

OnSite

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product update

This month's updates in our product coverage include:

Fasteners – SiteStuff now offers Lawson products
SiteStuff has added over 15,000 fasteners provided by Lawson Products. Products include anchoring systems, and many styles of bolts, threaded rod, fastener storage cabinets, rivets, screws, nuts and washers (43 different styles).

Stay tuned for a field support program to accompany the new offering. You can find these products in the SiteStuff catalog by searching on the Lawson part number.

Janitorial – Do you need Bobrick fixtures?

SiteStuff carries many commonly purchased products from Bobrick, such as soap dispensers, towel bars, paper towel and tissue dispensers and waste receptacles. You can find these products in our Commercial Fixtures Category or by typing Bobrick in the search engine. If you would like assistance finding these products, please contact Customer Care.

Lighting – Retrofitting options can save your property money

Osram Sylvania has developed a new 30-watt Super Saver retrofit T8 lamp that saves 2 watts per lamp over standard 32-watt T8 lamps. The Super Saver lamp operates on existing instant start ballasts and can be sprinkled into your existing T8 lighting systems. Group re-lamping will produce the most savings. At \$.10/kWh, you can save \$5.20 in energy costs over lamp life. For more information, please contact your SiteStuff/Sylvania distribution partner.

If you are not presently purchasing your lighting from SiteStuff, we offer a full-line of GE, Philips and Sylvania lighting products along with local distribution partners in most major markets. To get started buying your lighting from SiteStuff, please contact your Regional



www.sitestuff.com



Account Specialist (see list below).

Office Products – Office Depot and SiteStuff are now working together

As of November 2002, Office Depot is now SiteStuff's primary office supply vendor. Office Depot will be the SiteStuff primary supplier of Office Products, Furniture and Technology. SiteStuff has proactively made this change to improve pricing and service.

As always, there is no freight charged on office supplies. You can still search for products by the Office Depot part number, the same way you could with the previous office product offering. If you have not yet received an Office Depot catalog, please order one on-line (SiteStuff SKU SS1310833).

Tools – Search Power and Hand Tools by Grainger SKU

The entire Grainger tool offering is available through the SiteStuff catalog. Remember that you can search for tools by the Grainger part number. Simply enter the part number into the search engine and it will take you to the product information.

SiteStuff/Grainger Walk-up Solution – Dedicated New Toll-Free Number

SiteStuff and Grainger have set up a dedicated toll free number to process all walk-up orders. The Grainger representatives that answer this line can locate a branch, check product availability at a branch, and place an order for your convenience.

The dedicated number is 877-699-4890 and representatives are available from 7 a.m. to 7 p.m. Central Standard Time, Monday – Friday.

SiteStuff Regional Account Specialists:

- Bryan Lamb, Midwest & Central Regions, 512-514-8486, bryan.lamb@sitestuff.com
- Mindy Ravines, Northeast and Southeast Regions, 512-514-7892, mindy.ravines@sitestuff.com
- Jill Sullivan, Northwest and Southwest Regions, 512-514-8484, jill.sullivan@sitestuff.com
- SiteStuff Customer Care, 877-778-SITE, 8:00 a.m. to 5:30 p.m., Central Standard Time, Monday -Friday

services and capital expenditure update

\$100 American Express® Cheque Offer

You can receive a \$100 American Express® gift cheque from SiteStuff! Invite your service providers to join the SiteStuff Contractor Database, and when three sign up, you will receive a \$100 American Express gift cheque. By helping your providers sign up in our database, you can expect better vendor selection and faster responses to your Request for Proposals through the SiteStuff System. By joining SiteStuff for a fee of just \$500, your vendors will receive:

- Contact information by service category and area listed in the SiteStuff Services Directory
- Ability to respond to RFPs generated by all SiteStuff customers
- Full training and support from SiteStuff

Log into www.sitestuff.com and click the contract services tab. Click the "Invite a provider" link and fill out the necessary information. SiteStuff will contact your providers and track the status to your original invite, although there is no guarantee that any service provider will register. Your service providers may also contact SiteStuff directly at (888) 251-8210.

You will receive one \$100 gift cheque for every three eligible service providers invited by you that register and pay SiteStuff the relevant fee on or prior to February 15, 2003.** Multiple properties may use the same service providers; therefore, you need to act fast. Should a service provider be invited more than once, only the first invitation will be counted for purposes of this promotion. Additionally, this promotion will only apply to vendors that are not currently members of the Contractor Database.* If you have any questions, please call your local Account Manager, or contact SiteStuff at (800) 203-4301.

