



CASE STUDY

US Bank VARIOUS LOCATIONS, NATIONWIDE



FINANCIAL SERVICES

BANKING INSTITUTIONS

OPERATING COMPANY:

Viox Services, Inc.
15 West Voorhees Street
Building 2, Suite 1880
Cincinnati, OH 45215
888-VIOX-INC
www.viox-services.com

CLIENT:

US Bank

PROJECT DURATION:

Ongoing

VALUE DELIVERED

Viox Services delivered an integrated facilities maintenance program that covers over 3,000 branches and 5,000 ATM locations across the United States for US Bank. We manage over 19 million s.f. of space and over 14,000 work orders per month, while receiving consistent quality ratings of 95% and meeting budget goals.

CLIENT OBJECTIVES

US Bank is dedicated to maintaining the highest quality of facility maintenance at every location, allowing smooth and optimal operation. The objective was to place all of the facility maintenance with one company, and on one invoice. Having one point of contact to handle the wide array of maintenance tasks was deemed beneficial for US Bank.

SOLUTIONS

Viox provides the US Bank retail locations with indoor/outdoor maintenance for electrical, plumbing, roof and HVAC services. In addition, they provide the client with small to large bid projects and monthly building inspections to ensure peak operating performance. Viox now manages the expenses for the facility maintenance budget and continues their exemplary work by delivering a 95% quality score on their 8 critical performance indicators.

BACKGROUND

US Bancorp is a diversified financial services holding company, which is the parent company to U.S. Bank, the fifth largest commercial bank in the United States. US Bank ranks in the top ten largest banks in the US based on deposits. With over 3,000 banking offices and 5,000 ATMs, US Bank's branch network serves twenty-five states.

TECHNICAL SOLUTIONS

Relationships
Quality Service
VALUE ENGINEERING
Experience
Project Schedule & Coordination
EXPERTISE

- Design/Build
- Bid Build
- New Construction
- Retrofit/Renovation
- Electrical Construction
- Mechanical Construction
- Facilities Services
- Consulting Services

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