



onevision

Lift Management Service



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

Take your lift portfolio to the next level with OneVision.



OneVision will enable you to:



Save time



Save money



Eliminate stress

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OneVision is a comprehensive lift management service designed to save you time and money.

ILECS aims to help property managers, building owners and facilities managers to understand and deal with the complex legislative, technical and economic issues relating to lifts.

The ILECS OneVision consultancy service controls the management of lift maintenance, associated reports and correspondence – taking away the stresses and strains of lift management.

We provide our clients with information, technical advice and accurate reports which enables them to make quantified judgements and to plan for the future – something that's absolutely key to successful lift management.

Truly independent advice

Many lift contractors tend to offer global contracts that suit their own criteria and have a bias towards their own business plans. ILECS reviews current maintenance contracts and makes recommendations. We believe in truly independent advice, recommending what's right for your business, however large or small it may be.

Responding to your specific needs

Many lift and escalator portfolios have long running service contracts that do not provide good value. Lift companies make their biggest profits from maintenance contracts and thrive on misinformation. As experienced lift consultants, we review service contracts and advise whether they are good value and accurate for your specific needs.

Saving you time, money & stress

We work directly and independently with the lift contractors, keeping our clients fully informed of all actions taken in support of their lift service. All quotations and invoices are reviewed and checked by our experienced team to ensure that works are first, required, and secondly, that value for money is achieved.

We aim to reduce costs associated with maintenance, callouts and repairs over the course of a year – saving our clients valuable time and money.

LOLER reports

- All LOLER reports received are logged in to the OneVision system and sent to contractor for their attention.
- Defects, timed defects and observations/ recommendations are followed up with the lift maintenance contractor for completion or quotations if not covered by the lift maintenance contract in place.
- INA'S (items not available for inspection) are unable to be inspected are followed up until an inspection can be made.
- Once completion of defects and timed defects have been received, items are marked as complete in the OneVision system.



Everything you need to know...

