

HANDYMAN SERVICES

Not Just More Hands. More *Expert* Hands. EMCOR Facilities Services has a network of 450+ handyman/general maintenance technicians available to handle a variety of miscellaneous services. Truck-based technicians self-perform both scheduled general maintenance services and on-demand, common repair work for clients. These handymen are fast, friendly, and always available.

Why EFS?

- 70+ years of experience
- Self-perform the vast majority of technical work
- Flexibility to incorporate and manage subcontractors when necessary
- Single-source solution
- Help mitigate risk and ensure compliance
- Best-in-class technical training
- Key Performance Indicators for safety, quality, productivity, and cost reduction
- 24/7/365 Customer Solutions Centers (CSC)



We Save Customers Time. And Extra Fees.

Our handyman workforce covers a significant portion of the United States, which allows us to substantially lower mobilization costs. It's typical for a technician to be mobilizing (driving to the client or picking up material) up to 40 percent of their time. Our handyman program has reduced the mobilization rate to 22 percent, which saves clients eight hours per week on average.

Our reduced mobilization occurs due to:

- **Shared Mechanic Structure:** Handymen work for an average of six clients within a tight concentric circle.
- **Advanced Routing Software:** We've invested heavily in the newest routing software.
- **Planned Maintenance Environments:** 80 percent of work requests are not urgent, so we set periodic planned site visits which allows us to complete grouped worked orders during monthly visits.

What would You do with an Extra 20 Percent? Our handymen use mobile tablet technology to increase productivity by up to 20 percent.

Paperless. Wireless. And Less for You to Worry About.

Across our handyman technician base, we have rolled out a handheld/tablet program, creating a paperless work management system powered through the CSC's simple web-based submittal system, **EMCORVia™** (www.EMCORVia.com). Technicians use these devices to send and receive work orders, capture labor, parts, work order completion data, and access job plans. Additionally, we assign a dedicated account team and a seasoned operations team to support each region. This allows us to respond quickly to resolve any issues or emergencies that arise.

Handyman Services Include:

- General maintenance services
- HVAC maintenance and service
- Electrical maintenance and service
- Lighting maintenance and repairs
- Plumbing and service
- Carpentry, painting, and cosmetic repairs
- Exterior repairs
- Signage and display updates
- Flooring, doors, and window repairs
- Asset inspections

20,400 General Maintenance Requests Yield \$2.5 Million in Savings.

Problem: A banking client that EFS was already providing HVAC and exterior services for needed a single provider that could conduct general repair and maintenance services for 1,100 of their bank branch locations and seven corporate offices. Their previous approach was decentralized, used many different service providers, and was costing them exorbitantly.

Solution: EFS established a general maintenance agreement and self-performs 90 percent of their locations across a portfolio that covers 11 states.

EFS receives all of the client's incoming service requests through a dedicated Call Center that operates 24/7/365. We perform 20,400 services annually—at a fixed cost per service—and have consistently come in under budget. EFS has partnered with the client to both create and control their budget with fixed costs and has saved them approximately \$2.5 million annually compared to their previous spend. **Operationally and financially, the client is so pleased with our service that they have asked EFS to perform additional work. As a result, EFS is currently piloting both a roofing program and an LED lighting program.**

We Know Facilities Inside and Out