

TOTAL LIFE SAFETY PARTNER PROGRAM

The Total Life Safety Partner Program is a joint effort between MJ Insurance Sorority Division and the National Account program of SimplexGrinnell, which is tailored for organizations that have multiple facilities throughout a large region or across the United States. SimplexGrinnell works with our customers to provide and manage a detailed fire protection program to help them operate more efficiently and consistently, while reducing costs by decreasing liability and unplanned service costs.

SimplexGrinnell is a "self-performing" service company:

- Our 120+ company owned offices allow us to perform all services in-house, without using sub-contractors
- Factory-trained SimplexGrinnell employees will arrive in a SimplexGrinnell vehicle and uniform to each of your locations

Standardization:

- By using our own technicians, we will provide the same inspection/service documentation nationwide
- Each location will receive the same inspection protocol

Preferred National Pricing:

- Our Total Life Safety Partner customers get access to SimplexGrinnell National Preferred Rates, which are typically 10-15% lower than our local pricing
- Reduced hourly service rates; all travel and truck fees waived
- Platinum ("All-Inclusive") Pricing Program available
 - Provides customers with one flat fee for all inspections, parts and service labor
 - Reduces costs, invoices, and down-time of systems

Service Support Center:

- 24/7 Dedicated Support Center exclusively for National Account customers
- One point of contact (800#) for all service requests
- Service Support Coordinator (SSC) assigned to manage your account
- Dispatch and follow-up on all service requests to local SimplexGrinnell offices
- Consolidated invoicing for all locations, if desired

Response Times:

- Communication standards for each type of service request
- Service requests will be dispatched from the SSC to the appropriate field office
- Field office will contact the facility within 30 minutes of initial call
- Technician will be dispatched within a maximum of 3 hours on emergency calls

Service Channel:

- Online web-portal for Inter/National organizations
- Provides access to view/print open service requests, view/print prior inspection reports or repair tickets, create reports, etc.

Please contact Jason Mack at (419) 460-2276 for more information.