



Revolutionize
real-time ES
customer service.



Add this mobile companion to ES Optimizer.
Make ES Technicians mobile.

Revolutionize ES customer service.

By bundling Service Optimizer™ with ES Optimizer™, together with ES Optimizer Mobile™ app for Managers and ES Service Optimizer Tech Mobile™ app for Technicians, you put all of ES in direct contact with Smart Facility Software's Task Management Cloud. These products create two-way communication between Managers and Technicians and revolutionize real-time response to your customers.



The Industry's Premier Cloud Tool used by over 750 Hospital ES Departments every day.

Determine long-term staffing requirements and organize ES tasks. It's the industry's leading tool that lets you plan smartly and get the most from your budget, and the best from your people.



Connect ES Technicians to ES Optimizer's Task Management Cloud with a mobile device.

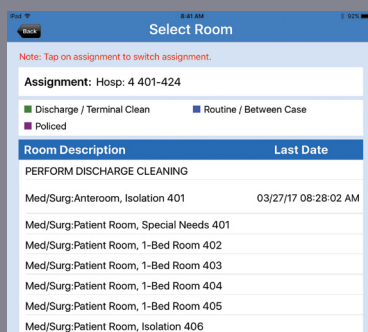
Instantly put your ES plan into action by electronically logging cleaning and policing duties as well as assigning tasks and receiving automatic progress updates from technicians. Facilitate communications between staff. Seamless cloud/mobile synchronizations eliminate the need for a continuous real-time internet connection.

Make ES Technicians mobile.

When ES Technicians are connected to your ES Optimizer's Task Management Cloud, **four fundamental service areas are addressed**, quickly improving customer service consistency.

Mobile Daily & Policing Assignments

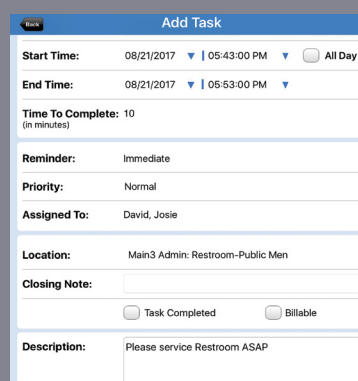
- Logging daily/lock-in routines and policing assignments is now digital.
- ES Optimizer paper assignment checklists are now digital.
- Real-time history/dashboard views provide Managers with immediate progress status.
- Easily log critical and important cleaning as required by regulations and policies.
- Automatically generate between-case histories with time stamps for lock-in staffing justification.



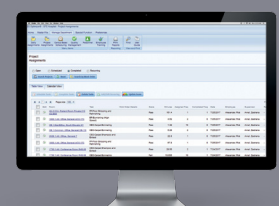
ES Technicians can view and log the completion of their tasks on a mobile device and receive new assignments or changes to daily priorities from Managers immediately.

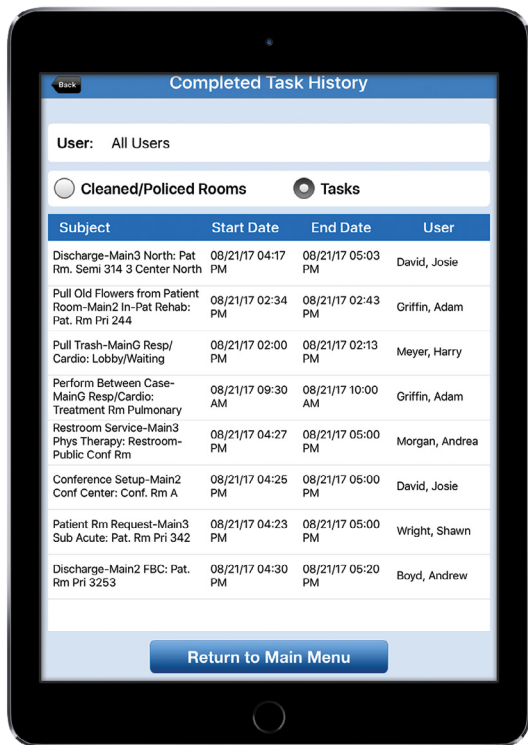
Real-Time Task Management

- Schedule, assign, and reassign tasks to your staff.
- Completed tasks are documented with date and time spent.
- Task alerts are viewed immediately with audio and visual notifications.
- Techs can document additional tasks requested by customers.
- Visitors, patients, and staff can request service via QR scan signage posted in high traffic public areas using a smart device.



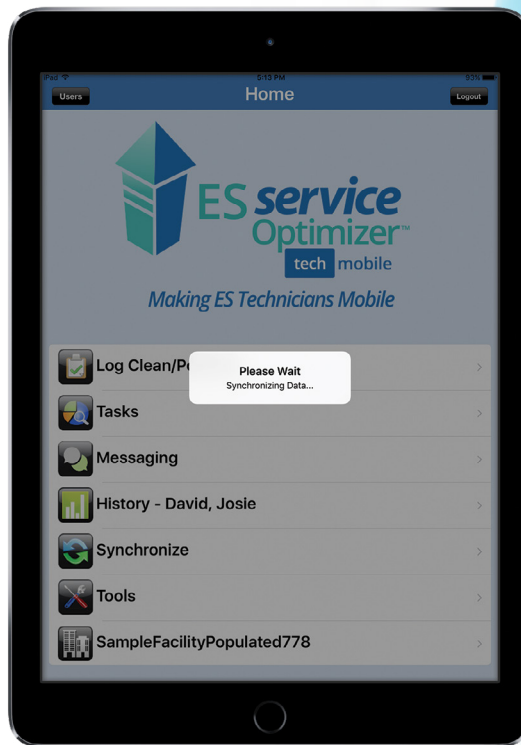
All data input by ES Technicians on their mobile devices is synced with ES Optimizer's Task Management Cloud, organizing all the information needed to run a more efficient ES department without any need for paper logs.





