOFING

WELDING

WAREHOUSING



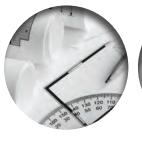


# organization and management of the process are key to a successful program.

With combined senior management experience of 50 plus years, NM&C provides extensive knowledge and background in facility types that range from retail and banking to restaurants and hotels. This broad-based background gives NM&C an appreciation that every business has its own set of unique requirements.

This is NM&C's competitive edge—we have a clear understanding of our customers' needs and how we can effectively help them actualize their goals. Combined with our passion for performance, NM&C is able to achieve the highest level of customer satisfaction in the industry.

EXPERIENCED MANAGEMENT
SKILLED PROFESSIONALS
CUSTOM SOLUTIONS
SERVICING THE U.S. AND CANADA









# problems come in all shapes and sizes.

ON TIME, ON BUDGET
ALWAYS RESPONSIVE
YOUR ONE-CALL SOLUTION,
IT'S THAT EASY!





# we provide solutions. facility issues arise every day and NM&C is ready for them

Habitual, preventative maintenance helps your equipment in performing efficiently; likewise, it keeps your facility clean and customer-ready at all times. Prevention is a vital part of any maintenance program, however, it's just as important to plan for the unforeseeable. NM&C is proud to provide fast-response, quality workmanship and strategic management you can trust.

Our service portfolio offers a full-range of maintenance, repair, construction and remodeling services. Please see the following pages for an overview.

#### **RESPONSE LEVELS**



#### EMERGENCY / 4-HR RESPONSE

A complete system is down and/or the situation is endangering the health or safety of customers or employees.



#### HIGH PRIORITY / 24-HR RESPONSE

Problem is causing customer dissatisfaction—it needs immediate attention but is not causing a business function to shut down, or a health or safety hazard.



#### MEDIUM PRIORITY / 48-HR RESPONSE

Problem does not impede on facility's ability to fulfill customer satisfaction.



#### LOW PRIORITY / 72-HR RESPONSE

Problem is not directly impacting business functions.



## our customizable services encompass allyour maintenance and construction needs.

It would take a ton of pages to list every single service that we can provide. We listed the most popular. If you don't see what you are looking for below just let us know.



#### **ELECTRICAL**

**Energy Audits and Facility Assessments** 

**Group Re-Lamping** 

**Holiday Lighting** 

Lamp and Ballast Replacement

Life Safety

Lighting, Interior and Exterior Lighting

Panel Upgrades

**Product Supply** 

Repair and Trouble Shooting

Retrofits, Interior and Exterior

Seasonal Site Decor

Security

Site Signage

Telephone and Data



## **PLUMBING**

Faucets, Sinks, Toilets

Drains, Pipes, Sewer

Water Heaters

**Water Fountains** 

X-ray and Video

**Backflow Testing** and Inspection

Sump Pumps and Water Pumps

**Certified Inspectors** 

**Scheduled Testing** 

**Inspection Reports** 

**Equipment Upgrades** and Replacements



#### **HVAC**

**Air Conditioners** and Heat Pumps

**Air Quality Solutions** 

Chillers, Cooling Towers and Air Handlers

**Exhaust Fans and** Ventilation

Heating, Furnace and Boiler Systems

Packaged Heating and Air Units

Refrigeration and Equipment

**Evaluations and Retrofits** 

**New Construction** 

Operations

Marketing and Image

Kiosk Program Management

In-Store Equipment

Interior and Exterior **Graphics** 

Signage



### **ROLLOUTS + RE-BRANDING**

**Equipment and** 

**Food Service Equipment** 

Interior and Exterior



**GENERAL** 

Carpentry

and Locks

Drywall

and Cabinets

Disaster Recovery

Doors, Hardware

Break-In Repairs,

Fencing and Gates

Glass and Glazing

Leak Repair and

Waterproofing

and Asphalt

Signage

Welding

Handyman Services

Masonry, Concrete

Multi-Location Rollouts

Paint and Wallpaper

**Roof and Gutters** 

Vandalism and

Graffiti Removal

**Emergency Board-Up** 

#### **FIXTURING**

**Complete Heavy** 

Re-Branding

Repair and Maintenance

**Kiosk Assembly** 

**Permanent Displays** 

Cash Wraps

Showcases

Fitting Rooms

Wall Systems



Fixture Installs

Change-Outs

and Installations

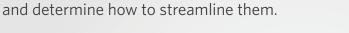
**End-Cap and Product Promotions** 

**Backroom Racking** 

Warehouse **Racking Solutions** 







✓ Payback Calculation

lighting services.