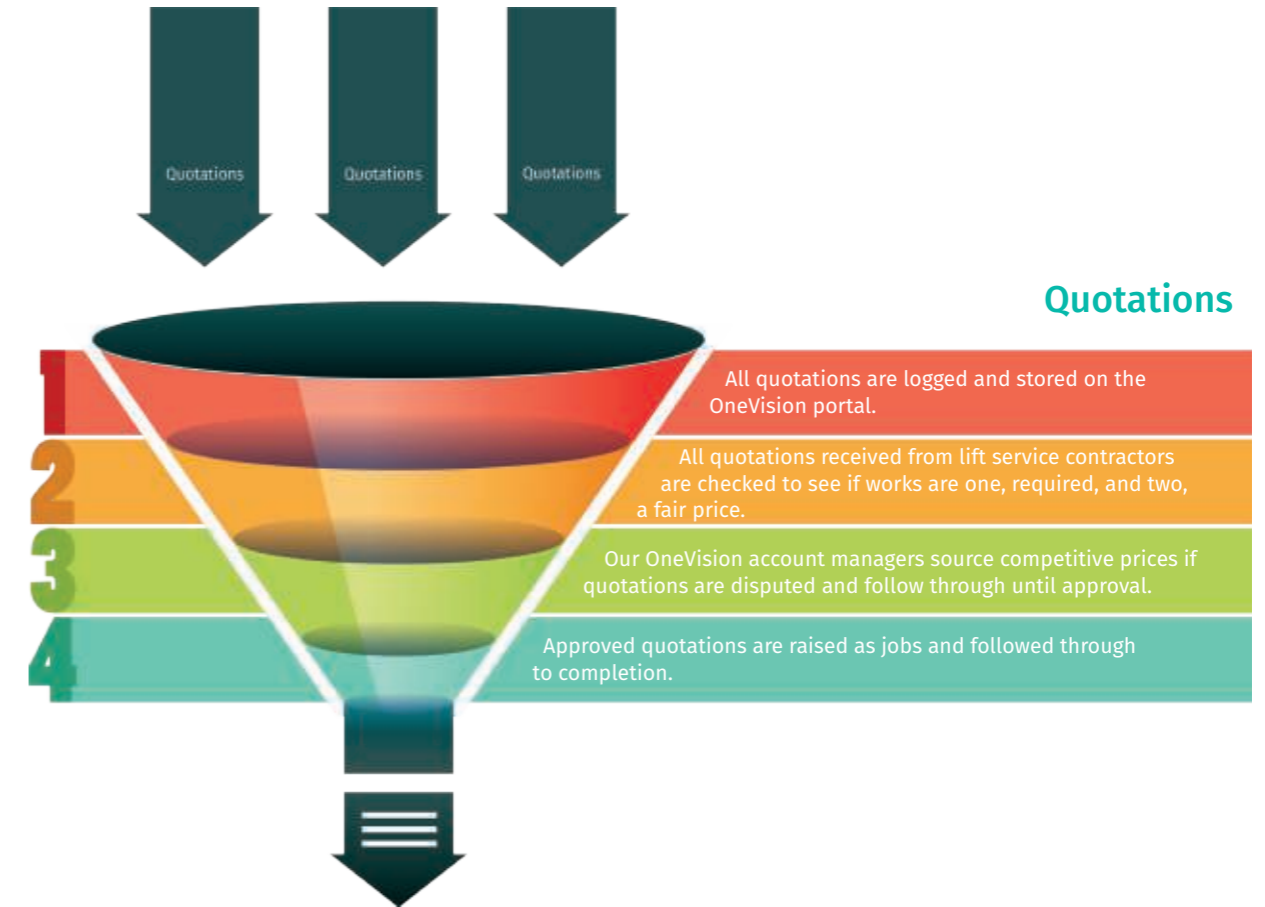
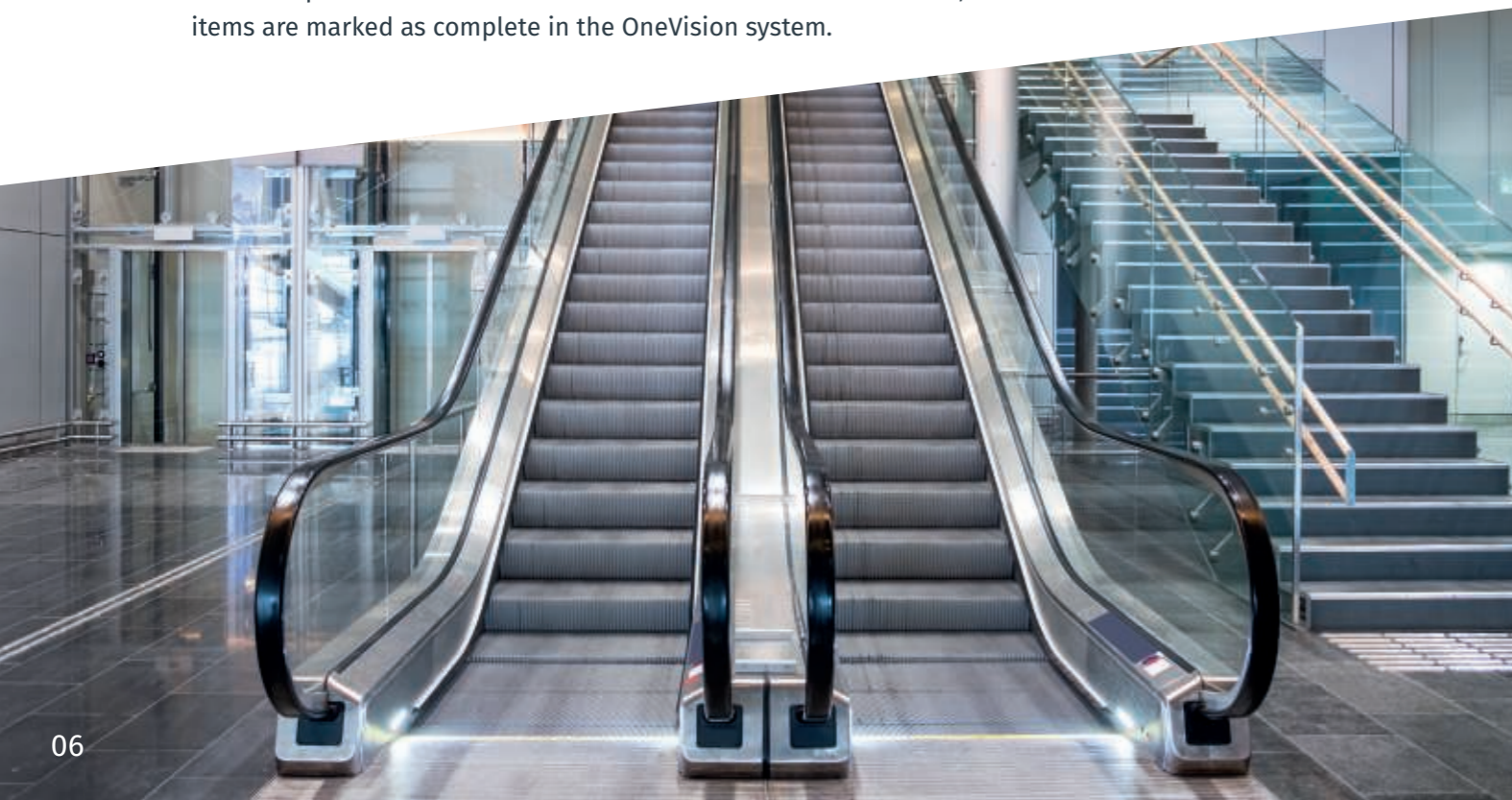
Emergency callouts

- Once the client has raised a callout with their lift service contractor, they should inform our team of OneVision account managers so that the callout can be logged on the OneVision portal.
- Our OneVision account managers follow through callouts ensuring clients are kept informed of updates.
- Once completion has been confirmed, callouts are closed, and clients are notified.



Servicing records

- All service reports received are logged in to the OneVision system.
- Any service reports that require further attention are raised as jobs and followed through to completion.
- INA'S (items not available for inspection) are unable to be inspected are followed up until an inspection can be made.
- Once completion of defects and timed defects have been received, items are marked as complete in the OneVision system.



