



## Company Profile



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# About QDSM

QDSM is one of the leading Irish owned companies specializing in the provision of complete Hard Services Maintenance & Facility Supports. It operates under the Quinn Downes Group which was established in 1999. QDSM was incorporated as there was a demand in the market for a class-leading service company that could deliver all Hard Engineering Services under the one umbrella.





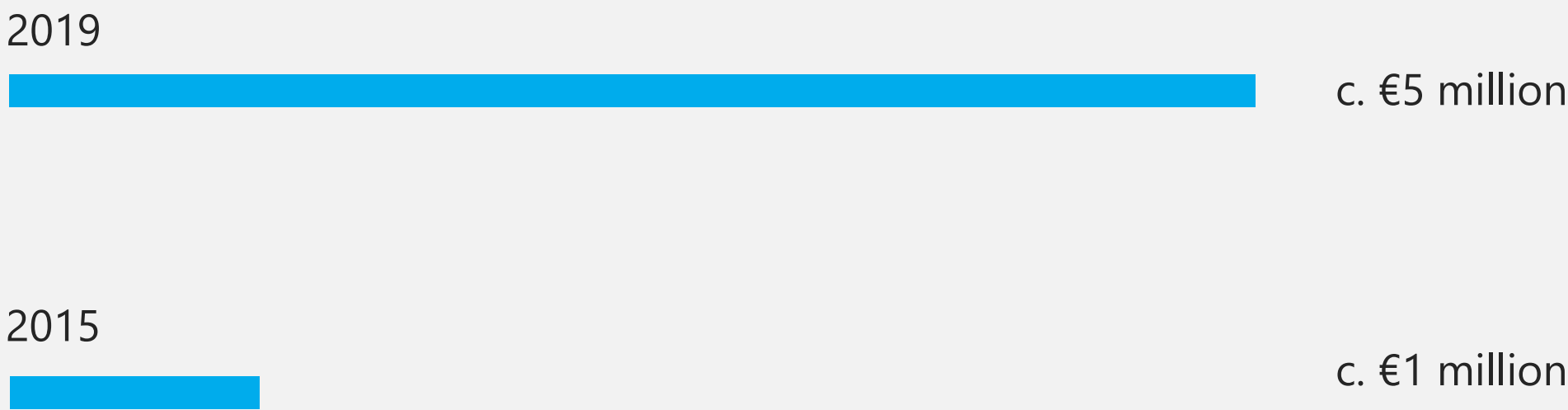
# Our Growth

QDSM have over 40 staff which includes Project Manager, Key Account Managers, field service engineers comprising of HVAC Engineers, RGII Certified Engineers, Electrical Engineers, Junior Engineers from 1st to 4th year and our office support team. Our continual education and upskilling of all our employees ensure that we are able to meet and exceed our customers’ expectations and also meet industry standards and best practices.

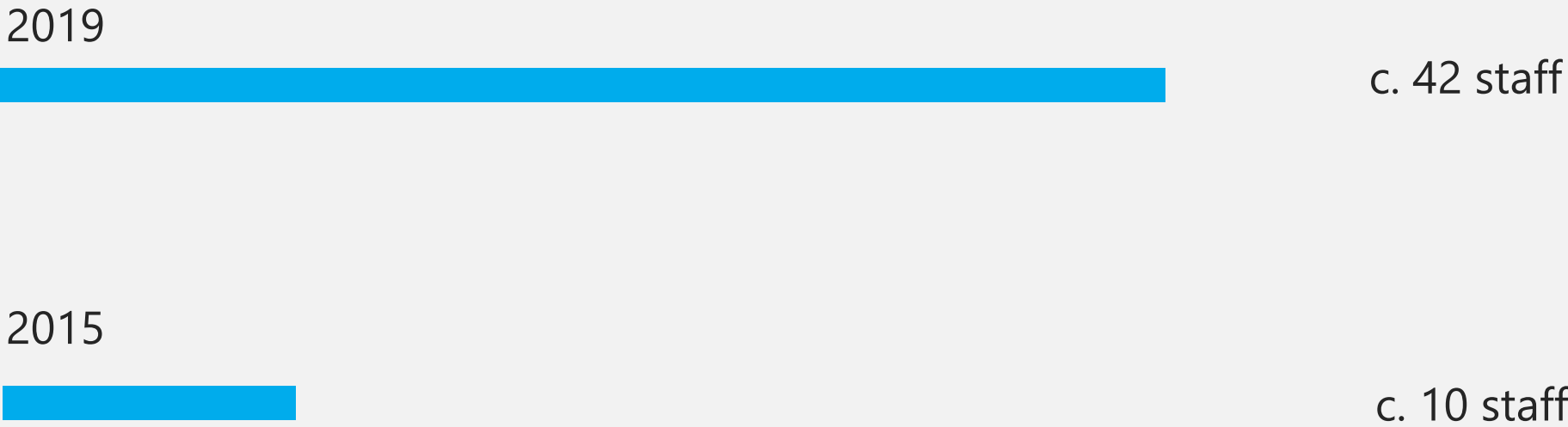


**Quinn Downes Service & Maintenance**  
**2015 - 2019**

## Annual Turnover



## Employees





# Our Services

## Building Hard Services

- HVAC
- BMS Controls
- Electrical Maintenance  
(Emergency Lighting,  
Fire & Intruder Alarms)
- Medical and process gases
- Automatic Doors & Entrances

## Sectors

- Healthcare
- Education
- Retail
- Recreation
- Corporate
- Pharmaceutical
- Public Sector
- Vocational
- Data Centres

## Frameworks

- OPW Nationwide
- HSE Nationwide
- Beaumont Hospital, Dublin - 24 Hour  
Emergency call, Maintenance & Small Works
- Our Lady Of Lourdes Hospital, Drogheda - 24  
Hour Emergency Call, Maintenance & Small  
Works
- UCD – Maintenance and small works
- Trinity College Dublin, – Maintenance &  
Small Works



