TeamWherx®

Industry: Property Management
Apartment Management

Residents are receiving the help they need quickly and we are able to manage inventory with ease.

- General Manager

CHALLENGES

Prior to implementing Actsoft's TeamWherx solution, this property management company faced challenges with managing resident satisfaction which in turn negatively impacted occupancy. Trouble receiving and processing resident request submissions caused resident dissatisfaction and in some cases lead to law suits. The company also faced trouble keeping accurate track of parts inventory, which caused major delays in repairs and standard building upkeep.

SOLUTION

By using Public Forms it allowed residents to submit requests using a web browser on their mobile device allowing them to receive automatic confirmation of request submissions. In turn residents were also able to add photos to the request providing more detail to help the maintenance crew locate correct parts faster. Having the Work Order/Dispatching module also tied in,

it allowed for the automatic creation of requests, and prioritization by type of request and date and time received.

BENEFITS

TeamWherx has made the process for receiving and responding to resident request significantly faster and more accurate. Residents are happier with the service and reviews reflect the positive changes. Overturn of residents has decreased as well, with more lease renewals across the multiple properties managed.

By using our inventory management tool, it allowed the maintenance team to reduce the time previously spent accurately tracking parts used as well as the location of parts spread throughout their multiple properties by over 30%.

WIRELESS FORMS
Improve data-collection details and accuracy.

PUBLIC FORMS
Resident requests are available directly through a website portal.

INVENTORY MANAGEMENT
Accurate and easy way to track parts that have been used at resident locations.

JOB DISPATCHING
Easily provide job orders to workers on the fly for faster completion.

Learn more about our solution at www.actsoft.com/teamwherx/

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