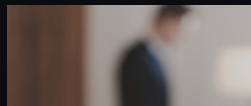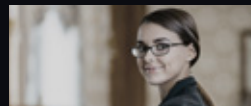# SynHo

A complete Hospitality maintenance and operations support solutions

FRONT DESK/PBX

MANAGEMENT
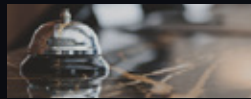
HOUSEKEEPING

ENGINEERING

SynergyMMS®
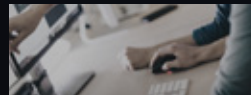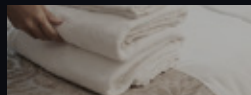Maintenance Management System

A product of Systems Associates, Inc.

SynergyMMS is the software solution employed by the world's largest and most successful Hospitality companies. Providing tools that are designed to support the roles of the many diverse users in a hotel, SynergyMMS offers non-technical, multilingual user-friendly interfaces for intuitive operation.

It's about Synergy

With SynergyMMS the many departments at a property enjoy the following benefits:

- Improved communication through multilingual tools
- Increased guest satisfaction scores based on better quality of asset and faster response to issues
- Real-time status updates of work in the system
- User-oriented screens remove clutter and help users to focus on their tasks
- Inspection results recorded in real-time
- Trend analysis and comprehensive reporting
- Accountability improvements since work is completely tracked

The primary solutions SynergyMMS offers are:

- **Guest Issues** – priority handling and escalation of guest issues
- **Work Request** – multilingual tools make it easy to capture issues
- **Preventive Maintenance** – both rooms and equipment
- **Inspections** – with each response recorded for detailed quality assurance
- **Reports** – scheduler allows for selected reports to be delivered via email automatically

> Synergy is defined as „the interaction of two or more agents or forces so that their combined affect is greater that the sum of their individual affects."
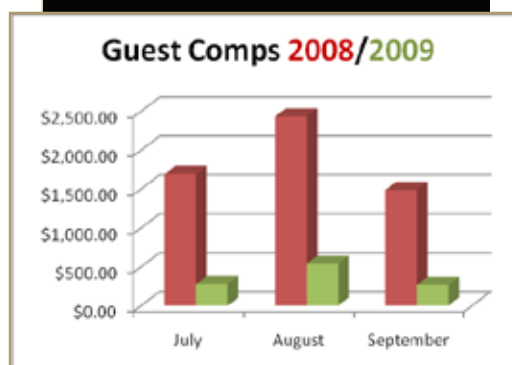
SynergyMMS is a comprehensive maintenance management solution developed from 30 years of history in the industry. While SynergyMMS is comprehensive, it is also easy to use making it the ideal product. For the busy and often under-staffed hotel, SynergyMMS is the way work gets done.

Where the Rubber Meets the Road

Maintenance management is not just for the benefit of smoother running equipment, improvements in the quality of the asset and staff accountability; it is about the bottom line.

To the right is a graph the represents the financial impact of SynergyMMS. A property tracked guest compensation due to maintenance issues both before and after implementing SynergyMMS. To avoid skewing the data with seasonal occupancy, the same months were reviewed a year later. Monthly savings through reduced guest comps at this property is shown to be about $1,500. That's $18,000 per year!

Managing maintenance can have a very positive effect on the bottom line as well as improving guest loyalty. What is needed is a collection of tools that address the specific concerns of the departments involved. SynergyMMS delivers those tools.

Guest Comps 2008/2009

	July	August	September
$2,500.00			
$2,000.00			
$1,500.00			
$1,000.00			
$500.00			
$0.00			

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Read on to learn more about some of the specific features in SynergyMMS.

