

# MISSION CRITICAL OPERATIONS

**20,000+ Customers. 600 Data Centers. Uninterrupted Performance.** EMCOR Facilities Services (EFS) serves 20,000+ customers and 600 critical data centers with the goal of uninterrupted, around-the-clock performance. EFS's team of dedicated specialists provides customers with planning, design, construction, and service expertise. EFS offers customers the latest intelligence on advancements in cooling technology, redundancy design, and sustainable strategies, striving to make sure mission critical facilities are never compromised.

## Why EFS?

- Key Performance Indicators (KPIs) for safety, quality, productivity, and cost reduction
- ISO-certified processes
- 7-step proven risk management blueprint for disaster recovery
- Reliability-centered maintenance programs
- Governance processes
- Proven change and transition-management process
- Integrated workplace and financial management technology
- Member of 7x24 Exchange and participation in the Uptime Institute
- 95% customer approval ratings
- 24/7/365 Customer Solutions Centers



### **Strategy. Transparency. Continuity.**

EFS constructs well-defined strategic plans and connects them to transparent performance measures. This allows customers to maintain business continuity while still meeting unique budget constraints.

### **Reliable. Scalable.**

The EFS Mission Critical Team takes great care to assure that customers' mission critical facilities will reliably support stringent business requirements, while also remaining scalable. From data centers to healthcare facilities, and from telecommunications hubs to emergency operation centers, EFS understands the construction of mission critical environments. We carefully consider issues like redundancy, single points of failure, and the need for concurrent maintenance.

### **A Unique Suite of Services.**

EFS bundles together a unique offering of facilities, project, and energy management solutions. EFS can assist in virtually any uptime request.

### **Mission Critical Support Capabilities**

- Asset management
- Disaster recovery
- Mechanical systems and mechanical engineering design
- UPS systems
- Monitoring controls
- Life safety systems
- Backup power
- Access flooring
- Fire protection
- Generators
- Fume hoods
- Security systems
- Specialty trades

## EFS Responds to Hurricane Disaster in Record Time.

**Problem:** A customer with over 1,000 childcare and education centers across the U.S. needed help in preparation for Hurricane Sandy when it hit in late October, 2012. Many of the customer locations were in the hurricane's path.

**Solution:** Prior to the storm, the EFS client team provided the customer critical information that allowed them to make quick decisions regarding evacuation. EFS also helped implement preventive and cost-effective solutions that helped minimize the potential for significant property damage.

Within 24 hours of the storm, EFS implemented a complete Disaster Recovery Plan that determined that amongst the customer's sites:

- 65 sites were damaged
- 50% of the sites had lost power and were closed
- 109 facility repairs were needed

Within 36 hours after the storm hit, EFS restored power to 65% of the affected locations. Within 72 hours, EFS provided expansive support for the customer to open all of its locations.

**Through a lot of pre-storm preparation, and a highly collaborative and strategic response, EFS helped mitigate the risk and damage to the centers.**

# We Know Facilities Inside and Out