



**ilecs**

TRULY INDEPENDENT ADVICE

**As Lift & Escalator Consultants,**  
it's our job to keep you moving...



**We are ILECS;** independent lift and escalator consultants. We provide expert advice and build impartial solutions across the UK.

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As lift & escalator consultants, we bring clarity and understanding about the lift and escalator industry to our clients.

**We are ILECS...**

An independent consultancy involved in all aspects of the lift and escalator industry. Our comprehensive knowledge of the industry enables us to provide expert advice, clarity and understanding to clients across the UK and internationally.

Originally formed in 1991, we have experienced over 28 years of growth and development. Our vision is to run a consultancy that gives clear, honest, independent advice and a reliable service that clients would want to come back to time and time again.

As we have grown, our focus has been on three pillars that have allowed us to support both new and existing clients:

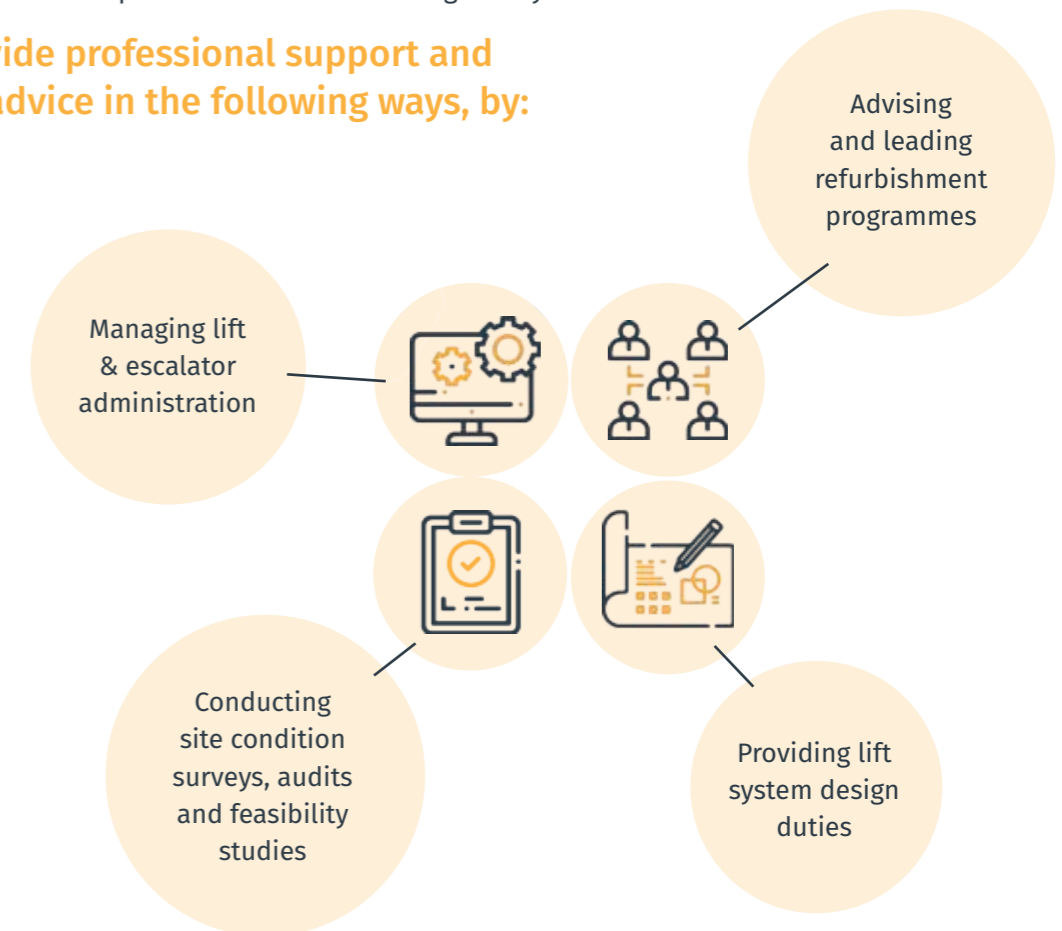
- To work with our clients to build long-term relationships and build trust
- To provide independent, unbiased advice
- To help our clients to plan ahead



Providing you with expert, impartial advice across the UK & internationally.

