

Service Management Company Software to Grow Your Business

WorkOasis™ is designed to help maintenance management companies communicate more effectively with their subcontractors and automate the work order process.

Our solution enables service management companies to more effectively scale their business and offer your customers web-based tools and reporting

WorkOasis provides you simple to use web-based tools for: certifying subcontractors; entering work orders; managing the service delivery process; administering customer satisfaction surveys; and invoicing customers electronically.



Automated Work Order - Process Flow and Electronic Invoicing

WorkOasis utilizes web-based process that works through email with links to one common application, enabling you to offer your customer's web based work order entry, electronic invoicing and detailed operational reporting.

1. Subcontractor Selection & Certification – Mgt. Company
2. Web-based Work Order Entry – Client
3. Review and Dispatch – Management Company
4. Receipt and ETA – Assigned Sub-Contractor
5. Work Order Completion – Sub-Contractor
6. Work Order Approval and Satisfaction – Client
7. Invoice Preparation – Sub-Contractor
8. Invoice Approval and Consolidation – Mgt. Company
9. Invoice Payment – Client

WorkOasis is designed to be highly configurable and includes a full complement of service work applications providing your company a competitive advantage when bidding service contracts.

System Specifications:

Technology Platform:

- Centrally hosted - ASP
- Access by browser
- Private branding

Contractor Mgt. Capabilities

- Geographic coverage: 1150 cities
- 80 service categories
- Use your own contractors
- Centralized pricing database

Contractor Certification

- 20 pt. certification standard
- Proof of insurance & licenses
- Compliance with Federal laws
- Automated document tracking

Maintenance Planning and Scheduling

- Asset management & tracking
- Preventive maintenance
- Maintenance scheduling
- Warranty administration

Work Order Management

- Intelligent workflow
- Detailed work order history
 - ETA
 - MTTR
 - Customer Satisfaction
 - Transaction cost
- Totally paperless process

Accounting and Payment

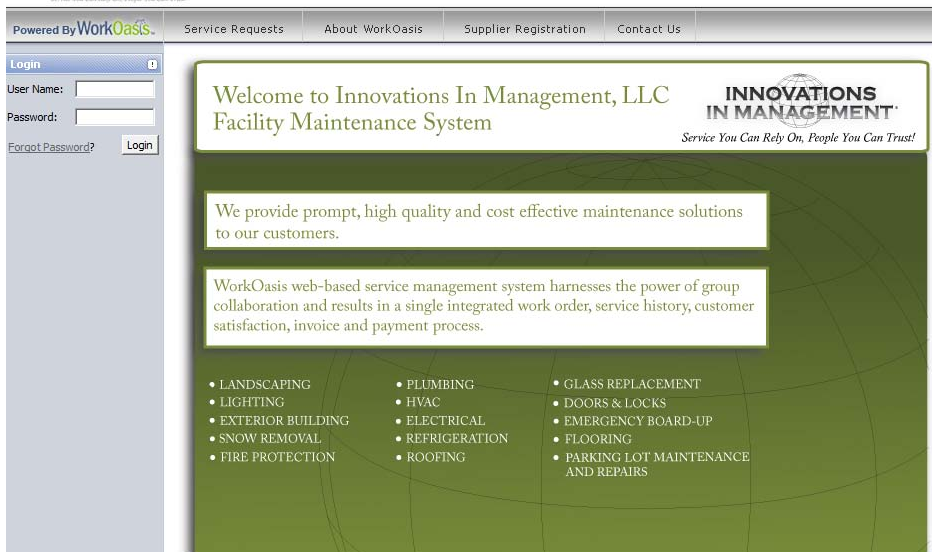
- Sarbanes Oxley compliant
- Electronic invoicing
- 74% lower transaction costs

Measurement and Reporting

- Real time reporting
- Improved operational visibility

WorkOasis
 6285 Barfield Rd
 Suite 200
 Atlanta, GA 30068
 Tel 1 (866) 641 3919
www.workoasis.com

Innovations in Management Case Study



Operating Profile:

- Retail call center
- 10,165 customer sites
- 107 service categories
- 14,663 assets tracked
- 10,205 subcontractors
- 33,095 transactions

Primary benefits of upgrading to WorkOasis cited by Laura Hebrock, Owner

- WorkOasis is a web based software that allows us to use it from home and on call (we are a 24 hours 7 day a week service company that needs to access our database from any computer).
- Web based software allows our customers to log in as well and view the status of their stores and invoices as well and to do their own custom reporting and use our calendars as well to schedule upcoming maintenance.
- Tracking archive work orders and data with our old software would not let us view anything over 6 months old; WorkOasis has no limit.
- WorkOasis allows us to upload documents to the existing service calls– forms, quotes, test results
- WorkOasis allows us to upload documents to the contractor profile so we can go paperless – profile sheet, contracts, insurance etc.
- The system alerts us for follow up activities needed and for expired information a well.
- WorkOasis provides numerous status fields- on hold, open, closed, pending approval etc.
- WorkOasis allows us the easily manage multiple customizable trade fields – HVAC, EMS, Plumbing, high water bills etc.
- WorkOasis allows us to do custom reporting (create our own quires to customize our reports)
- WorkOasis provides us a user friendly activity dashboard- something we never had before on our old software.
- WorkOasis (development team) has worked closely with us to make any changes needed to be done on the software to improve our workflow and efficiency.
- WorkOasis provides custom reporting for accounting, the ability to track and process invoices directly from the work orders in the system and allows us to view the invoices and what the tech did through the software.

“WorkOasis has helped our company grow to the next level. Our overall dispatching and follow up capabilities have improved tremendously. The transition was smooth and did not affect our daily work flow. We enjoy working with the staff at WorkOasis; they respond to emergency customizations very quickly and have worked very closely with us to ensure proper usage and implementation.” Laura Hebrock, Owner.