



# HARVARD<sup>®</sup>

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## Financial Institutions

Headquarters | Retail Banks | Commercial Banks | Credit Unions  
National | Single Site | ATMs



# Standardized, Scalable, Manageable

Trusted Partner

## FIRST IMPRESSIONS MATTER

Competition in the Banking Industry has elevated brand protection to one of the bank's most important assets. Since a clean and professional environment contributes toward a positive customer experience and brand protection, ensuring consistency across all branches is vital, but also time consuming and often challenging.

## A COMPETITIVE ADVANTAGE

Harvard is a leading provider of outsourced cleaning services to financial institutions across the country, cleaning over 3,000 branches daily. By implementing a standard statement of work and operational protocols, facility management becomes scalable; easily adjusted with additions or contractions to your portfolio.

## END TO END SERVICE SOLUTION

Our End to End Service Solution provides facility managers with on-line tools needed to access information about the services being performed at each facility in real-time, supported by our 24/7/365 Harvard Client Solution Center.

Dedicated account management, establishing and tracking Key Performance Indicators (KPIs), optimizing service performance, and reporting, enables facility managers to seize the competitive advantages of outsourcing non-core janitorial services to a trusted partner.

## OUR STAFF

Each member of our staff is thoroughly screened to meet the high security requirements for Financial Institutions. Our employees are presented well trained, in uniform, and wearing a Harvard identification badge. You can trust Harvard to make a positive contribution to your brand.

## Benefits

- ✓ Free to focus on core competencies
- ✓ Dedicated Account Manager
- ✓ Web-based work order management and 24/7/365 Call Center
- ✓ Customized Statement of Work, Reporting, and Invoicing
- ✓ Efficiencies and Cost Savings Gains
- ✓ Client Reviews to Ensure KPI achievement

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