

NAIL THE BASICS

- OPERATIONAL EFFICIENCY
- TENANT SERVICE
- TEAM COMMUNICATION
- BENCHMARKING

360FACILITY: CHOOSING THE RIGHT TOOL FOR THE JOB?

Ever try to cut something with a dull knife or with no knife at all? Without the right tool it is much harder to manage the focal points of your janitorial business:

- **Customer Requests:** Ensuring all billable work is captured, billed and completed on time.
- **Periodic Work:** Ensuring contract compliance for scheduled tasks.
- **Inspections:** Managing the quality of your service.
- **Customer Self-Service:** Enabling your customers to create requests, track status and provide survey information.

The right tool should be easy to use, powerful, flexible, affordable and focused on your specific needs. 360Facility is just that tool for more than 56,000+ properties across 750,000,000 square feet of property. 360Facility is easy-to-use Web and wireless software for managing your janitorial operations. 360Facility can be used with any Internet-enabled mobile device, and there is no hardware to buy or software to install, and organizations can be up and running in days...not months. 360Facility is used by thousands of users to:

- **Perform Quality Inspections:** Inspections can be used to find and proactively solve problems using pre-defined pass/fail scores that immediately generate and dispatch corrective work tickets. You define who is responsible for follow-up and can easily track corrective action. All of this can be completed in real-time via a Blackberry, iPhone, iPad, or virtually any other Web-enabled device.
- **Track All Service Requests in Real Time:** Provide your customers the ability to enter new service requests and track status to save you time in the field from managing calls and paper. Dispatch requests from a central call center to the right member of the team based on pre-defined business rules. 360Facility automatically notifies tenants that requests are completed and provides the opportunity to complete a survey so you can measure and manage customer satisfaction.
- **Automatically Create and Route Periodic Work Tasks:** One time setup of periodic work tasks will automatically dispatch work orders to your team. You can create specific instructions and procedures and include schedule over-rides that require out-of-the-ordinary instructions for less frequent tasks.
- **Manage Work in Real-Time with Mobile Devices:** 360Facility works with any Web-enabled cell phone, two-way pager, PDA or Blackberry. There is no software to download for these devices. Users can also reply to e-mails and text messages to update ticket status, reassign work and add and track labor.
- **Document and Manage Your Process:** Make everyone an expert by creating a repository of procedures and best practices that is real-time and is specific to the work being performed. This could include the supplies and materials that would be needed to efficiently complete the job or the specific procedures to be followed while at the job site.