

Using Selsoft's TrackMe® application, a national commercial property management firm achieves a higher ROI and increased customer satisfaction by streamlining the maintenance for their property and equipment.



Introduction

Boxer Property Management Corporation ("Boxer") has been a leader in commercial property management throughout the United States for over 20 years. Boxer's management team is always searching for new and innovative ideas and solutions to help drive down costs and improve customer service for its customers so it contacted Selsoft to help develop a maintenance solution for its 14 million square feet of commercial office and retail space throughout the United States.

Challenges

- **Manage Growth:** Find an innovative way to exceed customer needs by automating maintenance requests and regularly scheduled preventative maintenance tasks for the mechanical equipment at every property.
- **Lower Costs:** Reduce the cost of tracking and monitoring maintenance requests by utilizing one system that can produce reports and provide analytics in real time.
- **Forecast:** Forecast all upcoming maintenance schedules in order to identify and allocate the necessary resources, both in terms of cost and human resources.
- **High Level Summary:** View all open and closed tasks and the time to complete to help identify trends, including productivity and potential equipment failure.

Solutions

Selsoft performed a technology review to find a solution that was secure, cost effective, and, capable of providing near real time analytical data to streamline its decision making process. Selsoft suggested a solution utilizing the Software-as-a-Service (SaaS) model on cloud platform using the TrackMe® application developed in force.com cloud platform.

Manage Growth:

Each customer was reporting maintenance issue either by phone or walk in to the management office. Challenges faced by the management team included tracking (i) registered time of task request, (ii) time to resolve task request, (iii) name and contact information for the task owner and (iv) how to notify the customer on the status of the task request.

TrackMe® application was developed to allow customers to report an issue about the property from their personal computer, laptop or smart phone from any location so long as they have access to the Internet.

Periodic updates are received on the case status is sent to the customer and the property manager. The management and the maintenance team receive instant alerts enabling management to investigate and resolve the issue at a faster rate, reducing unnecessary paper work, emails, and phone communication while increasing customer satisfaction. Top management is able to view summary level detail of all customer reported issues as well as schedule maintenance tasks for all property locations in a graphical format on the TrackMe® dashboard.

Lower Costs:

By tracking all the issues on all properties, management can:

1. Efficiently allocate the resources across the properties.
2. Increase performance of the maintenance team by reducing lag time from task creation to resolution.
3. Identify reduction in internal work force as a result of focused initiative with issue resolution.
4. Identify outsourcing opportunity in maintenance area by estimating the cost of future maintenance task.
5. Increase accountability for the teams assigned to the case by utilizing the Service Level Agreement feature of the TrackMe® application.
6. Reduce unnecessary paper to achieve internal green initiatives.
7. Increase the life expectancy and efficiency by performing on-time preventive maintenance that is automatically scheduled by TrackMe®.

Forecast:

TrackMe® application delivers an innovative solution for managing equipment including its parts, details, and respective preventive maintenance task details. TrackMe® application stores and manages warranty information, manufacturer details, equipment specifications, and other critical details used in order to efficiently resolve equipment issues.

The forecasted maintenance schedule will automatically create maintenance cases on the prescheduled recurring date. Management uses this feature to proactively allocate maintenance resources.

TrackMe® application enables the maintenance team to identify equipment using a bar code scanner which allows the field technicians to log and track maintenance records for each piece of equipment. The management team can utilize this feature to perform audit on the equipment(s) present at specific location.

High-Level Summary:

Boxer's management team helped develop using the TrackMe® Business Intelligence reports and dashboard to drill down the current, past, and future issues of a specific property. The dashboard is used for tracking overall operational performance for each property to effectively monitor the cases that are created by tenant(s), internal teams, and scheduled recurring maintenance tasks. The TrackMe® dashboard provides a real time snap shot of the operations to the management team and assists them in making educated decisions. The case level feature like "keep me in loop" helps the management team to monitor and follow-up on a particular tenant issue, or a location based problem, while they are travelling or working remotely.

Results:

- ROI in 12 months.
- 60% reduction in turnaround time within 90 days of deployment.
- 25% reduction in work force.
- 25% reduction in equipment downtime and repair costs.
- Teams can remotely log and complete cases so they are no longer tied to an office increasing employee satisfaction and productivity.