



MILLMOUNT  
Maintenance Services

## Business Profile

### Introduction

Dear Business Friends,

Two decades ago it was considered cost efficient to directly employ maintenance staff; none of us could imagine any better way of maintaining a building or premises. When the term *outsourcing* emerged it revolutionised our world and gave us a completely new approach to maintenance services.

Millmount Maintenance offers a 'one-stop shop' for integrated maintenance services. Through a single point of contact our clients receive a simplified, cost-saving, risk-reducing, efficient service that is rarely achieved through direct employment.

We look forward to counting you amongst our satisfied clients.

*Adrian Downes*  
Company Director





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## Business Profile

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2. Our Company
3. Our Services
4. Our Packages
5. Company Structure





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## Business Profile

Our Company

### Our Company

Millmount Maintenance Services Ltd is a company built from a vast array of experience. We can provide full service and maintenance programs tailored to your requirements, which can range from “care” maintenance of an empty building through to a resident engineer on a large office or commercial complex.

We are able to maintain all building services equipment utilizing either our directly employed labour force, or specialist sub contractors who meet our requirements, both in terms of Quality Assurance and Health and Safety.

Millmount is providing a quality service at competitive prices, together with the recognition of client’s requirements and provision of cost effective solutions and high level service delivery. It is able to offer the personal service which, even in these modern times, is still highly valued by many customers.

With the necessary procedures in place this will confirm that we are capable of providing bespoke services to the highest level and to the complete satisfaction of our clients.





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## Business Profile

Our Services

### Our Services

1. General Building Maintenance
2. Electrical Maintenance
3. Mechanical Maintenance
4. Maintenance Reporting Service
5. Customer Help Desk
6. Call-out Service





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## Business Profile

Building Services Maintenance

### Building Services Maintenance

- Lifts
- Escalators
- Energy Management
- Building & Fabric Maintenance
- Planned Preventative
- Maintenance programmes
- Response Maintenance / Helpdesk
- Consultancy services

At the commencement of every new contract, we carry out an in-depth maintenance survey of the equipment and plant within your premises. This knowledge informs our maintenance solution for your business. All of our services can be provided under a Planned Preventative Maintenance programme, specifically designed to ensure continuity of service of your critical systems, or under a response maintenance package operated through our helpdesk to a service level agreement.

Risk assessments of the building or specific areas within the building can be carried out, if required, at this stage in order to comply with relevant regulations and standards.





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## Business Profile

Electrical Maintenance

### Electrical Maintenance

- Power supply
- Lighting systems
- Generators & UPS systems
- Air Conditioning Systems
- Portable Appliance Testing
- Access control systems
- CCTV
- Fire & Security Alarms
- Thermal Imaging

Electrical and security systems are subject to ever-increasing design complexity and regulation. At Millmount Maintenance we believe in investing in on-going training programmes to ensure on-site engineers continuously gain experience and technical capacity.





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## Business Profile

Mechanical Maintenance

### Mechanical Maintenance

- Boiler Maintenance
- Air Handling units
- Calorifiers
- Chillers
- Pumps
- Water Treatment

The maintenance of mechanical and water systems has health and safety implications. Professionally managed water analysis and treatment programmes, designed to protect building occupants from potential legionella or microbiological risk are therefore given a universally applied management priority. We can ensure, if required, that the modern building manager continues to comply with developing regulations at all times.







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## Business Profile

Maintenance Reporting Service

### Maintenance Reporting Service

Maintenance history reporting is carried out through Millmount's Notification Service. Reports cover the status of ongoing or completed maintenance activity in real time by email or by fax if required.







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## Business Profile

Customer Help Desk

### Customer Help Desk

The helpdesk monitors and logs all reported faults and service related enquiries. Requests are handled promptly and professionally, often in line with Service Level Agreements and waiting time is constantly monitored and improved.





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## Business Profile

Call Out Service

### Call Out Service

Operating to pre-agreed response times, dedicated technicians are despatched to restore critical mechanical and electrical systems to normal operation.





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## Business Profile

Standard Maintenance Package

### Standard Maintenance Package

Providing a good quality preventative maintenance solution, this single and transparent contract ensures that your specified equipment/installations are maintained. Works over and above the contract are billed separately. Under this package clients have access to our Call-Out Service, Service Repairs and many other services.





