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for PRODUCTION



warranty management
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BuilderMT Warranty Management for Home Builders: Feature Guideline

BuilderMT Warranty Management for home builders coordinates communications between homeowners, builders, and sub-contractors, making the home warranty process more efficient and removing the sources of many customer service headaches.

Warranty Request Management

BuilderMT Warranty Management allows all parts of the organization (customers, service managers, construction workers, and subcontractors) to create, track, and execute requests from the office or in the field. As work is completed, technicians update the request status directly from the job location. Simultaneously, labor rates and warranty costs are automatically captured in BuilderMT Warranty Management powered by Corrigo KnowledgeBase™, the engine that enables the system to continuously become smarter as information is automatically captured and analyzed over the normal course of using the product.

Warranty Contract Maintenance

BuilderMT Warranty Management tracks warranties for each home. As warranties expire, the system can automatically notify the homeowner of expiration. In addition, the list of items under warranty is modified/reduced over the duration of the warranty.

Homeowner Relationship Management

BuilderMT Warranty Management's Web-based homeowner relationship management interface provides homeowners with a quick and easy way to enter new warranty requests. Requests are routed to the appropriate worker or sub-contractor based upon defined rules and workflow. Once assigned, the request reaches workers immediately via wireless devices that provide access to warranty request location, and diagnostic data as well as historical data and helpful tips.

Performance Management & Reporting

BuilderMT Warranty Management's performance management and reporting tools enable enhanced decision-making across the entire organization. These reporting tools and intuitive Web-based reporting interface provide an analytical perspective into the business processes and transactions that occur daily throughout the organization. In addition to a wide array of pre-defined reports,

our reporting tool provides the flexibility to meet customized reporting needs.

Work Order Management

BuilderMT Warranty Management's Web-based and wireless work order management module facilitates real-time communication and information exchange.

The mobile aspect of the system enables:

- Technicians to view, accept, access, flag and close out work orders in real-time from anywhere at any time
- New and open work orders to be automatically sequenced by user-defined priorities, preferences and/or job location
- The tracking of time to complete each work order and saves all time and cost information to BuilderMT Warranty Management

Dispatch

BuilderMT Warranty Management provides two options for delivering customer service to homeowners: access to a live operator or the ability to use a company's respective call center. BuilderMT Warranty Management's call center software can work in conjunction with a customer owned or managed call center.

- Integrated Voice Response (IVR) system reduces call volume by up to 40%
- Integrated Call Distribution (ICD) software provides agents with caller ID information, shortening call lengths
- Integrated Call Center reporting calculates the number of service requests entered via the call center, plus other metrics such as daily call volume or average call length

Knowledge Management

BuilderMT Warranty Management is the living library of industry specific information includes locations, model numbers, and the potential symptoms and issues associated with each asset.

BuilderMT Warranty Management:

- Organizes property and portfolio assets in a very easy-to-use, location-based design
- Updates and maintains a library of symptoms associated with individual assets, asset types (e.g. dishwashers) and asset classes (e.g. HVAC components), and associates frequencies and costs with each symptom

- Maintains flexible, user-defined corrective maintenance tasks, tools and tips associated with specific symptoms
- Calculates specific and mean repair costs by symptom as well as by asset, asset type and asset class
- Maintains customer-defined lists of preventive maintenance tasks for individual assets and asset types
- Calculates staff utilization to enable warranty request routing

Warranty Request Management

BuilderMT Warranty Management's Web-based and wireless warranty request management software facilitates real-time communication and information exchange between local and corporate management and maintenance technicians.

- Enables all parties to create, receive and track warranty requests in real-time from anywhere at any time
- Automatically sequences new and open warranty requests by user-defined priorities, preferences and/or job location
- Provides maintenance technicians with remote access to warranty request details, such as warranty request location, contact information, symptom diagnostics, required completion date, asset history, salient PM schedules, relevant warranties/service contracts, and special instructions
- BuilderMT Warranty Management will make available the valuable customer-defined repair tasks, manufacturer e-manuals and industry best practices when and where needed to technicians at the job location
- Notifies personnel of emergencies and/or new warranty requests (optional – other alerts are also available)
- Facilitates coordination activities through individual or team warranty request assignments
- Assigns and routes specific warranty requests automatically based on personnel skill-sets and workload (optional)
- Enables technicians to update warranty request status in real-time, facilitating property-level communication
- Permits maintenance technicians to record parts used to complete a warranty request at the job site
- Automatically tracks time to complete each warranty request
- Calculates detailed warranty request costs that become an integral working component of BuilderMT Warranty Management

Homeowner Portal

BuilderMT Warranty Management's Web-based solution helps to enhance customer relations through a wide variety of Web-based homeowner-driven features and functionality:

- Self-registration makes it easy to begin using the service
- Logon and passwords provide secure access
- Service request pages provide the ability to enter new service requests, reserve shared facilities and track service request status at any time of day
- Smart warranty request entry automatically captures information relevant to diagnose problems accurately
- Management-defined workflow appropriately routes all service requests

- E-mail notifications let homeowners know when work begins and is completed (optional)
- Homeowner satisfaction surveys can be included in warranty request completion e-mails to gain valuable feedback concerning service delivery (optional)
- Special editing privileges allow designated personnel to update homeowner contact information
- Property-level customization stores special homeowner instructions for service and management personnel
- Online help provides convenient, immediate assistance
- Add-Ins include the ability to post homeowner- and/or property-specific news and announcements
- Open interface permits our homeowner solution to be instantly integrated into any company Website or portal

Sub-Contractor Management Portal

The Sub-Contractor Management module extends BuilderMT Warranty Management's benefits to outside vendors serving an organization, facilitating stronger relationships with sub-contractors. Sub-contractor Management will ensure goods and services are delivered on schedule, quality standards are maintained, and sub-contractors are paid correctly.

BuilderMT Warranty Management:

- Enables the assignment of warranty requests to outside sub-contractors and/or a team of inside and outside personnel
- Facilitates communication with sub-contractors by providing access to real-time sub-contractor warranty request status
- Streamlines communication of warranty request budgets and ensures customer-defined workflow is followed where a sub-contractor bidding process is mandated
- Enables the assigning and routing of specific warranty requests to specific sub-contractors based on trade and workload (optional)
- Streamlines the capturing and entry of detailed warranty request costs from sub-contractors
- Facilitates sub-contractor performance evaluation and comparisons
- Stores and facilitates access to sub-contractor contracts and service warranties

Performance Management and Reporting

Standard BuilderMT Warranty Management reports provide property-level and corporate management decision-making information to more efficiently monitor life cycle property costs, asset performance, staff productivity and homeowner profitability. BuilderMT Warranty Management allows users to set up a personalized page where favorite reports can be conveniently accessed and stored.

BuilderMT Warranty Management reports include:

- Active warranty request reports grouped by maintenance type, status and/or assignment

- An active warranty request invoice report -- a quick window into bill-backs and bill-back amounts for any period
- An asset warranty request history report with summary statistics for most frequently worked on assets
- Frequent task reports that highlight recurring problems, first-time fix rates and time worked per task
- A warranty request cause report that highlights warranty request level detail information for each cause
- A warranty request origin detail report that tracks homeowner use of the Web interface and call center
- A master list of inspection and inspection processes
- Team productivity reports that tracks productivity and performance metrics for all employees
- Comprehensive lists of customer requests including requests and customer contact information
- Complete occupant reports with contact and lease information by property
- In addition, customized reports are available upon request. In the future, BuilderMT Warranty Management will also provide reports that show:
 - Warranty request symptoms reports, analyzing warranty request costs by type of work or task performed
 - Warranty request origin analyses ranking properties based on Web interface and call center usage
 - Property service performance reports ranking properties according to selected performance metrics
 - Individual and maintenance team productivity reports
 - Sub-Contractor performance reports ranking Sub-Contractor along metrics such as responsiveness and cost efficiency
 - A customized reporting tool allowing customers to create ad-hoc reports using a user-friendly interface

Premium Modules

Scheduled Inspections/Punchlists

With the BuilderMT Warranty Management PunchList and Work Plan module, a company can ensure consistent creation and completion of checklists in the field.

PunchList aids in:

- The process of inspections, inspection reporting and multi-step job tasks for organizations doing maintenance, installation & repair
- Allowing work plans for multiple tasks to be coordinated by ordering them and establishing dependencies
- Combine both the BuilderMT Warranty Management PunchList and Scheduled Work modules, and this powerful combination enables the creation of complex, custom--or job specific--inspection job task checklists for field execution



direct results ::::

Document Management and Invoicing

BuilderMT Warranty Management's document management module provides an easy way to tie together information relevant to a work orders, assets, residents and employees.

Document Management:

- Allows personnel to attach specific related documents to warranty requests (e.g. leases, service agreements, invoices, warranties, etc.)
- Retains warranty request-to-document associations throughout the history of a warranty request

Customer Satisfaction Surveys

BuilderMT Warranty Management's Customer Satisfaction Tracking module includes configurable customer survey tools to automatically or manually query customers on satisfaction.

The Customer Satisfaction Tracking module:

- Distributes customized satisfaction surveys via phone or e-mail and tabulates returned data
- Automatically alerts managers for follow-up
- Provides real-time access metrics through the customer satisfaction dashboard