Capex - A New Way to Save \$\$

In response to a growing demand for large projects, SiteStuff has created a new CAPEX offering that will provide project management and lower pricing for capital expenditure property projects. By using this new offering, you will be able to:

- Lower the cost of projects by aggregating other properties' buying power
- Reduce processing time by establishing a standard process
- Benefit from established best practices of a central procurement group

If your property needs Rooftop Units, Chillers, Cooling Towers, Lighting Retrofits and/or Building Controls, you can benefit from our new CAPEX offering. To take full advantage of these benefits, we recommend the CAPEX offering for planned obsolescence, forecast replacement, new construction, updates, and emergency spot buys. Currently we are focusing on energy conservation projects that fall in the following categories:

- Heating Ventilation/ Air Condition (HVAC)
- Lighting
- Direct Digital Controls (DDC)/ Energy Management Systems (EMS)

To submit your CAPEX project, please click www.sitestuff.com/zoomerangsurvey and complete the online survey. If you have any questions or would like additional information, please call SiteStuff Customer Care at (877) 778-SITE (7483), or visit us at www.sitestuff.com/content/capex

paving the way with SiteStuff: Becki Jack and John Davlin

Becki Jack, assistant general manager and John Davlin, chief engineer, operate a property with eleven commercial office buildings in Houston, Texas. When faced with an unplanned parking garage lighting retrofit, Becki and John turned to SiteStuff for assistance.

Becki and John had already identified one contractor when they contacted SiteStuff to discuss their project and requirement for three competitive bids. The SiteStuff CAPEX (Capital Expenditure) team quickly tackled this project, coordinated the site visits, presented three competitively priced bids, and recommended the best overall solution. "I didn't need to find two additional contractors, SiteStuff provided two pre-screened contractors so I could obtain three bids," says John.

"There is an element of convenience - using SiteStuff, the contractors called me to schedule site visits. Normally, I have to call each company and it typically takes a week just for a contractor to call me back. Overall, the SiteStuff process reduced my work at least by half," says Becki.

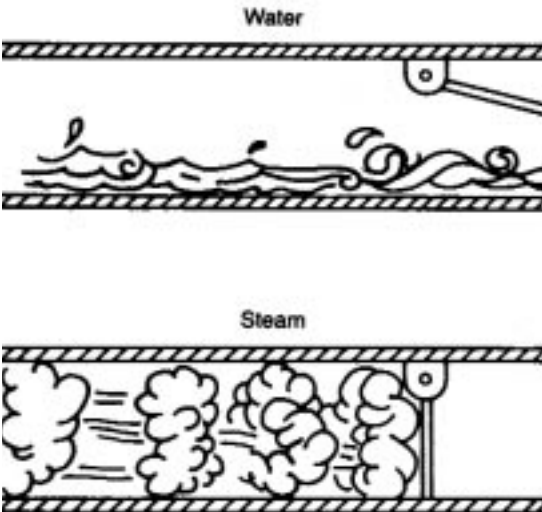
"SiteStuff reduced the upfront paperwork and I felt comfortable utilizing their solution. The SiteStuff CAPEX team definitely simplified my job," says Becki.



don't get steamed up! steam and steam traps go hand-in-hand. whenever steam is used for energy, steam traps are a necessity.

Steam traps are automatic valves that open in the presence of condensate and close in the presence of steam. They allow condensate to flow, while preventing the passage of steam until it has given up its heat by condensing back to water.

Because steam holds five times the amount of heat energy as water at the same temperature, rapid removal of the water (condensate) is desired so that the heat transfer surfaces (e.g. radiator, steam cooker, etc.) are in contact with steam and not covered with water.



Like automobiles, steam traps have one basic purpose, but are available in a wide variety of types and sizes. Because of the multitude of applications, there is no universal steam trap design.

However, like all mechanical equipment, steam traps require maintenance or they will fail – and malfunctioning steam traps that won't close can lead to some very expensive problems.

Let's use a commercial office building with 350 steam traps as an example. Without an ongoing maintenance program, as many as 10 percent of these traps may have failed open. Thirty-five traps at 20 pounds of steam lost per hour equals a direct energy loss of \$84 a day or \$30,660 a year. (These figures are based on a conservative generation basis of \$5.00 per thousand pounds of steam.) Plus, these figures do not include the hidden costs such as loss of heating, corrosion and water hammer damage that occur when steam traps fail in the closed position. Water treatment chemical usage also increases when steam traps fail.

Regular inspections are the key to effective steam trap maintenance. Visually check the discharge from each steam trap and also check the condensate return tank vent for

sustained steam venting. Listen to the functioning of the valve mechanism and the flow of condensate past the seat; if you hear a gurgling sound, the trap is malfunctioning. Determine the temperature on each side of the trap.

