



REACTIVE MAINTENANCE AND DAY WORKS



Interphone's reactive maintenance solution provides an effective means of fixing unexpected faults without the need for a maintenance contract, while our day works service is ideal for larger repairs, system extensions and upgrades. These services are suitable for a wide range of building systems including:

- Door entry, access control, IRS and satellite TV
- CCTV, locks, fire, emergency and LED lighting
- Door repairs and replacements, automated doors
- Gates, barriers and rising chains

quality maintenance for minor faults and repair

While many of our customers prefer the safety net that comes with a maintenance contract, we accept it is not the preferred option for everyone. Therefore, we have developed a reactive solution that delivers the necessary levels of flexibility, scale and scope, but still with many of the benefits of a long-term support package. For any minor fault or repair, our call-out service, including emergency response if required, is on hand to quickly and efficiently resolve your issue. In fact, we have a first fix rate of 90 per cent and one of our engineers can attend within eight working hours if required.

seamless and streamlined support

Our helpdesk is contactable by phone or email and available 24-hours a day should you need to report a problem or request a quotation for a new requirement or additions to an existing system. The helpdesk team has direct access to our field-based engineers who are available to attend emergency calls until 10pm each evening, which means we can quickly identify the support you need and respond accordingly. We use sophisticated software tools to support high levels of communication, tracking and work flow management, so we can provide full visibility of logged issues and call-outs with automatic email updates.

whatever the job, help is at hand

Often the small, lower priority jobs are the hardest ones to schedule and complete. With this in mind, we have a highly responsive Day Works service for any ad hoc requirements in terms of building systems updates or expansions. Whether you need additional CCTV cameras to be fitted, external doors to be added to your access control system, or additional monitors to be installed, we are available to handle the work in an efficient and cost effective way.

- Quick and efficient non-contracted call-out
- Ideal for all minor system faults, repairs, upgrades and expansions
- Added flexibility with many of the benefits of contracted work
- Highest levels of support and engineering expertise

engineering excellence

We have our own field-based engineering team operating across London, the Home Counties and the south east of England. Further support is provided by a network of preferred sub-contractors and partners in other geographic areas or where there is a specialist requirement. Our experienced engineers possess all the necessary qualifications and accreditations to operate safely and legally, whilst delivering the highest levels of service. Meanwhile, they have access to an extensive stockholding of replacement parts, supported by dynamic procurement for any specialist items, to meet even the tightest of deadlines.

