



Work Order

Move Beyond Work Order Management

SaaS-based web and mobile work order tools that help you connect standards of service delivery to performance, and tenant satisfaction.



The Building Engines SaaS (software-as-a-service) property management platform makes it possible to move beyond the traditional work order system, and connect your service delivery actions with real tenant satisfaction sentiment.

Available for use via the web and via the BE-Mobile app on iOS, Android, and Blackberry, the Building Engines work order module empowers property management teams to flexibly configure service level priorities, associated response / completion targets, notification / escalation protocols, and provide an integrated feedback loop for tenants.



TenHub™ + BuildingConnect

Tenants may also request service, keep track of work order status, and rate service satisfaction (if configured) through the TenHub tenant mobile app for iOS and Android, and the BuildingConnect Tenant Portal web app.

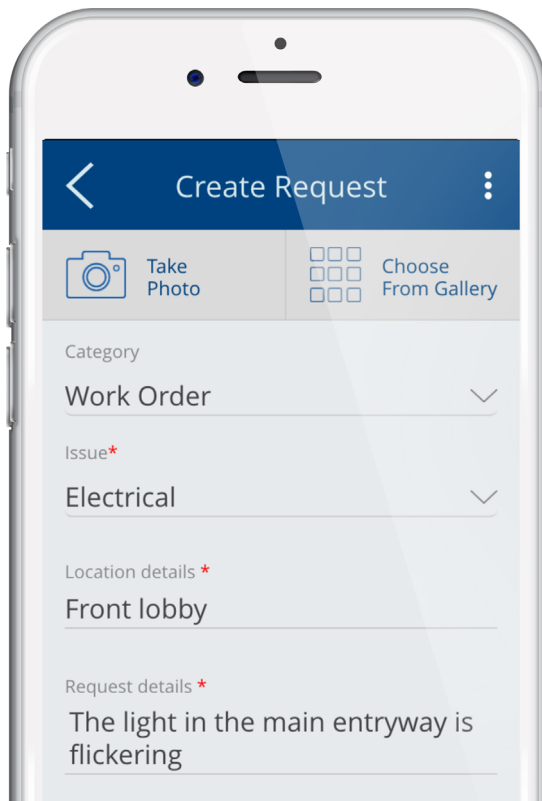
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Work Order

TENANT BENEFITS



BETTER SERVICE

- ▶ Simple work order request submission
- ▶ Visible service request acknowledgement

IMPROVED CONVENIENCE

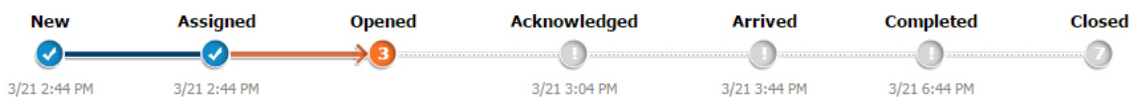
- ▶ One login for web and mobile service access
- ▶ Be alert(ed) of service delivery status changes
- ▶ Instantly submit building issues with the snap of a photo (with TenHub tenant mobile app)

Work Order #468981772



ASSIGNED TO
Norman Jones

Please Rate Your Experience:

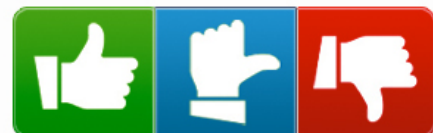


MORE TRANSPARENCY

- ▶ Track work order progress, every step of the way
- ▶ Easily rate and share service experience

How did we do?

Rate us below.



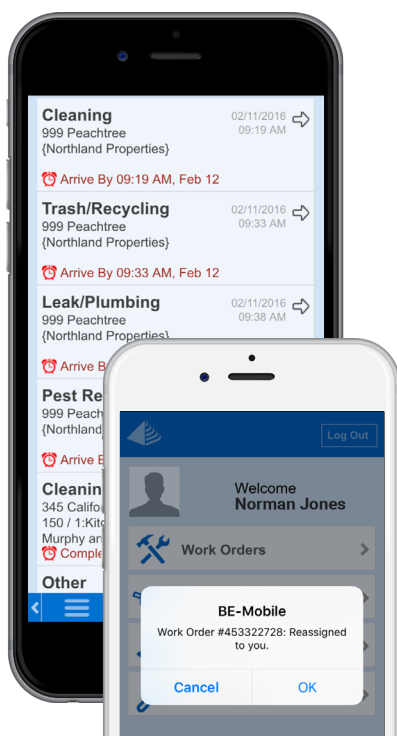
Good

Okay

Bad



Work Order



TEAM & VENDOR BENEFITS

- ▶ Create and manage work orders from anywhere, even in areas of low to no connectivity
- ▶ Auto-prioritize service requests based on custom targets
- ▶ Accurately record work, with TrueSync™ technology
- ▶ View detailed tenant work order history
- ▶ Send “quick replies” to update tenants on work order status
- ▶ Easily log time and materials

MANAGEMENT BENEFITS

- ▶ Capture actionable data for performance-based insights
- ▶ Quantify and prove Service Delivery Program effectiveness
- ▶ Identify tenant satisfaction, using real-time visual indicators
- ▶ Get reports on employee, vendor, and building performance
- ▶ Verify that work has been completed via digital signature
- ▶ Manage personnel more efficiently, with Task Dispatch

