

# IMPROVE YOUR PROCESS

**98%**

**OF CALLS**

ANSWERED IN  
LESS THAN 3 MINS.  
44 SEC AVERAGE  
ANSWER 24/7/365

**HOW MUCH**

TIME DO YOU SPEND ON MAINTENANCE



**1.2** **TOTAL HOURS**

FROM INITIAL REPORT TO  
TROUBLESHOOTING TO  
RECEIVED BY VENDOR FOR  
**ALL** WORK ORDER TYPES

THAT AVERAGE INCLUDES OVERNIGHT  
AND WEEKENDS - WE'RE ALWAYS ON

**100%**

Customers on a  
month to month  
agreement w/EZ

**86%**

Customer  
Retention 2019

## WHY OUTSOURCE?

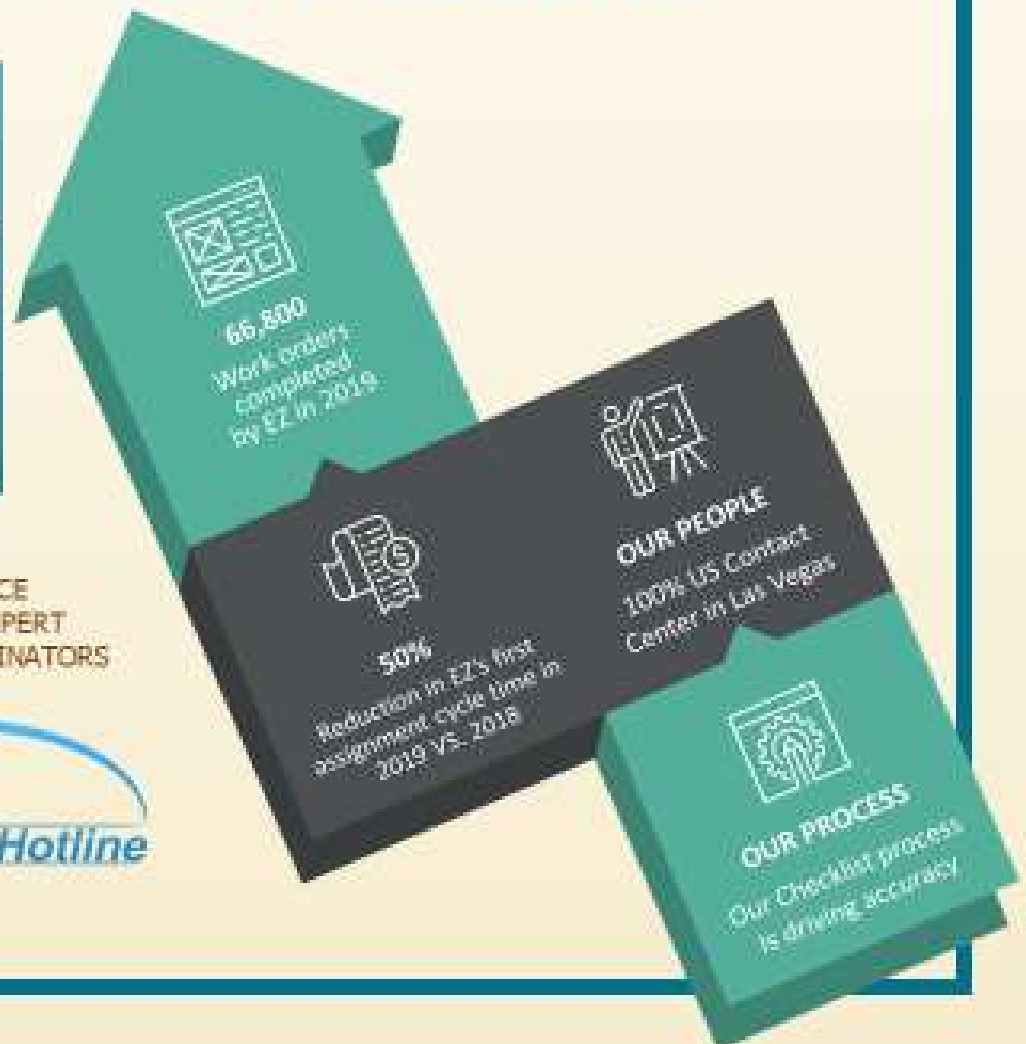
**8** **CORE**  
**PROCESSES**

**11** **KEY**  
**PERFORMANCE**  
**METRICS**

**50K+**  
**UNITS MANAGED**

**65%**

OF REVENUE COMES  
FROM EZ'S FULL SERVICE  
PRODUCT - WE ARE EXPERT  
MAINTENANCE COORDINATORS





# YOUR MAINTENANCE COORDINATION SOLUTION

## ABOUT US

- 100% US employees
- Low hold times
- Friendly staff
- Knowledgeable team

FEATURES	Call Receiving \$0.99	All Dispatch \$5.95	Full Service \$8.95
After hour US live call receiving	✓	✓	✓
Daytime US live call receiving	Add \$1.50	✓	✓
Online work order handling	—	✓	✓
Dispatch all tenant work orders	Emergencies only	✓	✓
EZR Tech	Add \$1.00	✓	✓
Follow up and owner approvals	—	—	✓
Work directly in your web-based PM software	✓	✓	✓



### Vendors?

We'll use yours...  
or use our vendor  
network and get a rebate  
on each repair

Contact Us: 800-488-6032  [www.ezrepairhotlinellc.com](http://www.ezrepairhotlinellc.com)