

# Are your facilities services as good as they can be? Let your customers tell you.

**The EMCOR Customer Solutions Center (CSC) offers a robust and professionally administered Customer Satisfaction Survey Program. You can choose from two types of surveys: transactional and general performance.**

## **TRANSACTIONAL SURVEYS: Measuring customer response one work order at a time**

Available only to users of the CSC's work order management platform, transactional surveys ask randomly selected participants to answer a brief questionnaire about their satisfaction with recently completed work orders.

These surveys can provide an extensive range of information. That's because we can sort the data by any work order category, including location, caller, service provider and more. Compiled into easy-to-read, easy-to-use reports, this information can help you understand and address your key management issues more effectively.

**Practical, reliable information:** After work has been completed, our survey system sends an electronic invitation to the work order requestor. It includes a link survey participants can use to easily access and enter their responses. And to help ensure optimum results, we can advise you on such matters as the percentage of work orders to be surveyed and the frequency with which you should ask an individual to respond. By combining important considerations like these, a limited number of questions and high-performance technology, we encourage maximum response — as high as 25-30 percent. That means accurate information you can count on for sound, effective decision making.

## **Ongoing opportunities to build customer satisfaction:**

Transactional surveys also include special "alarms" that alert you to critical customer dissatisfactions. When your employee or a tenant rates his or her service at or below "neither satisfied nor dissatisfied," the system automatically notifies a quality manager, so he or she can address the concern immediately. In addition, participants can use a

"contact me" button to notify the quality manager via email. Either way, you can transform survey recipients' most urgent issues into new opportunities to build customer satisfaction.

## **GENERAL PERFORMANCE SURVEYS: Identify key issues; verify the effectiveness of your solutions**

General performance surveys allow you to effectively monitor and manage both facility and non-facility-related issues or areas of concern. Longer and more detailed than transactional surveys, these questionnaires let participants tell you in depth what their concerns really are. The result is a baseline understanding that helps you create highly focused solutions for virtually any vital issue.

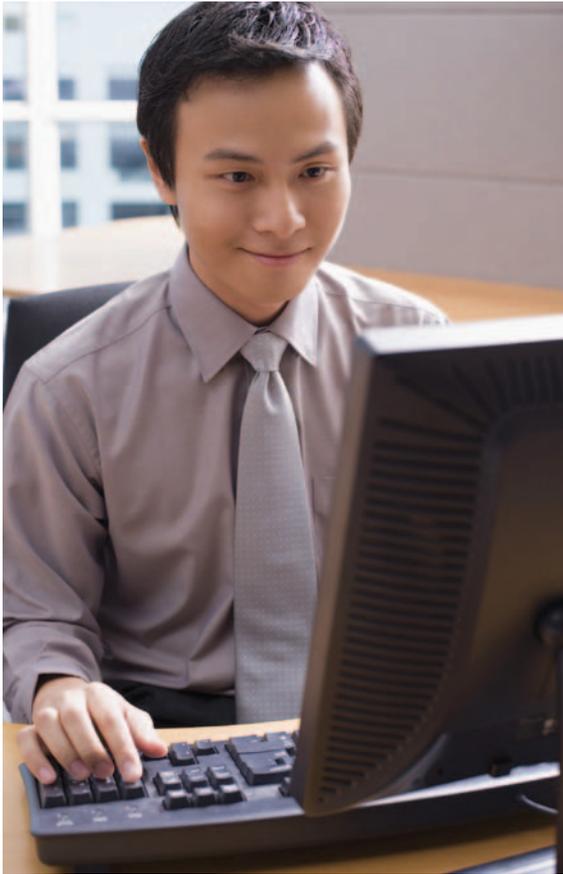
After your solution has taken effect, you can re-survey the same population to evaluate the solution's success. It's a measurable way to manage key facilities and other issues more successfully.

## **Let the CSC help you manage smarter**

How well are your facilities being maintained? How happy are your customers with the service we are providing? Which providers are delivering the best, most reliable service? How well are the solutions you've implemented working?

When you want answers to questions like these, the CSC's customer satisfaction surveys can help. Through regular reports packed with immediately usable data, these surveys help you manage smarter, ensuring consistently outstanding service and continuously high levels of customer satisfaction.





## **THE EMCOR CUSTOMER SOLUTIONS CENTER:**

### **The leading edge in facilities management technology**

The EMCOR Customer Solutions Center (CSC) is one of the largest facilities management solutions centers in the world. Using both web-enabled and wireless technology, this ISO 9001:2000-certified center currently processes over 1-million work orders annually, ensuring smooth, efficient maintenance of approximately 500-million square feet of space.

As a client of the CSC's Customer Satisfaction Survey Program, you'll have access to the CSC's full range of exclusive services and benefits, including:

- A proven technology platform with built-in reliability through redundant systems, a fully tested alternative operating site and on-site power generation
- A web-enabled customer interface for work order submittal, as well as financial and performance reporting
- Easy access to EMCOR's wide range of facilities expertise and services
- Highly trained, highly experienced customer support representatives available 24/7/365
- Integrated ongoing training programs
- Rigorously pre-qualified mobile technicians and other suppliers
- 290 years of aggregated customer maintenance management system (CMMS) application support experience.

**It's the complete package of technical expertise, sophisticated business processes and leading-edge technology you need to manage your facilities more productively, more efficiently and more cost effectively than ever before.**



### **What Can We Do For You?**



To learn more about the CSC's Customer Satisfaction Survey Program, contact us today at **866.890.7794** or at **[emcor\\_info@emcor.net](mailto:emcor_info@emcor.net)** or **[www.emcorgroup.com/csc](http://www.emcorgroup.com/csc)**



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