

## INTEGRATED FACILITY MANAGEMENT SERVICES



MacLellan's goal is to help you reduce facility operating expenses and minimize equipment downtime while increasing productivity and service levels.

### Our Mission Statement

We bring people together who share our values and help them discover and achieve their potential.

We are disciplined in the development and use of innovative systems and practices.

We are a driving component in our business partners' competitive advantage.

**MACLELLAN EXPERTISE:** Outsourcing non-core technical and support services is an increasingly attractive option for organizations striving to increase quality and reduce costs. MacLellan's goal is to reduce facility operating expenses and minimize equipment downtime while increasing productivity and providing a high quality of service. MacLellan has built a solid reputation over the years with our distinctive blend of innovative management solutions and customized service delivery.

### BEST PEOPLE, BEST SYSTEMS, BEST RESULTS

MacLellan provides integrated facility management to a variety of business sectors including telecommunications, chemicals, abrasives, glass, pharmaceuticals, automotive, heavy equipment, general industrial, fragrance and flavor and information technologies. We also support customers working in research facilities and corporate offices.

Our integrated facility management services typically include the operation and maintenance of:

- Fire safety systems
- Compressed air systems
- Material handling systems
- HV/LV power supply and distribution systems
- Backup power generators
- Water treatment plants and distribution systems

- Waste treatment plants and distribution systems
- Process chilled water systems
- Unitary and central HVAC systems
- Steam generation and distribution systems
- Fuel unloading and distribution systems

Other services:

- Process equipment maintenance
- Critical process cleaning
- Grounds and landscape maintenance
- Security services
- Pest control management
- Custodial services
- Administrative support services
- Minor projects
- Help desk services



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### LEADING-EDGE TECHNOLOGY

A high level of technical expertise as well as the use of proprietary tracking tools and systems give MacLellan a distinct advantage in providing comprehensive facility management services. MacLellan uses preventive and predictive maintenance software, mechanized cleaning processes, proprietary scheduling and tracking tools and computerized helpdesk software to optimize facility maintenance management. Our software allows us to classify and track requests for all service and customer inquiries. MacLellan generates daily and monthly reports that are focused on our mutual KPIs.

### CONNECTED WORLDWIDE

MacLellan managers around the world are linked through knowledge-sharing technology that allows them to learn from each other and share ideas and best practices. The MacLellan web-based "desktop" allows us to disseminate corporate and industry information, collaborate on major initiatives and discuss, review and brainstorm improvement suggestions. It also offers a portal into the MacLellan Academy, a comprehensive library and learning center offering training courses and resource materials across the organization. It is, in effect, a virtual office environment that enables

our employees and customers to take advantage of innovations and process improvements from MacLellan locations all over the globe.

### YOUR COMPETITIVE ADVANTAGE

MacLellan works in partnership with the companies we serve. From day one, we are committed to understanding your strategic objectives. We align our goals with yours so that as we work together, we become an extension of your organization. We are committed to continuously improving our operations, and thus our service delivery, which ultimately drives your competitive advantage. Because your business is our business, we are the trusted advisor that you turn to for industry knowledge, technological advancements and process efficiencies.



To learn more about how MacLellan can help your business, visit us at [www.MacLellanLive.com](http://www.MacLellanLive.com) or call **1-859-219-5400**.

**YOUR  
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