

## EMALEC, maintenance, 175 salariés à Saint-Genis-les-Ollières (Rhône) **Chef d'orchestre de la maintenance** (The leader of the maintenance orchestra)

"When one of our client's shop windows is broken at 2 in the morning, we fix it immediately, securing the premises, boarding it up and calling in a security guard to monitor the site." In a little less than ten years, Emalec has made its mark as one of the French leaders in multi-technique, multi-site maintenance.

With its one hundred and twenty engineers throughout France, and its hot line open 24 hours a day, 7 days a week, the company takes care of all of its clients' technical, electrical, heating and air-conditioning installations and their locks... Sometimes it is entrusted with the project management of extension or refurbishment work of premises, costing and monitoring the work, managing the other sub-contractors, technical inspections and lift engineers in particular. This overall responsibility can go as far as managing accidents with the insurers, monitoring assets and investments and carrying out costings for five year budgets. According to its President, Jean Jullien (52 years), "it can save 30% to 40% on maintenance bills." Emalec manages 100,000 interventions per year throughout France. In 2006 its turnover jumped by 60% to 16.5 million Euros. Since 2004, its staff numbers have risen by half: the company now employs 150 staff. It was chosen as a "gazelle company" in 2005 and 2006 by the minister for small and medium sized companies. The key to its success: service. "We have brought an industrial culture and the Anglo-Saxon outlook to maintenance".

### THE TITLE OF GAZELLE HAS BROUGHT ME:

"A tax credit of 100,000 euros, a not insignificant sum for an expanding company like ours, has enabled us to invest and take on more staff. Little known among our clients, this status as a "gazelle company" is a recognition of the foundational work we have carried out since 1999."



**Jean Jullien, Emalec President, one of the French leaders in multi-technique, multi-site maintenance.**

says Jean Jullien, who founded the company in 1999 with Jean-Pierre Chalencou (54 years) and two other partners, Michel Bozzarelli and Antoine Queiros. Half the staff in the head office are involved in recruitment, engineer support and monitoring. New staff members are given initial training in the in-house training centre. Provided with a service vehicle equipped with GPS, they then work from their home

**External growth.** All interventions are tracked. Software was developed in-house on the basis of a specification prepared by Jean Jullien. "With Sephora, we have been managing everything from A-Z for two years simply by computer transfer", reports Jean-Pierre Chalencou, executive vice president. This "complete transparency" is important to Emalec.

### EMALEC (maintenance)

- 1999: founding of Emalec in Francheville (Rhône), by Jean Jullien (60% shareholding), Jean-Pierre Chalencou (26%), Antoine Queiros (9%) and Michel Bozzarelli (5%).
- 2001: move to Brignais (Rhône).
- 2004: move to Saint-Genis-les-Ollières (Rhône).
- 2005: the company broke through the 10 million Euros turnover barrier.
- 2005: a contract signed with Sephora for the maintenance of its 220 shops.
- 2005: company restructured as an SAS.
- 2007: first experience of external growth with the purchase of Fitelec in Grenoble.
- 2008: extension to the premises in Saint-Genis-les-Ollières planned.

Each client has permanent access to a personalized portal via the Internet." Emalec's success is also based on a centralized warehouse and stock of spare parts. "We have 600,000 Euros of stock, over 20,000 items to meet all repair needs", notes Jean Jullien. After expansion in France, Switzerland, Belgium and Luxembourg, Emalec plans to extend its field of operation to Spain and Italy by the end of the year. Each subsidiary will share the same computer tool to guarantee continuity of service to its foreign clients. Its development also involves operations providing targeted external growth based on new skills. A first has just come to fruition with the purchase in 2007 of the Grenoble company Fitelec (turnover of 3.5 million Euros), a specialist in service station maintenance. Its thirty-five staff will undergo an integration course at the Saint-Genis-les-Ollières centre in order to assimilate the new company culture.