

You can't control things you don't first understand.

It's a simple statement but rings especially true in the fast-paced services world. Many factors influence service request volume across the most common categories - age of the building, staff skill level, asset condition and more.

A TELS+ partnership helps remove the "gut-feel" approach to management. Gain data-driven insight to not only understand but to also guide your capital planning, operational budgets and staffing plans. Protect your assets with full visibility into your building level activities. Help mitigate potential risks from vendor selection, staffing turnover and more.

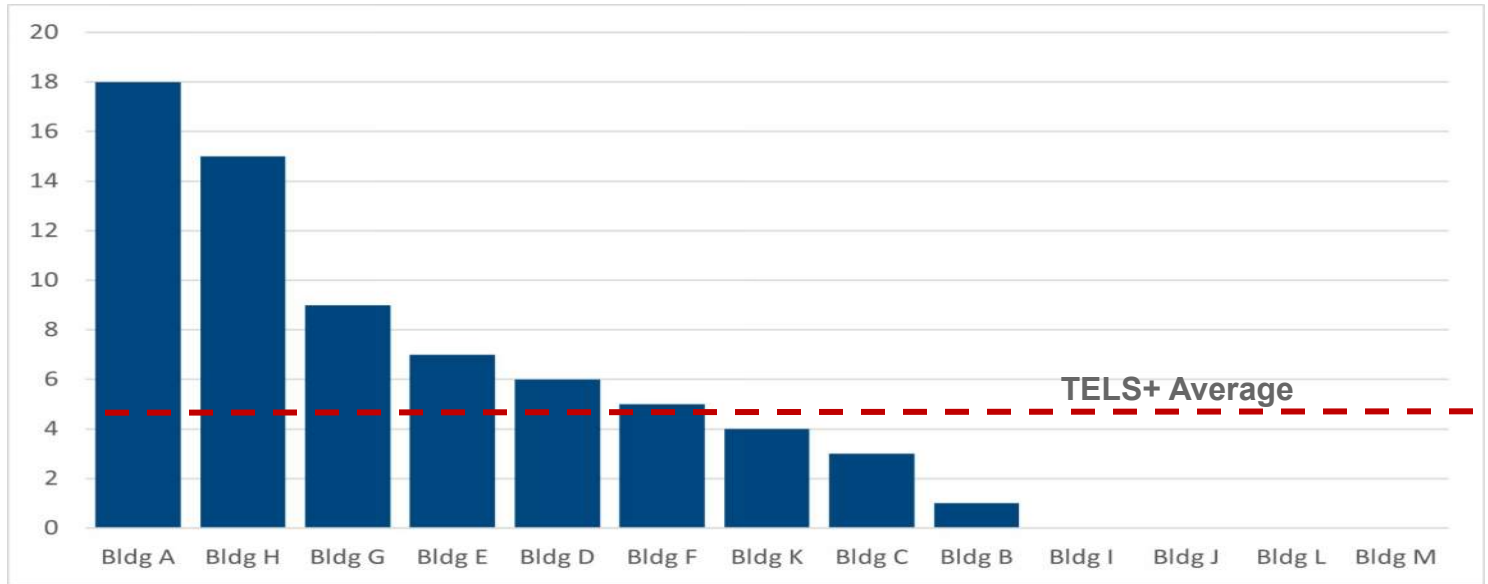
A typical 100-bed community places

50+

service requests

each year in the most common categories*

EXAMPLE: Monthly Service Request Volume**



Buildings A and H are placing service requests on basic activities that may be able to be handled in-house with some additional training. Working to decrease that volume will save significant costs.

Four communities have not requested service through TELS. Potential risks identified: you have no visibility into their activity, spending or vendor selection.

*Average annual usage data is based on proprietary Direct Supply data over 2019-2021. Common categories include HVAC, Electrical, Plumbing, Drain Cleaning Kitchen and Refrigeration service.

**Sample data is for illustrative purposes only. Recommendation based upon actual insights provided to TELS+ program participants. Individual recommendation will vary based on the specific data analyzed.

Do you know...

how much you spent on HVAC repairs this summer across each region?

if your buildings are calling for service on routine tasks you'd expect them to fix themselves?

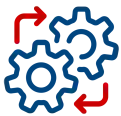
what hourly rate your buildings should be paying for a plumber in Philadelphia?

You can.

Over 30 leading Senior Living operators are already driving results with their **TELS+ partnership.**

JOIN THEM.

TELS+ combines the power of TELS® Platform technology and the strength of the TELS® Building Services network to help relieve the day-to-day struggles with vendor management.



Minimize the effects of staffing challenges and turnover with centralized records and standards



Remove the time-consuming stress of finding and scheduling qualified technicians



Use the information within TELS Platform to better inform your budgets and improve decision making

Contact your TELS Representative to put these insights to work for your organization.