


WorkSites Communicator: Working at the speed of the Internet

Powered by the Internet, NorthWrite WorkSites have a clear advantage when it comes to organizing your facility data because of its inherent flexibility and adaptability; the key is the information network.




NorthWrite
219 Main Street SE
Suite 501
Minneapolis, MN 55414
1-877-743-4232
Terrence McManus
Chief Marketing Officer

White Paper# 0004

WorkSite Communicator

The property manager understands the need to enhance customer retention and gain operational efficiencies in order to achieve greater profitability. The facility manager understands the need to streamline the flow of information among customers, facilities maintenance personnel, facilities management staff, suppliers, vendors, and senior management to drive improvements in the service delivery process.

NorthWrite's WorkSite Communicator solution assists property and facility staff by improving tenant satisfaction, staff utilization, and service provider performance, resulting in a seamless service delivery process from initial customer contact through service fulfillment, thereby adding value to all participants in the process.

How does NorthWrite WorkSite Communicator work?

WorkSite Communicator is available to users on a monthly subscription basis, similar to cable television, via any web browser. Tenants can access their WorkSite directly over the Web by logging on to their personal, secure, password-protected web address (URL). Once in the system, they can read community news, place service requests, manage projects and preventive maintenance tasks, or gather information. In the case of a service request, the WorkSite Communicator coordinates responses and delivers the pertinent information to the appropriate technician immediately, via the technician's WorkSite, or by sending urgent service request to a mobile phone or pager.

In the field, the technicians can view work order information and take immediate action. Throughout the process, management and other process participants have access to a suite of Web-based reporting and performance indicator tools that monitor work order status, staff utilization, and resident satisfaction survey results.

WorkSite Communicator Benefits:

- Improve customer services and satisfaction
- Increase staff productivity and efficiency
- Optimize asset performance
- Improve vendor and supplier management
- Enhance management reporting and cost analysis

Improving the efficiency of facilities management service processes translates into increased staff productivity and lower operational expenses. With NorthWrite WorkSite Communicator, property managers and facility managers can leverage a proven, best-practice approach, enabling them to focus on their core business and make more informed decisions about how they operate their facility.

Increased Revenue	<ul style="list-style-type: none"> • Lower vacancy through higher referral rates • Higher conversion rates through increased resident satisfaction • Point of differentiation in an increasingly competitive market
Reduced Costs	<ul style="list-style-type: none"> • Increased staff utilization through automation • Increased asset performance through better maintenance and asset management • Increased resource management through better reporting

Instead of being at the mercy of the slower and sometimes limiting method of placing, tracking and documenting service calls by phone, this easy-to-use tool allows you to manage your service requests online. Here is an example of an ideal situation where all parties use NorthWrite WorkSite Communicator:

1. A tenant in a building needs a plumbing repair and places a service request on the WorkSite's Communicator for the building property manager.
2. The property manager can choose to forward or assign the request to an *internal user* such as technician on staff or to an *external user* such as an external service provider (electrician, plumber, etc).
3. The internal or external user views the service request, including urgency and instructions.
4. As the work progresses, the dispatcher tracks it on the WorkSite, giving the customer an instant update on work status.
5. Reports can also be printed out for anyone who needs them.

Communicator is an ideal tool to use whenever two or more parties need to create and track actions. You create a network of user with a vested interest in a successful outcome. All users can clearly see the status of any request, and the tool gives everyone the opportunity to ask additional questions, post clarifying information, and really understand what is taking place.

WorkSite Communicator can handle such widely varying needs as requesting quotations, responding to monitored alarms, and assigning preventive maintenance tasks. It tracks who an action is assigned to, what the current status of that action is, keeps records of everyone who has updated the action, and finally when the action is completed, keeps an archive of the work that can be referenced later.

If you are a contractor or facilities manager with a staff of service technicians, Communicator can be particularly useful when used with the Notifications option on your WorkSite. Field technicians and other mobile employees can receive service requests or other data easily on any text-messaging device, such as email, cell phones, personal digital assistants, or pagers.



Powerful.

Improve staff productivity.

Simplicity

A simpler way to contain and process the information, tools, and communications you need to accomplish everyday business tasks.

Easy Access

Use your web-enabled WorkSite Communicator from any web browser to provide 24/7 services, anytime and anywhere.

Security

WorkSites provide a secure password-protected environment for your data.

Reduced Cost and Complexity

An effective way to ensure the right information gets to your employees, customers, and service providers. Services and operations see immediate benefit.

Improved Productivity

Make real-time operations decisions; enable real-time performance tracking of systems, equipment and costs.

Improved Information-Based Decisions

Query your Communicator to look at service request by individual, work order number, date range, etc. See at a glance the performance of your staff and outside service providers.

Vendor Accountability & Reliability

View service response time via timestamp actions in your WorkSite Communicator.