onevision

A comprehensive lift administration service
designed to save you time and money.

ilecs
LIFT CONSULTANTS

As Lift & Escalator Consultants, it's our job to keep you moving...

onevision

Lift Management System

CLIENT

Emergency Callout

Client contacts service provider directly, using their emergency callout number

Client to pass details of callout on to their OneVision account manager

Service provider returns lift to service if works are covered under the maintenance contract

Works not covered under maintenance contract

Invoices

Send to your OneVision account manager

ILECS checks validity of invoice

- Invoice approved
  - ILECS forwards invoice, by email, to client to process for payment
- Invoice disputed
  - ILECS deals with lift contractor until disputed invoice is resolved
  - ILECS sends resolved invoice or credit note, by email, to client to process

Insurance Reports

All insurance reports should be sent to insurancereports@liftconsultants.co.uk

ILECS reviews content

- No defects
  - ILECS sends to service provider for their records
- Defects / Timed defects
  - ILECS sends to service provider and follows up
  - ILECS receives written confirmation from service provider confirming all items have been completed
    - Defects - ILECS chases incomplete items monthly for closure
    - Timed defects - ILECS confirms to client that items have been closed
- Items not available for inspection
  - ILECS deals with client/service provider to ensure INA is resolved
  - ILECS receives written confirmation that issue is resolved and informs client to contact the insurance company to arrange a re-inspection
  - ILECS closes INA once a new report is received

Service & Callout Reports

ILECS receives service and callout reports from service provider

Checked by ILECS for actions

- No action required
  - Defects - ILECS chases incomplete items monthly for closure
- Action required
  - ILECS requests quotation from service provider

Quotations

ILECS receives quotation from service provider or client

ILECS checks quotation for validity and competitiveness

- ILECS approves quotation
- Works covered for free under maintenance contract

ILECS forwards quotation to client requesting purchase order

Purchase order received by ILECS

ILECS forwards purchase order to lift contractor

ILECS monitors work through to completion

ILECS confirms to client that works have been completed

✓ impartial ✓ independent ✓ nationwide ✓ expert ✓ professional

onevision

01206 399555 OneVision@liftconsultants.co.uk www.liftconsultants.co.uk

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