# 1<sup>st</sup> Class Customer Service

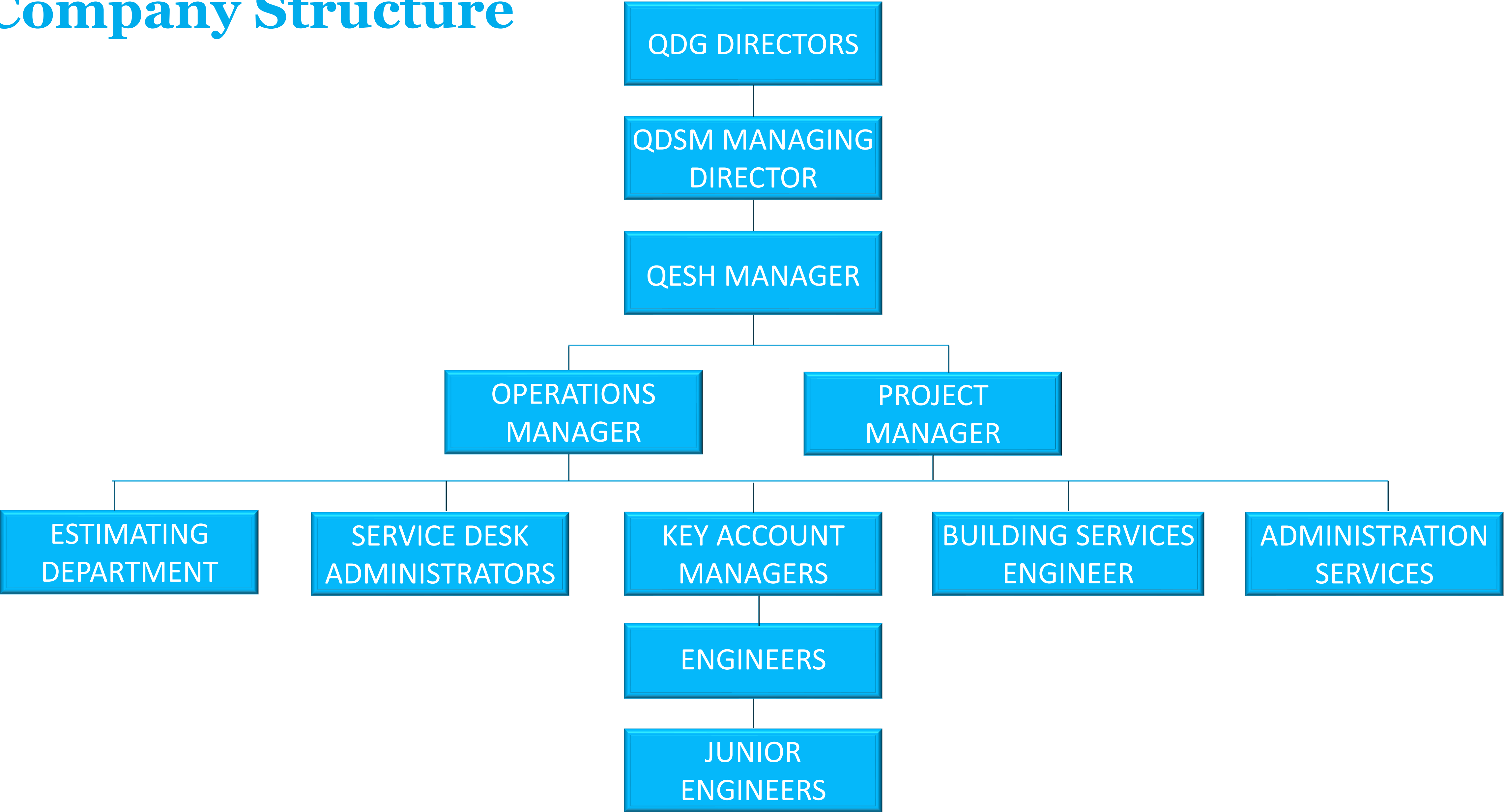
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- **Intelligent Software:** Using intelligent field management software, we create and schedule both planned and reactive jobs directly to our field engineers' devices allowing us to generate instant reports.
- **Portal:** Our customers can access our portal which is a gateway to view all relevant jobs and documents relating to them.
- **24/7/365 Service desk:** This gives all our customers reassurance and confidence that their facility is in safe hands.  
(01 424 2424/0818 252288).
- **Emergency, around the clock support:** We provide emergency support to our clients such as Beaumont Hospital Dublin & Our Lady of Lourdes Hospital Drogheda and have done for more than 10 years now (Quinn Downes Group).
- **Continual education and upskilling:** We strive to ensure our employees are regularly upskilled to meet and exceed our customers' expectations and also meet industry standards and best practices.





# Company Structure



# Our Service Desk

Our unrivalled experience and level of service in multi disciplines enables us to service and maintain our clients' buildings 365 days a year. This service is supported by our 24/7/365 Service desk

(01 424 2424 / 0818 252 288). This gives all our customers reassurance and confidence that their facility is in safe hands. They know that no matter the issue or urgency it will be resolved as quickly as possible.





# 24 HOUR EMERGENCY CALL OUT

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## Summary of Service:

Our service desk operates 24/7/365 days per year nationwide and is supported by an on-call manager and our dedicated on-call service engineers. Between them they deal with all out-of-hours emergency calls in a fast and efficient manner. In cases where escalation is required to deal with a major out-of-hours emergency repair, the duty line manager will ensure that they take control of the situation and manage it until all is made safe and repairs are complete.

