

HANDYMAN SERVICES

Not Just More Hands. More *Expert* Hands.

EMCOR Facilities Services has a network of 650+ 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.

[facilities] *solved*



HANDYMAN SERVICES



Self-Performed Services for Efficiency and Savings. EFS has the capacity to self-perform the vast majority of work order and technical applications included on a typical handyman scope. This customer-first, high-performance model helps drive continuous efficiency and cost savings.

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.

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™. 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

