

Le « Samu » de l'électricité (The "Emergency service" for electrical installations)

In a little over five years, Emalec has made its mark with a unique multi-technique maintenance concept. Founded in 1999 by Jean Julien and Jean-Pierre Chalencon, the company offers its clients a service that monitors all their technical, electrical,

heating and air-conditioning installations, as well as their plumbing and locks. Emalec operates on 10,000 sites in France and the surrounding countries. The key to its success: service. The company has an internal call centre that is operational 24 hours a day, 7 days a week. Its fifteen

assistants analyse requests in real time and alert one of a hundred engineers. Management of equipment stocks is centralised in Saint-Genis-les-Ollières. 90% of the monitoring is carried out via the Internet, from orders to intervention scheduling, and even invoicing. Emalec also has its own training centre, open to its clients.



Jean Jullien (à gauche) et Jean-Pierre Chalencon.