



**MIDWEST MECHANICAL
GROUP**

Office Buildings

Solutions for Workspace Comfort



Tons of steel and concrete. Acres of glass. Miles of wiring. Office buildings are designed to impress onlookers and convey an influential presence in their surroundings based on their outward appearance. From Neo-classical to modern, a building's exterior is where first impressions are formed. But what happens once employees and clients venture inside? Regardless of style, function, address or name on the front door, every office building needs to deliver satisfaction to those working within its walls through properly working mechanical systems.

Cold Wars

It's been said; *A building is like a book; its architecture is the binding and its text lies within the glass and sculpture.* If true, then Midwest Mechanical Group (MMG) believes climate control systems must be the heart and brains of a facility. While not visible, the effective function of an office building's mechanical system impacts the structure's overall performance and most importantly, the ability to deliver consistent occupant satisfaction.

According to a recent study, significant energy use and cost was secondary to the performance issues associated with uncomfortable space temperatures. Increasingly known as "office cold wars", because of individuals' thermostat preferences, today's HVAC systems are required to do more than ever before in the workplace. In fact, commercial tenants who experience three annual disruptions of mechanical system service have a 56% probability of not renewing their leases. Further, if these tenants have problems dealing with facility management in addition to these disruptions, the chance of them relocating increases to 80%¹.

For more than 30 years, MMG has worked with building owners and managers to provide people with comfortable working space temperatures and deliver tenant satisfaction through professional mechanical system maintenance. Our experience encompasses office buildings of all sizes throughout the Chicago area with the goal of exceeding performance expectations.

Delivering Tenant Satisfaction with a Full Service Agreement

Successful owners and managers of office buildings recognize that tenant satisfaction comes first. Superficial improvements can be a waste of resources if building systems aren't addressed first. MMG can provide ongoing monitoring and maintenance to maximize system uptime and help reduce unexpected downtime and costly repairs. A variety of plan options can be tailored to your specific needs for preventive measures, repair and maintenance history tracking and guaranteed response time. The implementation of a Full Service Agreement can produce measurable results, including;

- Higher tenant satisfaction
- Improved financial performance by reducing owning and operating costs
- Controlled budget
- Extended Equipment Life
- Guaranteed Fixed Price

Caring for your Inner Space

Midwest Mechanical Group believes that to produce great service output in the service of your office building, we need a great source of input.

Our Customer CARE Program is a formal, customer-centered process that allows us to provide a higher level of service and performance based on our customers' feedback through three structured steps.

- A postage-paid customer response card is provided on-site by our technicians after service is provided.
- Our Customer Service Representatives will call each of our maintenance agreement customers annually and assure satisfaction.
- Our Customer CARE Representative will personally visit each of our maintenance customers annually to measure their satisfaction.

1) BOMA-Comfort is Critical for Tenant Retention Study



**Call us for a complimentary consultation
at 630.850.2300**

Visit us at www.midwestmech.com

Midwest Mechanical Group looks forward to helping your facility's mechanical systems operate at their best.

- Full Service Agreements
- Preventive Maintenance Agreements
- 24 Hour/Day Emergency Service
- Special Project Construction Services
- Retrofit Capabilities
- Equipment / System Analyses