



Quality Service With the Proof to Back It Up

GEM Service, a member of the Rudolph Libbe Group, utilizes XOi to transform your customer experience with complete transparency into every job and repair.

Seeing is Believing

When you count on GEM Service for new installations, repairs to existing systems, and preventative maintenance, you'll never be left wondering if you truly need the services we recommend and/or if the work you're being charged for was actually completed. Our technicians utilize XOi, a unique cloud-based photo and video communication platform, to take the guesswork out of every service visit. The platform allows us to show you exactly what issues need to be addressed - with video and/or photo documentation of both recommended and completed work.

Mission Statement

Helping your business to optimize return on investment by improving cost of operations through lowered utility, renovation and maintenance costs is top priority for us. GEM Service's mission is to provide our customers with cost-effective, on-time service, quality products and solutions as well as complete transparency in keeping your facilities comfortable and safe.

GEM Service Uses XOi To:

- Quickly identify problems that need to be repaired immediately
- Conduct equipment surveys for existing systems or site surveys for new installs
- Document ongoing issues, so you can plan for repairs or replacements
- Help onsite technicians generate solutions, so you only require a single service call to fix an issue
- Confirm preventative maintenance and repairs were completed

Don't Just Take Our Word for It

XOi receives rave reviews from property managers and property owners alike.

"I can't believe every contractor doesn't offer this. The photo and video component is a great feature for record-keeping, maintenance logs, and clarification on work being performed."

"I refuse to use any service provider that doesn't provide visual proof. This equipment's too expensive to just take a technician's word for it."

"XOi makes it easier for our facility manager to get approval for high dollar repairs. Photos and videos help prove the work needs to be done."

"[The tech] showed him the video, which helped him understand the issue. This technology will be beneficial for getting approvals for future repairs."

All to make GEM Service a more efficient provider and you a more satisfied customer.