

Smart Facility Software Purchasing Guide

Everything you need to Purchase Smart Facility Software's Products & Services

- Get a succinct list of our capabilities
- Easily communicate to your colleagues
- See the ROI



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Step 1: Get to Know Our Software

The first step in evaluating software is getting an understanding of what the software can do. This can be difficult because many software products have 100's of features. But it's important to get a full list of features the solution provides.

Second, you'll want to know which software products you'll need to get the features you want.

Third, look for videos that show the software in action or get a demo. These are quick ways to get a feel for the user experience.

Get to Know Smart Facility Software

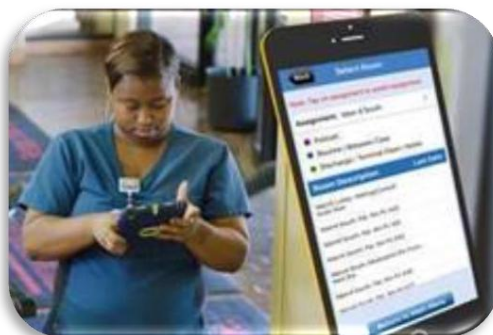
We provide Software, Software Implementation, Technical Support and EVS Consulting.

1-Get a Software Demo

One of our experienced EVS consultants leads an On-Line Demo with your team. These demos typically last one hour and we share our screen with you via GoToMeeting. Your team members can log on to the demo individually from their own offices, or you can meet as a group and log on via a conference room computer. We'll provide the login and call-in instructions. We can also come on-site to do a demo.

2-Watch the Video Here

<https://www.smartfacilitysoftware.com/packages/service-optimizer/es-service-optimizer-video/>



3-Share Product Information with your Team

Below is information you can share with your team to give them the basic understanding of the solutions you are asking them to consider.

Software Capabilities – Quick List

Staffing - Get the right number of People

- Accurate Database of your Unique Facility Cleaning Data
- Staffing Analysis & Reports

Assignments & Scheduling - Make Sure Your Team Knows What to Do

- Daily Assignments
- Census-Based Scheduling
- Project Work
- Days On/Days Off Scheduling

Training & QA

- Employee Training
- Mobile Training Management
- Mobile QA Inspections

Mobile Team Communications - Know the Work is Getting Done

- Mobile Daily Assignments & Policing Assignments
- Mobile Task Management
- Mobile Communications App
- EVS Dashboard showing Completed Work in Real-Time

Revolutionize Customer Service

- Any Customer Can Submit Mobile Service Requests

Advanced Survey Capabilities

- Build Any Survey
- Mobile Data Collection
- Data Ready for Instant Reporting
- Swift Adoption

Dashboards & Reporting

- Dashboards
- Reporting

Enterprise

- Systemwide Dashboard & Control Panel (Insight Panel)
- Enterprise Pricing

Get Support

- Live Telephone Tech Support
- Designated EVS Consultant
- Extensive Indexed User Guide
- Instructional Videos

Send Links to the Detailed Product Descriptions

ES Optimizer

ES Management Cloud-based Software

ES Service Optimizer

Mobile Employee Communication & Task Management
(*ES Optimizer Add-On*)

Survey Optimizer

Any Survey, Anytime, Anywhere
(*Stand Alone Software or ES Optimizer Add-On*)

Software Packages by Capability

	Core	Performance	Premium	Infection Prevention Only
Capability	ES Optimizer	ES Optimizer + Service Optimizer	ES Optimizer + Service Optimizer + Survey Optimizer	Survey Optimizer Stand-Alone
Staffing	✓	✓	✓	
Database of Facility Data	✓	✓	✓	
Staffing Analysis & Reports	✓	✓	✓	
Assignments & Scheduling	✓	✓	✓	
Daily Assignments	✓	✓	✓	
Census-Based Scheduling	✓	✓	✓	
Project Work	✓	✓	✓	
Days On/Days Off Scheduling	✓	✓	✓	
Training & QA	✓	✓	✓	
Employee Training	✓	✓	✓	
Mobile Training Management	✓	✓	✓	
Mobile QA Inspections	✓	✓	✓	
Customer Service	✓	✓	✓	
Any Customer Can Submit Mobile Service Requests	✓	✓	✓	
Mobile Team Communications		✓	✓	
Mobile Daily Assignments & Policing Assignments		✓	✓	
Mobile Task Management		✓	✓	
Mobile Communications App		✓	✓	
Real-Time EVS Dashboard		✓	✓	
Advanced Survey Capabilities			✓	✓
Build Any Survey			✓	✓
Mobile Data Collection			✓	✓
Data Ready for Instant Reporting			✓	✓
Swift Adoption			✓	✓
Dashboards & Reporting	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓
Reporting	✓	✓	✓	✓
Enterprise				
Systemwide Dashboard & Control Panel (Insight Panel)	Make Any Package Enterprise to Add Insight Panel & Get Enterprise Pricing!			