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## Business Profile

Comprehensive Maintenance Package

### Comprehensive Maintenance Package

Maintenance services in according with Service Level Agreement and Planned Preventative Maintenance programme. Real-time information on maintenance work is provided and preferential response times for emergency call-outs.





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# Business Profile

Company Structure

## Company Structure

1. Organisation Chart
2. Directors
3. General Manager
4. Experience

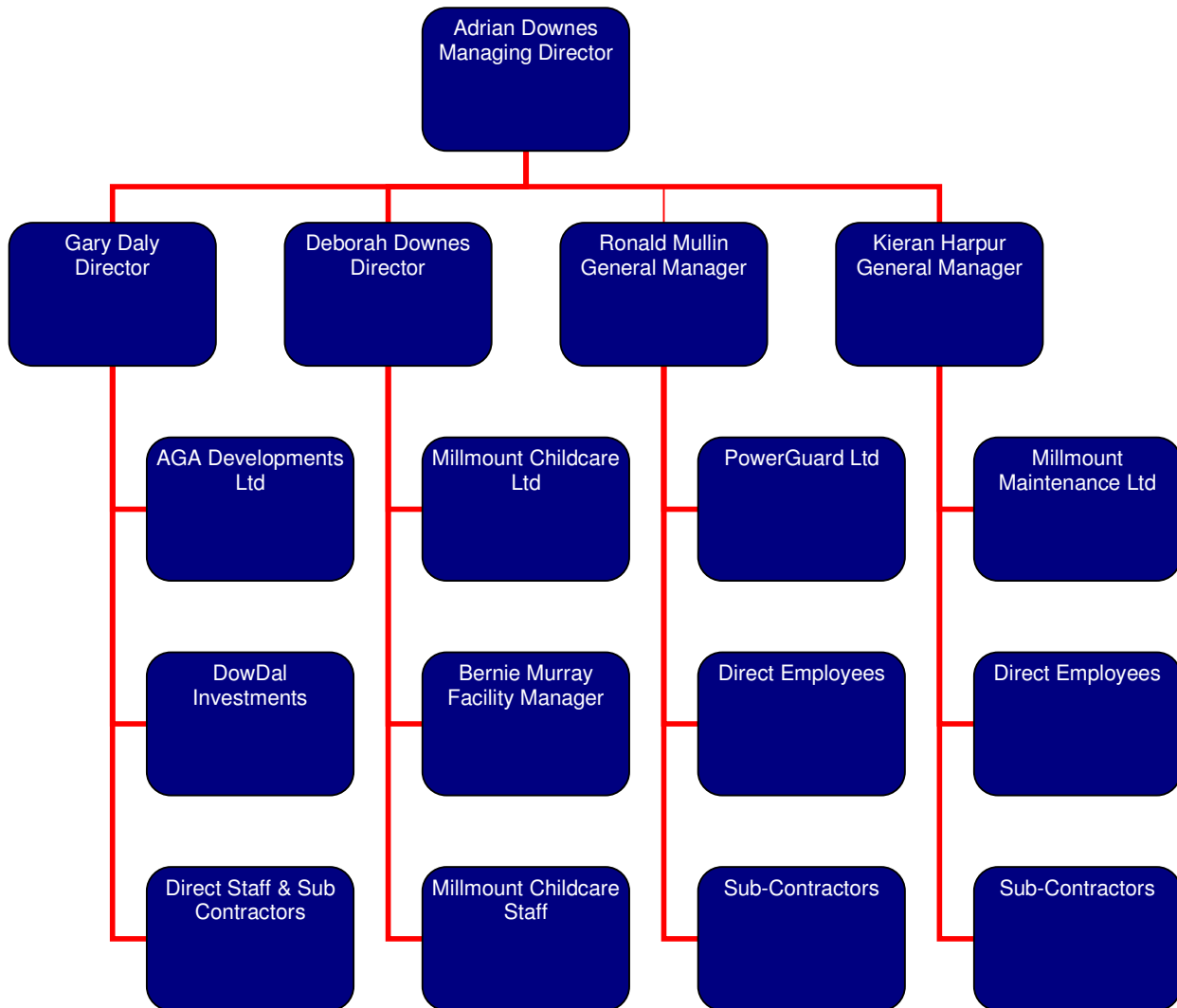




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# Business Profile

## Organisational Chart





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## Business Profile

Directors

### Director – Adrian Downes

Adrian founded Power Guard Ltd in the mid 90's to provide electrical and security services to the private and public sectors. For over 15 years Power Guard Ltd has been involved in electrical and security installations/contracts throughout the country.

