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cover price \$6.00

VOL. 15, NO. 2 June 2014

ENGINEERING AS A BUSINESS TOOL

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MILLENNIUM GROUP

**INDUSTRY LEADERS IN
ON SITE MAIL, PRINT &
RELATED MANAGED
OFFICE SERVICES**

By Robert D. Greenberg, AICP

AS SEEN IN
PERSPECTIVE
NEW YORK

The Millennium Group has established a reputation over the past 30 years as a leader in on site enterprise management of mail, print and related office and document distribution services, growing to 1,500 deployed professionals within nearly 300 facilities across the U.S. and Canada.

"Our success can be attributed to two primary disciplines – service diversification and talent development. We pride ourselves on continuous reinvestment in service offerings while developing the best talent in the industry. This winning formula is our value proposition. We'll continue to diversify in the future to avoid complacency and maintain the relevancy our client's expect."

Dermot F. Murphy, Chairman & CEO,
The Millennium Group



Dermot F. Murphy
Chairman & CEO
The Millennium Group

MANAGED OFFICE SERVICES

This privately held corporation, founded in 1984 by Dermot Murphy to serve the New York tri-state area's financial services community, built its business through a strategy of continual diversity centric to the document life cycle complimenting the office services needs in enterprise environments. With a focus on strong customer relations and an unwavering commitment to continuous improvement, The Millennium Group enjoys the highest client retention rate in its industry. Originally operating as a financial mail handling company, The Millennium Group's growth now encompasses Digital Printing, global Fulfillment & Distribution, Direct Mail, Document Destruction, Records Management and Mail Screening from its 200,000 sq. ft. multi-building automated document factory headquarters.

The Millennium Group is a recognized national and growing international provider of managed Office Services to organizations in every industry market segment. With a strong position in financial services and insurance, The Millennium Group provides a "best in class" approach and now excels within pharmaceutical, media, retail, entertainment, legal services, technology, healthcare, non-profit organizations and institutions of higher education. Their engagements reside within some of New York's most prestigious properties including **One Lincoln Center**, **One State Street Plaza**, the **Time Warner Center**, **One Hanover Square**, **Two Penn Plaza**, **1 World Financial Center**, **One Wall Street**, **32 Old Slip**, **11 Penn Plaza**, **2 Broadway**, **330, 625 and 650 Madison Avenue**, **245 and 270 Park Avenue** and **Three Times Square**—offering world-class on-premises Office Services Facilities Management.

"Our progressive management team and executive commitment distinguishes us from our competition," explains Timothy Kerner, CMDSM, MQC President and 25-year veteran of the firm, "but without the

dedication and passion of our associates, this means nothing. It is our people across the continent who make the difference. It is our leadership's responsibility to develop and empower them to succeed. Our wide range of services, experience and dedicated professionals typically result in delivering operational savings to our clients in excess of 15% annually—a significant initiative that benefits corporate tenants, property managers and building owners."

"Service integration is a key component of our success," says Frank Farnacci, Executive Vice President and 21-year veteran of the firm. We've challenged our field professionals and ourselves as leaders to continually demonstrate value. By integrating our off-site services with daily on-site delivery, we provide unmatched value. Many clients access on premise mail and print services while utilizing off-site production print. Our clients benefit from integrated on site office services management with off-site mail screening, document destruction and records storage services. We can really plug and play service compo-



Timothy P. Kerner CMDSM
President
The Millennium Group

"I commend The Millennium Group for providing consistently superior mail and facility support services. Their employees are well informed, professional and motivated, and respond well to our evolving needs by working through our cultural differences as well as our high demand for excellence."

Luis Nunez, Managing Director, Head of Facilities
Management, Daiwa Capital Markets

ments to meet evolving demands. We are much more than a staffing company, but understand the criticality of putting the best people in the best positions to succeed."

In each of the last three years, the International Association of Outsourcing Professionals has recognized The Millennium Group in sub lists of its annual Global 100 Best Outsourcing Companies. In 2013, it ranked as one of the Best 5 Companies in Administrative Services, Best 10 Leaders in Document Management Services, Best 10 Companies in Pharmaceuticals, Best 20 Companies in Financial Services (Insurance), and a Best 20 Leaders in Canada. In each of the past four years, The Millennium Group has ranked in *Inc. Magazine* as one of the nation's Fastest Growing 5000 Privately Held Firms. ■



Frank W. Farnacci
Executive Vice President
The Millennium Group

To learn how TMG can benefit your organization, please contact Frank Farnacci at (888) 703-7030 or visit www.TMGOOfficeServices.com.