

TOP 10 BENEFITS

OF PARTNERING WITH

SMS ASSIST

CLOUD-BASED TECHNOLOGY PLATFORM:

Create real-time operational efficiencies and empower your decision-making process using the award-winning One by SMS Assist platform.

24/7/365:

SMS Assist is a true 24/7/265 operation, supporting customers' maintenance operations from work order creation to vendor payment every day of the year, including holidays.

PROGRAM PARTNERSHIP:

SMS Assist works to understand each customer's unique objectives to ensure the success of a tailored program. The Operations team is thoroughly trained on each customer's specific needs.

REPORTING & ANALYTICS:

Real-time reporting and analytics empower you to be proactive in your decision-making and offer insights into strategic cost-saving opportunities.

AFFILIATE NETWORK:

SMS Assist consistently monitors, evaluates, and optimizes its Affiliate network to deliver the best possible service. Affiliates must be properly insured and qualified to complete work at a customer's location.

MARKET DENSITY:

SMS Assist groups its trusted Affiliates' work orders into localized service areas, delivering superior service in less time.

SIMPLIFIED INVOICING AND PAYMENT:

You'll receive one consolidated invoice to help reduce the time and hassle of processing multiple individual invoices. SMS Assist pays Affiliates upon verified completion of quality work.

IN-HOUSE PLATFORM DEVELOPMENT:

A dedicated team of developers constantly works to optimize and improve the product. That in-house expertise empowers SMS Assist to quickly and efficiently adapt to its customers' needs.

WORK ORDER AVOIDANCE:

Operations specialists review each request, troubleshoot as needed, and prevent unnecessary services. SMS Assist also manages lease/landlord responsibility, asset warranties, and recall work management.

RISK MITIGATION:

\$50 million in insurance coverage protects SMS Assist's customers and Affiliate network from costs related to any slip and fall, or maintenance accident claims that occur during a work order.