



workflow management SUITE
for PRODUCTION

Homebuilding Solutions



warranty management
powered by corrigo™

The Ultimate in Homebuilding Warranty Service and Punchlist Solutions

Providing great customer service has never been more important to homebuilders than it is now. Expectations are high among homeowners for prompt attention, accurate information and rapid resolution of problems with their home. Competitive markets increase the importance of customer referrals and overall satisfaction. While excellent customer service has, in the past, been seen as a secondary priority, today's homebuilders widely recognize that promoting customer satisfaction reduces unnecessary costs, and helps them to achieve increasingly challenging sales goals.

Service Improves, Costs Decrease

Enhancements in customer service are sometimes associated with increased expenses. But Warranty Management harnesses the best Web and wireless technologies to provide a system that removes inefficiencies and information lags from the entire warranty service process, providing a number of important benefits that actually save money:

- More efficient use of customer service staff
- More satisfied homeowners
- Better sub-contractor management
- Enhanced, real-time operational insight

How Warranty Management Works for Homebuilders

BuilderMT's solution for homebuilders is a Web-based service management system that offers built-in compatibility with a wide variety of wireless devices for efficient communication with people in the field. The system is built to be scalable and works well for small builders and very large builders alike.



Homeowners create service requests via phone or Web site.



Customer Service staff reviews and dispatches a work order to the field.



Field supervisors and sub-contractors access and update work orders and punchlists as work is completed.



Management receives real-time service and operations data.



"As the leader in the mid-market production homebuilder space, BuilderMT and the dynamic partnership with Corrigo will drive this product to become the dominant force in wireless CSR communications."

- Joe Turner

Customer Service
Consultant to the
Homebuilding Industry



direct results :: ::

Call or visit our website today to learn more about BuilderMT's Warranty Management service.