

HOMYZE

YOUR BACK UP 'BACK OFFICE'

Call handling and property
maintenance services





A REFLECTION OF YOUR VALUES

Homyze offers call handling & maintenance services according to your escalation procedures and triage process. Providing support to help you achieve your goals.

WHY CHOOSE HOMYZE?

We want to provide you with seamless coverage for your operational needs.

We understand that there are always surprises in the world of property and facilities management. Sometimes it is a staff member off sick or on holiday. At other times it is the provision of services for which you have not got the supply chain in place. From call handling to remote site monitoring or temporary on-site facilities management. Homyze can help.

SERVICE & SOLUTION ORIENTED

Homyze was founded in 2016 by Adam and Andrew. Having worked in property for a number of years as developers of some of London's finest properties, the founders know what it takes to satisfy demanding clients. **We are intent on providing a level of customer service and satisfaction that is usually absent within the maintenance industry.**

Homyze was built to be your preferred property maintenance partner.



We use technology to make managing your properties easier - whether you want to book via the web or phone or have Homyze integrate with third party software. Real time status updates are provided and you can even see the Homyze professional on his way to the property via the job map in your portal.

Once complete, see your job history by property in your secure Homyze account. Here you are also able to store documents such as reports, assessments, warranties and certificates from anywhere via our cloud storage solution.

THE HOMYZE SOLUTION

Homyze provides you with a complete solution for your property maintenance requirements. We view ourselves as partners in your business and will tailor our offering to each client.



24/7 Call Handling



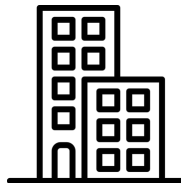
'Always On' Cloud Solution



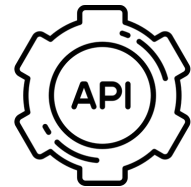
Secure Access



Customer Portal



Commercial & Residential
Property Maintenance



Integration Options



Analytics built in



Contractor management



Customisable Reports

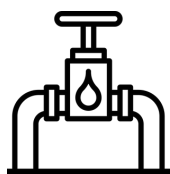
A system solution or a best in class contractor ... it's your choice.

Homyze works with our enterprise clients to ensure that their solution is completely fit for purpose.

The Homyze system can be integrated with existing solutions or incorporate customised SLAs, escalation procedures and KPIs.

CORE MAINTENANCE SERVICES

Homyze provides a solution for all property maintenance requirements. We cover all of the services that you are likely to require and if not, let us know what you need - we're always here to help.



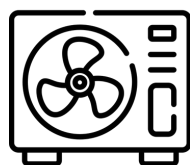
Plumbing & Drainage



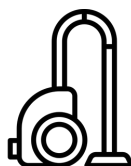
Handyman



Security (Manned & Remote)



