



SMART BUILDING SERVICES



urbanise

OPERATION CENTER

OPERATIONS CENTER

THE BACKBONE OF FACILITY MANAGEMENT

In theory an operations center helps manage maintenance issues in a simple, efficient and reliable manner. They raise issues, ensure follow up, dispatch field force and liaise with customers. Sounds simple enough but the reality of operations centers in most facility management companies is quite different. Most help desks are drowning in information and requests and without the right system to help them organize, integrate, visualize, prioritise and streamline this overflow of data, they soon become ineffective and costly. Essentially, when information isn't managed efficiently, it's hard - if not impossible - to act on it successfully, transforming call centres into cost centres.

The Urbanise Operations Center

The Urbanise Operations Center integrates multiple data sources into information and service-delivery models, creating a holistic view of the requests, work orders and jobs underway. This optimised view enables the help desk to effortlessly manage customer requests, job orders, work schedules, suppliers, field force locations as well as both planned and reactive maintenance. All tasks are carried out with visibility and transparency thereby streamlining processes, improving workflows and offering better customer service.

What Does this Mean to the Client?

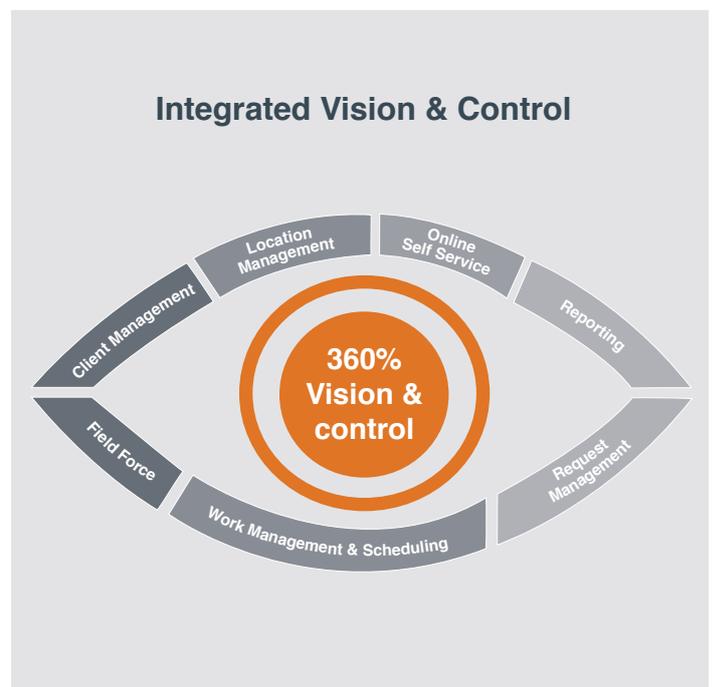
Improved Client Satisfaction with an Online Self Service Help desk

Most customers hate contacting call centres and waiting long periods of time to get served. By putting the help desk online, clients and operators not only save a lot of time but it also significantly shortens calls and improves reactivity to requests saving up to **30% in operational overhead costs**.

Self service portals are a cost effective way to give visibility to ongoing maintenance activities and get updates on problem resolution. Part of keeping customer satisfaction high is simply providing regular updates. The Urbanise operations center automatically sends status updates and booking notifications when jobs are scheduled instantly notifying clients of progress. These notifications greatly improve client satisfaction but do not require any time or effort from the help desk.

Improved Productivity with Effortless Supplier Management

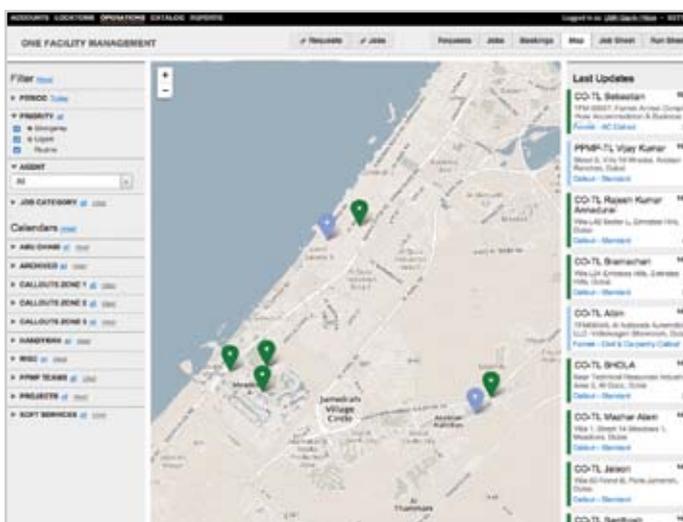
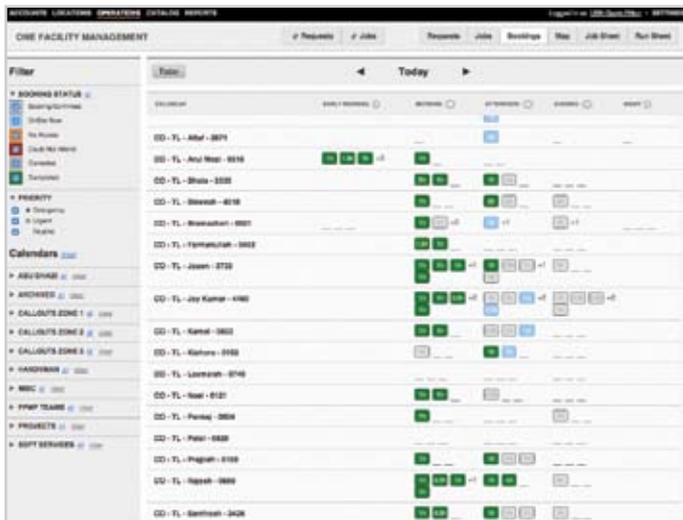
The Urbanise Platform has been built from the ground up to enable building service delivery through online self service and this goes for suppliers too. You can sign up an unlimited number of suppliers (and their staff), allocate them jobs and track what they are doing in real time. Your suppliers can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



Cost Saving through Operational Efficiency

The help desk has a holistic overview of the field force productivity with real time updates on job closure, next actions, customer feedback ratings and pictures of completed work. This helps them optimize efficiency, and improve client satisfaction in the following ways:

- The help desk's constant view of engineers' locations and updates on job completions enables them to allocate engineers to the closest clients, **improving response time by 50%**.
- In much the same way, engineers' real time access to client history enables them to be better prepared for jobs **increasing first time fix rate by 25%**.
- Real time updates and client satisfaction ratings help improve, communication with the field force and customers; reducing the need for call backs and shortening incoming calls from **5mins to 1min**.



Visibility and Control with Building Analytics

With instant access to service ordering, bookings, purchase history, billing and payments the help desk can process work assignments, oversee the quotation process and follow up on active and planned jobs as well and payments. Viewing all this information in a single integrated Platform transforms a traditionally inefficient function into a truly strategic one. Our operations center represents an opportunity to keep your workforce efficient and your customers happy. **Now that's Smart!**

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

- ✓ Fully scalable for multiple or single company, location or buildings
- ✓ Call times condensed from 5 minutes to less than 1 minute
- ✓ Improved operational productivity with reduced incoming calls and complaints
- ✓ Constant access to work orders, active and planned jobs with real time updates
- ✓ Improved communication with the operations center and fieldforce
- ✓ Improved communications with fewer customer call backs
- ✓ Fully integrated with call centre phone systems so customer records are automatically linked to incoming calls



30%
less operational overhead costs



25%
increase in first time fix rate



50%
faster response time




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