



**EXECUTIVE SUMMARY AND
INTRODUCTION TO HIGHER ED CAPABILITIES
PREPARED FOR:**



EXECUTIVE SUMMARY

Agile Facility Solutions Inc. is an independently owned, Florida Corporation and WBE Certified Enterprise. **We provide a full menu of Facility Support Services to 8500 clients at more than 18,000 site across North America.** We have service revenues over \$100 Million and service more than 60 million square feet everyday with a management support team of more than 100.



OUR HISTORY

- Agile Facility Solutions, Inc. is the Facility Support Services sister company of Anago Cleaning Systems a franchise commercial cleaning service company.
- We are a family-owned enterprise that was founded in 1989 by Dave Poviltz in Pompano Beach Florida. The company today is still owned and operated by the Povlitz family in Pompano Beach.
- Agile which is owned by Lisa Ritenour (Povlitz) and was formed to expand our capabilities to provide multiple service line solutions to our strategic clients across North America.

WHO WE ARE

MISSION STATEMENT

Agile Facility Solutions' mission is to lead the evolution of the outsourced commercial facility support services industry through our commitment to training and technology that elevates the capability and capacity of our people. Our dedication to the advancement of data-driven systems and technologies provides the most efficient and effective Facility Support Services uniformly and consistently, creating and adding value to our clients across North America.

WE BELIEVE IN PEOPLE

We understand the importance of education, appreciation, and advancement. We've been thriving for over 30 successful years, and we credit that accomplishment to our people. We value personal and professional integrity and realize that a forward-thinking, positive environment begins with us. Ultimately, this mindset results in the outstanding support we provide to all members of our team.

MARKETS AND SERVICES

With **30 years of experience providing facility support services to Educational Institutions across North America**, we dedicate specialized resources to each market we serve. We offer a full menu of facility support capabilities and a long history of providing customers the most creative and customized facilities support solutions in the industry, improving service quality and often a cost savings. **Creating and adding value for our customers is the foundation of our business philosophy.**

Services Provided:

- Housekeeping, custodial and janitorial
- Security
- Mechanical Services- HVAC, Electrical, Plumbing Maintenance and repair
- Pest control
- Grounds, landscaping and snow removal
- Cosmetic maintenance and painting
- Handyman services
- Controlled Environment cleaning
- Specialty surface restoration and maintenance (marble, metals, wood finishes)

REGISTRATIONS/LICENSES/CERTIFICATIONS

We hold professional registrations and licenses as may be required by our clients in the provision of facility-related services. **Our professional affiliations include, among others:**

- International Facility Management Association (IFMA)
- Building Owners and Managers Association (BOMA)
- International Sanitary Supply Association (ISSA)
- Building Service Contractors International
- Global Bio Risk Advisory Council
- US and Canadian Green Building Council

AGILE'S COMPETITIVE DIFFERENTIATORS

5 Pillars of Success



Safety Excellence

Prioritizing safety and employee wellness.



Leadership & Skilled Workforce

Decades of technical expertise you can trust.



Best-in-Class Process Standards

The framework for consistent service.



Sensor Technology

Advanced technology at your fingertips.



Remote Monitoring & Analytics

Predictive analytics for actionable insights.