Heating & A/C



Cleaning



Gardening & Grounds



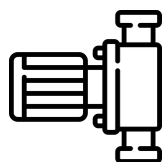
Fire Protection



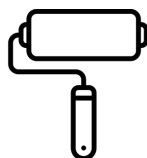
Electrical



Certificates & Reports



Pump Services



Painting & Decorating



Building Works

**Planned and reactive maintenance;
Contracted or on demand.**

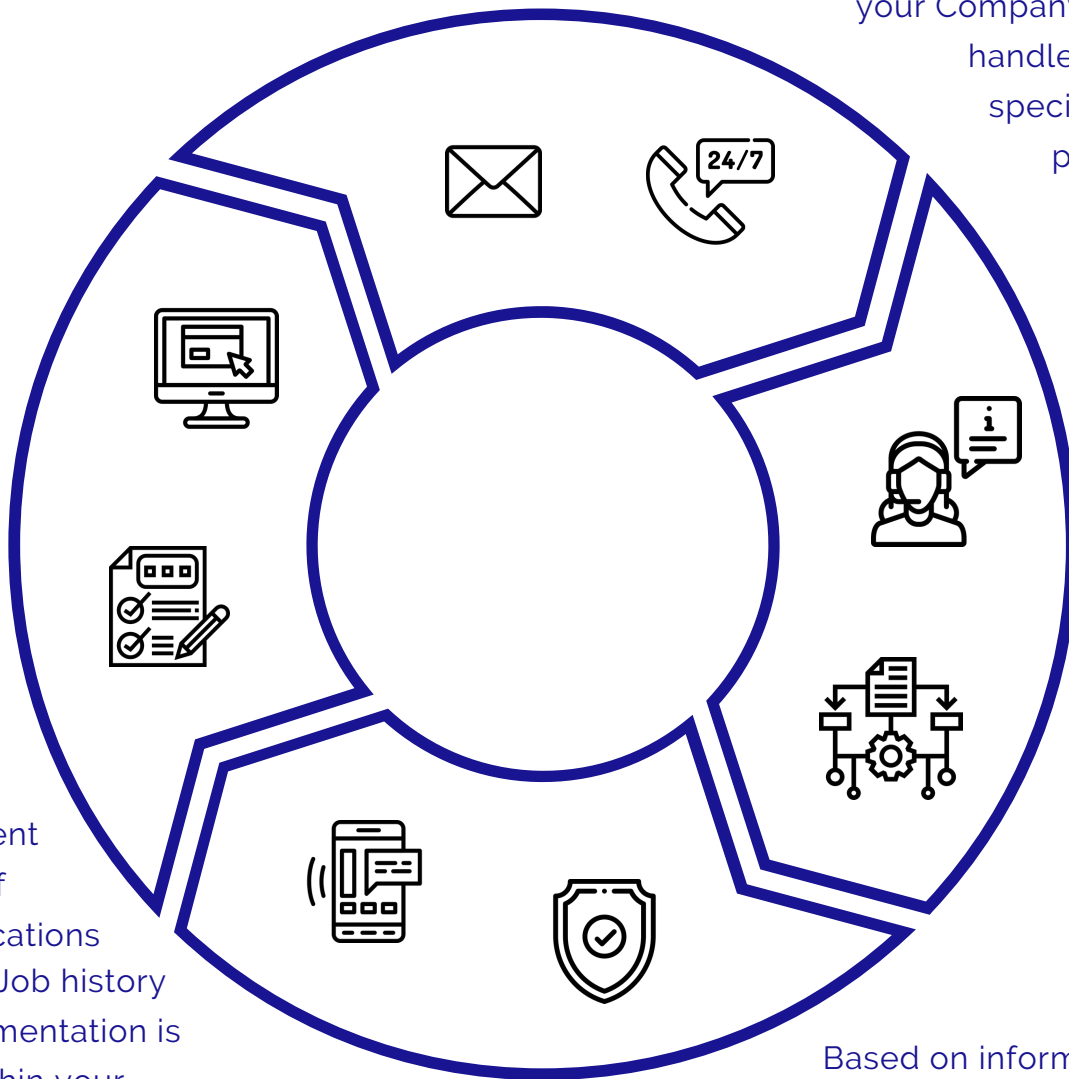
All of the above services are available on an 'as required' basis or according to contract.

HOW IT WORKS

A complete back office solution with you at the centre.

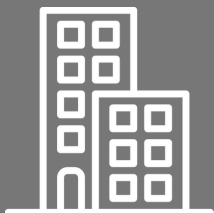
Occupier, tenant or resident contacts us via telephone or email* using details provided

Calls can be answered in your Company name and handled based on specified rules & procedures



You are sent a report of communications received. Job history and documentation is stored within your portal.

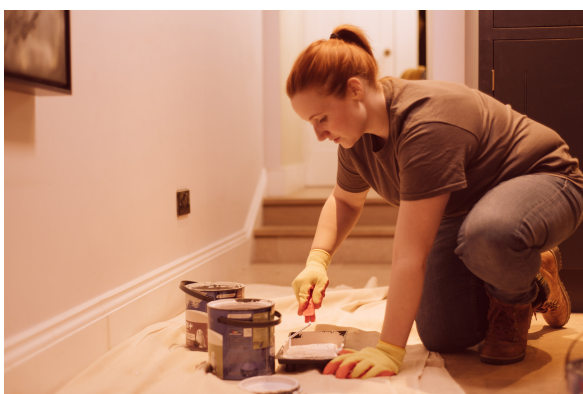
Based on information provided, work orders are issued to approved contractors - either by Homyze or yourselves.



Available for both residential and commercial property managers.

*Email handling requires either DNS access or use of third party software





Integrated or Independent

Homyze provides you with a complete solution that can be implemented immediately. **If you need us to use your systems, we can do this as well making reconciliation easier and avoiding 'double work'.**

All data is captured and stored securely in the cloud for access by you and your team whenever you need it.

For enterprise accounts we are also happy to integrate with existing solutions or tailor the Homyze portal to your specific requirements. This includes 'wrapper' solutions for CRM and accounting products and we can also implement customised workflow automation.

We can provide you with standardised call handling scripts and procedures or are happy to customise as required. Where you just require maintenance services, we are able to take work orders via most channels, whether that be email, phone or direct integration with your current software systems.

The Homyze platform provides you with 'out of the box' metrics based on agreed SLAs and KPIs. Benchmarks are agreed upfront and alerts are sent to us in the event that performance is outside agreed thresholds.

All of the above are available on both a temporary or ongoing basis. Just let us know what you need.



Our clients



Get in touch

E HELLO@HOMYZE.COM

W WWW.HOMYZE.COM

T 0203 808 5466

309 WESTBOURNE STUDIOS
242 ACKLAM ROAD
LONDON W10 5JJ



HOMYZE