We build bespoke solutions that respond to individual business needs. From complex legislation, lift design and engineering, to administration support and lift management, it's our job to provide expert advice and impartial solutions that are right for you.

**We provide professional support and expert advice in the following ways, by:**



**Meet the Board...**



Phillip Stillwell  
Chairman



Jayne Cotton  
Director & Company Secretary



Carl Snell  
Director

## Lift consultancy is a recognised business strategy within the UK.

As established lift and escalator consultants, we strive to support our clients' business needs by giving sound professional advice on the following areas:

- Issues relating to EN81, health and safety, risk assessment and DDA
- Traffic analysis and lift & escalator design information for new buildings
- Project management with qualified CDM Coordinators where required
- Specifying and tendering for the modernisation of existing lifts or escalators
- Impartial professional advice and expert witness
- Practical advice on formulating and instigating maintenance contracts
- Overseeing the contract administration of existing maintenance contracts
- Site visits for risk assessments, condition surveys and maintenance audits

We help our clients to manage their lifts and escalators, by balancing statutory requirements with engineering needs and commercial considerations.

From complex legislation to technical and economical issues, it's our job to provide expert, impartial advice. We work on your behalf to make sure you get the best solution for what you need.

We do this by working in an open, honest and transparent way, providing truly independent advice at a reasonable cost.

**We take a pro-active approach** – We help our clients plan ahead and aim to minimise the requirement for re-active solutions.

**We hold exceptionally high standards of the work we deliver** – We provide commercially astute, factual and honest observations.

**We provide plain speaking reports** – We give jargon free explanations styled to suit our clients requirements.

**We build successful, long lasting relationships** – We show appreciation and communicate regularly with our clients.

Learn more about our *core services* on the following pages...

OneVision p.08

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“ ILECS was chosen as we had previously worked with its consultants and had not been disappointed. The cost savings and cost avoidance you make when investing with ILECS lift consultants far outweigh any initial costs. Its processes helped give both us and our clients an element of cost certainty... ”

Barratt Residential Asset Management,  
Future Developments Manager

## OneVision is a comprehensive lift management service designed to save you time and money.

ILECS aims to help property managers, building owners and facilities managers to understand and deal with the complex legislative, technical and economic issues relating to lifts.

The ILECS OneVision consultancy service controls the management of lift maintenance, associated reports and correspondence – taking away the stresses and strains of lift management.

We provide our clients with information, technical advice and accurate reports which enables them to make quantified judgements and to plan for the future – something that’s absolutely key to successful lift management.

OneVision is an online cloud-based information portal where you’ll have your own login and live visibility of your entire portfolio from any device.

### Truly independent advice

Many lift contractors tend to offer global contracts that suit their own criteria and have a bias towards their own business plans. ILECS reviews current maintenance contracts and makes recommendations. We believe in truly independent advice, recommending what’s right for your business, however large or small it may be.

### Responding to your specific needs

Many lift and escalator portfolios have long running service contracts that do not provide good value. Lift companies make their biggest profits from maintenance contracts and thrive on misinformation. As experienced lift consultants, we review service contracts and advise whether they are good value and accurate for your specific needs.

To learn more, get in touch with our team today on **01206 399555**

## Saving you time, money & stress

We work directly and independently with the lift contractors, keeping our clients fully informed of all actions taken in support of their lift service. All quotations and invoices are reviewed and checked by our experienced team to ensure that works are first, required, and secondly, that value for money is achieved.

We aim to reduce costs associated with maintenance, callouts and repairs over the course of a year – saving our clients valuable time and money.

