

case study

# resicom rescue 911

When something goes wrong, who you gonna call?

Our clients look to Resicom to provide first response service when something goes wrong at their facility. Resicom needs to be able to dispatch technicians immediately so that clients experience as little disruption as possible to their business. Resicom has developed an action plan that can be set into motion as soon as a client says “Help!”.

## Scope of Work

1. Work order is received from client and reviewed by the maintenance team.
2. The scheduling of manpower is determined.
3. All material and equipment necessary to complete project is ordered.
4. Client is notified of schedule date.
5. All material and equipment necessary to complete project is ordered.
6. Technician arrives on job-site with all proper material ready to execute and complete project.
7. Project manager confirms completion of job with technician.



## Challenges

The constraints of the project include:

1. Scheduling a technician for an emergency request as techs may be committed to other projects.
2. Gathering all information from technician in order to submit proper pricing/update to client in a timely manner.
3. Researching and ordering of all material within the compressed project deadline.

## Solutions

1. Home office works to rearrange master schedule to have the proper technicians on-site for the particular trades needed to complete the project.
2. If there are any extended lead times on material, the client is notified immediately if this will delay the work being completed per their deadline.
3. All materials and equipment needed to complete work are ordered and delivered for project to meet time requirements.

## Outcome

Because of the compressed project deadline as well as the urgency to return the facility to normal working condition, Resicom must be able to offer immediate response. At Resicom, we understand the expectations of our clients and how important it is to meet the deadlines that have been assigned. Resicom embraces proper planning, organization, and execution to meet and exceed out client expectations.