

**Customized support depending on building needs**

- 2 months free maintenance upon signing Nouveau IL contract
- Flexible payment options depending extent of work
- Dedicated additional manpower for initial maintenance (SWAT)
- Discounted repairs
- Customized Testing offerings

**Largest Independent elevator provider in U.S.-** No mergers with OEMs and able to provide timely servicing and decisions without dealing with multiple layers and delayed decisions in times of need

**Unique Corporate Structure** - Privately owned. No red tape, no corporate layers, and much easier access to top decision makers. Benefit of large scale, with personal touch and attention to details.

**Ability to service ALL manufacturer equipment,** -Both proprietary and non-proprietary so you are never handcuffed to one single provider.

**Local talent with National Strength** – We hire 100% local Illinois experts backed by 35 years of expertise and support 24x7.

**Technology Leader** - Use only the latest equipment in vertical transportation. First to market in new technology with manufacturers. Nouveau Link-remote monitoring Covid patents, i.e. Touchless Link

**SAFETY** – Safety awareness program required for ALL employees to ensure your building and tenants are in the BEST HANDS!

**Expertise** - Presently we have over 120 highly talented modernization teams, 40 repair teams, 12 escalator teams, 5 full-time motor teams, and 150 service technicians

**Security** - Financially secure independent CPA audits available upon request. Bonding capability to \$20,000,000.00 per project.

**Fastest Parts Turnaround** – Given Nouveau’s size, scale and relationship with all manufacturers clients rarely wait long periods for any parts!

**Capacity** – 120,000 Sq. Ft. - Largest inventory of parts and supplies with long term forged business alliances with ALL manufacturers

**National Presence** - Nouveau launched national campaign in 2017 and is currently working with select partners on strategic alliances

**Commitment** - Nouveau prioritizes personal contribution to each and every client. We are #1 in Service and Maintenance nationwide

**Management Access** - 24 x 7 x 365

**Live local 24-hour customer call center** - Main office 7 days a week and 365 days a year

**Mandated Management Meetings** - Regularly scheduled overseeing service, maintenance, modernization or repair schedules

**Employees are our #1 asset** – given our structure our employees are treated like family and are devoted to making ALL our clients happy 24x7 365 days a year...Lowest attrition rate in industry!

**Complete Equipment Optionality** - Nouveau is the largest provider of non-proprietary equipment, however we handle all proprietary /OEMs

**Tracking & Communications** - Assistance email is delivered to all principals via: Assistance@Nouveaullinois.com

**Long Term Stability** - Same union affiliation, no mergers, no acquisitions, no confusion in our entire operations

**Local feel with national strength** - Always there for any and all emergencies 24/7...RELIABILITY, INTEGRITY AND ACCESSIBILITY