In the early 2000's Power Guard Ltd directly employed over 70 people in the contracting division, while continuing to promote electrical and security maintenance. During the same period Adrian set up and managed companies such as AGA Developments Ltd, DowDal investments, Millmount Childcare and now Millmount Maintenance.

Power Guard Ltd and AGA Developments Ltd are still involved in electrical and security installations, however we have now formed Millmount Maintenance to mainly concentrate on electrical, mechanical, security, and general maintenance.

Currently Adrian's main role within our companies is to liaise with our clients and ensure our management and staff fulfill our client's requirements.







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## Business Profile

Directors

### Director – Gary Daly

Gary joined Power Guard Ltd in 2000 to project manage and coordinate onsite electrical & security contracts. Gary's engineering background was key in ensuring contracts were completed in accordance with clients needs and specifications.

As we reduced our workforce, Gary maintained a successful relationship with our electrical/security clients and from that AGA Developments Ltd was formed to carry out general building work for our existing clients such as Johnston & Johnston, IAWS and HSE. AGA Developments provides general labourers, painters, plumbers, etc. and carries out general building work.

Gary continues to coordinate with onsite contract staff for both AGA and Power Guard.





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## Business Profile

Directors

### Director – Deborah Downes

Deborah is a director of Power Guard Ltd since its foundation and has is actively involved in the company going forward.

In 2007 Millmount Childcare was formed when DowDal investments purchase of a 4500 sq. ft. purpose built facility. While Deborah maintained a presence within Power Guard and AGA she agreed to run and manage the Childcare facility.

Millmount Childcare employs up to ten people and provides childcare for over 70 children daily. The facility specializes in full day-care, play-school, and after-school. and is currently being assessed by the N.C.N.A. for a centre of excellence award. As you can imagine the paper trail associated with the running of a large childcare facility is immense.

We are also in the process of opening a 2nd facility by purchasing a 4000 sq. ft. facility in Moate town, to expand and secure Millmount's future in providing childcare in the midlands.





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## Business Profile

Directors

### General Manager – Kieran Harpur

Kieran is a Qualified Quantity Surveyor/Construction Manager (BSc Degree in Quantity Surveying) with 19 years practical experience in the construction industry and has worked on various types of projects from residential to commercial.

He has vast experience in the procurement and management of all types of reputable and experienced subcontractors having worked with the likes of some of the larger building contractors like PJ Walls, McInerney and various other contractors.

He will undertake the responsibility of ensuring all new works are carried out under budget, on programme and ensure all works are carried out under best building codes of practice with health & safety in mind at all times. All concerns and issues from the client will be followed up and addressed to give assurance to the client.

Kieran will be the main point of contact within MMS once the contract is signed and when the maintenance services are to commence and handed over to the client.





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## Business Profile

### Company Experience

Over 15 years experience providing contracting services in Ireland and providing full maintenance service including 24 hour on-call and minor/mid size refurbishments/builds. Also we have worked within the Health Services, especially within Acute Care. We are familiar with the NDSC specially in regards to Aspergillosis control requirements within Acute care.

- Electrical works both maintenance and new projects.
- Design and build CCTV systems
- Computerised proximity access control.
- Knowledge of Medical Gasses wiring/signalling
- Nurse Call Systems
- Baby Tagging.
- IT Networking.
- Generators/Transformers.
- Air Conditioning.
- Process Control.
- Installation of Clean Rooms in the Pharmaceutical Industry.
- Motor Control, VLT's etc.
- Provision of 17 En suite call rooms including common facilities for HSE.
- Provision of suite of Administration offices for HSE.
- Provision of Private Consulting Facilities for HSE.
- Upgrade of Patient wash room and toilet facilities for HSE.





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## Business Profile

Company Experience

### Company Experience cont/d

- Provision of Education Facilities for HSE.
- Fire Alarm installations
- Intruder Alarm installations.
- Design and build of Electrical, Mechanical and Security services together with installation for a number of Nursing Homes.
- Complete Design and build and management of crèche facilities.
- Electrical Wiring and Security installation for Community Care Offices in Roscommon

