SMART BUILDING SERVICES

urbanise

MOBILE WORKFORCE
REAL TIME VISIBILITY IN SERVICE DELIVERY

The Challenges of Traditional Workforce Management

More than 50% of the maintenance tasks in buildings globally are undertaken by businesses with less than 200 staff. More often than not these companies have little internal IT capability and minimal sales support staff and they consequently struggle to coordinate remote teams to deliver consistent results. Like all Facility Management companies, they are faced with the daunting task of seamlessly orchestrating the efficient delivery of a wide range of services whilst keeping costs low. Traditionally all communication, workforce allocation and monitoring goes through overwhelmed help desks that do not have the capacity or resources to manage such volumes.

This inevitably creates inefficiencies in resource allocation and workforce management transforming call centers into cost centers. Any ambition to keep control of runaway costs while at the same time trying to improve service delivery seems impossible within such a complex system and it is made even harder by slow and burdensome work management systems. The Urbanise platform on the other hand dramatically reduces the time it takes to deal with inbound requests thereby relieving call centres and improving operational efficiency.

Operations Center helps you Work Smarter not Harder

Compatible with any operating systems whether android, windows or apple; the Urbanise platform seamlessly connects building operators and clients to the workforce through phones and tablets. This essentially provides everyone real time information and visibility of the supply chain and has far reaching benefits:

Workforce

- More efficient dispatching of work to field staff and suppliers
- Up to 50% faster response time
- Saving up to 50% in administrative time
- Engineers' access to history of information helps improve first time fix rate by 25%

Building Operators

- Upgraded quality control with ability to track before and after completions
- Immediate compliance against contractual obligations with all activities being time and date stamped

Operation Center

Workforce

Customer

Our cloud software enables an effortless remote management of all tasks, seamlessly connecting the workforce directly to the jobs while keeping clients up to date.

Operations Center

- Reduced volume of inbound requests and call times condensed from 5 minutes to less than 1 minute
- Improved first time fix rate translates into fewer customer call backs
- Relieving operations center of inbound calls helps reduce customer support overhead by 50%
- Improved operational productivity and time allocation

Customer Experience

- Constant access to information and real time updates
- Improved communication with the operations center and fieldforce
- Empowered by ownership of many of the administration tasks

Effortless Supplier Management

The Urbanise platform has been built from the ground up to enable building service delivery through online self-service and this goes for suppliers too. You can sign up an unlimited number of suppliers (and their staff), allocate them jobs and track what they are doing in real time. Your suppliers can now get on with doing the job rather than spending half their time justifying what they have done. And this in turn ensures more efficient processes and a more productive end result.

Our operations center is designed to keep your workforce efficient and your customers happy. This way help desks can keep costs under control while keeping quality high. **Now that's Smart!**

> ''Our biggest challenge was tracking, pricing and converting huge volumes of variable works requests from hundreds of clients into actual orders. We had issues with customer requests going missing, bloated email chains and a disengaged supply chain. Working with Urbanise we introduced low cost intelligent variable works portals. Customers can instantly log, track and approve variance works requests via the portal. We issue quotes faster and are now converting more quotes into actual orders. We have gone from being reactive to proactive in the way we track and quote variable works, and this is delighting our clients.'
>
> **Emrill Services**, United Arab Emirates

ABOUT URBANISE

Urbanise is the first cloud-based Building Service Delivery platform. With remote asset monitoring, dynamic workforce management, property accounting and an e-commerce portal for building occupants, the Urbanise platform completely transforms the traditional approach to building operations. Its disruptive technology seamlessly outperforms conventional building management solutions and offers service providers real time visibility and control, reduced costs and new revenue streams.

Listed on the Australian Securities Exchange (ASX), the Urbanise platform is integrated in over 6,900 buildings including some of the most iconic towers and communities across Australia, Malaysia, Singapore, South Africa, UAE and the UK.

Find out more at **www.urbanise.com**

Features & Benefits

- Improved communication and service delivery with real time updates on tablets, pc and phones
- Reduced costs and call center overheads with automated processes
- Complete transparency, visibility and control of all tasks planned, underway and completed
- Saas model with no capital expenditure

50% Less administrative and support overheads

50% Faster response time

25% Increase in first time fix rate

AUS / EU / GCC / SA / SEA

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