Tel: 01 42 42 424 / 0818 25 22 88

**data centres**



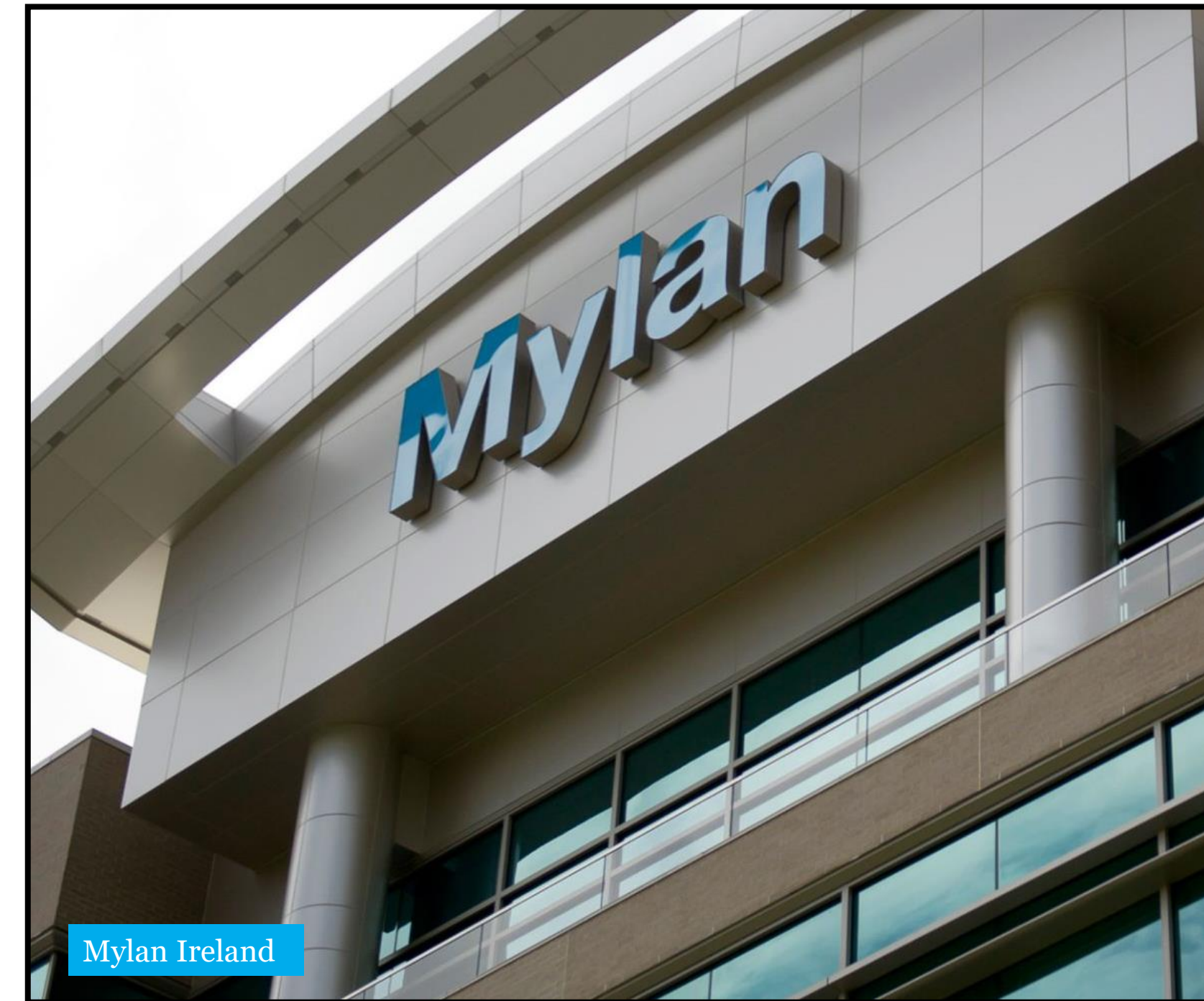




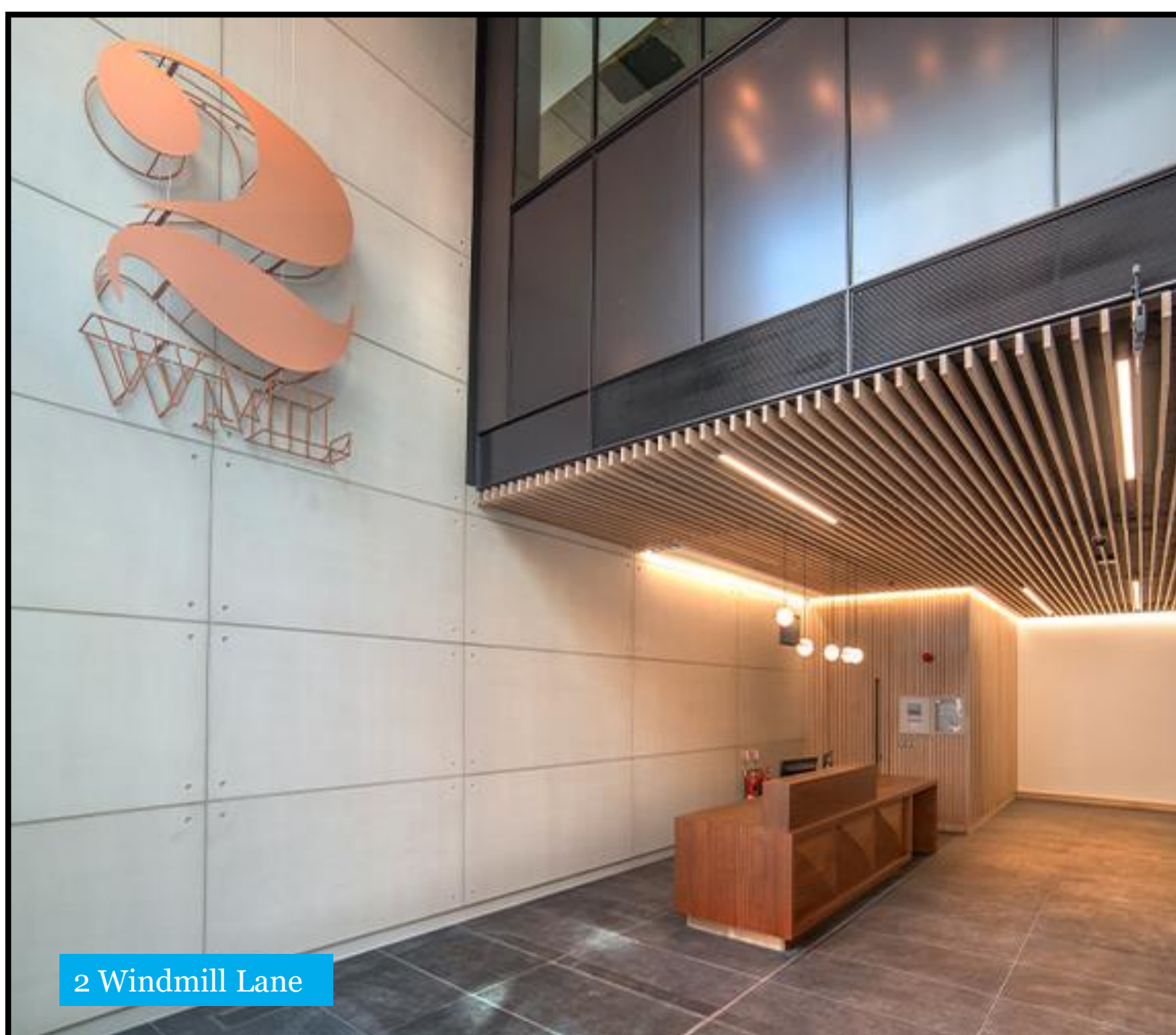
Our Lady of Lourdes, Drogheda



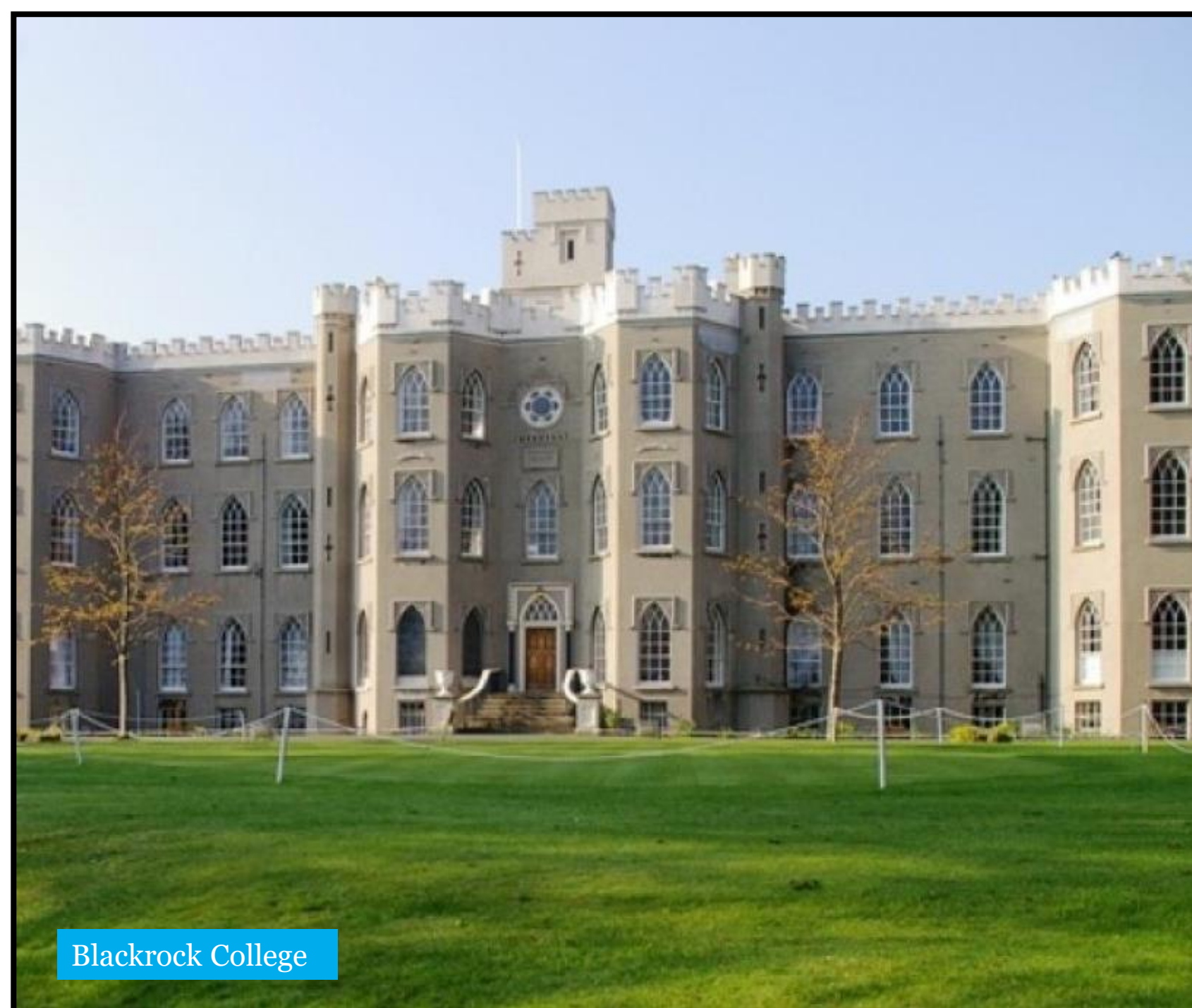
Holiday Inn



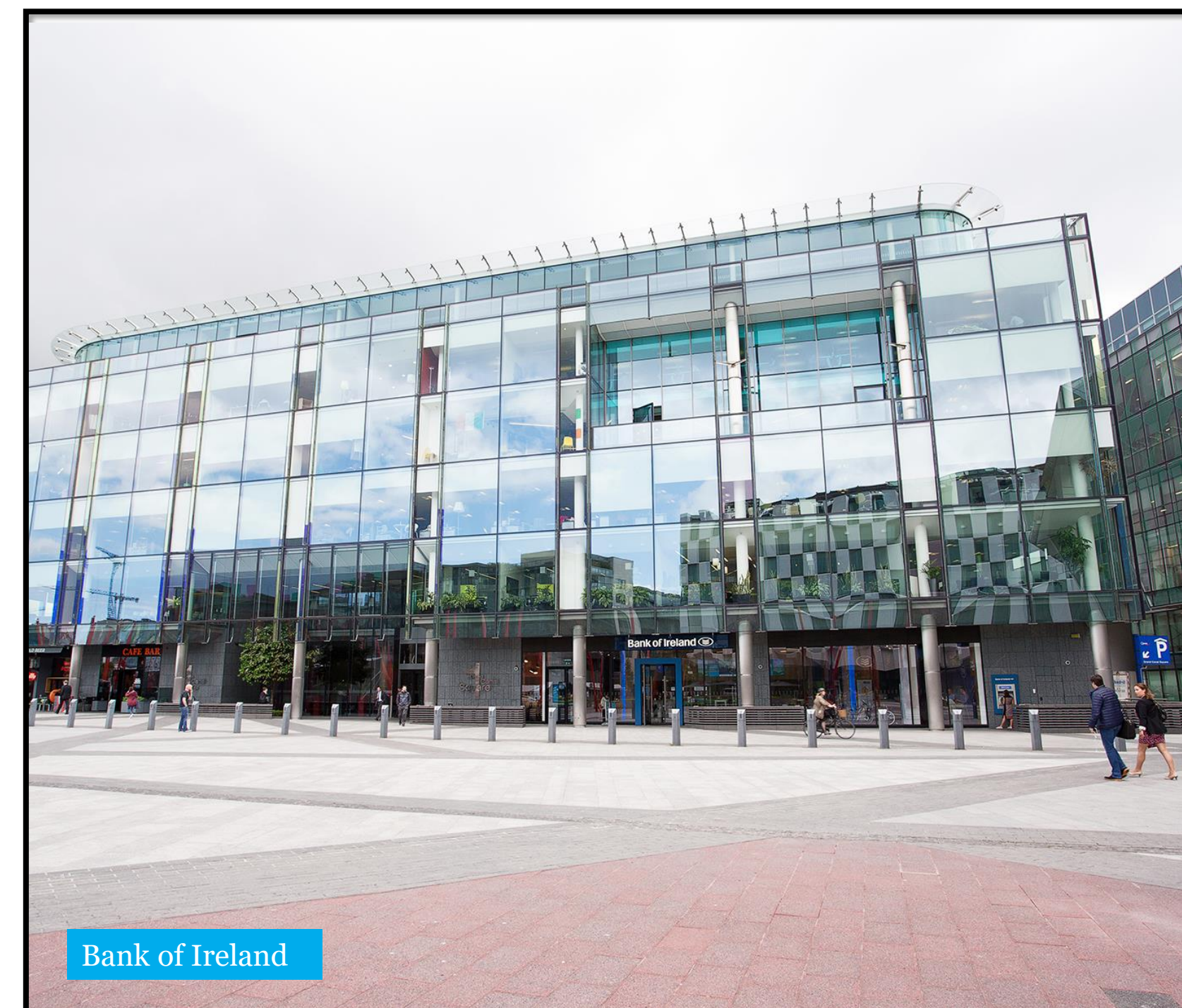
Mylan Ireland



