



# The preventative maintenance challenge – could you benefit?

**Sometimes it is overwhelming... On-site technicians do not have enough time to manage the large volume of common daily tasks. That is why an increasing number of large facilities are unable to execute their preventive maintenance (PM) to stay compliant with regulatory requirements.**

## Client Issue

One of our longstanding clients reached out to Servicon in December 2017. They revealed that their aging workforce was retiring, and they had difficulties finding professionals to fill their HVAC technician positions. This put significant pressure on their existing engineers who no longer had enough time to perform facility PMs on schedule. Additionally, they recently acquired new software and equipment that needed to be implemented in a timely manner adding more to the engineers' already busy schedule.

## Key Facts

Long-time Servicon customer and a global leader in the aerospace.

3.5 Million+ sq. ft. building in Southern California.

Facing 75% more in overtime labor costs

## Options Available?

The client was faced with the following options:

- Perform scheduled PM by having their engineers work overtime at an extreme rate (pay up to 75% more in labor costs)
- Remain non-compliant and risk an audit or delay in the construction permit process
- Postpone a scheduled PM and assume the risks



## Solution

**Servicecon implemented the Facility Maintenance Services Program at the client's facility within a 4-week period.**

This included the assessment and development of personnel, then orienting them to the specific building and task schedules. Servicecon provided the client with a group of eight carefully selected and trained facility services technicians. Five of them specialized in maintenance operations (plumbing, light electrical work, HVAC, and filter services) while the other three performed the crib attendance tasks (customer service, distribution of tools, tracking inventory, stocking).

## Cost, Containment, and Compliance

The project was deemed a success at completion of the scheduled PMs on time as prescribed by the statement of work without incurring overtime hours from the engineering team.

**The client was able to meet their regulatory requirements and saved over 50% in additional expenses and other associated risks. Servicecon facility services technicians are now a permanent and affordable solution in the execution of daily preventive maintenance tasks at the facility.**

They work under the guidance of the on-site technicians to ensure PM tasks are executed in a timely manner. The solution was a win-win for both the client and service provider and is still delivering value to this day.