

Excel Commercial Maintenance

Responsive, Responsible Custom Cleaning and Maintenance Services

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A proactive approach has kept Excel Commercial Maintenance (ECM) ahead of the competition throughout its 15-year history. The company was founded to provide commercial clients with responsive, consistent and reliable maintenance services custom tailored to each facility's needs. Over the years Jim O'Rourke, founder and president of ECM, has cultivated a corporate culture based on transparency, responsibility and consistency. "We are a decentralized company and not an ivory tower kind of organization. We find the right people and provide them with right tools to provide the most responsive level of service," asserts O'Rourke.

Today, the company operates from two locations in Melville, N.Y., and Roseland, N.J., to cover all of northern New Jersey, Long Island and New York City's boroughs. ECM is one-part property management company, one-part custodial services company and always a partner for clients. ECM crews can provide janitorial services, porter and matron services, landscaping services as well as minor facility repair work to keep facilities in top working order and avoid costly repairs in the long run.

"We self perform everything in-house, which enables us to interact more directly with the client, better understand the client's needs and build trust through service," insists O'Rourke. ECM's professionals have the autonomy to make the smartest hiring decisions for each client. In turn, ECM's

longest tenured professional has been with the company over 13 years, a significant number have been with ECM for over six years and many of the company's clients have insisted on ECM for over 10 years.

Growing as a Team

In fact, it was in response to new customer needs that ECM gradually diversified its services. Class A office space has accounted for a significant portion of ECM's business over the years, but as retail markets boomed in the early 2000s, the ECM team took the opportunity to branch out. Today, ECM counts Kimco Realty Corporation, the largest owner and operator of commercial retail properties in North America, as a client.

In ECM's early days, the company's strength in commercial markets led to bring on professionals with

construction experience to tackle common building repairs and commercial construction needs. In addition to painting, spackling, tenant modifications and graffiti removal, ECM is now skilled in repairing and installing EIFS stucco systems, one of the most common exterior finishing systems in use across the nation. Though not a true stucco, the EIFS systems offer a sandwich of foam insulation between thin layers of a synthetic coating to provide a custom architectural exterior.

The firm's fluency with EIFS and flexibility also helped to



Jim O'Rourke (R) with staff members Reynaldo and Juan

establish a foothold in the construction industry, building and maintaining data centers for both Mindshift.com and AT&T. We weren't contracted to handle the many technical aspects of these data centers, but we have the capabilities to support the other teams on the project and facilitate construction," says O'Rourke.

Supporting Both the National Football League and National Hockey League

Meanwhile, the ECM team developed programs to meet the health and safety needs of clients and provide a little peace of mind. With signature ECM responsiveness, the team can consult the U.S. Green Building Council, the U.S. Environmental Protection Agency, the Green Building Initiative, Green Seal and the ISSA Worldwide Cleaning Industry Association to design a custom green cleaning package. Whether a client needs to save money through tax incentives or rebate programs,



achieve LEED certification in an existing facility or simply opt for less hazardous cleaning solutions, ECM can deliver results.

In 2006, ECM landed two major contracts because of the company's willingness to meet even the most exacting demands. "In 2005, there were a number of cases of MRSA [Methicillin-resistant Staphylococcus aureus] across a number of professional sports teams and the gravity of the situation led many sports teams to reanalyze the cleaning and maintenance program at their facilities," says O'Rourke. Identifying the point of contagion for MRSA can be impossible, but ECM stepped up to help develop a cleaning program to target the virulent bacteria. Today, the ECM team has the honor of coordinating with the New York Jets and the New York Islanders to keep players safe, so they can focus on taking home a national championship title.

As a result, ECM has clients across more industry sectors than ever before, which O'Rourke asserts has helped the company weather unfavorable economic conditions. "Commercial office spaces have vacancies of 30 percent or more in our market, but we provide a variety of services to suit a wide variety of industries, which has helped us stay debt-free and profitable during this recession." As the economy continues to improve, O'Rourke plans to stay on course and remain diversified as the recovering market presents new opportunities.

Already the ECM team has proven itself to be a capable and agile partner for commercial maintenance services, helping customers not only save money, but stay in business. As the company grows, ECM employees will find the tools to bring Excel Commercial Maintenance to brighter days ahead, and hopefully help the New York Jets snag another Super Bowl title in the process. •

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