



the TWENTY

DWM Facilities Maintenance

DWM Provides a Dedicated Customer Service Coordinator for your company. As a result, the stores will always know to whom they are speaking and corporate will always know who to ask for. This also allows for DWM to have an expert on your company on staff - they are a specialist for your stores.

DWM is Always Available: We provide service 24/7/365. We have an on-call staff available from 7pm-8am on weekdays and all weekend long.

DWM Knows the Best Local Contractors: We currently have over 19,000 contractors in our database. We are always updating and refining this database to ensure that we send out capable contractors to your stores.

DWM Manages High Priority Items: Management meets with CSC's daily to discuss elevated issues and assists with completion.

DWM Ensures Timely Resolution: We follow-up on service calls. Each DWM customer service coordinator must submit their follow-up to a supervisor weekly. This report is inspected for any calls older than three days that do not have a justifiable reason for being open that long.

DWM Communicates with Corporate Offices: We email work order confirmations to corporate offices once work is scheduled with a contractor.

DWM Communicates with Store Personnel: We place phone calls and send faxes (if available) to individual stores so they are aware of service before the job starts.

DWM Ensures Satisfactory Work Completion: We always call the stores after the work is performed and receive verbal confirmation that the work was done to the stores standards.

DWM Understands Budgets: We provide free estimates.

DWM Provides Transparent Reporting: We provide weekly reports on service calls as well as quarterly reports. If you are interested in more reports, please let us know what reports you require.

DWM, the only three letters you need to know for facilities maintenance

From **HANDYMAN REPAIRS** to **CUSTOM PROGRAMS** to **RENOVATIONS**
PAINTING in **PEORIA** **CARPETS** in **CARMEL** **TILES** in **TULSA** **CLEANUPS**
in **CLEARWATER** **WINDOWS** in **WICHITA** **CABLING** in **CLEVELAND**



DWM Handles Large Jobs, Too: We have a Project Management department that handles all larger estimates as well as roll-outs and large capital expenditure work. DWM manages the whole job from estimate request to invoice submittal once the work is completed.

DWM Can Be Your Eyes and Ears: We can provide a project manager on site for larger jobs that require oversight.

DWM Ensures Honest Invoicing: We audit the contractors. We ensure that all contractor invoices match up with their hourly rate and times on site.

DWM Follows Customers Procedures: We require both store stamp and managers signature of approval before the contractor can submit invoice.

DWM Alleviates Billing Issues: We handle all contractor bill problems as well as monthly statements. We communicate with contractors concerning delays in payment or non-payment and provide reasons.

DWM Invoices Quickly: We will submit invoices within your timeframe for easier financial accounting for your company.

DWM Protects: We collect all contractors insurance (worker's compensation and general liability with DWM as the certificate holder). If they do not have a worker's compensation form, we require a letter from the contractor stating why they don't have it.

DWM Provides Complete Tax Coverage: We collect all contractors W9 forms and keeps updated records of each contractor's 1099 information and complies with IRS guidelines in creating and distributing 1099 forms to all relevant contractors each year.

DWM Provides a Free Customer Website: Customers can place calls, follow-up on calls, and bring up reports. All of this is customer-specific so please let us know what you would like to see.

DWM Has an Aggressive Technology Agenda: Our in-house Information Technology employee continually updates and refines our systems. This allows us to perform more efficiently to provide better service to our customers.

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