*We recently filed a request for proposal for a big brewing company. They have production facilities and warehouses throughout Canada.*

*We already maintained one of their warehouses here in Quebec and us if we could do the rest of Canada. I want to raise awareness to anybody thinking of doing business with a national provider. It can be fantastic and it can also turn into a nightmare.*

*I had the previous life experience of doing business for a national provider. Please read my story and I hope it will help you decide.*

We use to do HVAC maintenance for all the Montreal CINEPLEX cinema theathers. It was a National account for a Toronto based HVAC company.

   That company subtraded the maintenance to me. Let me tell you what a nightmare it was for us and for the local customer. Everytime there was the need for a service call, Cineplex Montreal had to call Cineplex Toronto. Then they would call the national service provider which in turn called us. We would get the call sometimes only after 24 hrs of the initial call. Let me tell you that when you pay 20$ to go see a movie and it’s scorching hot, you run to get a refund!

   One time, they sent us an invoice by mistake, and I got to see the prices they were charging for our labor and parts… They were doubling our invoices before passing it to the customer! It’s no use to say the Montreal CINEPLEX people put pressure on Toronto’s and the Ontarian HVAC service provider lost the contract. In retrospect the proper way would have been for the Local CINEPLEX to be able to deal directly with us and for us to invoice CINEPLEX head office in Toronto.

   If you like our maintenance tools, we could provide proper documentation and training to your chosen contractors in the rest of Canada. That way you could keep the direct link to your local suppliers streamlining communications and controlling costs.

Your truly,

Marc-Andre Ravary