

**FACILITY MANAGEMENT**

DESIGN AND CONSTRUCTION

>> **HARD FACILITY MANAGEMENT**

SOFT FACILITY MANAGEMENT

BUILDING AUTOMATION

EVENT IT

# PROPERTY MANAGEMENT

## ALL SERVICE PROCESSES MASTERED

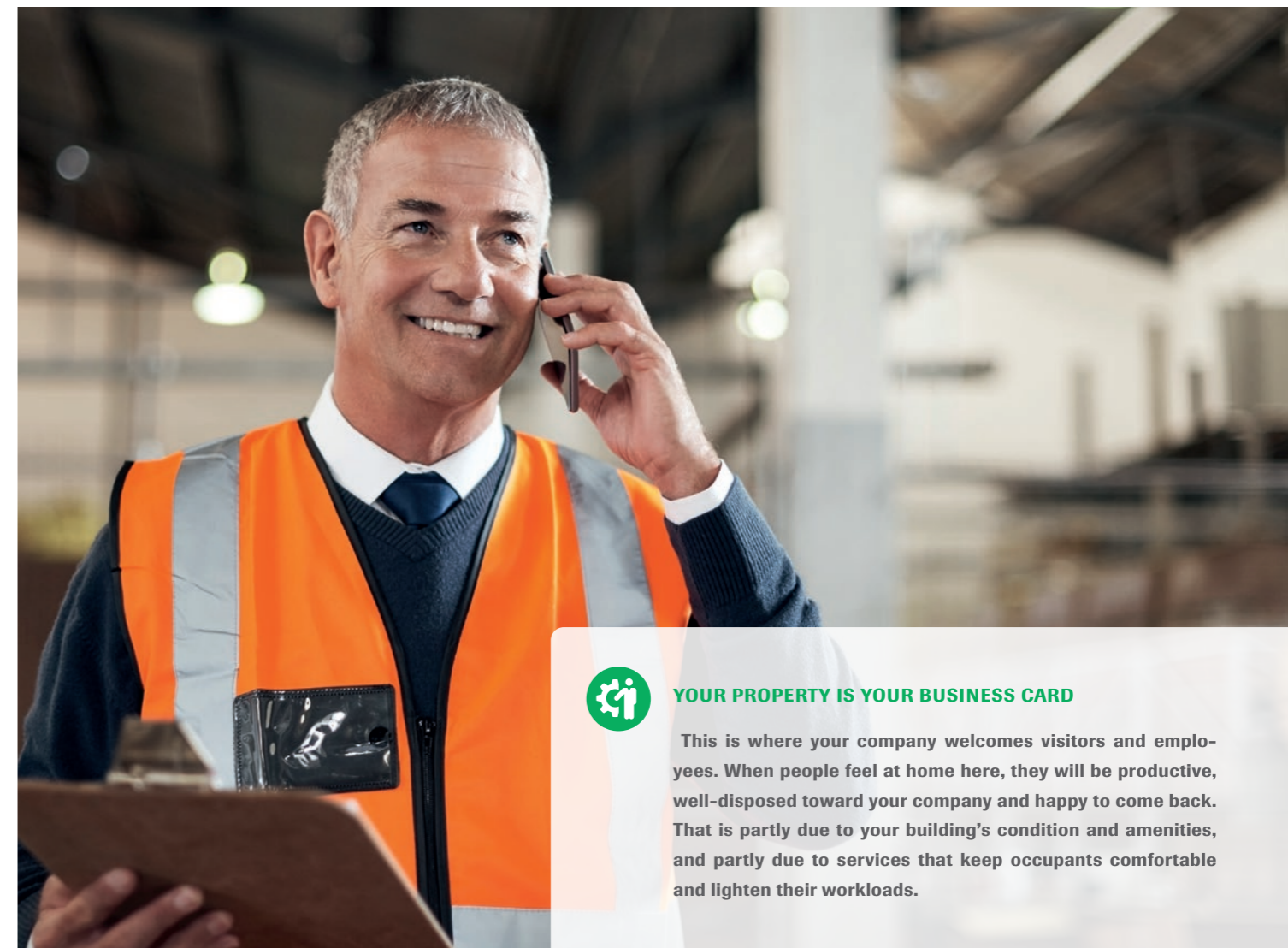
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**YOUR PROPERTY IS YOUR BUSINESS CARD**

This is where your company welcomes visitors and employees. When people feel at home here, they will be productive, well-disposed toward your company and happy to come back. That is partly due to your building's condition and amenities, and partly due to services that keep occupants comfortable and lighten their workloads.

