

The leading maintenance service management solution for multifamily residences

Executive Summary

Corrigo's service management solution enables multifamily companies to more efficiently and affordably manage maintenance and resident service operations. Corrigo's customers use these tools to manage the service process in thousands of units and more than 600 million square feet of property every day. Corrigo leverages web and wireless technologies to deliver insight and unparalleled control over the maintenance service delivery process, while significantly lowering operational expenses.

Connect Everyone in the Service Request & Delivery Process

Corrigo offers an enterprise work order and service management solution that streamlines the maintenance and service delivery process by improving communication and real-time data availability. Corrigo connects residents, technicians, property management personnel, vendors and management using the Internet and wireless devices. Service requests are initiated by residents and dispatched with just a few mouse clicks. The request is immediately distributed through the service delivery chain, providing critical information to those who need it most, and ensuring timely and efficient service.

Leverage Technology to Enhance Resident Satisfaction

The way that multifamily companies handle service requests is a primary driver of resident satisfaction, which impacts unit turns, vacancy rates, advertising costs, and other factors that influence both the top and bottom line. Corrigo delivers powerful benefits that build resident satisfaction, improve maintenance staff efficiency, and facilitate faster turns. In addition, by integrating with back-office systems, Corrigo can further enhance maintenance operations by giving better visibility to warranty information and heightening control over costs and billbacks for above-standard work.

- Increase maintenance staff productivity and efficiency
- Maximize the impact of warranties to save on repair costs
- Improve contractor and supplier management
- Enhance management reporting and cost analysis to maximize asset ROI
- Reduce operational expenses, paperwork and manual processes

continued on next page



1. Residents submit service requests via phone or online
2. Supervisors review requests and dispatch a work order to the field
3. Maintenance techs and vendors access work orders on mobile phones, updating them as work is completed
4. Management sees real-time data concerning service requests and operational KPIs

How Corrigo Enhances Multifamily Maintenance Service Management

Improve Maintenance Staff and Vendor Productivity

Provide work orders that include all necessary information—resident location and contact information, parts, instructions and more—for maintenance staff to get on the job quickly and get it done.

Reduce Paperwork

Enable residents to submit service requests online, then dispatch via wireless device to maintenance technicians. Technicians can update and close work orders in the field. Reduces travel time, re-entry of work order data and lost paperwork.

Reduce Maintenance Service Costs

Better staff utilization and enhanced visibility of warranty information yields lower overall costs of maintenance and repairs.

Enjoy On-Demand Delivery

Minimize IT responsibility and workload--Corrigo manages all hardware and software in its on-demand work order management and field service software solutions.



About Corrigo

The world's most successful facilities management companies and facilities management teams choose the Corrigo platform to improve their own results year after year. Corrigo provides a new approach to facilities maintenance that can improve the P&L at every location you manage.

More than just CMMS, the powerful Corrigo Enterprise platform, mobile apps and advanced analytics get paperwork out of the way of your productivity.

Facilities teams trust Corrigo Enterprise to manage vendor relationships, technicians, and assets with equal ease. The platform enables visibility and control over repair and maintenance (R&M) costs, and managing cost against impacts to operations and the brand experience.

Keeping locations open, equipment in service, and the physical environment on-brand, the Corrigo platform delivers operational and P&L improvement for multi-location clients across industries including restaurant, retail, property management, retail petroleum, healthcare, and many others.

The newest addition to the Corrigo platform is the **Benchmark Engine**, the industry's only predictive analytics module. The Benchmark Engine allows companies to maximize their facilities investments by benchmarking their costs, assessing how their outliers are impacting the company's brand and P&L, and discovering the highest-impact improvements to supercharge their performance.

Get the maximum P&L contribution from every facilities maintenance and repair investment. Get Connected to Corrigo. www.corrigo.com