Step 2: Learn About Our Services

Every software comes with some level of service: from a simple user guide, to implementation services to custom programming and consulting.

You will want to ask:

- What is the implementation process?
- What kind of services do I need to get the software up and running?
- What additional services do you provide that can enhance the benefits of the software?

In the case of Smart Facility Software, our software products are robust, covering a wide range of functions for a very complex department. On the right is our full list of services to not only help you get up and running with the software, but to help you run your department.

Get to Know Smart Facility's Services

1-Software Implementation

Site Inventory & Database Building

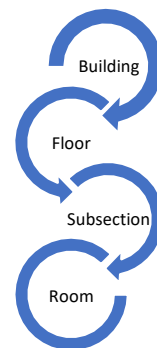
Site Inventory

Our data specialists come onsite to survey and log all of the cleanable spaces in your facility, categorizing and recording each space with:

- Room Description
- Days/Week Coverage
- Daily Cleaning Requirements
- Project Cleaning Requirements
- Room Size
- Cleaning Time Adjustments for Special Items
- Floor Surface

Database Building

Facility Data is automatically loaded into a working database as we survey via our Web-Based data loading app. Data quality specialists verify the data meets our strict specifications.



Staffing Analysis

Our company has analyzed hundreds of hospitals to optimize their EVS labor resources. We apply our time-tested work standards to your facility data, as well as non-cleaning service you provide, and tie everything together into an easy-to-understand report, which includes:

- Staffing Requirements
- Time Summary Reports for Housekeeper I, II, III, Policing
- Global Reports:
 - Cleaning Breakdown
 - Room Types
 - Area and Square Foot Summary
- Standards Reports:
 - Daily Cleaning Steps & Code Associations
 - Periodic Cleaning Steps & Code Associations
- Room List Report
 - Detailed listing of all the rooms with corresponding square footages and time allocations.

2-On-Site Software Training

Conducted by one of our EVS industry experts. Online Training is also available.

3-Workflow Setup

Our EVS consultants, with real-world EVS experience, can lend the necessary support in getting your program built and off the ground. We deliver professional consulting knowledge on a wide range of operational issues; with the primary task being the set up and implementation of daily work assignments.

4-Data Migration & Verification

After the initial build of your site inventory database, your facility may continue to expand and change over time. Keeping your database up to date is paramount to your success. From time to time, we can perform data verification to ensure you're building your program on factual data.

5-Tech Support – Always Included

Our success depends on you, so we are here to help with Telephone Tech Support and designated EVS consultants. You'll also be able to tap into our video and help guide resources.

Step 3: Understanding Technical Support After Purchase

With any software, you will have questions and need assistance after initial installation.

It's important to ask a software vendor what kind of tech support you can expect AFTER you purchase the software and after implementation. For instance, be sure to ask:

- Can I talk to a live person when I need to?
- What hours is Support available?
- What kind of how-to guide is available?

With Smart Facility you will get:

1-Live Phone Support - Talk to Someone!

Technical Support: Email or call Tech Support to reach a real person to walk you through your technical and usage questions. 8 am to 5 pm Central Time, Monday – Friday.

EVS Consultants: You have a direct line to your EVS Consultant for all the help you need to get the best results for the EVS department.

2-On-line user guide

An on-line guide, clickable from within the application, provides clear answers to simple questions, 24/7.

3-How-to Videos

A series of training video provides detailed answers about software features and daily usage.

Step 4: See the Cost Structure

Understanding software costs and getting them in a format that is comparable to other software are among the toughest challenges in vetting software — especially when you often won't find two products that cover all of the same functionality.

Often, in more robust software, the vendor will need to ask you questions to provide a custom estimate. In that case, start with understanding the cost structure.

Some key questions to ask include:

- Is the software priced per user?
- What are the start-up costs?
- Do you bill monthly or annually?
- Where does pricing start?

About Smart Facility's cost structure...

1-Services

The Data Loading, Data Entry & Staffing Report

Costs are based on cleanable square footage and cost **\$.0175/square foot**.

Program Building

Costs vary and are custom based on the service provided and facility square footage.

2-Software Licensing

Based on number of Users and Number of Facilities

Starts at \$750/account for the first 3 users. Contact us for a complete estimate.

Enterprise Pricing

For an accurate estimate for enterprise pricing, please provide list of facilities with:

1. Address
2. Buildings and Square Footage of each Building
3. Number of Supervisory Users
This is anyone with managerial responsibilities (i.e., managing work assignments, conducting QA Inspections, building work schedules, adding/modifying employee data)
4. Largest Number of Technicians on duty at one time (typically this is the 1st shift crew).
5. For a system, will there 1 Invoice for all facilities? Or will it be billed separately?

Would you like a complete estimate?

Contact Christopher Lucier at 386-747-4459 or clucier@smartfacilitysoftware.com

Step 5:

Assessing ROI & Advantages

In understanding the value of software to your organization and in justifying the purchase, you will want to assess what the Return On Investment (ROI) could be.

