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## Fidelity Engineering, LLC Announces New After-Hours Call Center

*New call center will provide enhanced customer service for  
Fidelity Mechanical Systems and Fidelity Power Systems*

**BALTIMORE, MD (March 15, 2019)** – In an effort to augment the client experience for customers of Fidelity Mechanical Systems and Fidelity Power Systems, [Fidelity Engineering, LLC](#), a premier provider of high performance building solutions in the Mid-Atlantic region, announces the launch of its new after-hours call center.

Located at the company’s HVAC Concepts campus in Frederick, Maryland, the new after-hours call center will include an in-house employee who will monitor and take all calls. This new feature gives Fidelity many more capabilities that will ultimately enhance its commitment to providing customers with proactive, world-class service.

“Emergencies related to building solutions often seem to happen at the most inopportune times and by expanding our customer service efforts with this new call center, we’re giving customers peace of mind that any emergency will be met swiftly and efficiently,” says Dave Lanphar, CEO/Partner of Fidelity Engineering, LLC. “This is just another way Fidelity continues to enhance its customer service efforts by reaching past the standards and expectations in which we set for ourselves and our clients.”

Noteworthy features of the new after-hours call center include:

- Sending calls directly to Fidelity’s mobile tech unit from its Key2Act technology
- Accessing customer history, special directions and important instructions
- Maximizing efficiencies
- Most importantly, delivering around the clock proactive, world-class service

The phone number will remain the same at 800-787-6000 and will be routed to the call center seven days a week from 5:00 p.m. - 8:00 a.m., as well as holidays.

### **About Fidelity Engineering, LLC**

Fidelity Engineering, LLC is the premier provider of high performance building solutions in the Mid-Atlantic region. Its business is to create and maintain high-performance buildings by applying the latest in energy efficiency technologies. Fidelity’s Mechanical experience spans more than 70 years and includes working with some of the nation’s leading developers, property managers, data center managers and Fortune 500 companies. Fidelity’s expertise in developing end-to-end solutions for Mechanical & Building Automation Systems, including LEED-Platinum office buildings, state-of-the-art critical facilities, manufacturing, health care, and private schools demonstrates their commitment to value and service excellence.

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