Invoicing

- All invoices received are logged and stored on the OneVision portal.
- Our OneVision account managers check the validity of all invoices received.
- Approved invoices are forwarded to the client to process for payment.
- Disputed invoices are followed up with lift service providers until a resolution has been made so that they can then be approved and processed for payment.



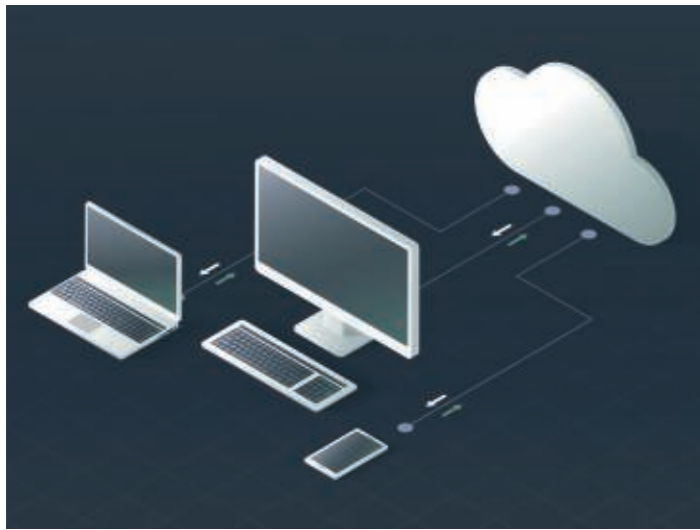
Speak to our team

Our telephone lines are manned between 8:30am and 5:00pm, Monday to Friday, where technical assistance and support is available. Any problems, questions or queries, as a OneVision customer, we're here to assist you.



Simplified, tidy & organised lift portfolio

OneVision is an online cloud-based information portal where you'll have your own login and live visibility of your entire portfolio and what's better, the portal is mobile ready.



Weekly reports

On a day of your choice, you can receive a weekly report that brings to your attention any outstanding issues on your lift portfolio.



Progress meetings

Meetings can be arranged with your dedicated OneVision account manager to review the performance of your lift portfolio.



Book a demonstration

We understand that sometimes, a brochure simply isn't enough and having someone talk you through it personally is much more helpful. So why not book a demonstration and get an in-depth explanation about how OneVision works and how it could benefit you and your lifts and escalators.



Scan me to watch our OneVision explainer video!



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Frequently asked questions...



How can ILECS assist with making sure our lifts are compliant?

LOLER insurance reports are much like the MOT certificate on your car. Without it, it is illegal to use and if found to be using the lift or escalator without a valid insurance certificate, you could be given a large fine as well as a criminal record. As part of the OneVISION process, we notify our clients upon expiry of insurance inspections. We also ensure timed defects are closed out within the requested time with supporting paperwork and assist in resolving lifts not available for inspection to ensure they are inspected.

How does lift maintenance management save us time and money?

We work directly and independently with the lift contractors, keeping our clients fully informed of all actions taken in support of their lift service. All quotations and invoices are reviewed and checked by our experienced team to ensure that works are first, required, and secondly, that value for money is achieved. We aim to reduce costs associated with maintenance, callouts and repairs over the course of a year – saving our clients valuable time and money.

Do we need to proceed with all work recommended by our lift service provider?

Many lift contractors tend to offer global contracts that suit their own criteria and have a bias towards their own business plans. Lift companies make their biggest profits from maintenance contracts and thrive on misinformation. This is where a lift consultancy such as ILECS can review service contracts and advise whether they are good value and accurate for their client's needs.

Don't just take our word for it...

"I'm glad that we have discovered ILECS, because they have removed so much of the uncertainty we had around lifts, and made undertaking a project of this size possible. We have a great deal of confidence in ILECS's approach and the expertise on offer."
Director, Longlease Property Management

"I've known ILECS almost since the start of my property management career in the late 1990's. Whichever managing agent I was working for, I never hesitated to bring in ILECS to act as an independent consultant for our client's lifts. In residential buildings - often with elderly residents within - it is VITAL that the lifts are managed proactively to minimise downtime. ILECS always give honest and practical advice - and they are always happy to speak to the client directly, which is often very helpful. Their OneVision service is a major disruptor in the lift consultancy/maintenance market. I would recommend this service to anyone responsible for managing lifts."
Director, JC Property Consultancy

"Having a company like ILECS on hand, who are specialists in their field and impartial, has not only allowed us to pass over this area of our role, but has given us more clarity on what essentially is required towards health and safety and management of lifts. It's reassuring to know that there is a company that does not put profit over service."
Property Manager, Orchard Block Management Services

"ILECS has provided an excellent service for Mainstay over the years. The team has always gone to great lengths to help us with any issues such as breakdowns, chasing up outstanding works, checking incoming quotes and invoice queries on the account and supporting our day to day e-filing of service paperwork. Its knowledge and experience with lifts is always appreciated by our staff and I would happily recommend ILECS to any company looking for lift administration support without hesitation."
Director, Property Support Services, Mainstay Group

Still got questions?

Get in touch:



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