If you will follow these procedures for each steam trap in your system, you will lower your fuel and water treatment chemical costs and prevent expensive equipment breakdowns.

ChemAqua is a National Service Provider at SiteStuff in the Water Management category. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.

brought to you by:



comprehensive approach to energy management

brought to you by:



Have you invested a huge amount into an Energy Management System for your building, and are you wondering if you've gotten your money's worth? You might even have a couple of different systems in your facility dedicated to "Energy Management". The reason these systems exist is because of the challenges facing today's commercial energy user: deregulation, soaring energy costs, tenant comfort and retention, energy budget justification and various environmental issues. However, some owners of expensive energy management systems may still be waiting for the promised drop in operating expenses.

Building automation, metering and monitoring and various stand-alone technologies all offer the promise of "Energy Management" – a promise often seen as unfilled. It is sort of like having a football team where everyone knows what position they play but they do not know how to keep score. Everyone is trying to do what they are supposed to, but they don't know if they are winning or losing. If your facility is going to win in the game of energy management you first need to know how to keep score. Then you can send the right plays to your various systems to put the most points on the board.

You should start by understanding the players and what they are capable of. First there is "Building Automation". It is used for HVAC automation, lighting control and access control. Essentially they are data tools. Data is acquired, data is processed and data is delivered by the automation system to perform routine tasks such as turning on the chiller at a certain time or locking and unlocking doors. The data is usually gathered and reported back to some enterprise system run by the engineering department.

Metering and monitoring is another technology. Its applications include power monitoring, power quality problem identification, tenant sub-metering and water and gas sub-metering. Again there is a lot of data being acquired, processed, and in this case, often delivered back to the accounting department.

Finally there are stand-alone solutions such as duty cyclers, power conditioners and other various system enhancers. These systems are like the special teams players. A long snapper only goes in to hike the ball in kicking situations. Stand-alone systems often have a singular focus such as conditioning power or cycling on and off various pieces of equipment.

All of these players may be in place on the field. They may even be doing what they are supposed to. However, when you review the utility bill it doesn't seem like you scored any points. Energy management should be a comprehensive game plan that allows you to send the right plays in to your existing players. Then you can start to put some points on the board. Take heart - there is a solution. It's called the Mediator and it allows you to take control of all of your various energy management technologies and report on them in a format that works for you. It is a tool that gets your existing systems working together and heading for the goal line. Information from your current systems is gathered by the mediator, translated into your desired format and reported via the web anytime, anywhere you desire to access it. This comprehensive approach to energy management allows you to make quality data-filled decisions that will put you in the red zone every time when it comes to energy management for your facility. Instead of a reactive system that forces you to pull and analyze data, the mediator delivers the data from all your systems in a format of your choosing, on demand.

If you have energy management systems in place and do not believe you are getting the most out of them, if you are trying to get your arms around energy usage for multiple properties that you are responsible for - call Design Electric at 1-800-854-6465 or email ss.solutions@designelectric.com today and ask them about putting the mediator to work for you.

Design Electric is a National Service Provider at SiteStuff in the Electrical/Lighting category. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.

brought to you by:

OTIS

elevator mechanics push buttons for the "help" floor

Elevator mechanics who provide service to property managers share certain traits, regardless of what company uniform they wear. All come armed with toolboxes, safety equipment and wiring diagrams and a certain amount of personal experience with the machines they service.

Mechanics face no small challenge. The modern elevator is a marvel of design, electronics, innovative materials and aesthetics. It's a far cry from the "bucket in a well" type of contraptions that carried kings and princes in such venues as the Palace at Versailles and the Kremlin.

Since mechanics are on site to perform maintenance, the less time they spend troubleshooting, the better. So what happens when a mechanic arrives to find an elevator shut down, and his usual procedures are ineffective in restoring service?

Typically, a mechanic in this situation will call a buddy on another job and ask for help.

If this doesn't work, he will generally work his way up through a chain of supervisors and possibly even to an engineer who may know the product well.

Of course, all this takes time, and any elevator mechanic wants to put his machines back into service as quickly as possible. With this in mind, many companies have created "help desks" or similar off-site facilities to help mechanics who encounter a problem they don't know how to solve.

In their simplest form, help desks consist of a couple of people at the end of a 1-800 number. A mechanic calls, outlines his problem, and they spring into action.

Otis Elevator Co. launched this type of basic enterprise in 1998 to support a single product. A year or so later, the effort had evolved into something called OtisROLE, for Remote On-Line Expert. Today, it covers every elevator in the Otis North America portfolio, even though more than 25 percent of those elevators were built by other companies.

