

# property **ServicePro**<sup>TM</sup>

Maximize Operational Efficiency



## What is property **ServicePro**?

property **ServicePro** is the Property Management community's most significant technology development in the past ten years. It was developed specifically for Housing Units, Apartment Buildings, Hospitals and Office Complexes.

It is a bilingual, easy-to-use Property Maintenance tool that automates the communicating, scheduling, tracking and reporting of:

- Safety Requirements
- Preventive Maintenance
- Occupant Requests
- Equipment Management
- Capital Expenditure
- Property Improvement

property **ServicePro** is simply the most effective property service and asset management tool available to property owners and operators.

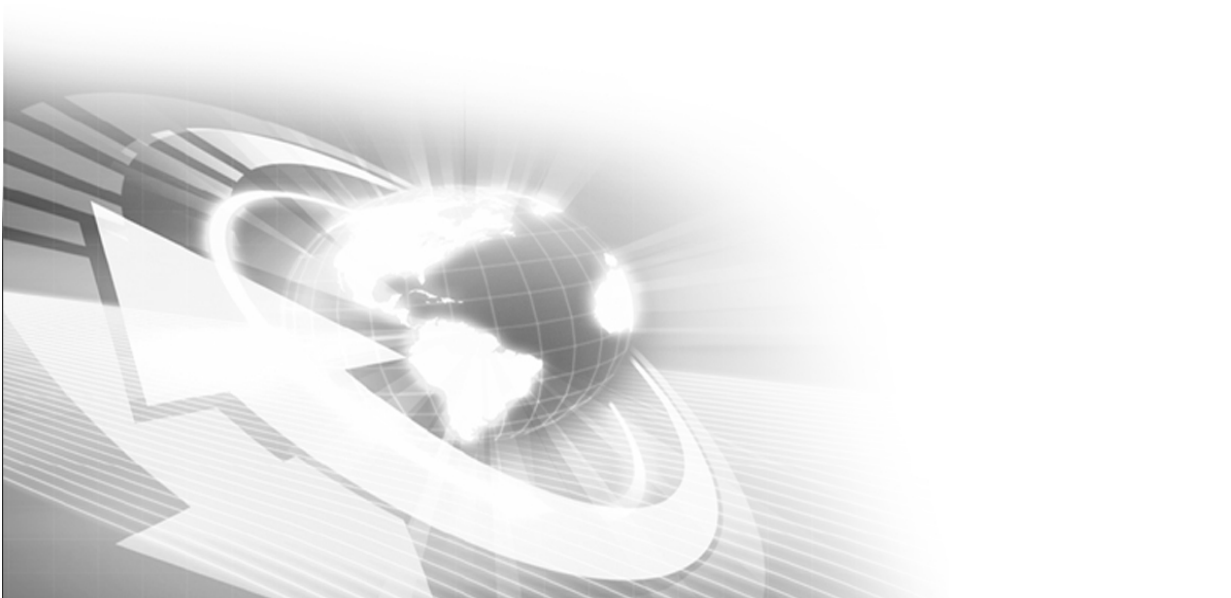
Whether it's used by a single property or deployed by a multiple units as a strategic initiative, the positive effects of using property **ServicePro** will be significant and long term.

## The Results

property **ServicePro** is designed for property owners striving to exceed their occupants' expectations.

### By using property **ServicePro** you will:

- Increase Occupant and Resident Satisfaction
- Increase Long Term Occupants
- Increase Profitability
- Maximize Staff Productivity
- Lower Operating Costs
- Lower Maintenance Costs
- Longer Energy Costs
- Maximize Asset Life





### Occupant Requests

Deliver occupant service faster and more effectively. Recognize and correct substandard service.

- Improve the occupant experience and increase service scores.
- Automatically alert maintenance staff and the MOD to occupant issues through any wireless device.
- Spot trends and identify problem areas, and see how long it is taking staff to fix these issues.
- Maintenance Request can be completed via cell phone or wireless PDA.

### Preventive Maintenance

Implement Best Practices with an organized, comprehensive maintenance program.

- Complete required maintenance on time and in less time.
- Stay up-to-date on work orders by automating the scheduling of tasks.
- Quickly see which tasks are overdue.
- Create and complete work orders from anywhere with compatible wireless devices.
- Batch print work orders to clearly define tasks and decrease administration time.
- Time stamp work orders to see how much time has elapsed before they are completed.

### Inspections

Provide guests with a safe and secure environment.

- Track and score employee performance and property condition.
- Inspect property for condition, cleanliness and service.
- Automatically schedule follow-up inspections and work orders in the system.
- Automate safety inspections and procedures to reduce liability.

### Asset Management

Maximize the return on investment by effectively managing assets.

- Track equipment by location, serial number and warranty information.
- Manage equipment contracts and vendor information.
- Extend equipment life, reduce operating costs and increase profitability.

### Cap Ex & Property Improvement Plan

Create plans that comply with Best Practices and complete them on schedule and on budget. Control Cap Ex requests and streamline the Cap Ex approval process.