Our telephone lines are manned between 8:30am and 5:00pm, Monday to Friday, when technical assistance and support is available.

### How will OneVision help me?

- Cost avoidance strategy
- It takes work off your hands and takes away the stress
- Our dedicated experienced team provide professional advice
- You receive a simplified, tidy and organised lift portfolio
- It will help you stay on top of the compliance of your lifts and escalators
- Providing a proactive approach to reduce reactive solutions

## Our process

### 01 Understand

- Establish the client’s requirements
- Collate and organise portfolio - service providers and maintenance contracts, insurance companies and LOLER reports, contracts and any lift history available.



01

### 02 Review

- Determine the age of all lifts and identify the problematic lifts
- Analyse all lift documentation for validity and compliance
- Check all communications are correct and working efficiently



02

### 03 Advise

- Gather findings and prepare reports
- Meet with the client to discuss our findings and solutions



03

### 04 Implement

- Put our solutions in place
- Re-start process



04



OneVision will enable you to save time, money & eliminate stress



# Condition Surveys



## Our lift & escalator condition surveys establish an independent view of what is required to rectify any issues.

A lift or escalator that is continually breaking down or causing concern could be affected by poor condition of equipment, be the result of inadequate servicing or be a combination of both.

ILECS lift surveyors operate independently and impartially of any lift service providers and lift manufacturers, which means our recommendations are honest, transparent and unbiased.

### How will a Condition Survey help me?


- It provides a detailed report with independent judgement and advice to allow you to plan for the future.
- It will provide you with comments regarding compliance with British standards and health and safety

For more information about our Condition Surveys give our team a call today on 01206 399555.


“The team at ILECS continue to impress with their professional and diligent approach. From survey and design through to project management and handover, their knowledge and experience has saved the University time and money on both new and refurbished lift projects across the estate and we wouldn't hesitate in recommending them. We look forward to working with ILECS for many years to come.”

Brunel University, Senior Projects Officer




**01**  **Understand**


- Recognise clients needs and requirements
- Establish if there are any budgetary controls
- Section 20 notices

**02** **Prepare** 


- Work with the client to determine a strategy
- Prepare specification to meet design and project team requirements
- Select a variety of lift contractors to tender to

**03**  **Tender**


- Distribute the agreed tender and specification to nominated companies
- Produce a comprehensive tender analysis
- Review the returned tenders with the client

**04** **Implement** 

- Arrange post tender meetings
- Select contractor and place the order on behalf of the client
- Pre start meeting with the client and service contractor

**05**  **Oversee**

- Carry out site visit to monitor progress
- Deal with any issues as and when they arise
- Carry out witness tests
- Supervise snagging items

**06** **Completion** 

- Be involved during the defects liability period if issues occur and carry out final inspection at the end of this period
- 1 year's free subscription to our OneVision service

Every lift and escalator system design should be developed in response to individual business or client objectives.

It's important to understand what your business wants to achieve by incorporating a lift or escalator, or refurbishing current transportation.

Essentially, the lift will manage the movement of passengers, goods and support services, including vehicle transportation, the facilitation of evacuation and firefighting.

If you're looking to replace, modernise or refurbish a lift or escalator, we can offer you independent specialist advice on the process you need to take.

How will the Full Design Duties service help me?

- It gives you a full and comprehensive specification of works that would be required
- Ensures works are carried out to a suitable standard and with equipment suitable for the application
- Ensures compliance with the latest standards
- Advises you on the types of contract available and recommends the type to be used
- We provide professional advice throughout the entire project
- We advise you on your obligations
- We witness test the completed works to ensure the work is complete

Learn more about our Full Design Duties service, and how we can help you, by giving our team a call today on 01206 399555.

