

NAIL THE BASICS

- OPERATIONAL EFFICIENCY
- TENANT SERVICE
- TEAM COMMUNICATION
- BENCHMARKING

360FACILITY: CHOOSING A TV OR JANITORIAL MANAGEMENT SOFTWARE?

Have you recently bought or looked at buying a new television? There are so many choices: LCD, LED, plasma, number of pixels, refresh rates, TV size, Web-ready, 3-D, HDMI-compatible, wireless—the options are limitless. Many choose to spare themselves the indecision and walk out of the store intending to still use their old TV.

Unfortunately, nobody can make the right choice for you, whether it is buying a TV or choosing software to help you organize and manage your work. Similar to TVs, there are hundreds of companies, and software has many different shapes and sizes, so what do you have to look for when choosing software? It still boils down to the basics:

Features: What do you need the most of? Software can be more complex than TV features but it should include the ability to: create work requests, schedule reoccurring work requests, auto-assign work, create inspections, work with mobile devices, and most of all, measure results.

Ease of Use: Who will be using it and for what? For TV most of it comes down to can you operate the remote? For software, let's face it—it isn't much different. It should be simple, easy to understand and fast. Can you easily perform an inspection from a phone, can you respond to a text or e-mail to update hours and status on work, or do you need to log on to a system?

Updatable: How often do I have to wait for upgrades? Software should be easy to upgrade, so validate how often updates occur and if there is an additional cost. Web-based providers have an easier way to do this than software that you have to install on your own servers.

Cost: Is it competitively priced? Competition is fierce, and price points are more important given current economic situations. Really evaluate what the ROI is in terms of cost savings, increased customer satisfaction, increased revenue, etc.

360Facility is not a TV manufacturer, but a software company that was born out of the needs of janitorial business more than a decade ago. From modest beginnings, 360Facility software is now used within 56,000+ properties across 750,000,000 square feet of property. They have expanded their service offerings to include facility and property management features that now are used by janitorial staff to complete inspections, manage and schedule workloads and task-based schedules, manage documents, auto-route work based on work requests, approve work based on monetary amounts, interface with third-party systems, and much more.