

NAIL THE BASICS

- OPERATIONAL EFFICIENCY
- TENANT SERVICE
- TEAM COMMUNICATION
- BENCHMARKING

360FACILITY: CREATING A COMPETITIVE ADVANTAGE

It is a tough market and margins are tight. Working with the right technology can make all the difference for your operations and for your sales presentations. You must be able to demonstrate a competitive advantage as part of your core services to win new business:

- Customer Requests: Ensure tasks are completed and all billable work is captured and billed.
- Periodic Work: Ensure contract compliance for scheduled tasks.
- Inspections: Manage quality of your service and ensure follow-up that is measurable by your customers.
- Customer Self-Service: Enable your customers to create requests, track status and provide survey information.

360Facility's Web-based software is used within 56,000+ properties across 750,000,000 square feet of property to efficiently interact with customers, track performance, and provide real-time feedback for you and your customers. All software companies say they can be a competitive advantage but with 360Facility you can prove it right in the sales meeting.

- Demonstrate how a request entered from your Blackberry creates a work order for another user automatically. This reduces response time, demonstrates control over your service request process and that you will can provide real-time visibility to your customers.
- Perform an inspection on your Blackberry, iPad or iPhone, then walk over to the customer's computer and show them the results in real-time. This will include real-time dashboards that:
 - Highlight the status of all tasks and on-time/overdue tasks.
 - Outline inspection results and areas requiring improvement.
 - Demonstrate how work requests are being created (call center, self-service, etc.)
- Everyone is going to say they have a plan to manage periodic work, but with 360Facility you will be able to show them scheduled work orders created in the future and auto-assigned to personnel. This ensures contract compliance for your customer and your customer's confidence knowing requests are proactively managed.
- Allow your customers to enter in a work request from a tenant portal or directly into the request form. Real-time assignment of work requests improves response time and real-time progress e-mails and text messages improve customer satisfaction.

In a competitive situation, being able to demonstrate technology to capture inspection results, increase efficiency, and increase customer satisfaction can make the difference between closing the deal and losing the contract.