

dexterra

On-Demand

Mobile Trades and Technical Services





HERE WHENEVER YOU NEED US

Even with the best-laid plans, you can't predict everything. Whether it's an emergency repair at 2:00 am, a last-minute request, or a response to a severe weather event – we're just a phone call away. Our on-demand team has licensed tradespeople and technicians that specialize in providing fast and reliable on-site services. We understand our clients' expectations and that each location requires specific attention to ensure that you and your customers are provided with the highest quality service. We are laser focused on creating seamless experiences that will maximize the lifespan of your facilities.

The values we stand by are:



Accountability



Trust



Partnership



Diversity

OUR EXPERIENCE

In our experiences providing services to complex, multi-site facilities, we have found that the best results are driven by a mobile service. The benefit of this approach is having the right people with the right tools at the right time. Our operating model has the flexibility to allow for cost efficient adjustments in the overall management of your project.

The Dexterra advantage is:



Powered by People



Enduring Performance



Innovative Solutions



Regional Expertise





OUR APPROACH TO MAINTENANCE

We take a proactive approach to maintenance to deliver the best solutions within your timelines.

More Than 'Just a Visit'

At Dexterra, we leave no stone unturned when it concerns site visits. When an on-demand technician visits a site for scheduled preventative maintenance or a reactive call, they are there with eyes wide open. We are committed to the continuity of your business operations; so we identify any potential risks and share our observations with your team.



Creating Efficiencies

When scheduling preventative maintenance tasks, the overall maintenance regime requirements of individual facilities are reviewed and tasks are scheduled in groups, depending on seasonal and customer experience requirements. When called out to a site for a reactive call, our team reviews scheduled tasks for the near future to create the most efficient approach to maintenance.



Documentation and Reporting

All work orders – both preventative and reactive – are logged in to the CMMS system and become part of monthly and yearly reports. Our clients can view the status of individual work orders at any time through a customer portal.



Analytics and Recommendations

Our team reviews the data collected during regular maintenance calls to analyze this information against expected performance metrics for buildings of a similar style and type. We also compare performance data from utility bills to the operational statistics from the equipment on site and make recommendations to increase efficiencies and reduce costs.



OUR CAPABILITIES

A well-maintained facility always needs great people to bring user experiences to life, reflect brand values, and support your operational needs. Having the right people in place is what creates memorable customer experiences. By taking the time to understand your unique needs and find the best resources to meet them, we create bespoke facility solutions that mirror your vision, values, and goals.

HVAC/R

Our operations and maintenance experts go to great lengths to ensure optimal comfort levels in your workplace. Our licensed HVAC/R technicians can provide the following services:

- Building automation systems
- Rooftop units
- Boilers and chillers
- Heating applications and systems
- Heat pumps and radiant floor heaters
- Central air cleaners
- Air conditioners, purifiers and humidifiers
- Ducts and venting

Specialty Cleaning Services

The special services group provides a variety of cleaning and maintenance capabilities to keep your facilities looking their best. Whether you need a project completed on short notice or seek to implement a custom cleaning program, we have the experience, equipment fleet, and scalability to support you. We can provide the following services:

- Carpet and upholstery deep steam extraction cleaning
- Floor refinishing/strip and wax
- Spray disinfection and sanitization
- Post-construction and ready-for-occupancy cleaning
- Power washing and power sweeping



Electrical

Whether it's preventative maintenance or troubleshooting electrical issues, our licensed electricians can recommend steps to have your electrical systems working at peak efficiency. We can provide the following services:

- Lighting repairs and LED retrofits
- Exterior lighting repairs and conversions
- Heat trace preventative maintenance
- Air curtain preventative maintenance
- Repair and replacement
- Under-floor power installation and service
- Panel repairs and upgrades
- UPS installations and repairs
- Intercom and security applications
- Emergency generator hookup, permitting and disconnect

Plumbing

We understand how critical regular plumbing system maintenance is to prevent future problems, but also provide cost efficiencies from the start. Our licensed plumbers can provide the following services:

- Retrofitting washrooms, kitchens, staff rooms
- Re-piping and trenching for relocation and new installations
- Hot water tank repairs and replacements (gas and electric)
- Water fountain retrofits and new installations
- Backflow testing, repairs and new installations
- Sump pump repairs and new installations
- All minor and major fixture repairs

Handyman Services

Our professional handyman services include:

- Carpentry and millwork
- Fixtures and furnishings
- Branding, displays, panelling, signage



Fire Safety

It is critical for fire prevention and protection systems to always be in good working order. We provide comprehensive fire safety services that include risk assessments, installations, repair and ongoing maintenance to keep your facility and occupants safe. Our fire safety services include:

- Alarm systems (single or multi-zone)
- Annual testing
- Emergency lighting
- Fire risk assessment
- Fire safety certification
- Fixed and portable fire extinguishers

Renovations and Restoration

Our in-house design and renovation team is ready to take on your next renovation project. Large or small we successfully manage your projects from space planning and design concepts to construction completion. We can provide the following services:

- Space planning and evaluation
- Custom designs and floor plans
- Construction planning, building and site inspections
- Project management and progress reports
- General contractor suite with all in-house trade complements
- Full-scope commercial renovations, including specialty panelling and millwork

24/7 Emergency and Operations Support

For added peace of mind, we offer a 24/7/365 operations support centre to monitor performance and prevent, detect, and respond quickly to any incidents and issues. Our trained operatives are available to respond to your facility needs at any time – whether it is an emergency or not. Acting as a communication hub for all requests, the operations support centre seamlessly integrates with our CMMS to provide real-time responses.

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A PART OF DEXTERRA GROUP

We've been serving North American clients for over 75 years. The companies that began independently, and now form Dexterra Group, have an outstanding record of supporting the infrastructure and built assets that play a vital role in our society. We bring the right teams with the right skills together – offering both experience and regional expertise so companies can operate their day to day, confidently and successfully.



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