

## ENHANCEMENTS



# DELIVERING ON YOUR BRAND PROMISE.

Almost 80% of consumers are open to patronizing new places. Your brand has several opportunities to impact your customers – from your marketing and customer service, to the products and services you deliver. But when the rubber meets the road, it's your facility that will either make or break you. At Merit, we not only want to help you make the right first impression, but to help you deliver on your brand promise, your reputation. Again and again.

## HOLISTIC BY DESIGN

At Merit Service Solutions, making your business look good is our business. Your whole business. Our holistic approach takes the life of your assets into consideration. From construction services to restoration, from enhancements to demolition and back to construction again. We're in it for the long haul. Because it's about more than just cleanliness and appearance. It's also about safety and longevity. This is Merit's holistic approach – not just caring for your facilities, but for your reputation.

## WHAT MAKES A MERIT SERVICE SOLUTION?

### UNCOMPROMISING QUALITY.

With Merit, you can expect more: the highest levels of service typical of a local partner, but with the national reach to consistently and reliably maintain all aspects of your facilities maintenance and capital improvement programs throughout the country.

Sure, it comes from having the right equipment and materials, but it also comes from having the right attitude and commitment. We are here to help you maintain your brand reputation. We never forget that. That's why we take a holistic asset-owner approach to maintaining your facilities. Continuous quality control. We provide the boots on the ground, the eyes and ears in the field to increase our knowledge of your properties' particular needs and nuances. So we can keep you up-to-date, to tackle the small issues before they become big problems.

## YOUR REPUTATION'S AT STAKE.

CALL US AT 800-644-6035 TO REQUEST A PROPOSAL TODAY  
OR VISIT [MERITSERVICESOLUTIONS.COM/ENHANCEMENTS](http://MERITSERVICESOLUTIONS.COM/ENHANCEMENTS)



### SERVICES

- ▶ Concrete, Asphalt & Masonry
- ▶ Capital Improvements
- ▶ On-Demand Services



Approximately  
**80%**

of consumers are open to shopping at new places. Make sure your facilities attract and keep those customers.

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### REAL PASSION - THE KIND THAT ONLY COMES FROM REAL PEOPLE.

We've spent over 35 years cultivating our reputation. We know how difficult they are to build and how quickly they can be destroyed. That's why we offer reliable services by real people who not only understand and respond to your needs, but who care about them too. 24/7 customer service is par for the course. What makes Merit different is our individualized account management – designed with the whole of your facility in mind.

And our professional service partners, selected specifically for your program from among our extensive network of proven providers, undergo our rigorous qualification requirements and testing. Why go through so much ongoing training and testing? Our vendors know that when they join our network, they become our service partners. They want to continuously improve, so they can continue to perform the best work at your sites. Which means you can be confident that you'll always receive reliable and responsive expert services. After all, everyone's reputation is at stake here.

### PERFORMANCE-DRIVEN PROCESSES.

Your Merit account team and service partners all follow proven customer service and quality control processes to help improve performance. Our streamlined & efficient operations approach means you have one contact for all your exterior facility needs. One contact. One contract. One invoice. Simple.

Whether through our strategically sourced and managed vendor network or through our self-perform services, your dedicated account team works with you personally to design the program that fits your particular needs. We measure performance through physical site inspections, provide trend analyses and routinely monitor your property to ensure we're always upholding your brand reputation. And ours.

### LEADING-EDGE TECHNOLOGY.

We take into account all the systemic costs involved in your total program and flat line your budget, so what was once an invisible cost hitting your P&L, is now a manageable cost center that will realize efficiencies for the long haul. We monitor all work centrally through our in-house systems. Robust, real-time reporting and web portals improve your visibility and reduce variability. Because it's not just about cost savings. It's about budgetary security.



### NATIONAL FOOTPRINT — WE GO WHERE YOU GROW.

Merit gives you the strength, security and financial stability of a national company with the attention, visibility, and control of a local partner. Consider Merit your eyes and ears in the field. While Merit is headquartered on the east coast, we have regional managers stationed across all major metropolitan areas and offices and crews stationed throughout the country. So, wherever you need us, Merit is there.

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## WHAT'S IN IT FOR YOU?

- ▶ Standardization, brand preservation and control over the customer experience
- ▶ Improved visibility and control over exterior maintenance spending
- ▶ Cost reductions and budgetary security
- ▶ Improved operations and increased focus on core competencies

