

ECOVA MAINTENANCE HELP DESK

CENTRAL RESOURCES FOR FACILITIES SUPPORT

In large, distributed organizations, managing a patchwork of third-party maintenance providers can be taxing on your facility management team. Without clear visibility of maintenance activities across your portfolio, it's difficult to maintain consistent quality of service, control costs, and ensure that business critical issues are being handled appropriately.

Maintenance Help Desk from Ecova is purpose-built for the central management of large, distributed maintenance and service provider networks. The single-source solution provides portfolio-wide management of virtually any site level HVAC, lighting, plumbing, and building maintenance issues, as well as reporting on the cost of reconciling those issues and the consistency of service provided by maintenance vendors.

EASE THE BURDEN ON YOUR STAFF

Managing a myriad of equipment vendors and maintenance contractors is cumbersome and inefficient; it consumes resources that should be focused on higher-value tasks, and it severely hampers your ability to develop a portfolio-wide view of facilities maintenance requirements and anomalies. It takes holistic insight—driven by a central platform of normalized data—to move organizations from an expensive, reactive maintenance response to a strategic, proactive and efficient approach.

The Ecova Maintenance Help Desk, staffed 24/7/365 by expertly trained specialists equipped to respond to email, phone call and other support requests from client facilities, is the nerve center of our centralized maintenance platform. The Maintenance Help Desk call center acts as a single point of contact for all facility and asset issues, from malfunctioning HVAC systems to leaky toilets to stained carpets. Our Help Desk staff participates in more than 200 hours of initial building systems training, and ongoing training ensures a full understanding of your sites and the equipment in them.

When trouble arises, we manage the vendor/contractor response and ensure the issue is resolved according to your specifications. Close management of and adherence to established service level agreements with your equipment vendors and maintenance contractors ensures timely, cost-effective, first-time resolution of facility and asset anomalies.

VISIBILITY, CONSISTENCY & ACCOUNTABILITY

Without clear, centralized visibility into the maintenance of your facility portfolio, it is difficult to ensure issues are being addressed according to your business priorities. Ecova's complete maintenance solution helps to reduce unnecessary service calls by filtering out any non-actionable work orders, and providing a simple interface that enables you to confirm or downgrade the status of any emergency dispatches. Following every issue, Ecova's Maintenance Help Desk will determine the root cause, avoiding redundant service calls and future unnecessary work orders



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The value of a centralized platform for enterprise maintenance extends to the back office. Ecova's Maintenance Help Desk Dashboard provides our clients with real time visibility into site level issue and cost reporting, as well as at-a-glance reporting on individual vendor/contractor performance against established SLAs. Holding maintenance providers accountable to their service level promises ensures that you're getting what you pay for and minimizes downtime and disruption to your business operations.

With Maintenance Help Desk services from Ecova, your facilities leverage the power of a centralized, expertly-staffed, data-driven platform that provides the insight you need to realize the cost and operational efficiencies of proactive maintenance.



Centralized reporting platform provides visibility and reporting across your entire portfolio



DATA:
REVEALS
OPPORTUNITY



INSIGHT:
RESHAPES BUSINESS
STRATEGY



ACTION:
REVEALS RESULTS



**POWERFUL
RESULTS**

CONTACT US TODAY

Find out how we can put these solutions to work for you.

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