



Who We Are

Service Management Systems was founded in 1988 by William T. Coakley with a simple philosophy: do Whatever It Takes to deliver consistent, high-quality service. We specialize in full housekeeping, maintenance, and facility support programs for high-traffic public environments.

We don't simply provide personnel staffing services. We provide leadership, structure, and ownership.



What We Do

- Custodial and housekeeping services
- Maintenance and facility support
- Floor care, exterior cleaning and specialty programs
- Staffing, scheduling, and operational management
- Quality assurance and performance reporting

Why SMS

SMS has built its reputation on leadership, accountability, and proven systems. Our approach is structured around three key differentiators that set us apart.

1. Management



Same workforce. Superior leadership. Better results.

The labor pool in our industry is largely the same across providers. What makes the difference is management.

SMS invests in developing people, creating career paths, and promoting from within. Through our mentorship program and hands-on leadership development, our managers are equipped to lead, retain strong teams, and take ownership of their operation.

Our teams are built on accountability, compassion, and a shared commitment to doing the job right.

We don't just hire people. We build leaders.

2. Quality Assurance



We manage ourselves so you don't have to.

Our systems were designed to ensure accountability without adding management burden to our customers.

SMS takes full ownership of service delivery. Backed by our national divisional leadership and Customer Support Center in Nashville, we manage staffing, scheduling, payroll, reporting, and operational oversight.

We don't pass responsibility. We own it.

3. SMART System Technology



Performance you can measure.

SMART System is our proprietary quality assurance platform, built to provide transparency and accountability.

SMART provides real-time visibility into service delivery, tracks activity, identifies opportunities for improvement, and drives day-to-day performance. It allows our customers to see how performance is delivered and how issues are addressed.

Most importantly, the SMART System is included as part of our service at no additional cost. It is not an add-on. It is part of the structured system that ensures we deliver on our commitment to do Whatever It Takes.



With SMART, performance isn't assumed. It's visible.

Doing Whatever It Takes — For the Long Term

- ✓ The right service partner should reduce complexity, strengthen performance, and provide confidence in the outcome. SMS is built to do exactly that.
- ✓ We invest in our people.
- ✓ We take ownership of our performance.
- ✓ We provide transparency into how results are delivered.
- ✓ That combination allows our customers to operate with less oversight and greater confidence, knowing their facilities are supported by a partner committed to long-term success.

whatever
it takes!



Schedule a SMART System demonstration today to see how SMS delivers measurable performance in real time.