

WORK ORDERS

Enhanced Work Order Management with Prism

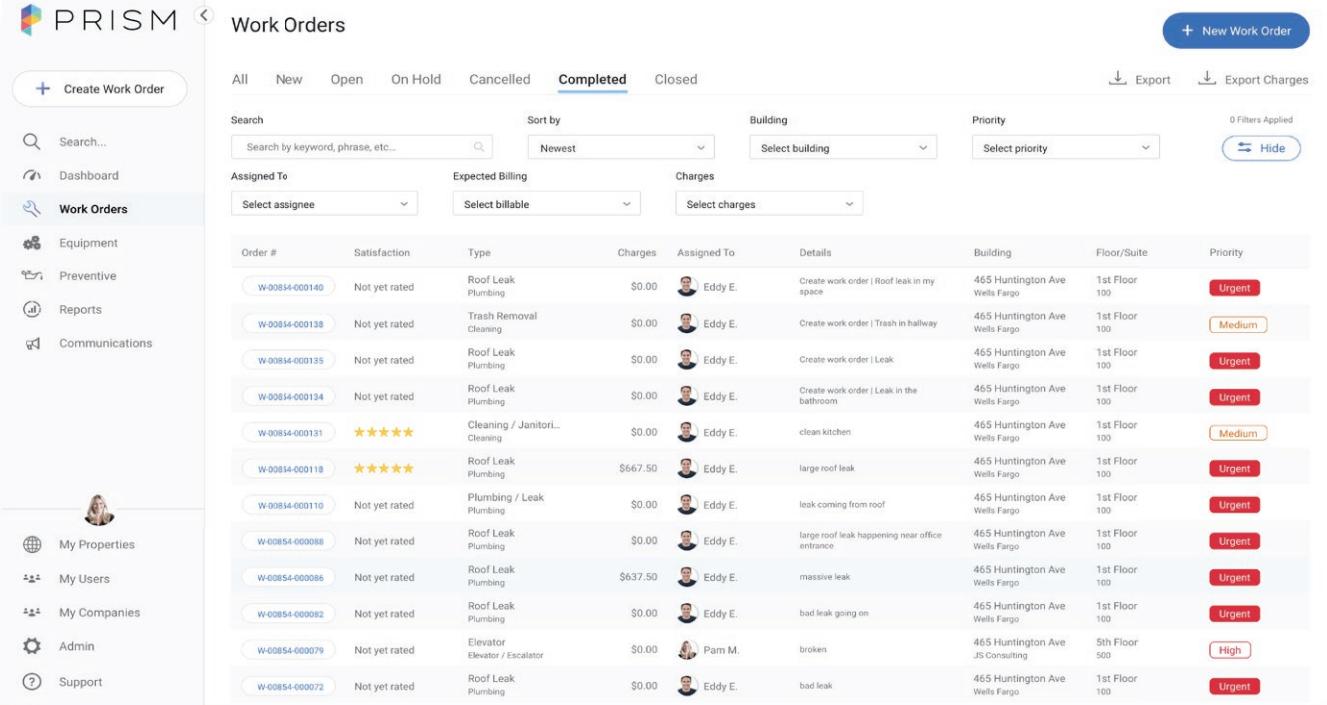
Property management teams spend most of their day reactively combatting unexpected issues that arise, making it difficult to organize requests and prioritize. Prism Work Order streamlines the entire process, so tenants can quickly and easily request work orders themselves, while property management teams can stay on top of the most urgent priorities. Now, property management teams can provide exceptional tenant service with improved work order management.

The screenshot displays the Prism software interface for managing work orders. The main view shows a work order for a 'Roof Leak' with the following details:

- Target Completion:** 10/21/19, 6:59 PM
- Created:** 10/21/19, 2:59 PM
- Budget:** \$1,000.00

The work order is marked as **Completed** with a **Priority** of **Urgent**. The assignee is **Eddy Engineer**. The description is **large roof leak**, and the specific location is **lobby**. The interface includes a sidebar with navigation links like **Work Orders**, **Equipment**, and **Reports**. On the right, there's a review section with a **5.0** rating and a history of comments from **Tammy Tenant** and **Eddy Engineer**.