“ILECS have worked alongside our own Design Team for a number of years where they have been instrumental in ensuring that the design and construction of lifts across our Estate are best suited to our particular needs. Also, working alongside our Operational Contracts Manager, they continue to support the setting up and running of Service Level Agreements that ensure that all of the 90 lifts across the Estate operate in a safe, reliable and cost effective way. I would have no hesitation in recommending ILECS to other similar organisations.”

University of Southampton, Estates and Facilities Head of Engineering Services



# Maintenance Audits



At ILECS, we provide maintenance audits to ascertain a general level of servicing by inspecting the lift and surrounding area.

Our experienced team carry out detailed checks and report findings in a clear and concise way. We evaluate the situation and provide constructive comments on the standards of the lift performance and its current state of maintenance.

How will an ILECS Maintenance Audit help me?

- It provides you with a detailed independent report and determines whether the lift service provider is performing as specified in the maintenance agreement.
- It gives you clear and concise recommendations, allowing you to plan for the future based on concrete findings.

If you'd like to learn more about our Maintenance Audit service, give us a call today on 01206 399555.

“ Having a company like ILECS on hand, who are specialists in their field and impartial, has not only allowed us to pass over this area of our role, but has given us more clarity on what essentially is required towards health and safety and management of lifts. It's reassuring to know that there is a company that does not put profit over service. ”

Orchard Block Management Services, Property Manager





Many lift contractors tend to offer global contracts that suit their own criteria and have a bias towards their own business plans.

In the best interest of our clients, we offer maintenance contracts which are bespoke to their needs and requirements no matter how large or small their lift portfolio.

How will an ILECS Maintenance Contract help me?


- Reduces costs associated with maintenance, call outs & repairs
- Suited to you rather than the maintenance contractor
- Greater coverage of parts covered
- Improved response times
- Stated penalty clauses if required
- Tendered to several companies to ensure the best prices on the market


If you'd like to learn more about our Maintenance Contracts service, give us a call today on 01206 399555.


“ ILECS has provided an excellent service for Mainstay over the years. The team has always gone to great lengths to help us with any issues such as breakdowns, chasing up outstanding works, checking incoming quotes and invoice queries on the account and supporting our day to day e-filing of service paperwork. Its knowledge and experience with lifts is always appreciated by our staff and I would happily recommend ILECS to any company looking for lift administration support without hesitation. ”


Mainstay Group, Director of Property Support Services




**01**  **Understand**  
 - Establish the requirements of the 'Designated Person'

**02** **Review**   
 - Assess the competence of the 'Authorised Person' (AP)  
 - Assess the competence of the 'Competent Person' (CP)

**03**  **Advise**  
 - Make a recommendation to the client for the appointment of the AP  
 - Make a recommendation to the AP for the appointment of the CP

**04** **Implement**   
 - Carry out an annual audit assessing the client's AP, CP and management system with regards to satisfying the 'Duty Holder's' role  
 - Issue an audit

**05**  **Report**  
 - Continued support and reporting to the appointed person

**As authorising engineer (lifts), we act as the independent professional advisor to healthcare organisations as outlined in the Health Technical Memorandum 08-02.**

The ILECS team are suitably qualified, experienced and trained to undertake this role and we currently work with a range of clients. We assess the competence of the 'Competent Person' (lifts) and the 'Authorised Person' (lifts), carry out an annual audit assessing the organisation's management system and submit recommendations to the client.

As part of the role we will discuss with the maintenance contractor any recommendations provided within the maintenance audit reports, and ensure that an action plan is devised to rectify any necessary remedial work.

Should there be an incident on site, we will provide advice, support and report accordingly when requested by the appointed person.

This service can be combined with our OneVision service and maintenance audit provision.

**Benefits:**

- Simplified and organised resources
- Professional advice and guidance
- Identifies any problems and provides solutions
- Compliant to HTM08-02

If you'd like to learn more about our Authorising Engineer service, get in touch with our specialist team today on 01206 399555.

