



SITEONE

SERVICES

***We Make Work Order
Management & Customer
Service Seamless, Easy, and Fast***

SiteOne is an online portal designed to improve a homeowner's experience as they settle into their new home. An integrated customer service platform, we help builders and developers manage electronic homeowner manuals and warranties, online approvals of work requests, purchase order and back charge tracking, maintenance notifications and instant project communication.

SiteOne standardizes, centralizes and automates processes with real-time reporting that results in shortened work order cycle times, reduced costs, increased productivity, and less risk. We help forward-looking builders and developers create modern, intelligent processes that advance the way service gets done.

We Guarantee ...

- Our platform will reduce your warranty costs per home by 30%.
- Your owners will have real-time information and communication while service is completed on their home.
- Your employees will have the tools to meet your customer service objectives.
- Your customer service department will become a legacy vs. a cost center.



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SITEONE SERVICES 4.0 IS HERE!

The new and improved SiteOne 4.0 portal standardizes and automates customer service processes with real-time reporting and increases worker productivity, shortens work order cycle time, communicates status updates and improves overall customer experience.



Builder Branded Homeowner Portal

The custom branded builder portal is an easy to use online site for homeowners to review their manual and warranties, receive maintenance notifications and communications from their builder, create work order requests and receive progress updates. Builders can check the status of open requests and electronically accept or deny them. The portal is also an online library of signed sales agreements, customer service procedures and builder contact information.



100% Paperless Work Order Management System

Track purchase orders by lot, trade or issue and identify common, costly occurrences that can be corrected in future construction. Build reports and view graphs to track critical data points like aging, total open work requests, total closed work requests, cost per lot, cost per project, cost per market, cost per region, and cost company wide. Whether you are managing 25 homes or 40,000 homes, builders can access real-time data.



Automatic Escalations and Documentation of Processes

We help mitigate risk by documenting all requests and processes. Once a work order is assigned to a trade, the work order begins to age. If the trade does not respond within a set time period, the SiteOne system will reissue it and send a notification. It will reissue the same work request three times before escalating and every action on each work order is documented including actions taken by builder representative, homeowners, and trades. Notifications are sent to the homeowner and builder every step of the way.



SiteOne Mobile – iOS and Android Applications for Your Mobile Workforce

Builder representatives can create work orders, receive sign-offs and complete orientations all from a mobile device. The mobile interface allows all users to see data in real-time.

Coming Soon ... Blue Tape It - Instantly identify and document all construction related issues that require a work order with any mobile device or tablet. Homeowners or builders can simply take a photo, click "blue tape it" and the application will attach virtual blue tape to the location on the photo that requires attention. Click "new work order" and enter in notes for the subcontractor. All images and notes are saved in SiteOne so progress can be tracked.