PROPERTY TEAMS GAIN CONTROL OVER THE CHAOS



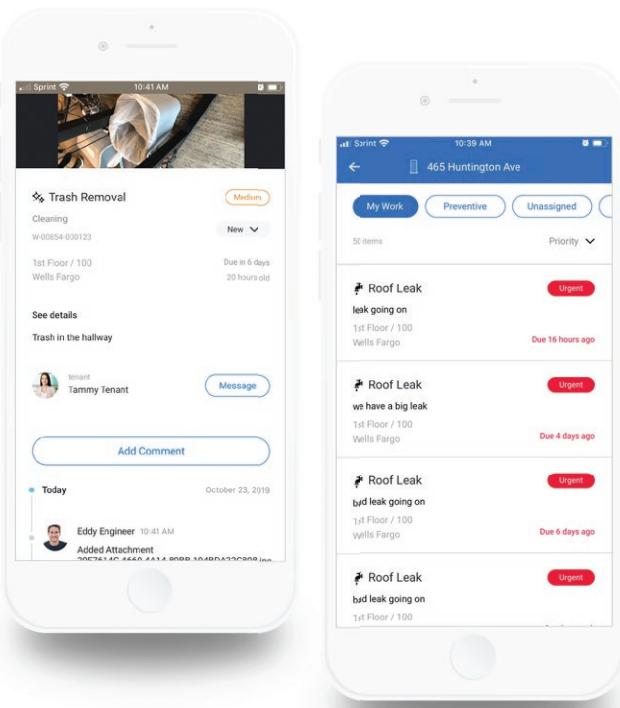
The screenshot shows the PRISM Work Orders interface. The left sidebar includes links for Create Work Order, Search, Dashboard, Work Orders (selected), Equipment, Preventive, Reports, Communications, My Properties, My Users, My Companies, Admin, and Support. The main area is titled 'Work Orders' and shows a list of completed work orders. The list includes columns for Order #, Satisfaction, Type, Charges, Assigned To, Details, Building, Floor/Suite, and Priority. Each work order is represented by a card with a thumbnail, ID, satisfaction rating, type, cost, assignee, description, location, and priority level (e.g., Urgent, Medium, High). Buttons for Export and Export Charges are at the top right.

Order #	Satisfaction	Type	Charges	Assigned To	Details	Building	Floor/Suite	Priority
W-00854-000140	Not yet rated	Roof Leak Plumbing	\$0.00	Eddy E.	Create work order Roof leak in my space	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000138	Not yet rated	Trash Removal Cleaning	\$0.00	Eddy E.	Create work order Trash in hallway	465 Huntington Ave Wells Fargo	1st Floor 100	Medium
W-00854-000135	Not yet rated	Roof Leak Plumbing	\$0.00	Eddy E.	Create work order Leak	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000134	Not yet rated	Roof Leak Plumbing	\$0.00	Eddy E.	Create work order Leak in the bathroom	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000131	★★★★★	Cleaning / Janitorial Cleaning	\$0.00	Eddy E.	clean kitchen	465 Huntington Ave Wells Fargo	1st Floor 100	Medium
W-00854-000118	★★★★★	Roof Leak Plumbing	\$667.50	Eddy E.	large roof leak	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000110	Not yet rated	Plumbing / Leak Plumbing	\$0.00	Eddy E.	leak coming from roof	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000088	Not yet rated	Roof Leak Plumbing	\$0.00	Eddy E.	large roof leak happening near office entrance	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000086	Not yet rated	Roof Leak Plumbing	\$637.50	Eddy E.	massive leak	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000082	Not yet rated	Roof Leak Plumbing	\$0.00	Eddy E.	bad leak going on	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent
W-00854-000079	Not yet rated	Elevator Elevator / Escalator	\$0.00	Pam M.	broken	465 Huntington Ave JS Consulting	5th Floor 500	High
W-00854-000072	Not yet rated	Roof Leak Plumbing	\$0.00	Eddy E.	bad leak	465 Huntington Ave Wells Fargo	1st Floor 100	Urgent

A property manager's day is nothing short of hectic. Prism Work Order helps property managers control the chaos by enabling them to focus on what matters, first. With Prism Work Order property managers can:

- **Manage by exception** with a clear dashboard, so you can save time searching and easily review what work needs to be tended to first. This allows more time in your day to catch up with tenants and your operations teams.
- **Gain full visibility over your portfolio** by seeing a list of unassigned work orders, work orders that have been put on hold, and balance your team's workload by seeing number of tasks assigned to each assignee.
- **Manage tenant expectations** by configuring a default priority level per issue type, which sets target completion time visible to your tenants.
- **Analyze work order performance** using the reporting module which provides rich capabilities to choose data fields displayed, how data is broken down as well as filters to pinpoint data viewed – allowing the non-IT user the ability to create a rich variety of reports.
- **See all information related to a work order** in one view including conversational message feed, work assignments, current status, related pictures, and labor and materials to bill backbill back costs

ENGINEERS RESPOND TO TENANT REQUESTS FASTER THAN EVER



The Prism Work Order mobile application is designed specifically for engineers who are moving from building to building, and up and down within a building. With Prism Work Order, engineers can:

- ▶ Start work quicker than before with a list of work orders sorted automatically by predefined priority levels
- ▶ Document photos and notes related to work orders, so no information is lost
- ▶ Communicate with tenants easily by using a chat directly in the work order view, or launch a phone call to the tenant
- ▶ Close out work orders fast with just a few clicks
- ▶ Work from anywhere, even the basement of a building without losing data when in poor service areas



Generational shifts in the workforce are pushing property teams to provide tenants with different ways to communicate. With Prism, tenants can contact property managers through Bengie, Building Engines' text messaging tool, or through the web app. Now, tenants can simply:

- ▶ Submit work on the devices and platforms they prefer, through text messaging with Bengie or the web app
- ▶ Stay in the loop by seeing all updates, comments, and questions about work requests on the web or mobile device
- ▶ Share feedback with property management teams about work orders