“ILECS have provided lift consultancy services to Mid Essex Hospital Services NHS Trust for some time and we have always been very satisfied with their service delivery, expertise and guidance with regards to the management of lifts within our buildings. We have always found ILECS to be professional, responsive, honest and helpful in the delivery of their services which were found to be provided at a reasonable cost. We are happy to recommend ILECS.”

**Mid Essex Hospital Services NHS Trust, Head of Capital Projects**

# Additional Services



### Principal Designer

- Under The Construction (Design and Management) Regulations (CDM 2015), clients are required to appoint a Principal Designer to plan and manage the health, safety and welfare elements of a project. ILECS are able to perform the role of Principal Designer as part of any project we undertake which meets the required criteria, including installing a new lift and refurbishment.

### Emergency LOLER Inspections

- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) requires duty holders to ensure that their lifts are thoroughly inspected at regular intervals. Unfortunately, it may not always be possible for an inspector to complete their examination on the planned date if the lift is out of service, or unavailable at the time. ILECS can attend the site and carry out a 'Thorough Examination' at short notice, ensuring that you remain compliant with your legal responsibilities.

### Asset Overview Reports

- Whether it be as part of a due diligence process on a new building, or the need to build up an overview of the lifts within your portfolio, our Asset Overview reports provide a concise summary of your lifts. We will provide you with detailed information relating to the age, condition, and compliance of the installed equipment along with comments on maintenance, recommendations for upgrades, an estimate of remaining service life and budget costs for future replacement.



### Traffic Study

At ILECS, we provide traffic studies and traffic modelling for our clients to ascertain an understanding of the efficiency and flow of their lifts, be it a single lift or a group of passenger or goods lifts. We work in both residential and commercial markets at the design stage or on existing installations.

When designing a building, it is essential to ensure that any new lift solution will be suitable for the proposed level of traffic. ILECS will work as part of a design team and undertake lift traffic modelling to identify the most appropriate number, size, capacity and speed of lifts required to achieve the best levels of service.

With existing schemes, where the lift performance is unsatisfactory, or changes within the building are proposed to take place either by the increase of footfall or usage of the equipment, our team will carry out detailed observations and analysis regarding the traffic and how this is handled by your existing lift system. We can then provide in-depth recommendations on the arrangement of the lifts, and options for any improvements to be made in the future.

## Frequently asked questions

### What is a lift consultant?

A lift consultant provides clients with independent advice, helping them to understand and manage any lift or escalator queries.

From complex legislation to technical and economical issues, a lift consultant provides expert, impartial advice to ensure they provide the best solution for their client's needs.

### What is the difference between a lift consultant and a lift contractor?

A lift consultant provides independent, unbiased advice. Whereas, a lift contractor provides a maintenance and call out service, and can also offer new installation and modernisation of lifts.

A lift consultant sells technical expertise. They act on behalf of the client. Their experience and technical knowledge allows them to provide advice on all aspects of the industry without bias or prejudice. This gives their clients peace of mind when it comes to making the right decisions.

### Our lift is problematic, how can ILECS help to resolve this issue?

A lift or escalator that is continuously breaking down or causing concern could be affected by poor condition of equipment, be the result of inadequate servicing or be a combination of both.

### Our maintenance contractor is not performing as expected, can ILECS get involved to assist?

Our experienced team of consultants carry out detailed checks and evaluate the situation. We provide clear, concise and constructive comments on the standards of the lift performance and its current state of maintenance.

### What are our options for modernising/ replacing a lift?

Every lift and escalator system design should be developed in response to clear business objectives. It's important to understand what your business wants to achieve by incorporating a lift or escalator, or refurbishing current transportation. Get in touch for professional advice on the options best suited to your requirements.

### How will an independent survey benefit me?

Our condition surveys establish an independent view of what is required to rectify the issues that occur in your lifts or escalators.



## Still got questions?

Sometimes you just need to speak to a real human being!  
Get in touch with our team for anything you may need.



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