



# Facilities Management Services

Statement of Qualifications



## Optimize Your Facilities Management Program

**Expect to save 10% to 30% annually working with Marsden's Facilities Management Division.**

**By retaining Marsden's Facilities Management Division, we enable you to focus on your core business.**

We realize you're making a "career decision" when you select your company's Facilities Management (FM) services provider. Nothing should be left to chance. When you choose Marsden, you're backed by the full weight of one of the largest private facility services companies in the U.S. Indeed, at 10,000+ employees, deep resources, and finely-tuned processes, you can expect significant and sustained results.

### Sustainable Cost Savings

After moving to Marsden's FM program, you'll achieve savings of 10% to 30% annually. Subsequent annual savings will vary between 8% and 12%. Initial savings are driven by leveraging Marsden's third-party FM spend and by offering fair, market-driven wage and benefit packages, and through process and productivity improvements.

With Marsden, you'll expend energy working on your core business while we keep all aspects of your facilities running smoothly.

Following your FM program's first year, cost savings are achieved through employees who are empowered to suggest ideas for improving workplace productivity and safety. Marsden employees are further motivated to take part in the savings effort through gain-sharing plans.

Costs and expenses are tracked carefully once your program is under way to ensure we stay on budget. Also, we use benchmarking to compare costs with best-in-class facilities costs. Table 1, below contains a few of the tactics we employ to operate your FM program efficiently.

#### Cost Saving Measures

- Maximize self-performing maintenance work.
- Use multi-skilled technicians for most facilities work.
- Offer competitive, market-driven wages and benefits to attract and retain quality workers.
- Award salary increases on merit and productivity.
- Leverage subcontracted work and material purchases through volume purchasing.
- Leverage the combined purchasing power of your company and Marsden.

Table 1 – Cost saving measures.



*Marsden Services is one of the oldest and largest private facility services providers in the country. Annual revenue exceeds \$300 million. The company's 10,000+ employees service hundreds of client organizations and businesses, including manufacturing, industrial, healthcare, higher education, K-12 school districts, technology, and retail.*



# WHY MARSDEN SERVICES' PERFORMANCE-BASED PROGRAMS

## A Foundation of Trust Allows You to Focus on Your Core Business

The foundation of a superior FM services agreement is trust. You have a lot on the line, and we have your back. Marsden Services has been around for 65 years, and we're here to stay. That's also why over 4,500 clients trust us to oversee their facilities. We clean and secure 300 million square feet every day.

The result: You can expend energy working on your core business while we keep all aspects of your facilities running smoothly. Marsden clients include:

- Manufacturing and Industrial Facilities
- Commercial Office Buildings
- K-12 School Systems
- Healthcare Organizations
- Higher Education
- Retail Buildings/Shopping Malls

## Marsden's FM Services Division: One Point of Contact

We leverage the expertise of our entire organization to provide you with a comprehensive suite of offerings to meet your facilities management needs (Table 2). It may be a vast list of services, but it's only one point of contact.

You'll work with a dedicated Marsden team responsible for a broad range of services such as building and equipment management, facility audits, EH&S, materials management, space planning, and a host of others.

## A Laser-Like Focus on Safety, Reliability and Quality

Managing your facilities is more than a short-term, cost-cutting tactic. Rather, it's a long-term strategy that considers the entire life cycle of equipment and facilities. When you focus on the life cycle, you better control costs, increase reliability, improve safety metrics, improve quality, and maximize performance.



Facility Management	Management Support Services	Logistics Services
<ul style="list-style-type: none"> <li>• Building and equipment maintenance</li> <li>• Central utility operations</li> <li>• Facility engineering &amp; design</li> <li>• Project management</li> <li>• Facility audits</li> <li>• Energy management services</li> <li>• Production equipment maintenance</li> <li>• Subcontract management</li> </ul>	<ul style="list-style-type: none"> <li>• Finance and accounting</li> <li>• Risk management services</li> <li>• Information technology services</li> <li>• Help desk &amp; reception services</li> <li>• Safety services</li> <li>• EH&amp;S programs</li> <li>• Quality programs</li> </ul>	<ul style="list-style-type: none"> <li>• Web-based procurement &amp; MRO systems</li> <li>• Distribution &amp; warehousing</li> <li>• Inventory management</li> <li>• Laydown yard management</li> </ul>

Table 2—Marsden FM services suite of offerings.

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# MARSDEN CAPABILITIES

## **Self-Perform + Subcontract: Better Control Over Safety, Quality, and Cost**

When providing facilities management services to our clients, Marsden views everything through a complete life cycle lens. The result is we self-perform between 75% to 85% of your facilities-related work. Moreover, using a combination of self-perform and subcontract work gives you the highest level of flexibility and reduces costs.

With Marsden as your single point-of-contact for both self-perform and subcontract work, you'll have full transparency and a 360° view of every project and every task, every day. Your tailored facilities management online dashboard is accessible 24x7.

The overall capabilities of Marsden's Facilities Management services are presented in Table 3. As is customary, we've notated each item as either self-perform or subcontract.

## **Cost-Effective, Engaged Multi-Skilled Technicians**

We're able to achieve such high percentage levels of self-performed work by employing multi-skilled technicians. This best practice improves productivity, safety, and quality while reducing your costs.

Technicians skilled in multiple disciplines are cross-trained to handle more of your day-to-day tasks, which ultimately reduces your costs. Specialists—high-voltage technicians or controls experts, for instance—are only brought in when necessary and under a subcontract.

When you can move people to work unrestrained by traditional skill classifications, power is in your hands. Moreover, you'll have a highly-productive and trained workforce that self-performs up to 85% of your production equipment tasks and facilities challenges.

