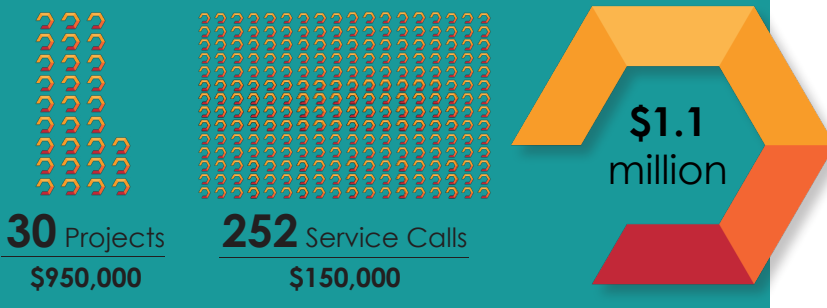


Partner Proof



Northland Controls has built a very strategic and successful model of delivering projects for their customers globally using vetted local service providers. Their projects range from small tenant improvement projects to large new construction projects. In North America, the Northland Controls model gives preference to PSA members that meet their local service partner criteria.

To date in 2015, Northland Controls has contracted in excess of \$1,100,000 of work to PSA members (inclusive of all labor and material for project).



PARTNER CRITERIA

Northland Controls looks for partners that align with their core values, especially having a transparent and open working relationship. Besides finding partners that are a good fit with their business philosophy, they look for highly trained and certified partners. With customers who frequently require that all participants on a project be held to the same standards, Northland Controls seeks technically strong, healthy companies willing to do whatever it takes to put customers first.

PARTNER EXPECTATIONS

Full Service from the Start

Partners are expected to provide all of the material and labor for each project and help Northland Controls through the commissioning and acceptance of the project. Service doesn't stop there; partners are also expected to assist through the warranty and after warranty periods.

Surprise the Customer

One of Northland Controls' goals is to "always over deliver and surprise customers." As an extension of the Northland Controls business, partners are expected to deliver quality installations, meet or exceed expectations and schedules, and be transparent with the customers and Northland Controls along the way.

Stay on Schedule

Timelines are very critical. Northland Controls supports some of the biggest names in the high-tech world and tight schedules are a reality. With a promise to never miss a "First Day of Business" deadline, Northland Controls partners with integrators who can also deliver on that promise.

Communication

All projects have challenges and unexpected circumstances at some point. Communication and regular project site visits ensure all partners are getting the support needed to make everyone successful.

THE NDP ADVANTAGE | Paul Thomas, President & COO, Northland Controls

"Our customers continue to surprise us with work in new areas all the time, and we spend a lot of time finding qualified partners to help us with the deployment of projects. Customers have seen what happens when they try and use a single national contractor with varied success and inconsistent quality issues. A national contractor is only as good as its weakest office.

The National Deployment Program plays to the strengths. Having a current database of qualified partners has helped us find the right local service provider within the PSA network. The National Deployment Program has strengthened our delivery and deployment channel by eliminating a lot of our prequalification efforts."

Being in the National Deployment Program is not a guarantee of work, but it will ensure we are not missing a potential partner and that we are selecting the best in every area.

-Paul Thomas, President & COO, Northland Controls