



Elevator Services 2025 OVERVIEW

Critical Services Group is a Boston based holding company focused exclusively on lower middle market investments across Elevator Services and Internet Service Providers (ISPs) and Managed Service Providers (MSPs), and Jet Maintenance (MROs)

CSG VALUE CREATION

Young Operators, Experienced Boards

CSG solves succession scenarios in SMBs by appoint young first-time CEOs with exceptional professional and academic backgrounds. We match these first time CEOs with highly experienced, industry-specific boards of former operators for guidance.

Buy-And-Build Approach

CSG grows portfolio companies organically as well as through serial add-on acquisitions.

Sales Growth Focus

Building, training, and growing sales teams is what we are best at. We have deep expertise at building both high volume programmatic sales engines, and relationship driven approaches.

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INVESTMENT CRITERIA

INVESTMENT SIZE	FUND STRUCTURE	TRANSACTION TYPES
• \$7M to \$60M Revenue	• \$75M Committed Equity	• Management Changes
• \$2M to \$10M EBITDA	• \$300M Investable Assets	• Management Stays
• \$8M to \$75M TEV	• Evergreen Structure	• Owner Retirement

PRIMARY AREAS OF FOCUS

Independent Elevator Service Providers

- Union or Non-Union Shops
- Commercial, Residential, and Industrial End Markets
- Service Mix: Maintenance, Repair, Modernization, and Installations
- Passenger, Service, and Freight Elevators
- Traction and Hydraulic Systems

Attractive Business Characteristics

- Durable, Contract-Based Revenue Mix
- Consistent Profit Margins Supported by Regulatory Inspection Cycles
- Low Capital Investment Requirements with Strong Cash Generation
- Efficiency Gains from Denser Routes and Scaled Operations
- Meaningful Opportunity for Add-On Acquisitions

We help founders grow *faster*, with *less risk*