11% - 22%

THE AMOUNT OF

**EFFICIENCY LOST EACH** 

YEAR ON EQUIPMENT

WITHOUT REGULAR

MAINTENANCE

SERVICE PROGRAMS

**CAN ENSURE...** 

AN INCREASE IN

**PERFORMANCE** 

AND EFFICIENCY

THAT RUNNING

AN INCREASE IN

**OF EQUIPMENT** 

**AND PARTS** 

**A MINIMUM** 

**COSTS AND REPAIRS** 

THE LIFE EXPECTANCY

**BILLS ARE KEPT TO** 

Good lighting is vital to your business and

knowing when to update your lighting system

can drastically affect your energy consumption,

save money, increase light levels, and improve

audits, and comprehensive reports to help you

aesthetics. NM&C offers lighting studies, energy

understand your energy costs and consumption—

**✓** Photometric **Design Layout** 

**✓** Preventative Maintenance Programs

✓ Fixture Packages and **Inventory Planning** 

✓ Energy Efficient **Upgrades and Retrofits** 

✓ Complete Turnkey Rebate Department

> We work with the power company, fill out the paper work, setup inspections and the rebate goes directly back to you!



## general construction.

We simplify general construction. When it comes to your development and remodeling needs, we relieve you of the hassle of juggling multiple projects, balancing cost, and dealing with disjointed contracts.

Using a highly communicative approach, NM&C develops an in-depth understanding of your specific expectations, allowing us to maximize the ratio of function to cost. We maintain responsive management and complete attention to detail, enabling you to trust that your completed projects deliver the best possible value for your business. Your goals are our inspiration—our service is your solution.

"I've worked with many different contractors over my 20 year career with retailers such as T-Mobile and Starbucks and it is not often I work with a contractor that is as thorough and attentive to detail as NM&C. The projects are done right, through effective communication and a teamwork approach to getting it done on time and under budget. I look forward to working with NM&C in the very near future."

ROBERT EASLEY, T-MOBILE USA

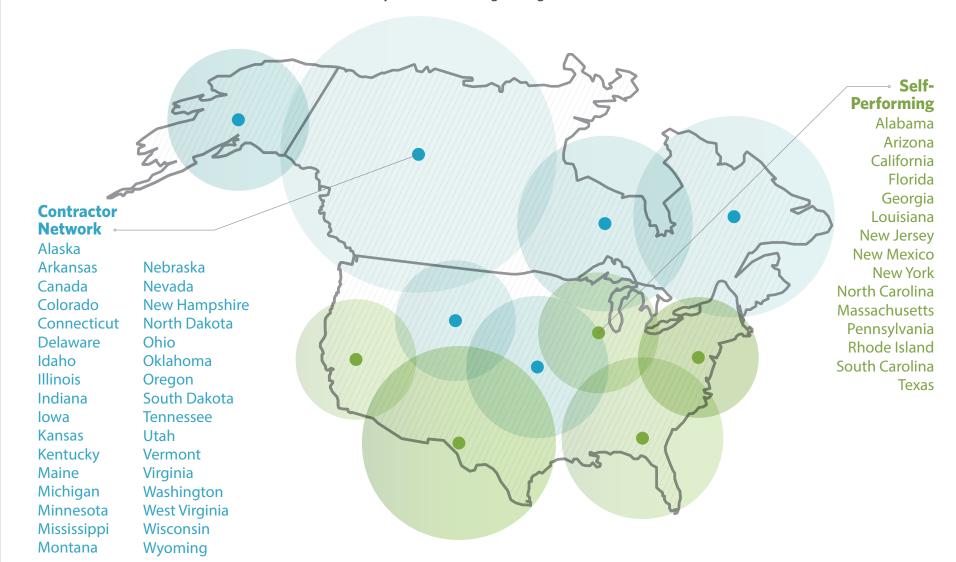
SR. PROGRAM MANAGER, SALES OPERATIONS SERVICES

