

VENDOR PROFILE

UNIFORM MAINTENANCE

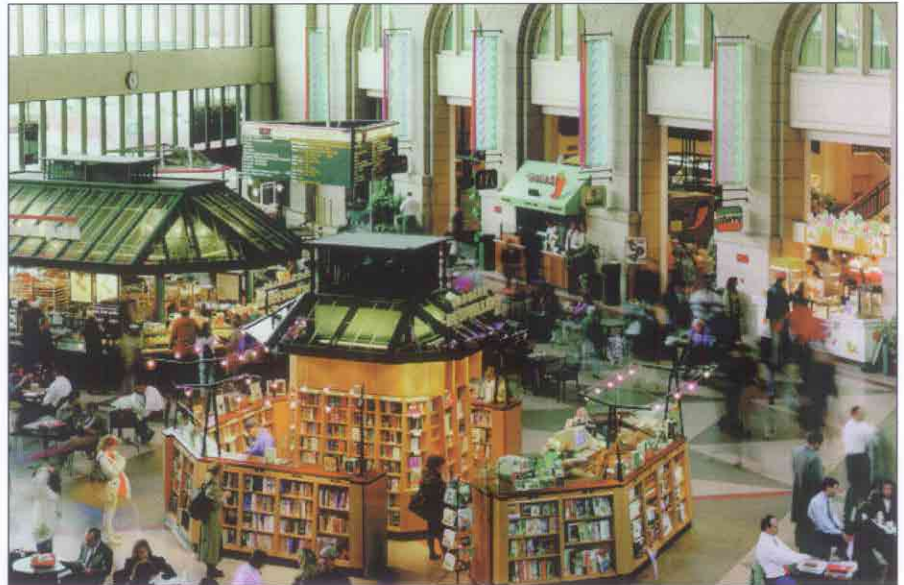
UNICCO prides itself on being responsive and resourceful.

Brian A. Lee

Responsive and resourceful. According to Chip Wood, that's what sets UNICCO Service Company apart from its competitors in the business of providing facilities management services to retail customers.

"I think that's where we shine. We can do stuff quickly," says Wood, vice president of strategic accounts for the 50-year-old Boston-based company. "That [also takes into account] the size and the areas in which our company encompasses. To do that you have to have everything in place — the infrastructure, the people, and everything else."

To prove his point, Wood refers to last fall when Simon Property Group, UNICCO Service Company's largest client, awarded the company a sizable mall facilities management contract. "The perfect example is how quickly we transitioned the last group of malls Simon gave us. On October 1, they



awarded us 27 malls to take over facilities management. We took over those malls in 30 days," says Wood. The retail locations involved with that project ranged from West Texas to Miami and from Northern Virginia to Chicago.

Wood says his company recently has sharpened its sales focus on mall retailers. UNICCO Service Company started out serving 15 malls in the northeastern region of the country and, over the past year, has grown that customer base to 55 malls and six shopping centers.

Some big name customers that Wood's company does facilities management work for include big-box retailers such as JC Penney, Nordstrom, and Panda Express.

UNICCO Service Company, which will earn around \$700 million in revenue this year, got its name from the owner's original intention of providing cleaning services for universities. Ironically, the company didn't get its first university cleaning account until about 10 years ago.

The UNICCO portfolio of services includes cleaning, HVAC and facility maintenance and repair. The majority of UNICCO's work falls into the minor construction category while HVAC and cleaning projects account for over 40% of its business.





"That's another advantage we have."

UNICCO Service Company's advantages in service and resources translate into benefits for its customers. Tony Kalinowski, general manager of Worcester Common Outlets, a 1 million-square-foot enclosed out-

let center and multi-use facility in Massachusetts, attests to that fact.

"We've found a great relationship and at a very reasonable price working with UNICCO," says Kalinowski.

In terms of facilities management, UNICCO Service Company practically does it all for Worcester Common Outlets. The company provides services for the operation of the central plant there as well as the maintenance and housekeeping of the retail complex and office buildings.

"We've found it to be very easy in dealing with one very knowledgeable, aggressive and professional organization [like UNICCO]. They have an outstanding staff in all areas that we work with and they're always looking to improve their service so I find them terrific to work with," says Kalinowski. With its responsive service and dynamic resources, UNICCO Services Company has found a winning formula in the world of retail facilities management. **PRSM**

UNICCO Service Company utilizes a national call center to boost its responsiveness to customer needs. Retail facility managers anywhere in the country need only to pick up the phone to take advantage of UNICCO's highly committed and professional level of service. In the innovative spirit of constantly looking to improve the way business is done, the company has implemented EL-COMM, an on-line purchasing platform.

"Through [resources like] that, we can use our purchasing power all around North America to get lower prices for our clients," says Wood.



UNICCO

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