# WE WILL LOOK AFTER YOUR PROPERTY FAST, NIMBLE SOLUTIONS

Your core business does not revolve around keeping your property attractive and in good repair, coordinating safety, cleaning and logistics services or ensuring building equipment availability. That's what Infracore Höchst's Facility Management team does – so you can keep your own business running smoothly.

Infracore Höchst's facility manager will gladly take full responsibility for the well-being of your employees, suppliers and customers. He or she will quickly, rationally and independently make decisions and take steps to maintain your industrial or commercial facility. He or she will be your single point of contact for everything related to facility operations and will quickly and flexibly find effective solutions to both unusual and everyday challenges. If needed, your facility manager can even coordinate other services such as security, cleaning and transportation. His or her core responsibilities also include requesting and/or supervising tradespeople.

Our competent technicians can quickly fix minor problems on site. Transparent flat rates for small repairs and prompt, flexible service help you avoid runaway costs. However, costs matter far less than the comfort and satisfaction of the people who use the building.

You can hand off everything not directly related to your own tasks and core business to a reliable, ever-helpful problem-solver who stays off your payroll.

## OUR FUNCTION AND OPERATOR RESPONSIBILITIES IN THE PROPERTY MANAGEMENT PROCESS



### OUR SERVICE PORTFOLIO IN DETAIL

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Central facility service desk with ticket system</li> <li>• Rapid response times</li> <li>• Efficient service processes</li> <li>• Coordinating with the client about upcoming services and repairs</li> <li>• Conducting regular documented inspections to monitor cleanliness, orderliness and security</li> <li>• Documenting any damage found and immediately notifying the parties responsible for repairing it (e.g. roof)</li> <li>• Performing minor repairs in the common areas</li> <li>• Accepting, reviewing and following up on equipment breakdown reports and complaints</li> <li>• Regularly checking elevators, escalators and security equipment, and preparing written documentation</li> <li>• Assisting with snow and ice control to minimize premises liability risks</li> <li>• Updating visitor guidance systems, door signs and information signs</li> </ul> | <ul style="list-style-type: none"> <li>• Providing locksmith services and handling key authorization and control</li> <li>• Executing and coordinating emergency repairs in consultation with the local office</li> <li>• Support services in everyday activities ("problem-solver" in day-to-day operations)</li> <li>• Coordinating crafts and services involved in facility maintenance</li> <li>• Scheduling/coordinating maintenance calls and inspections with the client's involvement</li> <li>• Monitoring hard and soft facility services</li> <li>• Maintaining relevant operating documentation and providing proof of the documentation</li> <li>• Keeping a property logbook (events/equipment breakdown reports)</li> <li>• Assisting with yearly reports</li> <li>• Proactively communicating with and informing tenants</li> </ul> |
|--|---|

### OPTIONAL AND MIX-AND-MATCH ADD-ON SERVICES

- Providing technical and organizational assistance with events
- Managing the disposal of solvents, contaminated glass waste and chemicals at the facility
- Providing fluids and materials (dry/wet ice, vacuum, compressed air, nitrogen, etc.)
- Maintaining inventories and dispensing chemicals, consumables, work clothing, glass apparatuses, etc.
- Laundry service, transporting samples and small quantities/chemicals
- Distributing mail in the buildings (from mailbox to desk)
- Performing minor repairs (mounting pictures, signs, etc.) on a case-by-case or flat-rate basis
- Inspecting vacant property (surveillance and patrolling)
- Providing vehicle services (fueling, changing tires, pick-up and drop-off service)

### YOUR BENEFITS:

- Lower costs with flexible order structures
- Free up your in-house resources
- Have issues fixed quickly based on SLAs
- Operational reliability
- Ensure all operator responsibilities are handled
- Optimized occupancy costs
- Optimize your resources based on your occupants, their processes and the property itself
- One point of contact: support function to reduce interfaces
- Knowledge of the site and equipment
- Short response/travel times
- Flexible work hours in the properties/building complex
- High vertical integration
- Customer intimacy and active communications with customers/tenants
- One-stop shop for all your services
- Our customer service team is available 24/7