Last year about half of Otis' 2,600 mechanics used ROLE, says Mike Patria, who has been managing ROLE since it began. ROLE receives about 150 calls a day, and a typical hydraulic elevator problem is resolved in just under 10 minutes. "So if they're spending more than 10 minutes on it, they should have called us," Patria says.

Mechanics reach ROLE via their web-enabled telephones. An intuitive system allows them to access a massive database of documents and diagrams designed to zero in on their question and its likely answer, rather than forcing them to scroll through endless pages of information.

If the database doesn't answer the question, or they want to talk to an expert, they punch in a number and are connected. Through a series of prompts, ROLE can automatically direct the mechanic to the field engineer "expert" who is generally the most qualified to answer the specific question. The system takes time zones into consideration, so a mechanic in Hawaii will always find someone awake to help him out with a vexing problem on a model he's never seen before. French and Spanish-speaking experts are also available.

Whoever maintained those early elevators at Versailles and the Kremlin may not have needed much beyond a fresh length of rope and a can of oil, but today's elevator mechanics can surely benefit from a wealth of help that's only a pushbutton away.

Otis Elevator Co. is national Service Provider at SiteStuff in the Elevator/Escalator category. Find Otis in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.



exceeding expectations with technology

It is late at night. Every employee has left the high-rise building to go home for the evening. It is time to go to work. Once the night is over, windows will have been cleaned, trashcans will have been emptied, floors will have been shined, and carpets will have been vacuumed. A huge undertaking that is accomplished in many commercial office buildings, medical facilities, places of higher learning, retail chains, stadium facilities, and for special events in 33 states that Sanitors Inc. serves on a daily basis.

The morning arrives and the true test now begins. What will be the public's opinion on the appearance of the facilities? Will they be pleased? Will their expectations be exceeded?

The expectations and standards of the general public, tenants, and property managers today are set very high. Your cleaning provider should strive to ensure customer peace of mind by providing facility services of the highest quality, as well as continually review ways to improve their services to meet the customers' ever changing requirements.

One significant way Sanitors Inc. has improved upon their services to meet their customers' requirements is through the use of a new "high-tech" inspection system. Through this unique system, inspections are generated and transmitted via the Internet through the use of handheld computer units. With these handheld units, building inspectors can randomly inspect any facility at any given time. The building inspector will complete the inspection form, which is located on the handheld unit, and then sync the inspection results to the Internet website where results can be e-mailed and/or viewed. This handheld system allows Sanitors to provide its customers with documented current and accurate information, as well as with detailed follow through.

brought to you by:



The janitorial industry is one that is consistently changing. It was never seen as an industry where technology would ever play a role in the day-to-day business routine. Sanitors has taken this new technology and blended it into its "Worry Free Building Services".

Quality. Value. The Sanitors Commitment. The Sanitors Way of doing Business.

For more information, please contact Sanitors Inc. at info@sanitorsinc.com or log on to www.sanitorsinc.com.

Sanitors Inc. is a National Service Provider at SiteStuff in the Janitorial and Landscaping categories. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.





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paving the way with SiteStuff: Blair Destro

As an administrative assistant for commercial office properties, Blair Destro needs a procurement solution that will allow her to stay focused on the most important part of her job – tenant satisfaction and cost to Ownership. Blair purchases products for approximately 414,246 RSF and she uses SiteStuff to make her job easier.

“When SiteStuff was introduced to us, I was excited that our company was grasping an innovative and new solution,” says Blair. “We wanted a way to escape the immense paperwork associated with purchasing and to use a product geared toward overall efficiency.”

To get started, she simply sent SiteStuff her invoices. “Together our Engineer, Moss Reynolds and I submitted our invoices from past vendors and SiteStuff built personal shopping lists (PSLs) competitively priced. SiteStuff distribution partners worked with us to coordinate a complete inventory of our janitorial supplies and extensive lighting list.”

“Local SiteStuff distribution partners are very helpful. They visit our property, and survey our individual delivery requirements, effectively anticipating our needs,” says Blair.

“SiteStuff is a cutting edge replacement for dated methods of phoning and faxing supply orders. Our buildings’ needs are now handled more efficiently.”

“Establishing a shopping list for regularly purchased items makes purchasing so much easier. Now ordering only takes me as long as it takes to log on, check off my products and submit my order – three easy steps in three to four minutes at the most.”

“I can still buy the brands that we trust and receive next-day delivery. I’ve submitted orders at 5:00 p.m., and they’ve been delivered at 10:00 a.m. the next day.”

“SiteStuff is more efficient. And although I’m online, SiteStuff Customer Care is only a phone call away. SiteStuff representatives are always cheerful, helpful and responsive.”

