New York has made us who we are. Since founding our company here over 65 years ago, we’ve been proud to call this city home. From humble beginnings to growing into the national company we are today, we’ve made some major changes over the years. That includes recently merging digital laundry experts Coinmach, Mac-Gray and SDi Laundry Solutions. Now working together as CSC ServiceWorks, we will continue our commitment to providing custom laundry center solutions that meet your community’s specific needs.

While CSC ServiceWorks may be the largest provider of multifamily laundry nationwide, we know how important it is to stay true to our roots. We also know there is always room for better communication on how these changes impact you, our loyal customers.

We want you to know we are focused on adding value to the services available to you, and enhancing the overall resident experience. Some of our planned improvements for the New York area include:

- **Significantly improved service:** We are implementing new systems to insure timely distribution of parts, replenishment and inventory tracking. The result? More repairs completed on the first call and no need to return due to not having a part.

- **Investment in the most advanced digital laundry technologies:** Whether it’s payment systems, service request apps, or online access to your laundry center data 24/7, we are committed to upgrading the laundry centers of New York with the best in leading-edge technology.

- **New York-exclusive service and support:** CSC is strengthening our relationships and focusing on supporting those who have supported us by reaching out through channels made especially for you—such as this newsletter and our new website, nymetro.cscserviceworks.com.

We welcome your input on how we can better serve the New York Metro area.
The CSC ServiceWorks Laundry Story

CSC ServiceWorks’ role in the evolution of digital laundry began more than 80 years ago, when Mac-Gray was founded and began building their reputation as a leader in laundry efficiency and technology. Starting as a single laundry facility along the Long Island Sound, Coinmach also quickly grew to represent the image of advanced, dependable, and innovative laundry services. Not long after, family-owned SDi Laundry Solutions emerged, proving once again the importance of commitment to community and service, in addition to providing turnkey commercial laundry solutions.

Altogether, this gives CSC Service Works more than 200 years of combined experience in offering expert laundry solutions for the multifamily industry. In that same amount of time, laundry equipment has also evolved to meet the growing needs of the multifamily industry.

While saving time and increasing ease-of-use is vital in every aspect of daily life, it’s even more important when it comes to handling a chore like laundry. Today’s laundry machines are more energy-efficient, and more technologically advanced than ever before—delivering hassle-free convenience for managers and residents alike.

At CSC ServiceWorks, we’re looking beyond equipment to discover new ways to increase value and provide a better resident experience. You will benefit from our advanced digital laundry offerings:

- Our new CSC ServiceWorks Service Request App makes it easier than ever to send instant service requests straight from any Android or Apple mobile device.
- We’re also revolutionizing how payments are collected and processed with Change Point, our advanced system that offers “central payment” or “pay-at-the-machine” availability, in addition to allowing for credit/debit, smart card, or coin payment options.
- Our advanced online monitoring and reporting technology lets managers track laundry revenue remotely, while residents can check machine availability and get real-time status updates.

By combining the expertise and technology offerings of Coinmach, Mac-Gray and SDi, we are able to provide our customers with better laundry experiences.

Please let us know how we can help solve your laundry challenges by contacting our local sales and support teams today.
PROPERTY SPOTLIGHT – ESPLANADE GARDENS

Jeanette Washington Cleans Up Esplanade Gardens with the Help of CSC ServiceWorks Laundry Services

Jeanette Washington, property manager for Esplanade Gardens, runs a tight ship. Between meeting the expectations of 12 board members, fulfilling the needs of more than 5,000 residents, and overseeing a team that takes care of everything from locks to laundry services, Jeanette is always focused on streamlining operations.

An essential part of keeping Jeanette’s sanity is knowing that even the most ordinary resident services are taken care of. That includes making sure the people who call Esplanade Gardens home have access to convenient, hassle-free laundry.

CSC ServiceWorks helps Jeanette breathe easy. When Jeanette and the property’s management team recently decided the community’s laundry services were due for an update, they called CSC ServiceWorks. Coinmach had worked with Esplanade Gardens to service the outdated room previously, so Jeanette knew she could trust their expert team to create a new laundry solution that helps avoid the disruption and cost of constant repairs, while keeping residents happy.

“When we took over the service for this location, there were a lot of issues getting parts for the older machines, but we basically had our techs there every day fixing machines until we got the new equipment ordered,” said Sam Karpuzi, the CSC ServiceWorks Sales Representative who oversaw their laundry transition.

Since partnering with CSC, Jeanette and her team have had their expectations surpassed. They rarely hear complaints anymore, and when they do, they can use CSC ServiceWorks’ online tools to submit a service request and call a certified technician to quickly fix it. CSC ServiceWorks also offers an online tool that shows residents which machines are available and when their laundry cycle is complete, eliminating the need to wait in the laundry room – another convenience that residents appreciate.

“We are a 24/7 operation that needs to accommodate thousands of people, so making residents’ lives even the slightest bit easier is a huge win for us,” said Jeanette. “CSC ServiceWorks has also afforded me peace of mind so I can focus on other aspects of my job. The ease of use and impeccable service that they offer are major advantages for our community.”
Turn-Key Laundry Center Solutions

We provide more laundry services for apartment communities, co-ops, condos, military housing, and public properties in NY than any other company.

Partner with us for:

• Higher Revenue Yield
• Greater Resident Satisfaction
• CSC ServiceWorks Certified Technicians
• The Most Durable Equipment Available
• Leading-Edge Digital Payment Technology
• 24/7 Online Monitoring and Reporting Tools

Technology That Delivers

The new CSC ServiceWorks Service App delivers hassle-free convenience by letting property managers and residents send instant service requests straight from their phone. Just scan the machine’s bar code and submit – it’s that easy!

Help Keep New York Fresh

We all eat, we all sleep, and we all get dirty clothes. Check out our latest blog post for some tips and tricks you can pass on to your residents to help keep their clothes alive a little longer.

NY Metro Customer Service
Phone: (844) 492-7469
nymetro.cscserviceworks.com

Contact your local sales and service team to learn how CSC ServiceWorks can solve your laundry center challenges today.