



# Best Practices on Facility Maintenance

## From Our Portfolio of Building Customers

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On a regular basis, the Client Services department at Servidyne gets requests from clients to share ideas from our portfolio of building customers. The career experience of the Client Services team totals more than 150 years of combined expertise in over 30 countries on facility management and building efficiencies. Here are a few best practices that our clients share on facility and energy efficiencies.

- A commercial client shared with us that they use their evening security guards to identify and capture Work Orders in iTendant before their tenants ever see any potential need to create a service request. The vast majority of tenant issues are identified and corrected before any tenant is aware of a tenant or comfort issue.
- Several of Servidyne clients have done a complete review of their nameplate information in their system to include and upgrade important asset information so that the service providers have access to this information while completing scheduled preventive maintenance tasks, shortening the time needed to search for repair equipment or parts.

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- Always remember, mechanical assets that are well maintained with scheduled preventive maintenance use less energy and have longer operational lifecycles than poorly maintained assets.
- The Utility Monitoring team here recommends keeping documentation of any water leak repairs. Often times water utility companies offer credits and reimbursements to customers that may have paid for water loss during a leak. Always keep receipts and documentation associated with your repairs as it may be required to obtain a refund. Although you may not be able to collect a refund for all the charges paid, you can generally receive a water and sewer credit for up 60% of the amount paid during the leak period.
- Many Servidyne clients track periodic inspections, license renewals, warranty expirations, seasonal purchases, schedule review dates for Electric Commodity Contracts, and many other tasks that occur on a regular basis inside their iTendant application.
- And lastly, this summer a number of Servidyne customers are using Servidyne's iTendant system to keep track of procedures for Demand Response programs and rebates that are being offered by local utilities.

### About the Author

Jim Davis based in Atlanta and holds the position of Vice President, Commercial and Hospitality at Servidyne Systems LLC. He consults with U.S. building owners and property management firms with domestic and international portfolios on issues relating to energy and facility efficiency. He has over 20 years of experience in consulting on strategic business issues with clients and corporations. Prior to working for Servidyne Systems, Jim worked for two national practice groups at FTI Consulting in New York as a Litigation and Financial Consultant. He has also worked with PSEG Energy Technologies as a Client Executive where he was responsible for the development and sales of technical services that included energy consulting, commodities, and financing of business solutions in the Manhattan and the Tri-State area. His history also includes positions with Starwood Hotels and Resorts Worldwide and Shell Oil Company.

Jim has sold and consulted on services in energy, public utility, oil and gas, electric commodity, real estate construction in hotel and commercial markets, as well as, with financial and legal firms. Jim currently works with clients and properties in 33 countries.

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