

The leading maintenance service management solution for commercial property

Executive Summary

Commercial property customers collectively manage over 1 billion square feet of property with Corrigo's web-based service management solution. The solution is designed to enable proactive management through key performance indicators (KPI) reporting while interfacing with your backend systems. Organizations that have adopted Corrigo have seen quantifiable results in key areas such as:



- Improving customer service to drive tenant satisfaction and retention
- Providing differentiation in the marketplace to win additional business contracts
- Recovering lost chargeback revenue
- Improving building values via better proactive maintenance activities

Proven Results -- Currently Supporting Over 1 Billion Square Feet

By providing more information in real-time and connecting all parts of the service chain, Corrigo has helped drive significant ROI across our entire client base. Specific examples of that ROI include improving preventive maintenance, bill-back, vendor management, and customer management process with a few highlights.

"Corrigo has given us incredible insight into our organizations, enabling us to be much more proactive in managing our processes, from monitoring staff utilization and proactivity to obtaining multi-dimensional, real-time, actual cost data for our services. This information has helped us recoup hundreds of thousands of dollars in previously lost revenues, and enables us to more accurately bill back customers for above-standard services going forward."

Duke Realty -- Dennis Oklak, President and COO

"Corrigo's platform impressed us by completely covering the maintenance and customer service process while integrating with our core ERP system and providing strong reporting. Corrigo is a complete solution that gives us all the flexibility and functionality we need to effectively manage our resources and provide top-tier services to our customers."

Liberty Property Trust -- Laurie Brown, SVP of Customer Service

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"Corrigo facilitates our entire work order process. Work orders don't slip through the cracks and my invoicing is very precise. Everything is real-time, accurate, and the best part -- there is NO PAPER."

Jamie Hammer,

Tenant Service,

Seccon Corporation

Creating a Communication Link to Facilitate Service Requests

Corrigo's solution works with the technology and processes you already have and use, streamlining maintenance operations, whether you exchange work order information with your vendors or internal technicians by fax, phone, email, or wireless device. Customers can call your service coordinators with service requests or enter requests themselves online. Corrigo adapts easily to improve communication between service requesters, maintenance technicians, and vendors, while integrating with your accounting system.

Benefits Throughout the Entire Service Chain

- Customers see improved service quality and responsiveness with less administration
- Service coordinators have real-time visibility of all work at every step and see huge increases in their productivity, especially if many requests are auto-routed to technicians or vendors
- Vendor partnerships improve as performance against SLAs can be monitored in real-time with reports shared with vendors
- Management is now able to proactively drive KPIs to ensure all parts and processes involved in service tracking to budget and strategic expectations

How Corrigo Works for Service Management in Commercial Property

Bringing visibility and accountability to maintenance with KPI reporting:

Because Corrigo's service management solution provides real-time visibility into the metrics that matter, management can focus on making strategic business decisions that improve operations instead of reactively responding to issues as they arise. With Corrigo, managers can choose from over 100 predefined reports or quickly generate KPI reports using an intuitive report-building wizard tool.



Better Field Service Tools to Help You Run Your Business Right

It's easy to implement Corrigo in your business, based on our industry-specific templates and options that enable you to expand the system at your own pace. Some of those modules include:

- Preventive Maintenance
- Warranty Management
- Vendor Management
- Certificate of Insurance Tracking -- Tenant/Vendors
- Reporting Services
- Interactive Voice Response Technology
- Invoicing (AP/AR) Integration
- Chargeback Process Automation

Lastly, Corrigo provides extensive professional services to ensure successful deployment, integration and training.

About Corrigo

The world's most successful facilities management companies and facilities management teams choose the Corrigo platform to improve their own results year after year. Corrigo provides a new approach to facilities maintenance that can improve the P&L at every location you manage.

More than just CMMS, the powerful Corrigo Enterprise platform, mobile apps and advanced analytics get paperwork out of the way of your productivity.

Facilities teams trust Corrigo Enterprise to manage vendor relationships, technicians, and assets with equal ease. The platform enables visibility and control over repair and maintenance (R&M) costs, and managing cost against impacts to operations and the brand experience.

Keeping locations open, equipment in service, and the physical environment on-brand, the Corrigo platform delivers operational and P&L improvement for multi-location clients across industries including restaurant, retail, property management, retail petroleum, healthcare, and many others.

The newest addition to the Corrigo platform is the **Benchmark Engine**, the industry's only predictive analytics module. The Benchmark Engine allows companies to maximize their facilities investments by benchmarking their costs, assessing how their outliers are impacting the company's brand and P&L, and discovering the highest-impact improvements to supercharge their performance.

Get the maximum P&L contribution from every facilities maintenance and repair investment. Get Connected to Corrigo. www.corrigo.com