Automated Intelligent 2-way Dispatching with Pooling

With information coming into the system from all over the property, distributing work both accurately and timely becomes very important. SynergyMMS includes the ability to automatically distribute work to the appropriate person or group of people. In fact, the system can be set up to load-balance work throughout the day ensuring no one person is overloaded using the new Pooling feature. With Pooling SynergyMMS can **automatically** select the appropriate person based on the following:

- Skill set required to correct the issue
- Location of the issue
- Time of day
- Day of week
- Current workload of each possible recipient

When a new issue is entered into SynergyMMS, our dispatching engine goes to work calculating the proper recipient based on the above criteria. With intelligent dispatching, work is evenly distributed and staff members are able to focus on certain areas of the building without wasting time traveling back and forth. Dispatching for low priority issues can even hibernate until a suitable recipient is on duty at which time they are altered to the task automatically. High priority tasks can be escalated if not completed in the prescribed time or if they do not receive a response in time.

When users receive a task they reply, confirming receipt and the program is updated so all users know the problem is being worked on. After the work is done, users reply again stopping the time and updating the status of the work to 'complete'. This is all handled via messaging in real-time.

Multilingual Tools

Using any phone on the property, users can connect to the software directly and enter tasks or complete tasks in real-time. The telephone interface is multilingual and sensitive to the preferred language of each user which increases both the user comfort and accuracy of the transaction.

Users can reference a simple card with pictures and descriptor words that make it fast and easy to report a problem accurately. The entire transaction can take less than 30 seconds.

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PMS and Third Party Interfaces

The PMS interface sends data to SynergyMMS regarding the guest name and check in/check out/room move information. With this information users in SynergyMMS are aware of the availability of any room for PM tasks (sold or available) and guest names are automatically populated in guest-related work requests ensure accuracy and saving time. The number of nights a room is sold is also stored for use with the PM program where PM tasks can be scheduled based on room use as well as calendar dates. The third-party interface allows third-party vendors to create work requests in SynergyMMS automatically based on conditions in their own software. A third-party guest service portal where guests request for a luggage pick up, dinner tray pick up or even valet service can create work request items in SynergyMMS that automatically forward to the proper department and/or output for immediate action.

SynergyMMS also interfaces to SAI's CONTROLIQ energy management software collecting run-time hours of equipment for PM triggers. CONTROLIQ can also alert SynergyMMS to the need for maintenance of issues such as clogged filters on HVAC equipment or other issues. Work requests are automatically created in SynergyMMS alerting personnel to potential problems even before guests are aware. With the CONTROLIQ/SynergyMMS interface your building can actually contact you and let you know when it needs attention! You can learn more about CONTROLIQ by visiting: **www.controliq.com**

SynergyMobile Application
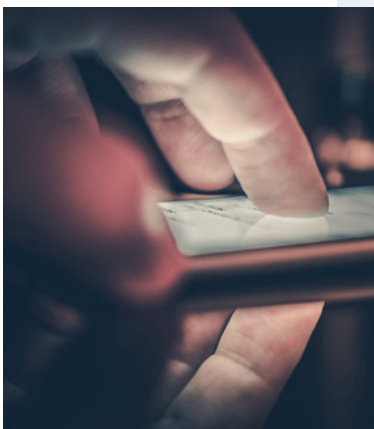
Available as an add-on module, SynergyMobile puts the power of SynergyMMS in your hand. Capable of operating on almost any device via cellular or Wi-Fi signal, SynergyMobile is a real-time interface to the program customized to provide critical information to the mobile staff. Views are clean and organized with work shown only for the current user and in priority order. Room and equipment inspections can be conducted in SynergyMobile with responses recorded in real-time. Users can create, edit and complete work requests as well as add incremental time all while on the go. SynergyMobile extends the functionality of SynergyMMS by helping staff members stay on task while moving throughout the property.