It might be a direct cost savings that you can calculate. In most cases, it will be preventing adverse events that would cost the facility if they occurred. Or it could save your organization time, meaning more patients can be served or a higher level of cleaning can be reached. Below is our ROI story.

Get the Smart Facility ROI story.

1-Preventing Hospital Acquired Infections (HAI)

Cost OF HAI – Up to \$60,000

Preventing Hospital Acquired Infections is a collaboration between human behavior, treating patients and sterilizing the environment. The EVS Department are the heroes that protect the space.

In the Case of C. difficile, for instance spores can be shed to the environment by patients and may survive for up to 5 months on inanimate surfaces.

Contamination and survival of *C. difficile* spores on hospital inanimate surfaces have been shown to be associated with cross-transmission when humans touch a contaminated surface.

Methicillin-resistant *Staphylococcus aureus* (MRSA) can survive on some surfaces. It can spread to people who touch a contaminated surface.

The cost of a hospital acquired MRSA Infection is reported to be anywhere from \$20,000 to \$60,000. If the improved performance and accountability in the Environmental Services Department orchestrated by software were to prevent just one MRSA infection/year, it would more than pay for itself.

CMS Reduction of Payments for High HAI Rates

CMS reduces the payments of hospitals with a Total Hospital Acquired Condition Score greater than the 75th percentile of all Total HAC Scores **by 1%**.

2-Raising HCAHPS Scores:

Two HCAHPS Survey questions reflective of Environmental Services

Performance:

- Question 8: During this hospital stay, how often were your room and bathroom kept clean?
- Question 18: Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

Key factors to reach higher HCAHPS scores that require Software:

- Right staffing levels
- Documenting completed tasks
- Well-managed Quality Assurance program

The sheer amount of data involved in managing these 3 components makes it impossible to optimize or even manage without a database. ES Optimizer provides the database and management tools. The software:

- Houses data and produces rigorous reports used to determine EVS staffing levels
- Prevents work assignments from falling through the cracks as it schedules and documents work assignments.
- Provides mobile tool for QA inspections that instantly funnels results to reports.

Manage Issues Before They Are Reflected in HCAHPS Scores.

[Read full article here!](https://www.smartfacilitysoftware.com/insights/role-of-evs-software-in-raising-hcahps-scores/)

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3-Costs of Not Investing in EVS Efficiency and People

Employee Costs

Cost 1: Paying Employees Overtime

Cost 2: Poor Employee Morale

Cost 3: High Employee Turnover

System Costs

Cost 1: Slower Patient Turnover

Cost 2: Negative Reputation and Reduced Market Share

Cost 3: Increase in Hospital Acquired Infections (HAIs)

[Read full article here!](https://www.smartfacilitysoftware.com/insights/the-costs-of-not-investing-in-your-evs-department/)

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4-Client Case Studies

1 – Woman's Hospital - Baton Rouge Case Study

Using the Staffing Analyses, they actually found they had three extra FTEs, which were used to staff a new building. [Open Case Study](#)

2 – Ohio Health Case Study

EVS departments using ES Optimizer have reported reducing time spent on administrative work by up to 12 hours per pay period, and reducing the labor cost for management to generate new work assignments by up to 98%. [Open Case Study](#)

Step 6:

Working with Your IT Department

When you are reviewing software, your IT Department will need to know key things about it to ensure:

- 1) there is no security risk to the facility.
- 2) they know what kind of support they need to provide. In our case, very little support will be needed.

Basic Details Your IT Department will want to know about Smart Facility Software:

Cloud-based

- Web-based software with small IT footprint
- No client server software or local installation required, except for mobile apps
- No special browser settings or plugins required
- Phone, email, and online tech support means IT should never get a call

Secure, Dedicated Servers

- No patient data housed in our software
- Hosted on a dedicated and secured network that employs hardened firewalls and web application firewalls
- Data is encrypted in transit and at rest
- Highly secured data center meeting Safe Harbor, SSAE 0016 SOC1, 2 & 3, ISO-IEC 27001 Certification, and more
- All data is backed up nightly, incremental daily and weekly full

Interoperable

- Simple data import wizard for census data from any system
- Integrates with ADT systems
- Designed to work well with other apps via web service

To Request Full Details for your IT Department:

Contact Christopher Lucier at 386-747-4459 or clucier@smartfacilitysoftware.com.

Step 7: Get a Live, Online Software Demo

And, of course, you should request a thorough demonstration of the software.

Ready to see the software in action?

One of our experienced EVS consultants leads an On-Line Demo with your team.

Choose from a 30-minute or 60-minute demo. We'll share our screen with you via Zoom or GoToMeeting. Your team members can log on to the demo individually from their own offices, or you can meet as a group and log on via a conference room computer. We'll provide the login and call-in instructions. We can also come on-site to do a demo.

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