

How do you want your maintenance teams spending their time?

Calling around to find an available plumber at a decent hourly rate?

Chasing down the COI before the contractor begins the big project?

Fighting with a vendor over an extraneous charge on the invoice?

OR

Completing the required fire inspections before the Fire Marshall comes by?

Finishing up those room turns to get those units back on the market?

Making sure Mrs. Jackson's air conditioning is keeping her safe and comfortable?

TELS+ relieves the burdens of vendor management

You will have peace of mind that every community has access to a deep bench of qualified technicians, is receiving competitive hourly rates and is utilizing properly licensed & insured technicians. Invoices from the service providers are reviewed for common errors like charging higher rates than contracted and/or erroneous fees and then fixed before your community ever sees the invoice. Plus, TELS[®] Building Services uses performance data and customer feedback to evaluate and actively manage the service provider network to help ensure the quality of the work performed at your communities.

Vendor Performance Metrics

No one can provide the level of detailed performance data TELS can in order to give you and your leadership teams confidence in the performance of your TELS+ partnership across your communities:

- Gain visibility into labor rates in comparison to the average for the market
- Leverage the established feedback loop to gather input from your communities from every service event
- Performance data is provided when placing service requests to help buildings make an informed choice

SAMPLE TELS+ DATA*:

32 different service providers were used in the last 6 months

Avg First Time Fix Rate:

82%

Avg Emergency Response Time:

2.48 hours

Avg 5-star Satisfaction Rating:

4.3 stars

*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?

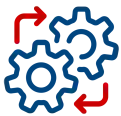
what hourly rate your buildings should be paying for a plumber in Philadelphia?

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.