

# 7 Things Property Managers Need To See In Your Contract Tender

## 1 Digital papertrails

Traceability, accountability, and, more importantly, "resistant-to-coffee-spills-ability".

### Solution:

Use Work order management software that creates digital records of every action associated with a job.

## 2 Hard numbers and statistics

Response time 1h and 3 minutes sounds better than "We're the fastest... I think."

### Solution:

Collect data about every area of your business, store it as proof of proficiency, and use it practically.

## 3 Scheduling methodology

Pointing at Tyler in admin as the "go-to-guy" isn't proof that you can manage a 100% increase in the number of work orders you schedule...

### Solution:

Adopt dynamic scheduling software that can schedule dozens of techs in seconds and automatically handle changes.

## 4 Planned preventative maintenance

Prevention is better than scrambling for a cure, but how do you pre-schedule monthly service appointments?

### Solution:

Utilize PPM management software that automatically schedules a job every time the preventive service date approaches its deadline.

## 5 Service level agreement compliance measures

Calendar events are **not** an option when you have 1200 appliances to service.

### Solution:

Automate SLA risk notifications associated with each appliance you've recorded.

## 6 Transparent inventory levels

Property managers need to be aware of stock usage and the costs associated with spare parts at all times. A spreadsheet is not the professional way to handle this.

### Solution:

Establish inventory management software that updates in real-time to reflect real stock levels, even including parts located in technicians' trucks.

## 7 Detailed invoices

If you have an army of people on your admin team, feel free to create these manually. If not, it will take a lot of valuable time to write down each item, the man-hours, the tech qualifications, VAT, etc. for every invoice.

### Solution:

Deploy digital invoice software that communicates with your work order records and inventory costs, then goes out automatically to the property manager for digitally signed approval.

If you wanna see a solution that does everything listed above and more, check out Commusoft's service contract management feature!

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