

EXCEL COMMERCIAL MAINTENANCE

Integrative maintenance
solutions with loyal clients

Excel Commercial Maintenance

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Produced by Sean Barr and Written by Tom Faunce

FOUNDED IN 1996 Excel Commercial Maintenance (ECM) has since grown into one of the top maintenance and cleaning companies in the Northeast. The success of the company is based on a simple philosophy. “Find the right people, give them the right tools and they will provide an immediate and superior level of service,” says president Jim O’Rourke. This mindset has allowed ECM to provide clients with comprehensive interior and exterior facility maintenance and cleaning as well as specialized services for almost 20 years. Serving New York City and the state of New Jersey, ECM operates out of two northeastern locations, one in Melville, New York, and the other in Roseland, New Jersey.

“We are a diversified and decentralized company,” says O’Rourke. “We find the right people and provide them with the right tools to provide an immediate and superior level of service.” Offering a wide range of services from janitorial, to window washing and elevator and escalator cleaning, ECM retains a portfolio of high-profile clients including NHL franchise the New York Islanders and AT&T. ECM also has a landscaping division and provides minor facility repair work.

In an industry well-known for high customer turnover, Excel has maintained an exceptional client retention record. Loyal customers who have insisted on ECM services for more than 10 years include Kimco Realty Corporation, Career Education Corporation and the NFL’s New York Jets.



A green company

As a company that is environmentally conscious, ECM is a member of the U.S. Green Building Council (USGBC). Contributing to the sustainability of facilities through its use of Green Seal certified products, ECM's practices create measurable financial gains. Studies show that sustainable buildings create environments beneficial to overall employee health, productivity and retention.

Certain government incentives are also available to companies that go green. ECM is able to consult the USGBC and the U.S. Environmental Protection Agency (EPA), to design a custom green cleaning package for a client looking to save money through tax incentives or achieve LEED certification.



Expanding services

While the company maintains complete focus on clients requiring the company's traditional services, ECM has expanded its repertoire of duties to include construction and renovation. Two years ago, O'Rourke fielded an inquiry from holding company United Capitol.



COMPANY PROFILE



ESTABLISHED:

1996



PRESIDENT:

JIM O'ROURKE



EMPLOYEES:

60

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"They wanted us to renovate some hotel rooms at the Utica Radisson as well as 185 rooms at the Ocean Place Resort and Spa in Long Beach, New Jersey," says O'Rourke.

As a company with a strong facility maintenance sector, ECM is equipped with qualified employees who enable the company to branch out and accept new challenges. The trust that ECM has established with its clients has created opportunities for ECM to expand into renovation contracting. "We've started doing renovation work in circumstances where an existing client has work that needs to be done," explains O'Rourke. "They call us in and ask us to do it because we're there every day and they trust us to do it."

The timeline for the Ocean Place project was seven months. With the project commencing in September and a contract for the renovated rooms to be occupied in April, the resort needed a guarantee that the job would be completed in the allotted time. "We were able to fulfill that obligation because we didn't hire subcontractors for most of the work," says O'Rourke. "We only subbed out what we had to which was the electrical and plumbing. The carpet installation, tile work, painting, demolition and installing the new furniture was all done in-house by us."

ECM placed 40 employees on the jobsite at Ocean Place and worked 12-hour days, 7 days a week in order to meet the deadline. "We worked hand-in-hand with the plumbing company and an electrician so everything operated smoothly," explains O'Rourke. "By April 1, Ocean Place Resort and Spa was ready to kick-off their spring season."



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As a result of diversifying services, ECM continues to gain clients across industries. Expanding products and services has permitted the company to weather the recession of the past decade. "We provide a variety of services to suit a wide variety of industries, which helped us stay debt-free and profitable during the economic downturn," says O'Rourke.

Along with customer retention, the business philosophies and practices executed by ECM toward its workers have ensured employee retention as well. "Our employees and customers are our most important assets," says O'Rourke. "Our longest tenured employee has been with us for almost 20 years."

With an optimistic view of the economy, O'Rourke is confident that ECM will continue to experience gradual growth. Looking into the future, Excel Commercial Maintenance will continue to diversify its operation, while maintaining its focus on providing green maintenance solutions. •

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