



# SMART system

Statistics Management | Administrative Reporting & Tracking

## PROVE THE IMPROVEMENT



A SMART System for high-traffic, public facilities.

**YES!**

Can SMART System be utilized in the field through a smart phone app?

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Will SMART System provide a "board-ready" summary reports and analytics?

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Does SMART System keep an inventory of maintenance issues?

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Will SMART System tell me how my equipment is being used?

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Will SMART System capture detailed interactions with persons in the field?

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**The answer is YES!**

### ALWAYS SHOW YOUR WORK

If you think back to your grade school mathematics class, I bet you'll remember that your teacher always insisted that you "show your work." This often-made request allowed you to demonstrate that the lesson had actually been mastered. Well, our early teachers certainly required us to show our work, and it's this fundamental principle that led us to develop the Statistics Management | Administrative Reporting & Tracking System, or as we call it — SMART System.

As one of the leading providers of full housekeeping, and maintenance programs, Service Management Systems has learned a thing or two over the years. Perhaps the most important lesson learned is that doing the work is only half the job. The other half is promoting what's been done to property owners, workers and visitors of the facility.

## IT'S CALLED SMART SYSTEM FOR A REASON

Over the years, SMS recognized the importance of establishing methods of tracking activities, accomplishments and ongoing facility needs. As our programs and understanding have evolved, so have our reporting capabilities.

The SMART System was first developed by our sister company, Block by Block (BBB), for their ambassadors to track daily operations of the improvement districts they serviced. After reviewing many other competitor systems, BBB came to the conclusion that none of the systems were the right balance for what they believed to be important — so, they created their own. Partnering with BBB, SMS began customizing the SMART System to match our unique industry and facility needs.

### Completely Customizable

The SMART System allows SMS to collect data on a day-to-day, employee-by-employee basis. Because no two facilities are alike, administrators can create and customize each facility's desired metrics to be tracked.



Know the exact times restrooms were cleaned and inspected.



See where the closest housekeeper is to an area.



Track interactions with shoppers and guests.



### TAILORED FOR YOUR FACILITY

System can be accessed by your staff

Customizable categories

Compare data across any period of time

## KEY FEATURES OF THE SMART SYSTEM



### Statistics

Collecting daily data on all tasks performed by employees is at the core of the system's capabilities.

New, custom tasks can be created instantly to specify and measure metrics for a specific task, such as graffiti tags removed, shoppers assisted, frequency of restroom cleaned, and any suspicious guests or other identified issues.

This data can then be used to generate customizable reports, to which administrators can add photos, narratives, and then select the tasks and date ranges they wish to include in the report. Through our easy-to-use report builder, data can be depicted in bar graphs or tables.

Finally, when a report is complete, the administrator can quickly generate a PDF file, which can be shared electronically. The best part is all this custom-report functionality only takes a few minutes to generate.

## Maintenance Requests



Employees can report on any maintenance effort required at their facility. Inputting requests can be done from a computer, but is more effectively done while in the field from the SMART System app on a smart phone. An employee can log in to the system, select the type of maintenance required, the date it is reported, any appropriate parties that should be notified of the request, and instantly upload photos of the issues – all while in the field. If desired, the system can automatically forward an email including a professionally-generated work order in PDF format to the appropriate parties.

Employees, as well as SMART System administrators, can access the list of all maintenance requests and monitor each request's status. The system also calculates the days it has aged without resolution.

Employees and administrators can add follow-up comments to any request. These comments can be viewed either on a computer or within the SMART System app.

The maintenance request module also generates a variety of valuable summary reports.

## Capital Equipment



Capital equipment is a critical ingredient for our programs and also a significant investment. SMART System allows employees to log usage of equipment. By logging equipment usage, administrators are notified for specified maintenance intervals and are notified if there are abnormalities with any of the equipment.

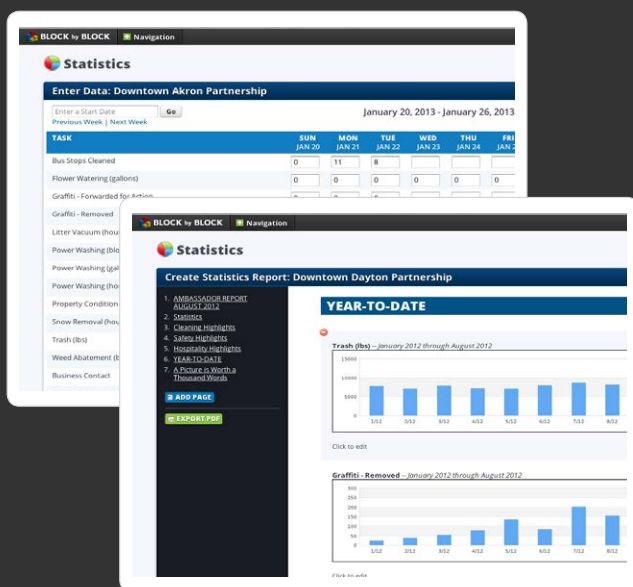
This module is essential to ensure we're actively deploying and maximizing the life span of each piece of equipment.

## Incidents

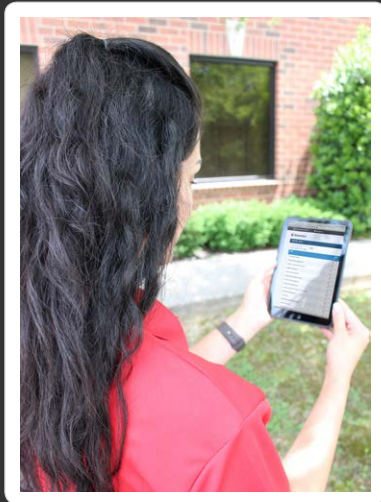


Incident tracking and reporting is not only useful to the facility's staff and stakeholders, it's also useful to local law enforcement. For those facilities relying on Incident Reports, SMART System allows employees to capture essential information and pictures in real-time, as incidents occur in the field, through the smart phone app. Employees can later add any additional narrative from a computer.

The system not only produces complete incident reports, but also produces summary reports of the various types of incidents occurring at our facilities.



Because no two facilities are alike, **SMART** system is flexible and configurable.



## ANALYTICS: MOVING BEYOND POUNDS OF TRASH

SMS managers are being trained to not only use, but interpret data from SMART System. SMART System is a valuable tool in helping identify important trends. It's our belief that positive trends, like decreases in slips and falls, should be widely promoted to stakeholders, while other trends, such as an increase in mall graffiti, might require a new strategy or collaboration.



The goal of SMART System is to promote the value of your organization's investment, while at the same time, better matching program resources with needs.



### GET STARTED

To learn more about SMART System and how it supports improving your facility, contact Denny Lyons, SMS Director of Business Development and Operations at [dlyons@smsclean.com](mailto:dlyons@smsclean.com).

[www.smsclean.com](http://www.smsclean.com)