Transcend Maintenance Services, Inc.

Best-in-Class Facility Services Start with ProTeam Vacuums

After several years of working as a custodian for other commercial janitorial services, Diana Young decided it was time to launch her own cleaning service company in 2014. Using part of her 2013 tax refund, she invested in a ProTeam ProVac FS 6 Backpack Vacuum Kit. "If you start with the best equipment, your clients will know you are serious about the work and committed to doing the job right," said Ms. Young, founder and president of Transcend Maintenance Services.



Over the past 11 years, her commercial cleaning company has steadily expanded throughout the greater Boston area. As the company has grown, Ms. Young has added newer GoFit vacuums that offer technical, filtration, and ergonomic updates. "We now have more than 100 ProTeam backpack vacuums, including new GoFits, and 90 crew members," said Ms. Young. Not content with the status quo, Ms. Young plans to increase those numbers in 2026.

The Key to Unlocking Government Contracts: ProTeam Vacuums

Transcend Maintenance cleans all types of commercial buildings, including several government sites. Because indoor air quality and sustainability are critical to securing federal and state contracts, deploying ProTeam vacuums has helped Ms. Young develop multiple government accounts, including FEMA, NOAA, and Army Reserve facilities.

"Applying for a government cleaning contract requires completing 50 to 100 pages of documentation, including 10 pages about your cleaning equipment and materials. Agencies want to ensure your business uses environmentally safe and sustainable practices," said Ms. Young. "ProTeam vacuums, with four levels of filtration, assure the government of improved indoor air quality. Their quality and longevity demonstrate our commitment to reducing waste and using reliable equipment."

ProTeam's advanced filtration is a crucial benefit for Ms. Young herself. "I have allergies, so effective filtration and suction power are key to keeping spaces free of dust and allergens. I use ProTeam backpack vacuums in my home, and after all these years, I am still amazed at their performance."

Improving Comfort with ProTeam Backpack Vacuums

When it comes to comfort and ergonomics, Ms. Young finds ProTeam vacuums a better fit for her employees' needs. When asked which ProTeam backpack vacuums she uses, she replied, "I use all the models and all the tools. I match the size of the equipment to my crew members."

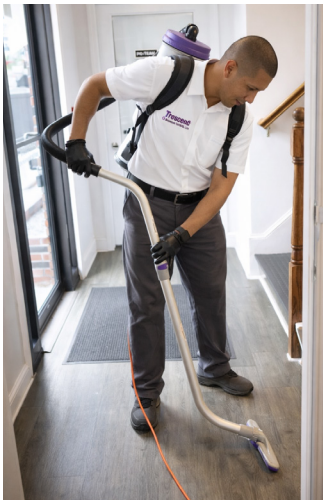
In addition to the government contracts, the company cleans and maintains office buildings, public facilities, data centers, and clean rooms. After trying other brands of commercial backpack vacuums as backups, Ms. Young has remained loyal to ProTeam. "The other brands were heavier and less comfortable. Plus, the suction power was just not there. We got rid of them."

The Importance of Maintaining High Standards

To maintain the company's exceptional standards of cleanliness, Transcend Maintenance employs a team-cleaning regimen with every crew member expertly trained on all tasks. "We find the team-cleaning program with ProTeam improves productivity," said Ms. Young. The vacuums and other cleaning tools are stored at each site, and tasks are assigned to each crew member with a clear scope of work. "Our crews clean much more efficiently, and that allows us to maintain more buildings in less time."

With so many crew members, how does Transcend ensure the work is done correctly? Every Friday afternoon, her crews send reports to headquarters with photos of the vacuum closets to show they are clean and organized. They also send videos showing they have emptied the bag, cleaned the filters, and prepped the vacuum for next week.

Drawing on Experience to Mentor Start-Ups



Ms. Young's success with Transcend Maintenance Services has enabled her to mentor commercial cleaning start-ups across the country, offering guidance on maintaining high standards, streamlining operations, and boosting productivity. "I always recommend that they buy ProTeam vacuums because they are investing in their company's future," said Ms. Young. "With ProTeam, their clients will know they are committed to doing the job right."