



Delivering Critical Solutions

To streamline an efficient facilities management program, especially when managing numerous commercial and retail properties, many organizations turn to outsourcing facilities management. We deliver on-demand facility solutions that reduce operational burdens.

On-demand mobile teams are made up of skilled tradespeople that specialize in providing on-site services within short timelines. They each have extensive and diverse experience in delivering comprehensive facility solutions in a variety of critical operating environments, all while minimizing interference with existing building activities. Whether you need to supplement your current workforce or require emergency services - you can count on a seamless experience.

Our 24/7 operations support center has trained operatives who are ready and available to respond to your calls and provide rapid deployment of services within hours. Whether it's an emergency repair at 2:00 AM, a last-minute request, or responding to a severe weather event - we're just a phone call away.

The Values We Stand By

We're here to help our clients achieve higher performance and productivity, and to play a vital role in our communities and economies. We stand by the following values:



Accountability



Diversity



Trust



Partnership

Our Services

 HVAC/R	 Plumbing
 Carpentry/ Handyman	 Electrical
 24/7 Operations Support Center	 Specialty Services
 Project Management	 Renovations





It's about more than just maintenance and operations

It's about making sure everyone passing through your facility has a great experience. We bring the right people with the right skills to transform service delivery.

Why Partner With Us?

Good facility management improves facility performance, lowers total cost of ownership, and enhances customer experience - that's what we deliver. Instead of diluting your resources on non-core business tasks, you can rely on our dedicated teams. To streamline an efficient facilities management program, we act as a one-stop shop to reduce operational burdens.

All Under One Roof

The mobile technicians that deliver our on-demand solutions provide both traditional hard services and architectural services. This includes everything from minor repairs to major renovations. Self-delivering projects means we can streamline services with seamless delivery.

One Call Gets Us All

A call to the 24/7 operations support center doesn't just get you on-demand resources - you get all of Dexterra Group. We offer a full suite of capabilities, including emergency cleaning, technical services, temporary buildings and structures, and emergency food and camp services.

Technical Solutioning

Overall maintenance regime requirements are reviewed regularly and tasks are scheduled in groups for efficiency. When called to site for a reactive call, a review of scheduled tasks for the near future would be completed in order to create the most efficient approach to maintenance.

Keeping Doors Open

When called for service, it is our priority to maintain the facility in an operational status with minimal impact to the facility users. To cause the least amount of downtime and disruption, repairs will be made in the background as quickly and quietly as possible.

Quality Delivery

To ensure quality compliance, all employees are fully briefed on clients requirements and key performance indicators. They receive detailed training on all process control procedures and records. We always look for ways to improve on existing processes.

Work Order Management

Our web-based work order management system provides integrated functionality for logging requests against contracts. The system seamlessly tracks work, from start to completion, and provides a flexible call handling solution for preventative maintenance requests.



Here whenever you need us

An entire team of skilled tradespeople is one phone call away. Whatever the incident, at whatever time, 24/7/365, you can count on fast, reliable, and professional service.



One provider. Custom Solutions. On-demand.

We provide a full range of trades services. Our experienced team of professionals is just a phone call away.

Our full facility service offerings include:

HVAC/R

- Building automation systems (BAS)
- Rooftop units
- Boilers & chillers
- Heating applications & systems
- Heat pumps & radiant floor heaters
- Central air cleaners
- Air conditioners, purifiers & humidifiers
- Ducts & venting

Project Management/Renovations

- Custom design and technical support
- Renovations from small scale (washrooms) to large scale (full store reset)
- General contractor suite with all in-house trade complements
- Experience in a variety of sectors, including healthcare, commercial, distribution centers, large-scale retail properties and government/institutional

Plumbing

- Drains & risers maintenance & repair
- Sewer ejector pumps
- Septic-to-sewer conversions
- Hot water heaters
- Control valves & devices
- Piping & sewer lines
- Sump pumps

Carpentry/Handyman

- Carpentry
- Cabinet installation
- Drywall installation
- Tile installation
- Fixture installation
- Flooring installation

Electrical

- Uninterruptible power systems (UPS)
- Industrial controls
- Electrical Safety Authority (ESA) member
- Emergency lighting systems
- Programmable logic controls (PLC) installation & wiring
- Lighting applications
- Fire alarm services & installation

Specialty Services

- Full comprehensive programs
- FSI integrated software
- 24/7 in-house call center
- Cleaning & operations services
- Grounds maintenance & landscaping
- Food services



We're ready to help. Our experts will work with you to determine the best solution for your business.

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