

Ellipse Service AdvisorSM

Your Total Maintenance Management



The toilet is running, a dishwasher is broken, and an oven won't turn on... are service requests distracting your management team?

OVERVIEW

Ellipse Service AdvisorSM, a robust paperless Internet application that delivers an incredible resident portal component which is also call center friendly. Colorful, dynamic visual interfaces provide simple ticket assignment and tracking. Automated notifications and escalation procedures support multiple dispatch formats.

Ellipse Service AdvisorSM is your answer to managing resident service requests. Designed with real-time, decision-making capabilities and extensive executive reporting, this multifaceted maintenance tool is Ellipse SymphonySM suite's most powerful component.

Deliver Order. Eliminate the disorder of work-orders. Ellipse Service AdvisorSM ("ESA") is a progressive web-based application to provide a user friendly method to deliver order to the work-order process.

Customize. Easily customize Ellipse Service AdvisorSM to align with your property type and organizational structure.

Command. Ellipse Service AdvisorSM becomes the central command center for service requests. Residents can easily submit service requests which travel through your company for immediate attention. Ellipse Service AdvisorSM will track each request from start to finish and ensure customer satisfaction with an outbound survey. With Ellipse Service AdvisorSM you can not only live up to your customer service commitment but now you can report on the successes of your customer service.



Ellipse Service AdvisorSM

What It Does

- Accepts service requests 24 hours a day.
- Tracks service request from beginning to end.
- Detailed reporting by trends, unit types and more.
- Central information center for your customers to retrieve information.

What It Does For Me

- Presents your company as a leader by embracing customer service through technology.
- Opens your leasing office to operate after hours..
- Promotes customer service by promoting communications to the residents.
- Increases effectiveness of your associates by pre-qualifying each service request.
- Extends your relationship with your customer with follow through on each service ticket.
- When your product is service, what better way to enhance your Service Offering.

Let us take your mind off of daily maintenance so you can focus on the big picture!



Schedule service appointments easily with ticket assignments to pre-approved industry professionals



Ellipse Service AdvisorSM

Technically Speaking:

As a centrally managed service request tracking system, Ellipse Service AdvisorSM is clearly a potent software package that is able to assist any class of property, including portfolios with multiple properties and a high volume of maintenance tickets. Also worth noting, Ellipse Service AdvisorSM was built in accordance with strict military housing standards.

MANAGEMENT CHALLENGE

It seems like every day brings you yet another maintenance management issue. When your service teams are still hand writing requests into work order books, it's hard to know when a job is started and harder to figure out if it's finished. Resident complaints are taking valuable time away from your leasing team. You know there is a lot of work to be done, but you can't really be sure how efficiently your service technicians are performing. Maintenance technicians' productivity somehow comes up short every month and that's not good for your budget.

YOUR SOLUTION

Strengthen resident relationships by interfacing Ellipse Service AdvisorSM with your resident portal or community website while saving valuable time for your onsite team by letting residents initiate their own service ticket activations. Residents will even be able to track the progress of their service ticket from beginning to end.

Partner Ellipse Service AdvisorSM with EllipseNetSM, our property management software integration platform, and your communities are populated with cost saving database management content including unit details and automated resident information. Scheduling service appointments is amazingly easy with ticket assignments because pre-approved industry professionals can be authorized proprietary access to their exclusive task list. Vendor tracking assignment, multiple dispatch formats, customizable administrative standards, management notification, and customer escalation procedures are all accomplished easily with this highly efficient and cost saving product.

Ellipse Service AdvisorSM custom controls:

- Customize three layers of service categories, both core level and two sub-levels.
- Choose from several types of notification versions, including HTML email.
- Apply preset time durations to each ticket type with notification escalation.
- Standard groupings of technicians based on geographic/technical detail.
- Priority color scales within the ticket tracker allows for rapid decisions.

Ticket ID	Opened Date	Property	Unit	Responder	Problem Details
133012	04/19/2015	Red Canyon	1265H	Jack Holladay	Interior - Apartment / Home Doors No Detail My Problem
133011	04/19/2015	Red Canyon	1260C	Justin Hill	Plumbing Sewer/Back Up to Detail Matching Problem
133007	04/19/2015	Red Canyon	1215H	Doug Robinson	Appliances Dryer Dryer Vent Clogged
133006	04/19/2015	Red Canyon	1272G	Terrance	Appliances Microwave Not Heating
133000	04/18/2015	Red Canyon	1210C	Salma Haddad	Plumbing Toilet No Detail Matching By Problem
132979	04/18/2015	Red Canyon	1256P	Samir	Garage Not Opening/Closing No Detail Match Problem
132977	04/17/2015	Red Canyon	1210C	Salma Haddad	Plumbing Toilet Leaks
132976	04/17/2015	Red Canyon	1270G	Roger Thomas	Light Bulb Not Working
132975	04/17/2015	Red	1273A	Billy Subkins	Appliances Refrigerator Temperature Problem

Priority color scales within the ticket tracker allow for rapid decisions

Able to track the progress of service tickets from beginning to completion

