ServusConnect Whitepaper Series

Residents Are People First
GSC
The Apartment People

Client Case Study: Implementing Maintenance Automation & Mobility

Executive Summary

"We were worried about our maintenance tech's ability to learn the software. But the app is so easy and saves them time on paperwork. Now they are the biggest advocates!"

Jessica Taylor, GSC Resident Services Rep

Over a 3-month period, General Services Corporation (GSC), a multifamily owner-operator based in Richmond, VA, deployed *ServusConnect Maintenance Automation* across their entire portfolio consisting of 18,000+ units, on 50 properties in 5 states.

The resulting improvements in operational efficiency, resident experience & online property reputation were almost immediate and are continuing to be experienced by the operator post-implementation.

ServusConnect

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Challenges

Prior to deploying ServusConnect, GSC managed their work order & service request process by printing out multiple copies and manually distributing work to respective staff. Maintenance Technicians would manually fill out both copies – leaving one in the unit, and one for the supervisor or office staff to re-enter into their property management software (*MRI Residential Management*).

This process was prone to a host of issues including lost/destroyed service requests, illegible hand writing, time-consuming data entry, elongated service cycles & poor resident experience.

Seeking to improve staff efficiency, repair documentation, and resident experience, GSC began to look for a solution to automate the maintenance workflow, including resident follow-up. Their criteria stressed the need for an easy-to-use platform that could be implemented quickly and would integrate via API into their existing software stack.

Transforming Maintenance

GSC saw results right away. The simplicity of the ServusConnect Technician App and automation built into the platform saves onsite staff an estimated 20 hours a week on paperwork, data entry & resident follow-up.

Maintenance Technicians have become empowered to create digital records of their actions using their smartphone and the ServusConnect
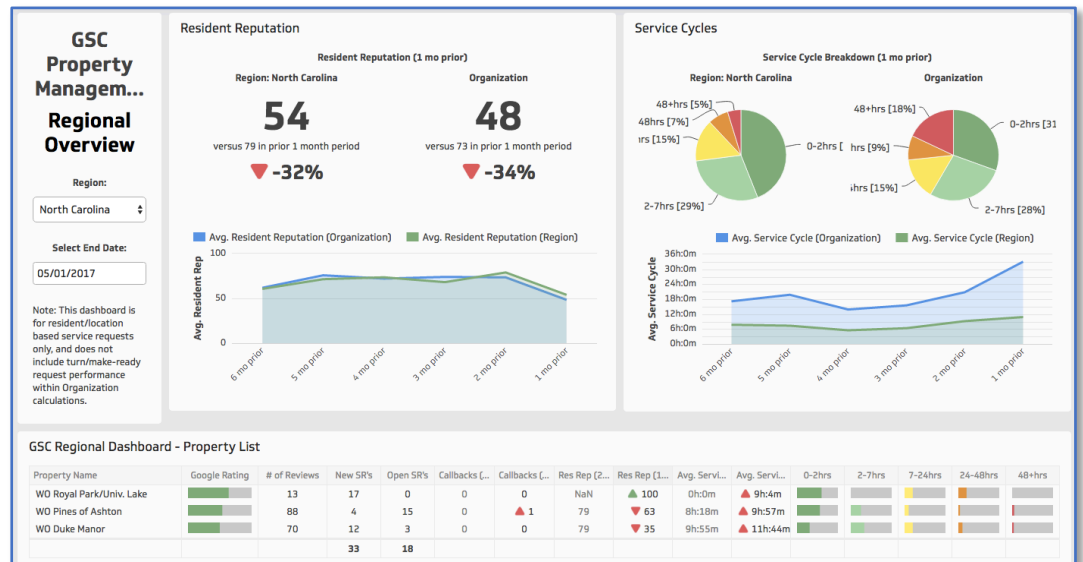
Technician App (photos, videos & voice-to-text comments). The app automatically timestamps their entries, providing managers with a timeline of events. This functionality has become extremely valuable when disputes arise surrounding repairs.

Maintenance Supervisors are benefiting from increased visibility and indicate their teams are faster, more agile, and better equipped to complete resident requests in a timely manner. Additionally, rather than having to chase down lost service requests and try to decipher illegible hand-writing, GSC's management team has clear, complete service request documentation and reporting.

Lastly, GSC is seeing an upward trend to online property ratings at online review sites such as Google Maps and ApartmentRatings.com. In addition to the increased positive reviews that ServusConnect is facilitating, the difference-maker is the *decrease* in negative reviews. Thanks to *ServusConnect Resident Reputation* (completion notification and survey via text messaging), negative experiences are automatically escalated to respective GSC property teams. This alert empowers staff to address satisfaction issues before the resident creates negative publicity online.

For More Information

Are your property operations ready for transformation? Let's start a conversation to see if ServusConnect Maintenance Automation is right for your company. Please visit us at www.ServusConnect.com, email at info@servusconnect.com, or just call us at 844-4-SERVUS.

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