

Client Centre

Nexacor Realty Management (Nexacor) is an industry leader in providing real estate services. As a full service provider, Nexacor combines all services from site search through design/build to property management and lease administration in an integrated and cost effective delivery model. Our ongoing commitment is to provide quality, value-added services driven by a customer-focused approach while improving profitability and efficiency for clients.

Nexacor's depth of internal resources include 1,200 professionals (including our sister company ProFac Facilities Management Services Inc.) specializing in project management, transactions, facility management and support services. Nexacor is wholly owned by the SNC-Lavalin Group Inc., which is one of the leading engineering and construction firms in the world, and a key player in the ownership and management of infrastructure.

Professional and timely response 24/7

Nexacor's call management philosophy is to ensure that all calls and other service requests are handled effectively and efficiently, to the clients' satisfaction, and that all emergency calls receive the appropriate, professional and timely response. Our use of the JD Edwards contractor and building information database provides us with the resource information at our fingertips.

Our bilingual 24/7 operation handle more than 170.000 calls per year including calls from customers (external), contractors or technicians (internal) and calls to the BTMC (Building Technology Monitoring Centre) as well as voice, e-mail and WEB requests. We can also rely on an Emergency Operation Centre located off-site to take over activities if we were forced to shut down our operations.

When dispatching work orders, Nexacor uses the Resource Assignment Table (AT) to determine the appropriate resource to assign. The AT is a table that identifies the technicians and contractors allocated to deal with specific problems in a specific building. The assigned resource is contacted via pager, phone, cell phone, e-mail or fax to relay the details of the work order.

The Nexacor call centre was registered ISO-9002 in May 1999 and successfully passed an external audit required to maintain the accreditation in November of 2000. In November 2003 the Client Centre successfully converted to the new ISO-9001-2000 standard. Process required the documentation of all call centre processes and the development of Quality Procedures and Work Instructions. As required by the quality program, all call centre staff receive training on procedures by the Senior Client Representative on an on going basis.

Our scope of services (Client centre)

Call management

- ◆ Bilingual access 24/7
- ◆ After Hour coverage
- ◆ Work order process
- ◆ Process of emergency requests
- ◆ Resource allocation table
- ◆ Reporting
- ◆ Management of minor moves

Performance measures

- ◆ Average time in queue
- ◆ Calls abandoned
- ◆ Pick-Up rate
- ◆ Availability
- ◆ Complaints



Nexacor's Client Centre can assist clients in providing their employees and tenants with "best in class" services. Our team of professionals will allow you to reach the following goals

- Consistently apply standards in management of calls and levels of services for your entire portfolio
- Have easy access and efficient service 24/7
- Tracking of Client Services for proper client charge details
- Access to historical data for reporting and performance measures

Nexacor's Client Centres have built their reputation on reliability and customer satisfaction. We believe that using our services will enable you to considerably improve your response time in the treatment of your Service calls. Our capability to clearly assign different priorities to different categories of requests allows for specific routing and response time and reduces negative effects on business operations.