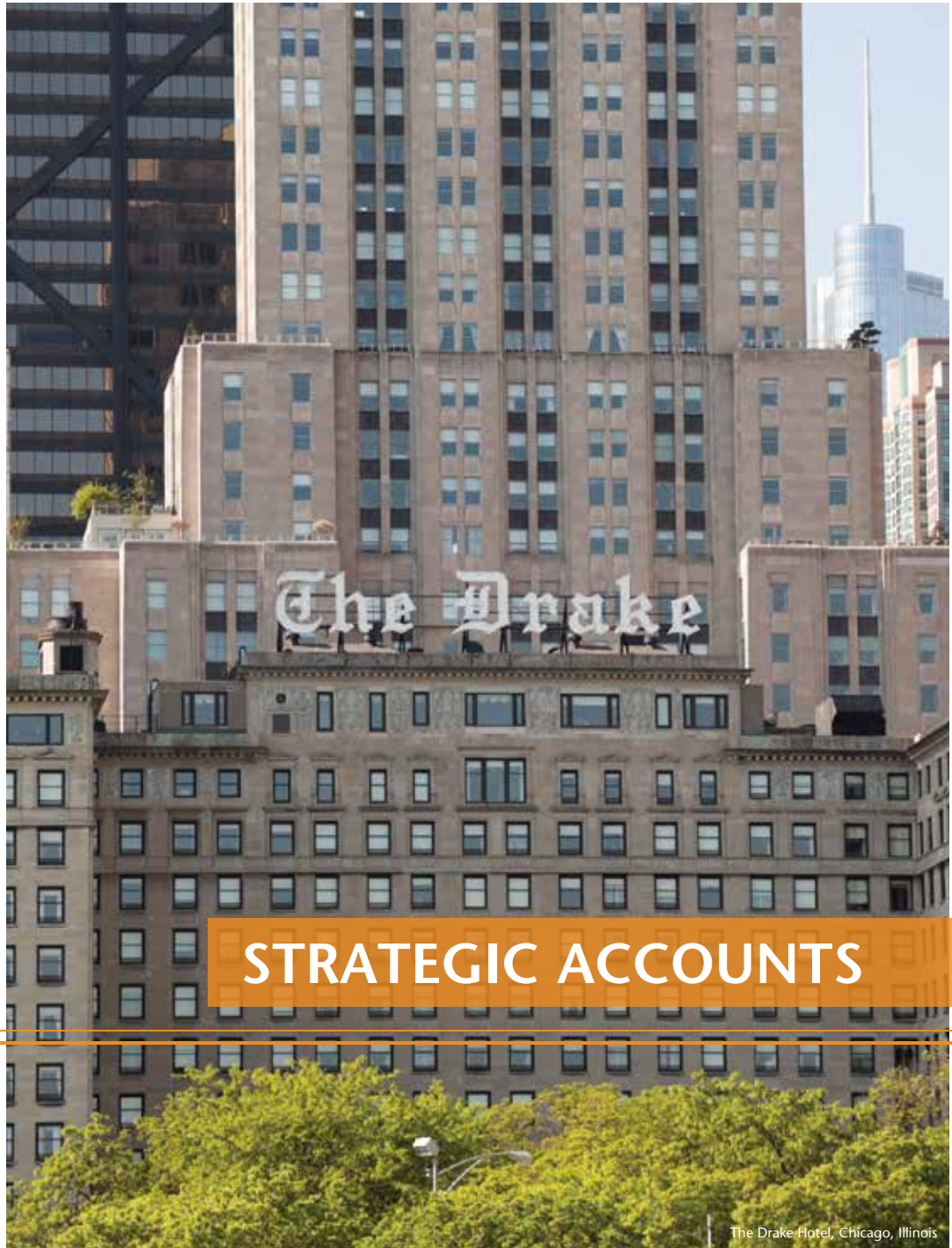




LERCH BATES

Building Insight



STRATEGIC ACCOUNTS

The Drake Hotel, Chicago, Illinois

STRATEGIC ACCOUNTS

MAXIMIZED SERVICE AND BENEFIT



Bank of America Tower, New York, New York



AT&T Building, New York, New York



When building owners and managers seek world-class maintenance solutions for their portfolio of vertical transportation equipment, they look to the Lerch Bates Strategic Accounts team. The Strategic Accounts team functions as a single, integrated source for implementing structured maintenance programs that act in the best interests of our clients for long term maintenance of their vertical transportation systems.

Our Strategic Accounts team provides maintenance administration that aids in the improvement of elevator service and maximizes benefit to our clients. Our approach integrates Maintenance Management, Modernization, Inspection, and Certificate Coordination into one program, with one central team assisting in each project.

Strategic Accounts provides day-to-day problem solving for your vertical transportation maintenance management needs on a global scale.

Our professional staff provides a variety of outlets for improving vertical transportation equipment maintenance including:

- Development of new technical specifications that include key performance indicators, used to measure how well elevator contractors are performing maintenance at each property.
- Preparation of analysis reports that identify elevators exceeding certain performance criteria, such as callbacks and entrapments.
- Performance of fair and impartial maintenance audits on selected equipment to evaluate elevator performance efficiency.
- Review of proposals and invoices to verify that the work is needed, priced correctly, and not duplicated under the service agreement.
- Conducting meetings to present our assessment report and findings. We will discuss all findings with the client and the vendor to develop and implement action plans for correction and improvement of service.

GLOBAL SERVICES

Maintenance Management

- Contract Review/Preparation
- Specifications
- Equipment Assessment
- Performance Reporting
- Inspection
- Certificate Coordination

Modernization

- Equipment Survey
- Code Compliance Review
- Specifications
- Bid Assistance
- Construction Services

**Lerch Bates
Strategic Accounts**
Bowie, Maryland
301 805 7944



LERCH BATES

Lerch Bates understands the way buildings interact with people and how building systems come together to enhance overall use and effectiveness. We bring this insight to all facets of vertical and horizontal transportation, logistics, and façade access.

DISCIPLINES

Elevator Consulting
Façade Access
Logistics

SECTORS

Commercial
Hotel
Residential
Education
Sports & Leisure
Government
Healthcare
Transportation
Retail

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