2 Windmill Lane



Blackrock College



Bank of Ireland



# PLANNED PREVENTATIVE MAINTENANCE

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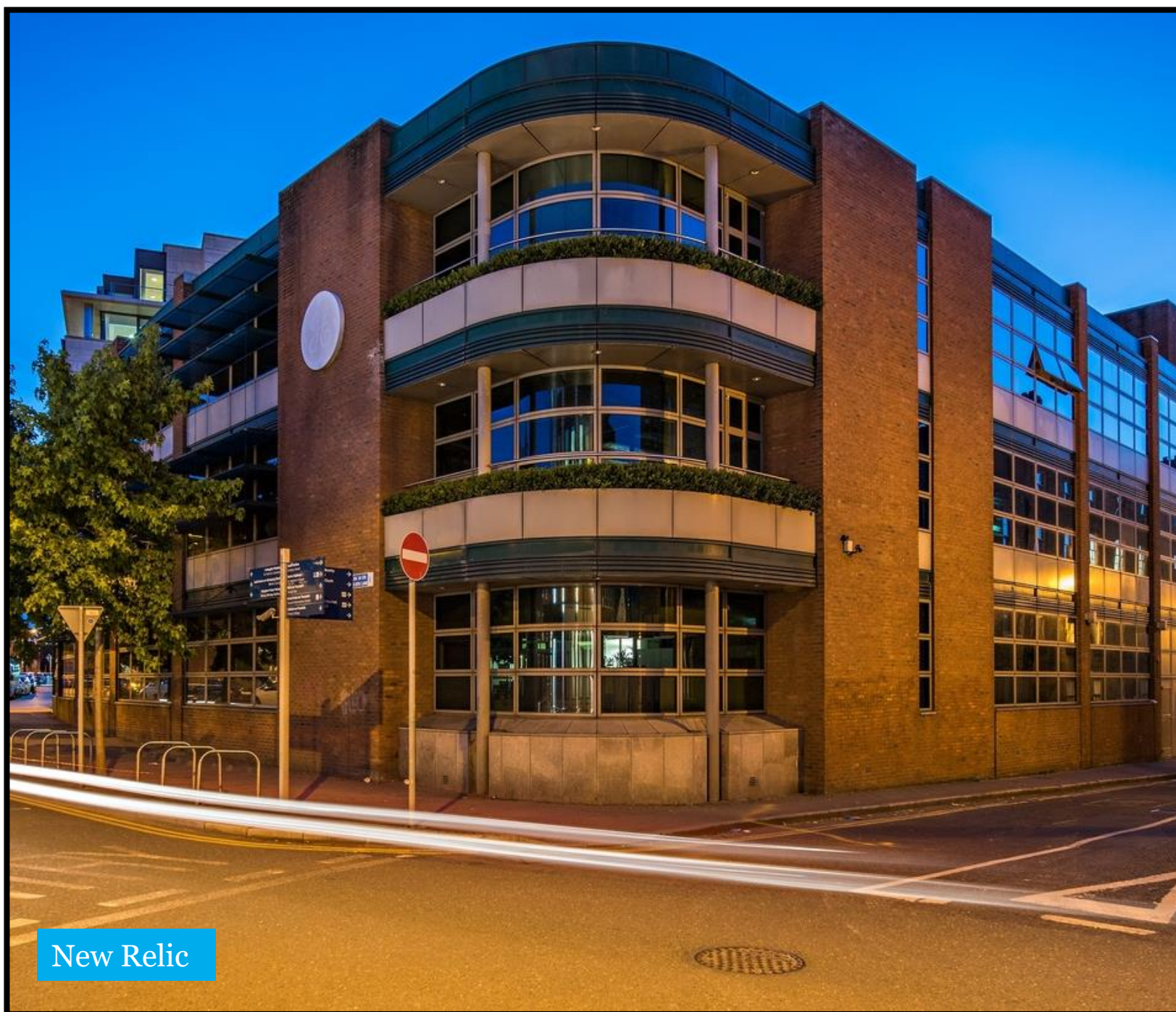
## Summary of Service:

QDSM service the complete building hard services. We liaise closely with the Building Manager and meticulously plan all service visits. We also cater for all emergency and reactive calls. Comprehensive Executive Reports are compiled and issued after each visit as well as holding monthly meetings to go through each report and discuss our KPIs.



