

WEB-BASED COMMUNICATIONS AND WORKFLOW PORTAL FOR PROPERTY AND FACILITIES MANAGERS

PROPERTY PORTALS - Deliver content in real time using Onlinebuilding's web application framework. Create web sites in minutes. Update content as it changes. Provide your tenants, residents or employees with up-to-date information on building operations, amenities and emergency procedures. Minimize phone calls and printing and mailing costs.

SERVICE REQUESTS - Tenants, residents and employees can submit online service requests in less time than it takes to pick up the phone. Management assigns, monitors and follows up on each request via browser, PDA or cell phone.

Request types can be configured at the property and company or department level giving management maximum flexibility when making services available.

Requests can be automatically routed to either a gatekeeper or directly to the staff person that will perform the work. The gatekeeper function is configured at the property level and a single gatekeeper can manage multiple properties. Default staff can be assigned at the property level or at the request type level.

Request routing is accomplished using either e-mail or sms depending upon user preference. Workers can respond to the e-mail or sms messages to automatically update request status from the field.

Automatic escalations can be set at the property or request type level, which will notify management via e-mail when requests are past due. Two escalation levels are available and the person to notify and duration are controllable.

Schedulable services are managed via an "Outlook" style calendar to input and display service reservations.

Billable services and associated service, material and labor items can be designated as "billable" with unit cost and mark-up \$ and/or % assigned. Pricing can be overridden at the property and company/department levels. TenantPort can optionally be integrated to backend accounting systems.

A complete history is maintained on each request. A message center is available to tenants and management and staff to log issues for follow-up and requests for additional information.

Both detail and list reports are available in pdf format and request content can be exported to Excel for further analysis.

OTHER MODULES

Emergency Alerts can be broadcast to your tenants, residents or employees via e-mail or voice mail.

Certificates of Insurance can be monitored for each tenant and vendor. Auto notifications are sent prior to expiration. No more uninsured vendors working on the property.

FEATURES & BENEFITS

FEATURES

- Interactive Service Requests
- Emergency Phone & E-mail
- Certificate of Insurance Tracking
- Service Reservation System
- Gatekeeper Assignment System
- Billing Module
- Bidding Workflow
- Auto Notification System
- Auto Escalations
- Survey Module
- Dashboard Metrics & Reporting
- Role-based Security
- MS Sequel Server Database
- PDA & Mobile Phone Integration
- Accounting System Integration

BENEFITS

- Easy to Rollout across a Portfolio
- No Hardware, Software or IT Costs
- Reduces Phone Calls to Staff
- Reduces Printing & Mailing Costs
- Improves Conflict Resolution
- Increases Tenant Satisfaction
- Improves Worker Productivity
- Access Anywhere - Anytime
- Increases Revenues

CONTACT

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