- ✓ Design Build
- √ Value-engineering
- ✓ Construction Management
- √ Tenant Improvements
- ✓ New Construction
- ✓ ADA Compliance



# we've got you covered from coast to coast.

With a nationwide network of dedicated 1099 contractors, we've got your maintenance and construction needs covered where ever your business is growing.\*



\*Performed by 90% dedicated 1099 contractors due to licensing regulations by the applicable state.





# warehousing and distribution

Whether you are looking for simple reactive, proactive or preventative maintenance services or a complete overhaul of your dock, NM&C's team has the experience and know-how to be your all-in-one resource for design, construction, installation and maintenance.

- **✓** Dock and Truck Levelers
- ✓ Seals and Shelters
- ✓ Overhead Doors and Controls
- ✓ Safety Barriers and Gates
- ✓ Dock Bumpers & Chocks
- **✓** Guard Rails & Bollards
- ✓ General Construction

- ✓ Plumbing, Electrical and HVAC/R
- ✓ Fire Safety
- **✓** Upgrades and Retrofits
- ✓ Preventative Maintenance Programs
- ✓ On Demand Service Calls
- **✓** National Rollouts





"National Maintenance & Construction Inc. has always been responsive to our needs and works with us as a team player in helping us obtain quality, schedule and budgetary goals. National Maintenance & Construction Inc. has always been honest, fair and a pleasure to work with. I would highly recommend National Maintenance & Construction Inc. for any and all project needs across the nation."

RITA CIOPPETTINI | R + L CARRIERS CONSTRUCTION & FACILITIES MAINTENANCE



# deliveringresults.



## SERVICES - ELECTRICAL & GENERAL REPAIR



## Nike, Inc.

**LOCATIONS:** Nationwide

**NIKE PARTNERS:** Dicks Sporting Goods | Sports Authority | Academy Sports

"I have been very pleased with my experience working with NM&C. Your responses are timely and professional, and I know that as soon as I submit my request that it will be handled. I receive frequent communication on the status."

BROOK BOOHER | NIKE INC.
PROJECT SPECIALIST, NORTH AMERICA RETAIL BRAND - OPERATIONS

#### Savings.

**Nike, Inc.:** We are saving money after switching our business to NM&C. The average savings per job is around 25%. Not only are we seeing savings with labor costs for our service calls, but we are also saving money with the materials costs both because the prices are lower than our last supplier and because we are able to buy direct through NM&C and not work with a separate vendor that has shipping charges. In addition, because NM&C can perform general maintenance, we are also saving costs by not having to send out two different vendors to address general repairs and electrical repairs.

#### **Responce Time.**

**Nike, Inc.:** This is one of the areas that I see the biggest improvement from our last vendor and is really saving my sanity and relationships with our partner accounts! When I put in a request for a repair, I receive an almost immediate response that my request has been received. The tech visits are timely and I receive reports back very quickly. The partner accounts have been pleased with the technicians that have been on site, and I feel such relief to know that I can submit a request and it will be taken care of without me babysitting the process.

#### Management Team.

**Nike, Inc.:** I have really appreciated that I have multiple points of contact that I can reach out to at NM&C. The frequent check-ins by the team members that are working on our account is really helpful. When I asked your team to create a tracking report that would reflect all of our projects and the status of each that I could review each week, you got right on the challenge and customized it to fit my needs. This is incredibly helpful!

15% - 19%

LABOR COST REDUCTION PER SERVICE REQUEST

8% - 12%

MATERIAL COST

REDUCTION AS A DIRECT

RESULT OF NM&C

PARTNERSHIPS

100%
PEACE OF MIND!
GETTING THE JOB DONE
RIGHT THE FIRST TIME,
EVERY TIME!







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