Zoetis





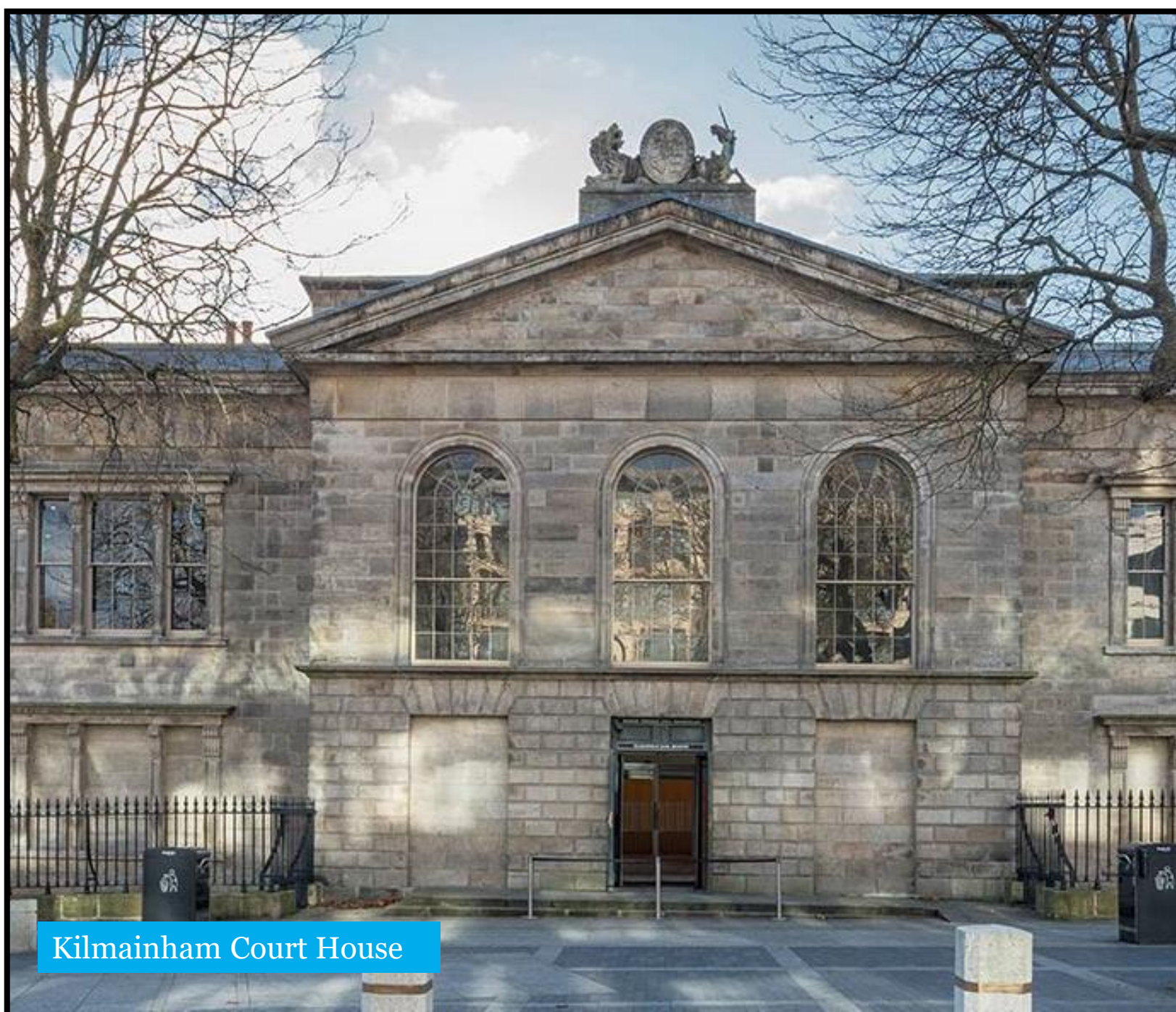
New Relic



The K Club



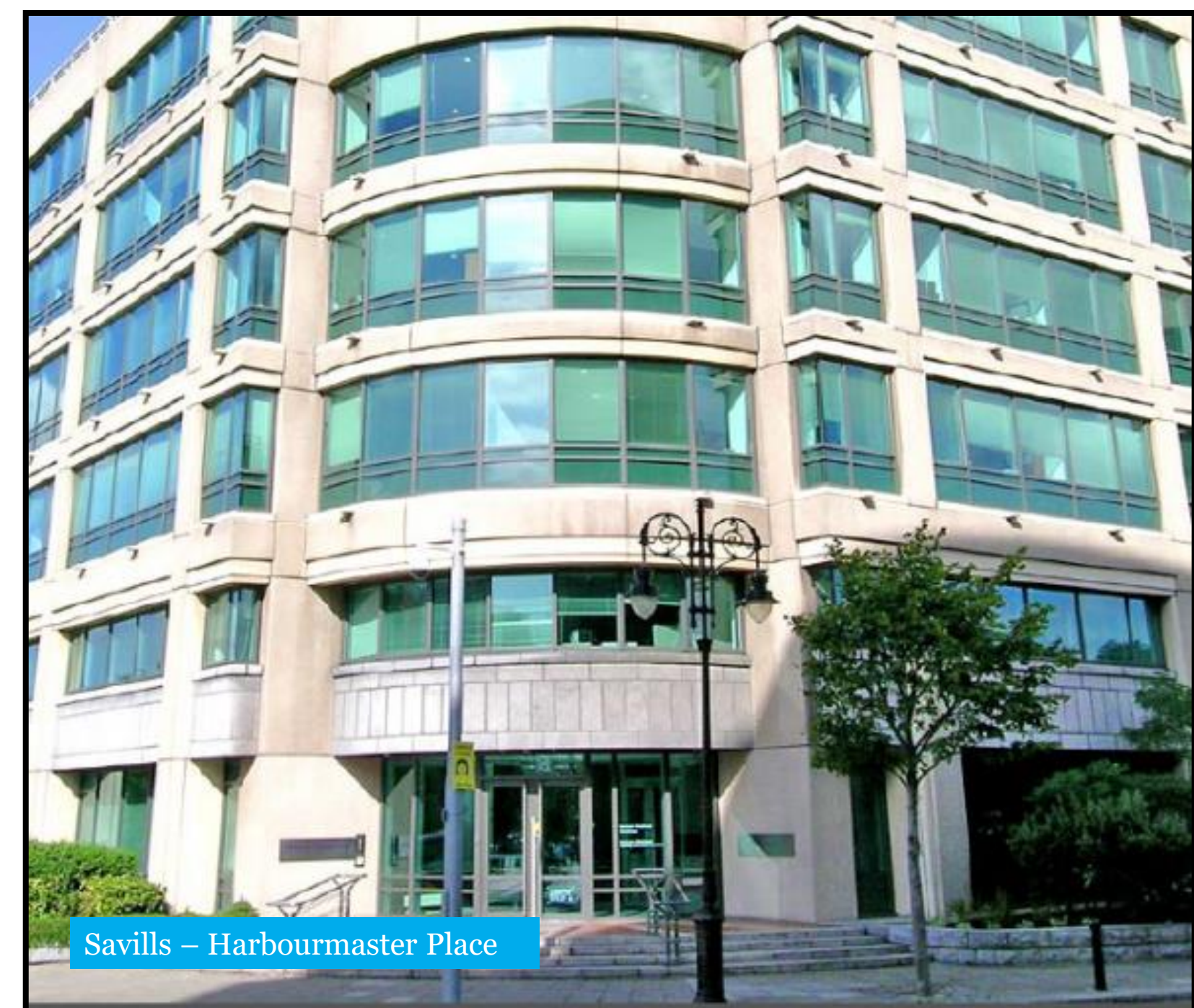
Trinity College Dublin



Kilmainham Court House



Lucan Shopping Centre



Savills - Harbourmaster Place



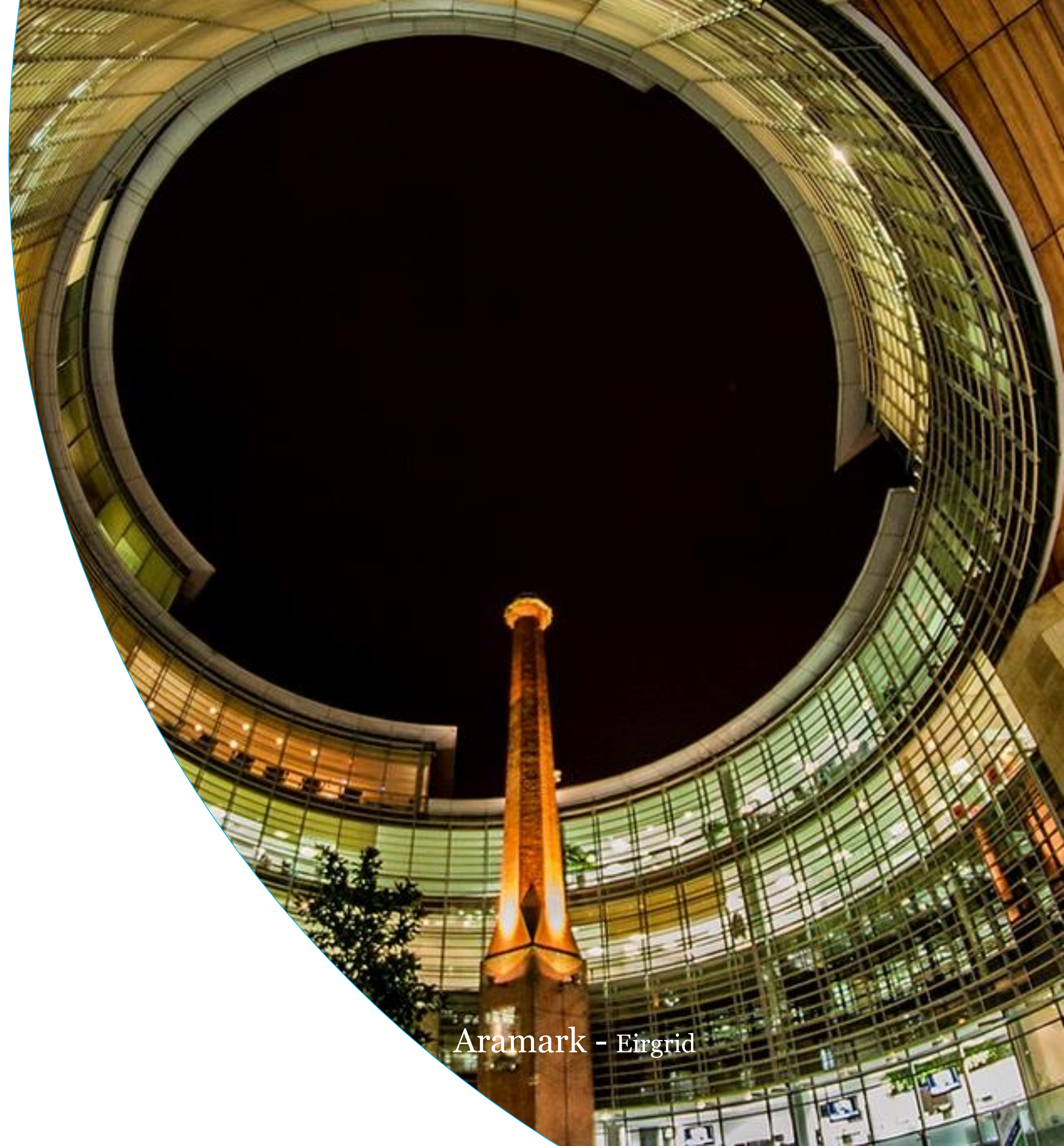
# SMALL PROJECTS

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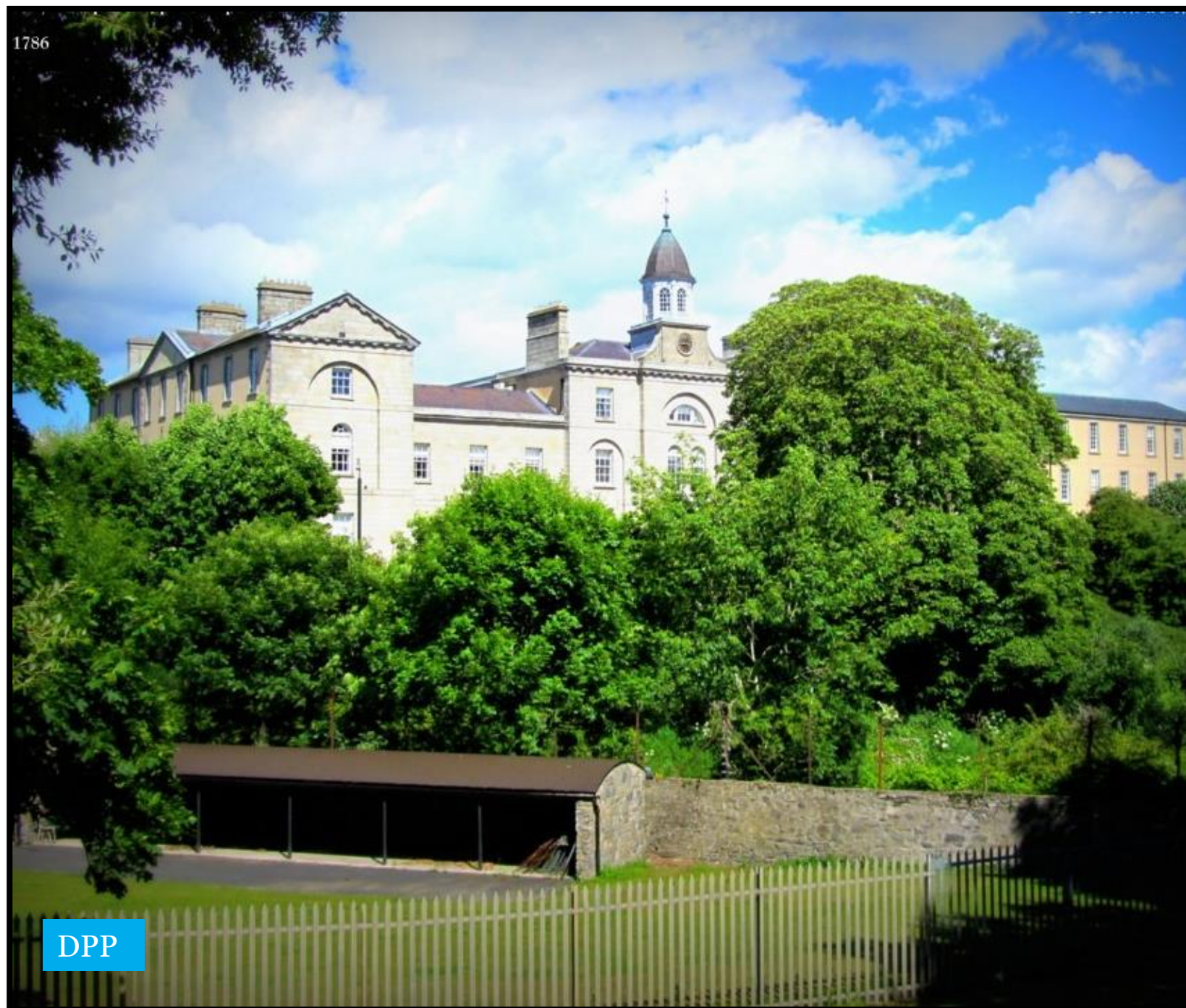
## Summary of Service:

We are very experienced in carrying out improvement and small project works in existing live buildings. We pride ourselves in providing a professional, cost efficient service while ensuring that the needs of the end user are always our top priority. We have all of the resources, expertise and experience required to replace major items of plant whilst ensuring a smooth changeover without any disruption to the normal operation of the building.

