

## “IT’S ALL ABOUT TIME AND COMMUNICATION!”

That’s a direct quote from a senior facilities manager and a common declaration. Our commercial clients often identify time and communication as the critical factors that enable partnership projects to succeed.

### The Right Response; The Right Result

That’s why we respond immediately to your requests and we’re on site within an hour of an emergency.

Action is swift; communication is clear and comprehensive. We call you from the site to provide an immediate verbal report. And we deliver a detailed written appraisal of damage, supported by photographs, diagrams, drawings and line-by-line unit pricing. We also begin filling in your work order.

Then, while you report to your client and obtain authorizations, where necessary, we get organized to start the work.

We want you to think of PDS as part of your team, so we focus on making your life easier by providing the information you need, how and when you want it. You’ll get accurate, timely reports and updates to your work orders from the beginning to the close of each project.

### “We have clients; we serve, too.”

Just as you have your clients in mind, we focus on serving you. When an incident occurs at your property, or your client’s, it’s time to pull together.

We integrate with your team by mapping our processes to yours. While we operate to exacting standards, our technology, operations and people are flexible and put customer service first. So, for example, if you want us to introduce the software we’ve built to help projects run smoothly, that’s fine; but if you prefer that we work only with your systems, we are happy to do it.

### Good People Doing Good Work

PDS franchisees are not employees. They have invested in a brand, so they are acutely aware of representing your brand faithfully when they work on your behalf.

Our people are courteous and discrete: they neither engage in discussions of price with your customers, nor stray from the tasks that are defined on your work orders.

In the manner in which we restore property, we aim to enhance reputations and develop partnerships. We are competent, we are consistent. And, most importantly, we care.



PDS COMMERCIAL PROVIDES EMERGENCY REPAIR SERVICES TO COMMERCIAL PROPERTIES FROM MORE THAN 60 LOCATIONS COAST-TO-COAST. WE ARE THE SINGLE, NATIONWIDE SOURCE FOR ANY JOB THAT FALLS OUTSIDE THE SCOPE OF YOUR JANITORIAL STAFF'S WORK.



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**EMERGENCY  
RESPONSE**

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