

LAND



# FIRST IMPRESSIONS. MAINTAINED.

Merit understands that the physical presence of your site weighs heavily on the perception of your business and the bottom line. In fact, more than 2/3 of consumers make their decisions to shop based on the appearance of the store. Bottom line: your outdoor maintenance is important. It's the first thing your customers see. At Merit, we know how important it is to make the right first impression. Again and again.

## BLAZE A TRAIL: INNOVATIVE EXTERIOR MAINTENANCE.

We could go through the litany of the services we offer, such as mowing, trimming, edging, invasive plant control and removal, tree care, remediation services, seasonal color, mulching, fertilization... you get the picture. Or we could tell you how we have horticulturists who know the plants, shrubs, trees, even the soil that's right for various plant species. We do. But we believe this is really just part of the course. At Merit, we think you deserve more from your landscape maintenance partner.

## WHAT MAKES A MERIT SERVICE SOLUTION?

### UNCOMPROMISING QUALITY.

With Merit, you can expect more: the highest levels of service typical of a local partner, but with the national reach to consistently and reliably maintain all aspects of your landscape maintenance program throughout the country.

Sure, it comes from having the right equipment and materials, but it also comes from having the right attitude and commitment. We are here to help you maintain your brand reputation. We never forget that. That's why we take a holistic asset-owner approach to maintaining your facilities. Continuous quality control. We provide the boots on the ground, the eyes and ears in the field to increase our knowledge of your properties' particular needs and nuances. So we can keep you up-to-date, to tackle the small issues before they become big problems.

### REAL PASSION — THE KIND THAT ONLY COMES FROM REAL PEOPLE.

We've spent over 35 years cultivating our reputation. We know how difficult they are to build, and how quickly they can be destroyed. That's why we offer reliable services by real people who not only understand and respond to your needs, but who care about them too. Merit takes the typical 24/7 customer service approach and injects it with nitrogen, giving you individualized account management designed with the whole of your facility in mind.

And our professional service partners, selected specifically for your program from among our extensive network of proven providers, undergo our rigorous qualification requirements and testing. Why go through so much ongoing training and testing? Our vendors know that when they join our network, they become our service partners. They want to continuously improve, so they can continue to perform the best work at your sites. Which means you can be confident that you'll always receive reliable and responsive expert services. After all, everyone's reputation is at stake here.

### YOUR REPUTATION'S AT STAKE.

CALL US AT 800-644-6035 TO REQUEST A PROPOSAL TODAY  
OR VISIT [MERITSERVICESOLUTIONS.COM/LAND](http://MERITSERVICESOLUTIONS.COM/LAND)

## SERVICES

- ▶ Turf Maintenance & Tree Care Programs
- ▶ Irrigation Installation & Service
- ▶ Landscape Design & Enhancement

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**PERFORMANCE-DRIVEN PROCESSES.**

Your Merit account team and service partners all follow proven customer service and quality control processes to help improve performance. Our streamlined & efficient operations approach means you have one contact for all your exterior facility needs. One contact. One contract. One invoice. Simple.

Whether through our strategically sourced and managed service partner network or through our self-perform services, your dedicated account team works with you personally to design the program that fits your particular needs. We measure performance through physical site inspections, provide trend analyses and routinely monitor your property to ensure we're always upholding your brand reputation. And ours.

**LEADING-EDGE TECHNOLOGY.**

We take into account all the systemic costs involved in your total program and flat line your budget, so what was once an invisible cost hitting your P&L, is now a predictable, manageable cost center that will realize efficiencies in flexible bundled service programs for the long haul. We standardize the scope of work and monitor it centrally through our in-house systems. Robust, real-time reporting and web portals improve your visibility and reduce variability. Because it's not just about cost savings. It's about budgetary security.



**NATIONAL FOOTPRINT — WE GO WHERE YOU GROW.**

Merit gives you the strength, security and financial stability of a national company with the attention, visibility, and control of a local partner. Consider Merit your eyes and ears in the field. While Merit is headquartered on the east coast, we have regional managers stationed across all major metropolitan areas and offices and crews stationed throughout the country. So, wherever you need us, Merit is there.

**WHAT'S IN IT FOR YOU?**

- ▶ Standardization, brand preservation and control over the customer experience
- ▶ Improved visibility and control over exterior maintenance spending
- ▶ Cost reductions and budgetary security
- ▶ Improved operations and increased focus on core competencies

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