Aramark - Eirgrid









# SURVEYS

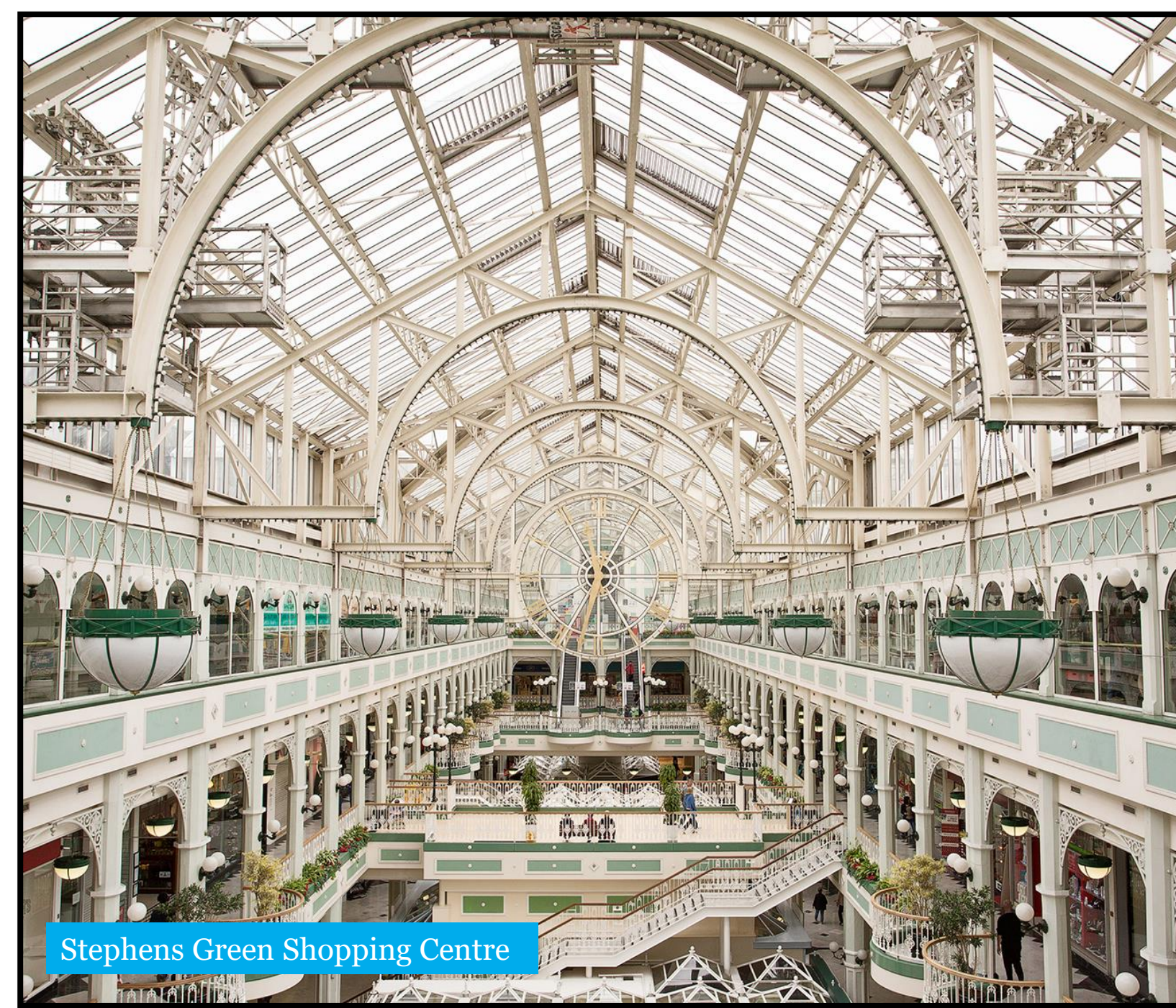
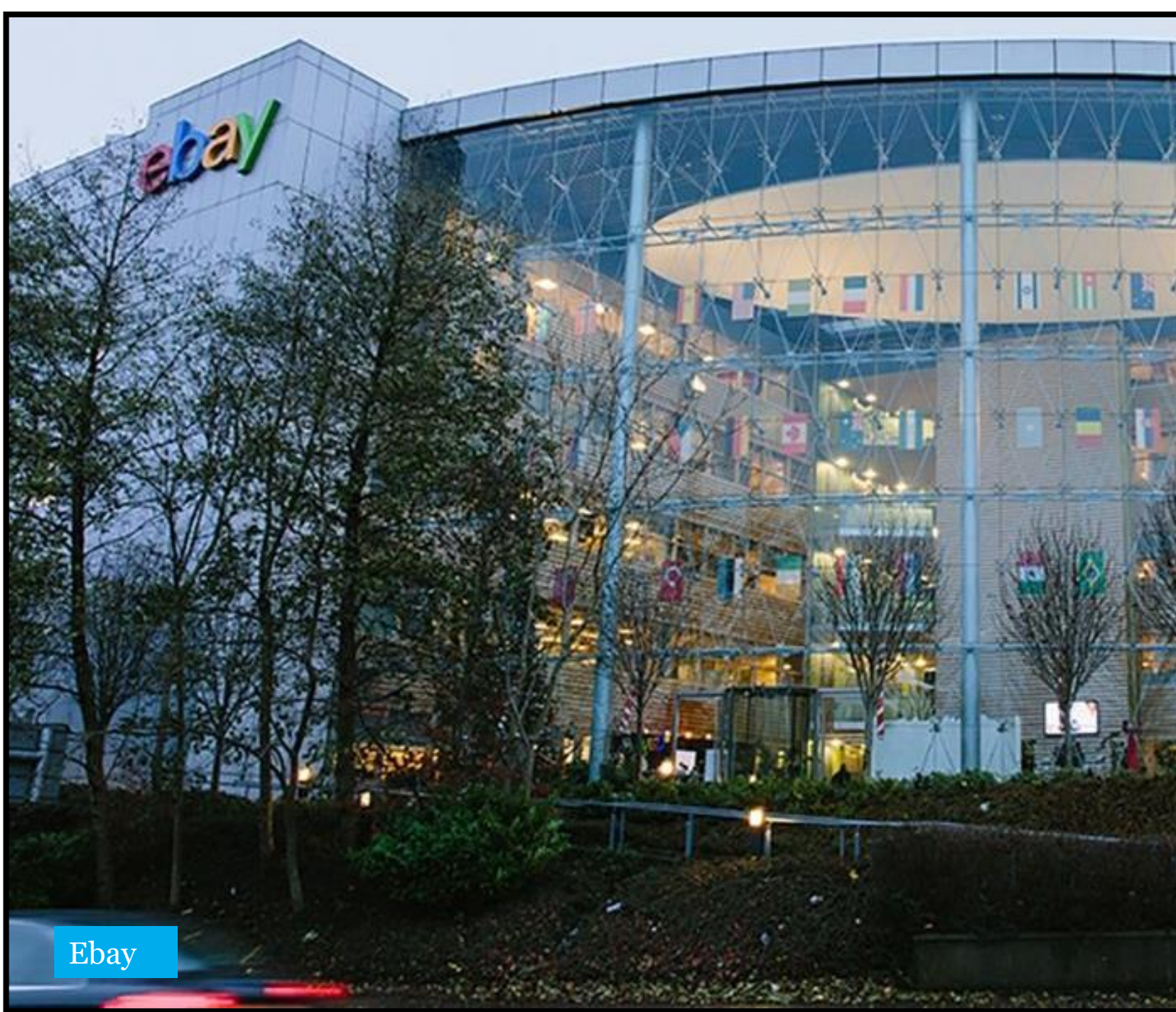
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## Summary of Service:

As with all our customers, we perform surveys on their behalf on building's that they currently own/manage or potentially may manage. Our survey and follow up reporting allows them to make informed decisions with the backup documentation to support them. During these surveys, we generate Asset Registers, Condition Reports, Recommendations with Costings and most importantly Life Cycle Analysis reports for all of the services in the building.

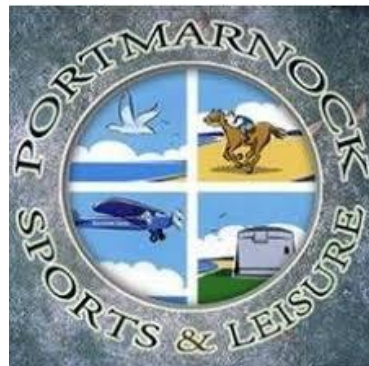








# Some of our clients





## GALLERY







# Contact Us

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<https://ie.linkedin.com/company/quinn-downes>