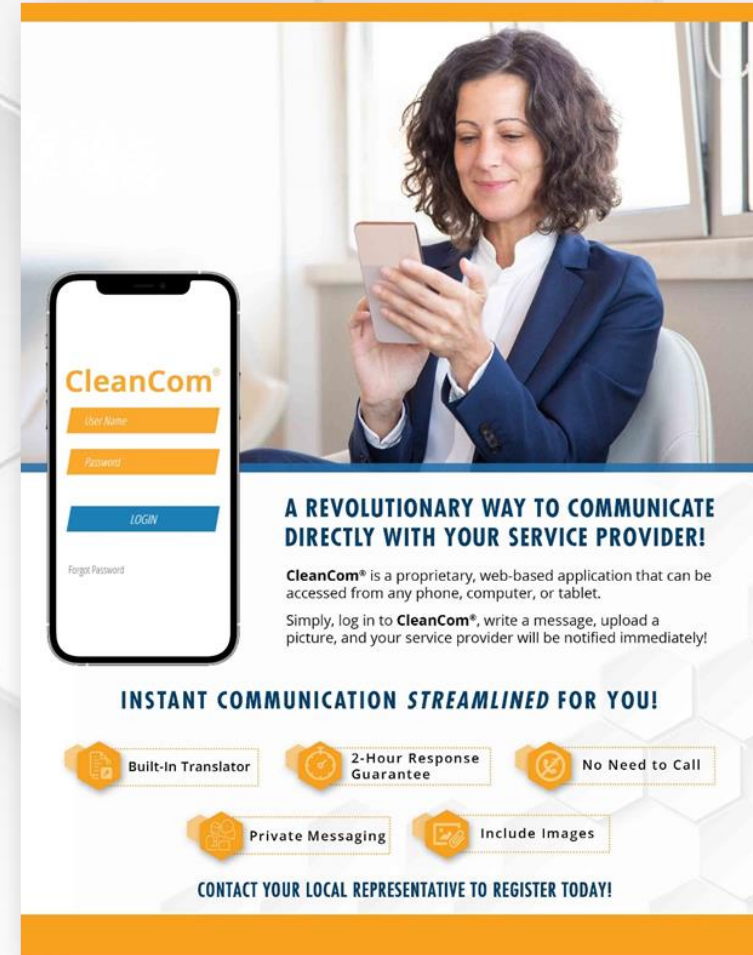
Cutting-edge management systems and technology, trained and motivated staff and our commitment to quality have resulted in a clear differentiation between Agile and other service providers.

STRATEGIC CLIENT PROGRAM

- Our Strategic Client Program provides you uniform and consistent service across all services for one or many locations across North America.
- Each Strategic client is assigned a **dedicated Strategic Accounts Manager** who is your single point of contact for all matters related to your services.
- Strategic Account Managers are supported by **a centralized management team and advanced technology system** to assist with service requests, billing, invoicing, or payments.
- Whether you require changes to your service, additional services, or wish to add a location or any other matter related to your service program, your dedicated Strategic Account Manager is available to handle all your needs.

TECHNOLOGY ADVANCEMENT

- Agile's proprietary platform hosts customized schedules, special requests or requirements, performance evaluations, **data driven analytics to monitor and ensure the highest quality of service at all times.**
- To provide the most efficient means of communication with our clients and service providers, our revolutionary app offers built-in translation, issue resolution tracking with instant, **one-on-one communication** with your Account Manager and a **2-Hour response guarantee.**



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CleanCom® is a proprietary, web-based application that can be accessed from any phone, computer, or tablet. Simply, log in to CleanCom®, write a message, upload a picture, and your service provider will be notified immediately!

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- Built-in Translator
- 2-Hour Response Guarantee
- No Need to Call
- Private Messaging
- Include Images

CONTACT YOUR LOCAL REPRESENTATIVE TO REGISTER TODAY!

QUALITY ASSURANCE AND CUSTOMER SERVICE

Our Strategic Account Managers are responsible for ensuring that what is promised is delivered. Daily quality assessments facilitated through our advanced systems provide management with objective data on the quality of services being delivered to each client.

Our customer service team is available to you 24/7 and is keenly focused on your satisfaction. Some of the key deliverables we measure are:

- Ensuring our service providers are effectively trained in all aspects of cleaning services, including equipment use, chemicals and procedures
- Establishing a Quality Assurance (QA) baseline and creating a Continuous Quality Improvement (CQI) plan to maintain and improve the services provided to each client.
- Maintaining documented QA reporting and sharing that data with our clients.

A FEW OF OUR STRATEGIC HIGHER ED CLIENTS

UNIVERSITY OF THE
PACIFIC



SJSU SAN JOSÉ STATE
UNIVERSITY



**WE WOULD BE HONORED TO PARTNER WITH YOU
WE STAND AT YOUR SERVICE!**