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Reports – Now with Multi-Select and Scheduled Delivery

Now that you have gathered all of that data about issues and PM's at your property you can use a powerful reporting tool to help you analyze trends and better focus your efforts going forward. Reports can contain graphs at the option of the user and some offer drill-down capability for further information. The report filter allows for multi-selection so users can create just the report they need. Selecting several rooms or employees allows for a side-by-side comparison. Once a report is properly configured, users can save them as 'favorites' creating a list of preferred reports that require a single button click to generate the next time. Reports can be exported to Excel and PDF for simple distribution. In fact, users can create a favorite report and even schedule the delivery of that report to their own and/or additional email addresses. The report arrives as a link to a PDF file at the prescribed time. With email delivery, users don't even have to log into SynergyMMS to get the reports they need. In addition, a manager can request certain reports which will then be automatically delivered to the manager's email address without any further effort.

New Preventive Maintenance Options

PM's are a critical part of the maintenance cycle in any environment and no less so in hotels. However, with hotels, the dynamic availability and the need to conduct PM's in different ways based on the type of equipment, room or inspection requires a flexible approach. SynergyMMS delivers the flexibility.

PM On Demand - This feature makes it easy for anyone to see the history and forecast of PM's on rooms and/or equipment. Users can see which rooms are unoccupied via a PMS interface and selecting the schedules in the list, they can easily generate pending work for that room and take care of it. This tool helps keep the rooms and equipment in the best possible shape while working around occupancy in real time.

Users can also select a certain PM task in a 'Task Force' approach. The rooms/equipment are then listed with the history and forecast of that particular task shown allowing the user to select a group of rooms/equipment on which to perform the specific task. PM On Demand helps properties proactively get PM work done rather than struggling with an ever-present backlog.

PM Calendar – The calendar offers both an Annual and Monthly view to see how well the PM's have been balanced. There is also a Daily view that allows for changes to be made to future instances of a PM/WR. The Annual and Monthly views each display using the Year and Month tabs respectively and show the total hours and number of PM's tasks forecasted. Arrow buttons on the corners of the view bring up the previous or next month/year data for ease of navigation. Double-clicking on a month in the Annual view will display that month. From this view the details of a single day are displayed by double-clicking on a single date. These views allow for filtering by Type (Location / Equipment), Repair Dept, Trade or Assigned Employee. You can also look into the future and see what is due next month or next year.

The PM Calendar is designed to help coordinate PM tasks allowing users to balance the schedule as well as adjust the schedule around critical events. Understanding the impact of scheduled PM work in terms of when it is scheduled and the total time involved empowers a manager to better direct the work.

Work Requests – The work requests section of the program is built for speed. Because of the automation features in SynergyMMS, a work request can be created in just a few clicks. In fact, the task code list can be searched by a wildcard term narrowing the options to only those that match, making it easy for even new users to enter work requests accurately and quickly. Priorities are available from 1-99 to help organize work. Priority 1 work is treated with the utmost urgency and SynergyMMS includes built-in escalation to ensure the proper attention is afforded priority 1 issues. Although certain tasks are not normally priority 1, if a guest is associated with the task, SynergyMMS automatically promotes the priority to a 1 in support of guest satis-faction. The following tools are available to users:

- Apply changes to multiple work requests at once
- Order the work request list in ascending/descending order on any column
- Filter the list by a key word in any column or a combination of multiple columns
- Users can create custom views by choosing the data and columns in the order they want
- User-specific data – they only see what applies to them

The Work Requests area of the program delivers the tools needed to operate in the fast-paced and unpredictable environment that is common in hotels. The end goal is to handle planned and unplanned maintenance actions as well as guest calls with the proper care resulting in a better quality asset and a better experience for the guest.

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Summary

SynergyMMS tackles the age-old problem of getting people to work together while overcoming technical and language barriers. The reports help you determine how to focus and help your staff members realize that what they do each day really does matter. Since you should gather data and handle preventive maintenance anyway, wouldn't you rather utilize an efficient software product that will help you improve the quality of your asset as well as the guest's experience? Contact our office to find out how easy it is to join the hundreds of properties that have said "Yes!" to SynergyMMS.

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