



# SCL MANAGED SERVICES LIMITED 'A FAMILY BUSINESS WITH VALUES YOU CAN TRUST'

Focused on Quality and Best Value solutions that suit our customers needs

# The Total Solution for MEP Construction and Maintenance

Mechanical Electrical Plumbing
Construction and Maintenance
We are a provider, a partner, you
can genuinely trust to deliver
MEP solutions, large or small, to
public and private sectors























# Need someone reliable?

### You can totally depend on us.

We are a specialist MEP contractor and maintainer specialising in residential, commercial, and industrial construction and maintenance within the public and private sectors. We bring years of experience to customers and deliver quality projects and maintenance contracts on time and within budget.

We design and build in house best value project solutions for customers. Maintenance includes Planned and Reactive solutions via our in house 24h 365 helpdesk.



For a free quotation call us on 01621 850202 or email <u>sales@sclmanagedservices.com</u>

For Tender enquiries email <u>Tendersesclmanagedservices.com</u>

www.sclmanagedservices.com













## **Our Culture**

Choosing a great supplier or even a supplier who is reliable these days can be difficult. We hear so many horror stories, suppliers who just don't do the work properly even at all, promise something they just don't deliver, overcharge the customer, specify the wrong equipment, deliver very poor standards of work or just do not communicate properly. The majority of our customers want a pretty peaceful life, they don't want or need the hassle dealing with a rogue trader.

At SCL we pride ourselves on our culture. Be The Best FIRST encapsulates our culture. Basically we work for long lasting Win/Win relationships with everyone we come into contact with.

We believe what we do together enhances people lives. Thats what makes us a bit different, we actually care!
We do what we say, we deliver consistently a service you can rely on.
If you don't believe us, speak to our customers!

We would love to care for your needs and see you as one of our customers. We look forward to working with you!



#### BE THE BEST FIRST

TOGETHER WE ENHANCE PEOPLE'S LIVES

#### The Perfect Employee

ocus on delivering the needs of our customers, colleagues and suppliers. Teamwork is the key to success

will be the best i can be and achieve successful Win/Win outcome for whatever I am doing.

ights first time is my motto.

eek to understand before being understood

rust and be trusted.

#### **OUR MISSION**



To be the largest M&E company based in Essex. To be the best employer based in Essex. To Enhance People's Lives.

#### **OUR VISION**

To build a trusted sustainable team, that delivers great service, excelling the needs of our customers



#### **OUR CULTURE**



The Perfect Employee

Be the best you can be by habitually living life of self improvement and development, reaching fulfilment and taking pride in helping others to feel valued and have total trust in all that you do and say.

Leading by example and being first to bring innovative improvements in the service we deliver to our customers.

BE THE BEST, FIRST



# How To

## PLACE AN ORDER

# How To

### PLACE A TENDER ENQUIRY







# CUSTOMER PORTAL SOFTWARE increasing customer confidence

Many service & maintenance companies work with antiquated systems which leave people like you often confused, out of touch, chasing for information and frustrated. SCL Managed Services deliver Real Time Reporting to our customers electronically. This means you are kept completely up-to date with service & maintenance activity providing you with complete peace of mind.



# Dashboards & Reporting

When our customers log in to the portal they will be presented with a professionally branded dashboard showing them the key metrics that they're interested in. For example you might want to display total outstanding jobs, jobs attended within SLA or first time fix rate.

Our system presents the data to you in a way that is intuitive and easy on the eye. You can download detailed reports, view your site history or look at asset registers. The client portal system really sets SCL Managed Services apart from the crowd.



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