

Datastream 7i for Facilities Management



In the facilities world, customer satisfaction is the name of the game. Whether it's for a 14,000-tenant apartment building in New York City, a premier office park, or a world-renowned healthcare campus, the priority is meeting or exceeding tenants' needs.

Datastream 7i offers a full suite of tools that help meet the unique needs of facilities management, including the ability to:

- > Shorten response time
- > Use resources more efficiently
- > Reduce inbound calls

Datastream 7i includes variety of modules to help facilities managers reach these goals, including Work Orders, Inventory Management, and Service Request. However, it is the unique modular design of Datastream 7i that makes it the ideal solution for facilities management. Datastream 7i can be tailored to the needs of a variety of industries—from schools to hospitals to property management.

"Datastream helped us develop a set of business processes that was more in line with the end goals of our organization. They walked us through everything that each module could do, and then we incorporated the capabilities that were most applicable for our operation."

∴ Michelle Hutchings, System Administrator,
Clemson University ∴

Manage Time, Resources, and Customer Expectations

Facilities and property managers frequently have a variety of customers that they need to satisfy and service, as in the case of multi-tenant retail, office or residential buildings. **Time to address service requests is paramount**, not only for customer satisfaction, but also for resource efficiency and cost control. Datastream 7i offers time-proven solutions to the challenges commonly faced by the facilities industry.

> **Requestor** – Users—such as tenants, nurses, and resident advisors—can enter service requests through Requestor, an easy-to-use Web interface. A Web browser and a username and password, supplied by the landlord or facilities manager, are all that is needed. By empowering tenants to enter service requests, inbound calls to the helpdesk are reduced. **Example:** The tenant with a leaky faucet enters the repair request via a Web form rather than calling the building superintendent. The Web-based form not only allows the tenant to submit a request, but the tenant also receives a confirmation immediately acknowledging the service request and providing a scheduled time for completing the work order.

And because Datastream 7i is built on a Web services architecture, customers can create forms tailored to their exact needs and even brand them for their organization. Plus, these forms can be accessed through other systems, such as Microsoft Outlook.

> **Service Request** – Datastream 7i provides a centralized solution for facility services requests. In addition to taking calls, helpdesk personnel can now also receive and review work orders created by tenants. They can also quickly and easily create and approve work orders, schedule maintenance work, and keep tenants up-to-date on progress. This leads to improved response time and better customer service.

Tenant Service Request

Facility tenants log in to Datastream 7i and enter their own service requests directly into the system.

> **Mobile Solutions** – Traditionally, maintenance personnel for large or multi-site facilities pick up their work orders in the morning, complete their work throughout the day and return to the office to complete paperwork and pick up the next round of work orders.

This creates several problems. **Example:** Maintenance personnel frequently encounter additional work that needs to be completed throughout the day, but they do not have a work order for it and therefore the work is not documented and they appear to be inefficient. Plus, time is wasted by traveling back to the office each time a work order needs to be closed. And because work orders are frequently closed long after the work has been completed, there's really no telling how long it takes to complete each task.

Datastream 7i Mobile

Assign and distribute service requests wirelessly to field technicians via mobile devices.

Datastream 7i Mobile Solutions solves these problems:

- **Maintenance technicians no longer have to physically return to the main office** to pick up or drop off work orders. They receive and update work orders in real-time in the field where they actually complete the work. This results in more work orders being completed in less time which, in turn, results in increased customer satisfaction.
- **Maintenance technicians can create work orders on-the-fly** as they see items that require repair on their way to each job. For example, a maintenance technician is on his way to repair a leaky faucet in an apartment unit when he notices a light is out. He replaces the light, which delays him in repairing the faucet. With Datastream 7i Mobile, the technician can enter this work item; with traditional work order methods, management would never know the repair took place.
- **Management can better track how each worker is spending their time** and can therefore allow for better allocation of resources. Plus, submitting orders in real-time helps management track how much time is being spent on each work order. With Datastream 7i Mobile, organizations can use resources more efficiently.

> **Commercial Services*** – Datastream 7i helps facilities bill maintenance work to their tenants or to other departments. Invoices can include work orders, inventory used, and labor involved—each as a separate line item that is billed back to the applicable tenant. **Example:** A commercial property manager replaces the front window for one of its tenants. With Commercial Services, the property manager can easily send a bill to the tenant not only for parts, but also for labor. The facility no longer has to absorb costs associated with a specific tenant or department.

> **KPIs/Inbox** – Each user of Datastream 7i has a personalized inbox and set of key performance indicators, or KPIs. KPIs simplify performance measurement by showing how assets stack up against user-defined benchmarking information—giving an accurate picture of operations. Through the Inbox, workers can immediately see what requires attention, and with a single click, view all of the required details to complete the task.

* This module only available with Datastream 7i Forms

KPIs & Inbox



KPIs allow users to benchmark items like inventory and response time.

> **Projects** – Work orders frequently require more than one person or department to complete them. Datastream 7i enables facilities management to sequentially dispatch technicians for each segment of a work order. **Example:** If the air conditioning unit of a large office building needs to be replaced, the work order may require a plumber, HVAC specialist, and a rented crane. Each of these resources can be costly and they should not be dispatched any sooner than required.

> **Hosting** – Datastream offers a simple solution to maintaining systems and software-through hosting. Datastream can host asset performance management software and databases, freeing up IT departments and other resources. End users of the application access Datastream 7i through a secure Internet connection.



Since the software is housed by Datastream, software updates, tech support, and patches are included at no additional cost. Hosted solutions eliminate costs associated with hiring additional IT staff, purchasing hardware, and backing up data.

Regardless of facility size or complexity, professionals praise Datastream solutions for raising the quality and efficiency of their operations.

Customers consistently credit Datastream technology with:

- > Ensuring staff effectiveness—both employees and third-party contractors
- > Getting the information they need to accurately plan and maintain their organizations
- > Improving inventory management
- > Minimizing costs

“Datastream 7i allows us to standardize our maintenance and operations across our facilities. The solution is easy to use and easy to configure, and it is the only one available that enables us to fully comply with critical health requirements.”

∴ Bill Cuthill, Vice President,
Facilities Management and Construction,
Saint Barnabas Health Care System ∴

With over 18 years experience and installations in 140 countries, Datastream provides innovative solutions to more than 65% of the Fortune 500. Offering a comprehensive set of asset management tools to increase savings and asset reliability, Datastream helps organizations face the unique challenges of maintaining facilities. To find out how Datastream can help your organization implement an asset performance management solution, call Datastream at 1.800.955.6775 (USA and Canada) or visit www.datastream.net.

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