America Home Shield

This company is situated in US. The company works as a home service company. The company directly addresses the challenges that consumers have been facing with regard to system or appliance repairs. Some of these challenges include lack of proper budgeting and timing for the repairs and lack of knowledge of home maintenance and proper preventive schedules. Consumers also lack the knowledge that is required to fix systems and appliances at home. The company has countered these challenges by providing schedules, an affordable budget and the required professionals required to do the maintenance work. This is a true show of innovation especially in the home service industry where buildings, systems in buildings and appliances require regular maintenance and repair services.

This company was founded in US in Tennessee. Its headquarters is located at Ridge Lake Boulevard in Memphis. Other than providing services for the people in the area in which the company is based, the organization also provides services for clients in other states in America. In summary, the organization serves forty-nine states in America. It does not cover Alaska. America Home Shield was established in the year 1971 (AHS, 2020b). The company’s website is <https://www.ahs.com/about/>.

This company gives services in the form of plans. The first plan covers the repair for appliances. Appliances are single units in a home such as a refrigerator or a cooker. Such appliances require regular repair or inspection so as to maintain their functionality. The second plan entails the repairing of systems. These may include air conditioning systems and heating systems installed in homes. The third plan is composed of a scheduled maintenance for both appliances and systems. It is also known as the combo plan. The last plan is a customized schedule where the client designs a schedule according to his budget or the appliances and systems he or she wished to include in the plan. These characteristics basically qualify the company as a service industry (IFA, 2020).

This company is privately held firm (America, 2020). It is also the main firm. The reason for choosing this firm is because it undertakes unique tasks by applying innovation and creativity. It has developed a customized maintenance schedule for a house to suit the user’s financial ability. This helps in beating the challenge of expensive one-time repairs which are not sustainable. This helps in keeping the appliances and systems in shape. The company is classified under home service industry. I choose this company because it has been ranked as the best company in this industry.

The company currently has nearly two million clients. Three steps are taken in delivery of service. The customer makes a call or notifies the firm via an online platform. This is then followed by the payment of the service fee which is made by the client. The company then assigns professionals to fix the system or appliance as requested by the client. However, the company does not allow the clients to appoint their own technicians to attend to the repairs (AHS, 2020a). Among the appliances covered by this company include refrigerators, dishwashers, trash compactors, clothe dryers and clothe washers. Among the systems covered in this plan include heating, air conditioning, electrical, plumbing and garbage disposal systems. The firm also provides a schedule that covers spas and pools, guest units and septic pumps (House, 2020). The company has a reliable chain of contractors. This eliminates the chances of hiring a shoddy contractor for the job.

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