



Interphone's comprehensive range of contracted maintenance packages combine planned and reactive services using an in-house engineering team, round-the-clock support and remote monitoring and diagnostics. This agile and responsive approach, with rapid onsite support, minimises system downtime, avoids operational disruption and provides added peace of mind. Every customer receives a personal service from skilled professionals that are committed to helping them achieve their objectives.

Our maintenance solutions cover a wide range of building systems including access control, CCTV, gates and barriers, IRS and satellite television, fire and emergency detection, LED lighting and door entry.

- 91 per cent first fix rate
- Unrivalled engineering experience
- Stock holding and 24-hour support
- Comprehensive cover for easy budgeting

flexible solutions

Our bespoke maintenance solutions reflect the specific requirements of the site, service level commitments and a cost that fits your budget parameters. Meanwhile, our comprehensive contracts cover all labour and material costs arising from fair wear and tear, with preventative maintenance if appropriate to the system.

Our labour only contracts cover all labour costs arising from fair wear and tear, with preventative maintenance if appropriate to the system but with parts charged as used, while we also offer a reactive chargeable call-out service to non-contracted sites.

reporting

Our service includes a highly effective reporting process that provides full visibility of logged issues and call-outs to stakeholders including property, building and facilities managers along with the residents. Following attendance at site we provide a full activity report detailing the work carried out and any follow up requirements or recommendations. As a result we achieve high levels of customer satisfaction and feedback with positive response rates of more than 90 per cent.

advanced operational processes

We adopt effective systems, processes and procedures in order to achieve ongoing quality and peace of mind. Bespoke software for communication, tracking and work flow management ensures you get an efficient and responsive service, while our engineers all carry a significant range of parts stock in their vehicles. In the event that documentation has been mislaid, or multiple contractors have installed various systems, our engineers will carry out a full system audit of a new site and a permanent equipment log will be created.