Additionally, empowering technicians to tackle more of the work increases employee engagement significantly. Employees who are highly engaged in the culture are more efficient and more quality driven than non-engaged employees. Surveys also show most technicians prefer a job where they can perform a wide variety of activities rather than work exclusively in a narrow discipline.



Table 3—Marsden facilities management services capabilities.

Category of Work	Self-Perform	Subcontract
<b>Manufacturing Plant</b>		
Utility plant operations and maintenance (mech and elect )	✓	
Manufacturing plant operations and infrastructure FM maintenance	✓	
Fire systems	✓	✓
Site operations	✓	
<b>Operations &amp; Maintenance</b>		
Financial planning, tracking and reporting	✓	
Tenant support (track requests and follow to closure)	✓	
Mechanical systems operations	✓	
Electrical systems operations	✓	
Mechanical systems maintenance	✓	
Electrical systems maintenance	✓	
Janitorial and custodial services	✓	
Waste removal		✓
Interior plants maintenance		✓
General light maintenance (adjust doors, furniture repair...)	✓	
Building automation maintenance and programming	✓	
Snow removal	✓	✓
Grounds maintenance	✓	✓
<b>Project Management</b>		
Project management	✓	✓
Electrical trade	✓	✓
Mechanical trade	✓	✓
Carpentry trade	✓	✓
Cabling	✓	✓
Movers	✓	✓
<b>Environmental Health and Safety</b>		
Safety assessments	✓	
<b>Contract Management</b>		

Category of Work	Self-Perform	Subcontract
Management of of third-party contractors	✓	
Project management procurement	✓	
Other infrastructure procurement	✓	
Accounts payable	✓	
Invoice validation	✓	
<b>Site Services</b>		
Office supplies (stationery)	✓	✓
Copiers (equipment and supplies)	✓	✓
Internal mail sort/delivery	✓	
Vital records management/storage	✓	
<b>Space Management</b>		
Planning and tracking of space utilization	✓	
Day-to-day interface with business units	✓	
Cost estimation	✓	
Furniture management	✓	
<b>Security</b>		
Security services (Guards)		✓
Technical support (CAS & camera systems)	✓	✓

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# CONTINUOUS IMPROVEMENT

## Industry-Wide Benchmarking

Marsden Services uses industry-wide benchmarking to ensure we follow facilities management best practices. Our research team regularly analyzes market intelligence and uses the information to create industry-specific data sets that in turn shape your tailored FM program.

Combined with our knowledge and experience of industry trends, we provide you with more accurate cost implications of your needs and requirements. These processes can then be implemented at other locations if the modified process increases productivity, safety, and quality while reducing costs.

## External Resources Help Marsden Remain Competitive

Internal and external benchmarking is also used during our self-evaluation process.

Internally, we benchmark by comparing performance program to program and find ways to capitalize on improvements made at other client locations.

External benchmarking is the most valuable of all tools because we can compare our performance to peer organizations.

## Client Teams Tailored to Your Needs

Depending on your FM needs, we handpick a team of technical delivery experts, strategists, and other in-house specialists. We'll collaborate with you to create agreed upon goals followed with designing efficient program activities. These activities are measured against top industry programs with the results leading to continuous improvement.



# KEY PERFORMANCE INDICATORS

Marsden has a flexible approach to measuring outcomes and results. Through periodic meetings with you, we revise measures and reports as your business conditions change.

Our benchmarking information compared to actual performance data provides us a measure of whether our services are meeting your expectations. The common key performance indicators (KPIs) are listed in Table 4.

Key Performance Indicators		
Basic Required Metrics	Production Maintainance Metrics	Project Management Metrics
<ul style="list-style-type: none"> <li>Expenses—cumulative budget, commits, &amp; actuals</li> <li>Safety performance</li> <li>Customer satisfaction</li> <li>Quality self audits</li> <li>Training summary</li> <li>Staffing—turnover</li> <li>Cost savings</li> </ul>	<ul style="list-style-type: none"> <li>PM completion</li> <li>Proactive vs. reactive work orders</li> <li>Response time</li> <li>Mean Time To Repair (MTTR)</li> <li>Mean Time Between Failures (MTBF)</li> <li>Work order backlog</li> <li>Craft utilization</li> <li>Technical training hours</li> </ul>	<ul style="list-style-type: none"> <li>Projects approved—dollar value</li> <li>Projects completed—Estimated budget vs. actual costs</li> <li>Projects completed by dollar distribution</li> <li>Projects modifications by modification type—dollar value &amp; % of total \$ value</li> <li>Project completion time/attainment</li> <li>Project customer satisfaction</li> </ul>
Facilities Operations Metrics	Moves & Rearrangements Metrics	
<ul style="list-style-type: none"> <li>Percent PMWO &amp; DWO hours compared to number</li> <li>PMWO average hours</li> <li>Hours summary—percent overtime</li> <li>Percent hours by skill/trade</li> </ul>	<ul style="list-style-type: none"> <li>Cost of box moves per person</li> <li>Cost of reconfiguration moves per person</li> <li>Cost of box moves by discipline</li> <li>Cost of reconfiguration moves by discipline</li> </ul>	

Table 4—Common key performance indicators (KPI).

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## OPTIMIZE YOUR FACILITIES MANAGEMENT SERVICES

Through the years, Marsden Services has served thousands of businesses across the U.S., creating loyal followers who wouldn't turn anywhere else for their building services. That's because clients trust us to deliver and follow through.

Our culture of continuous improvement, industry-wide benchmarking with numerous KPIs, employing multi-skilled technicians, and an obsession with safety, reliability, and quality makes us an ideal FM partner.

*Ready to optimize your facilities management services?*

*To arrange a complimentary facility optimization assessment that identifies areas of cost savings and productivity enhancements, please contact:*

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