



Total Maintenance

STREAMLINE YOUR FACILITY'S MAINTENANCE

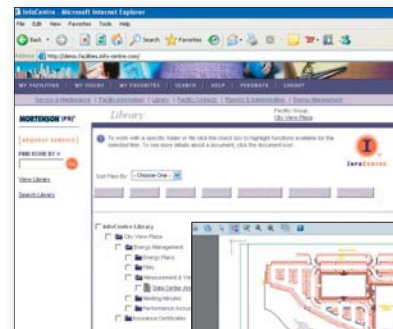
As your sole source-provider or as a partner to work with your existing staff, Total Maintenance (TM) optimizes the long-term operations of your facility. Integration of proactive issue and data management systems with TM professionals ensures your operational success. TM's approach translates planning into actionable, measurable tasks. More importantly, TM provides the systems and structure to effectively manage and continually improve your facility operations.

A Packaged Maintenance Solution

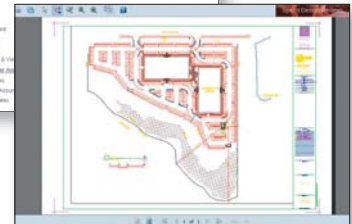
TM develops a customized maintenance strategy that leverages the technology embedded in your facility. Advanced monitoring, a 24x7 manned Remote Operations Center and a scalable team of qualified professionals support your strategy. The result is responsive, optimized facility maintenance at minimum cost.

24x7 Reliable Support

TM's InfoCentre integrates a web-based maintenance management platform with a manned 24-hour service desk to handle your service requests. Your facility staff and outsourced resources are mobilized as needed for routine maintenance and service requests. Atypical and emergency requests are handled by a team of experienced TM Customer Service Representatives trained on the specific needs of your facility.



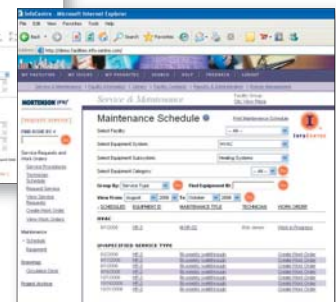
CENTRALIZED
INFORMATION
MANAGEMENT



DRAWING LIBRARY



SERVICE REQUESTS
AND TRACKING



PREVENTATIVE MAINTENANCE

Measure It. Manage It.

TM uses InfoCentre and a Remote Operations Center to capture, store and manage operational tasks, issues and information. Routing all facility service requests and work-orders through a single, structured database makes complex information manageable. Through this database, improvements and successes are measurable, and maximum value of your facility assets is retained. Managing available data across self-performed and outsourced services is key to understanding your maintenance costs and the most expedient path to optimizing your facility's operations. If you have accurate measurements in hand, you can manage costs and performance effectively.



REMOTE OPERATIONS CENTER



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|-----------|-------------|---------------------------|
| Seattle | Minneapolis | Shanghai, China |
| Denver | Chicago | Federal Contracting Group |
| Milwaukee | Phoenix | Energy Group |