Tools for a better ES Department.

Managers can add and update assignments while ES Technicians are out on the floor. Progress documented by employees syncs with ES Optimizer's Task Management Cloud, creating detailed reports that can be accessed by Managers at the click of a button.



All Smart Facility Software apps work when the user is in a "dead spot." Apps for Service Optimizer are resident apps (not web pages) and automatically sync when the app user moves out of a dead spot with updates to messages, task status, history views, reports, and dashboards.

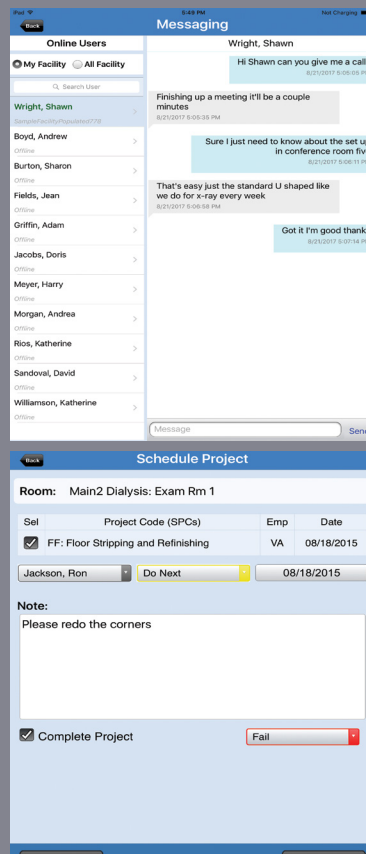


Improve All ES Communication

- Web-to-mobile, mobile-to-mobile, and mobile-to-web single platform texting means that communication with the entire logged-in workforce is at your fingertips.
- Communicating via Service Optimizer will eliminate the need for ES cell phones, pagers, and phone tag callbacks.
- In-app audio and visual alerts ensure incoming messages get read.

On-The-Fly Project Work

- Schedule and assign project work immediately when you see it.
- ES Techs or Managers can log and inspect completed project work with their mobile devices.
- See it, assign it, and know the project will get done. A custom-designed app for getting ES work done in a hospital easily and quickly.



An internal messaging system allows Managers to get in touch with employees when they need to, or vice-versa. Managers can easily provide ES Technicians with more detailed instructions and give feedback.

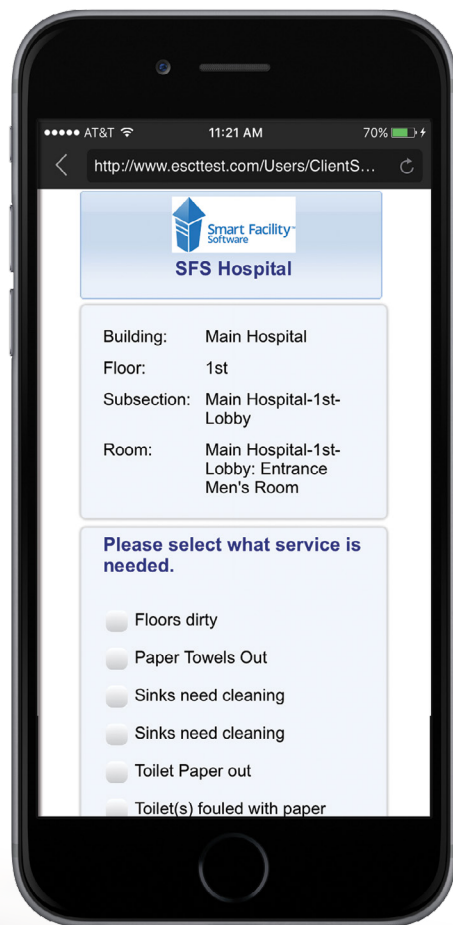
Everything ES Optimizer's Project Work module does now in terms of assigning and completing project work can now be handled through the ES Optimizer Mobile™ app for Supervisors and the ES Service Optimizer Tech Mobile™ app for Employees.

Swift adoption and turnkey assistance.

Smart Facility Software has been designing, training, and implementing systems for Environmental Services Management and Technicians since 1986. We built ES Service Optimizer around this practical experience.

Customer Service Requests.

Any customer can let you know about needed service – quickly and easily.



Game Changer

Post QR code signage in rooms that are frequently visited. You can customize by room type, the types of requests, or issues to report. QR code reader apps on any smart device may be used to submit cleaning or service requests.

Once the QR code scan is done and the request is made, the task is queued into Service Optimizer immediately and assigned to Management so it can be assigned to a Tech for service, tracked, and documented.



Scan this QR (Quick Read) code and try it yourself.



Licensing

Optional addition to ES Optimizer, based on number of users.

How to Get ES Service Optimizer

Email or call Smart Facility Software for a live, remote demonstration.

SmartFacilitySoftware.com

800-260-8665

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**ES service
Optimizer™**