



For Immediate Release:

COVID-19 Features

March 30, 2020

Product Updates for COVID-19

ServusConnect is taking steps to protect the health and safety of Property Operations Teams and Residents.

Here are current product updates to assist in these measures:

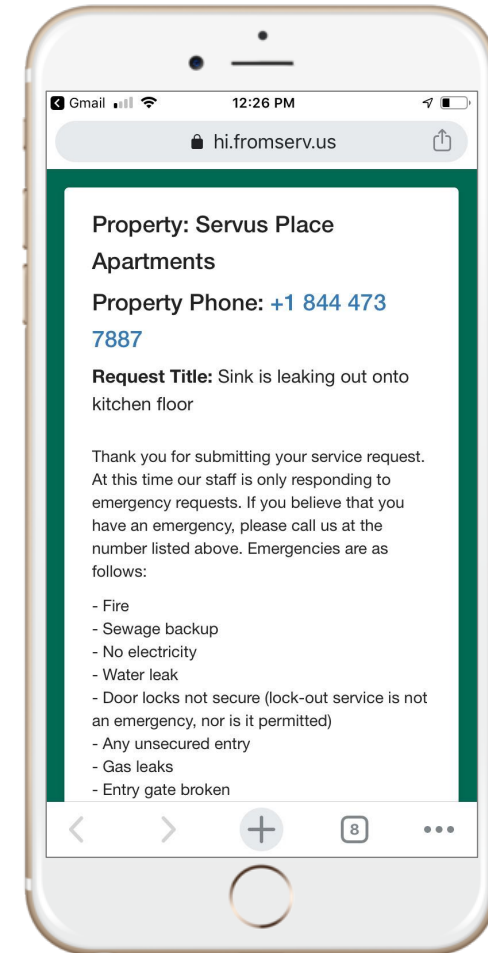
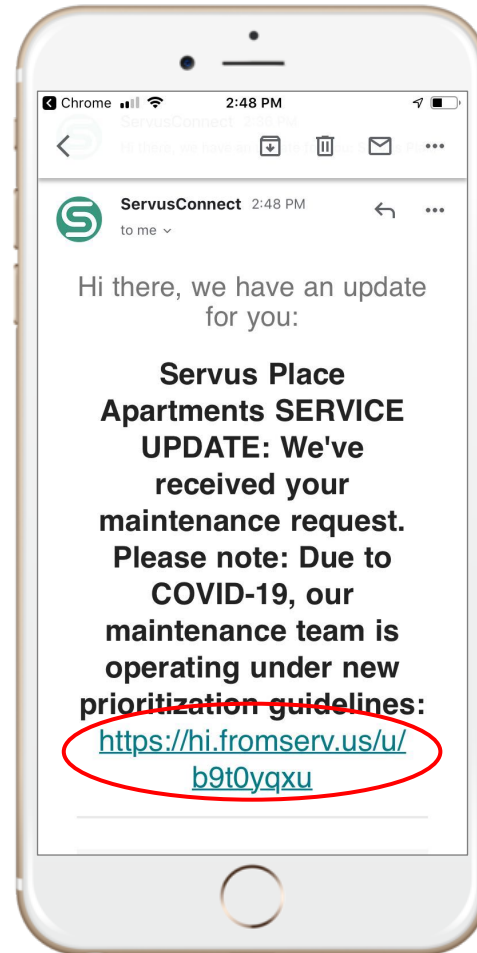
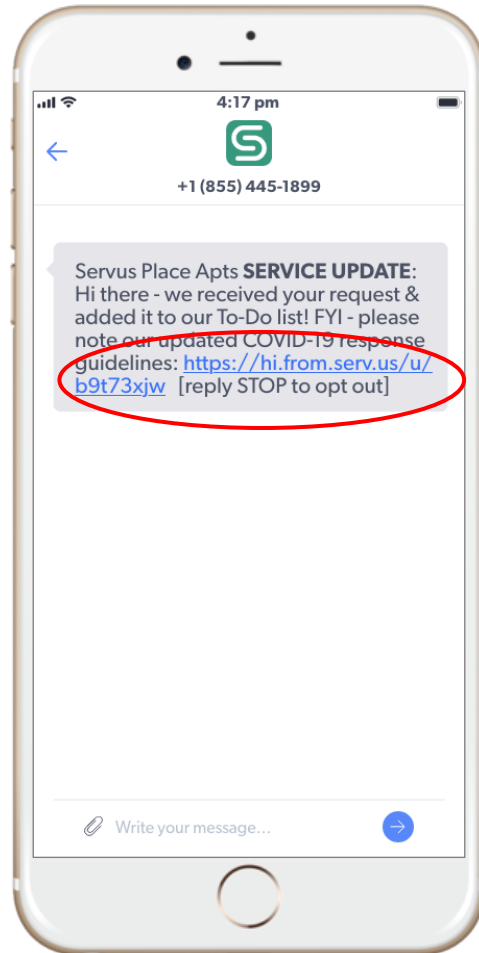
- Text/SMS and email auto-reply to resident request w/ corporate policy information
- Flag units with known health alerts and provide geo-mapping for property teams
- Request priority (urgency) management
- Work order hold w/ auto-reminders



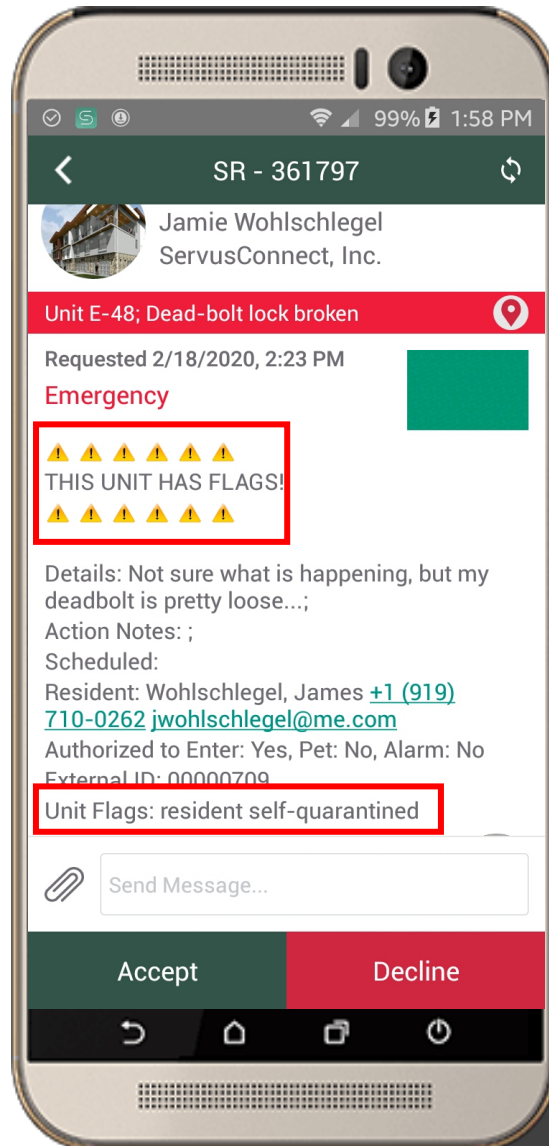
Resident Auto-Reply & Policy Notifications

Notifications are simultaneously sent to Resident via SMS & Email when requests are created.

Links to custom corporate policy page



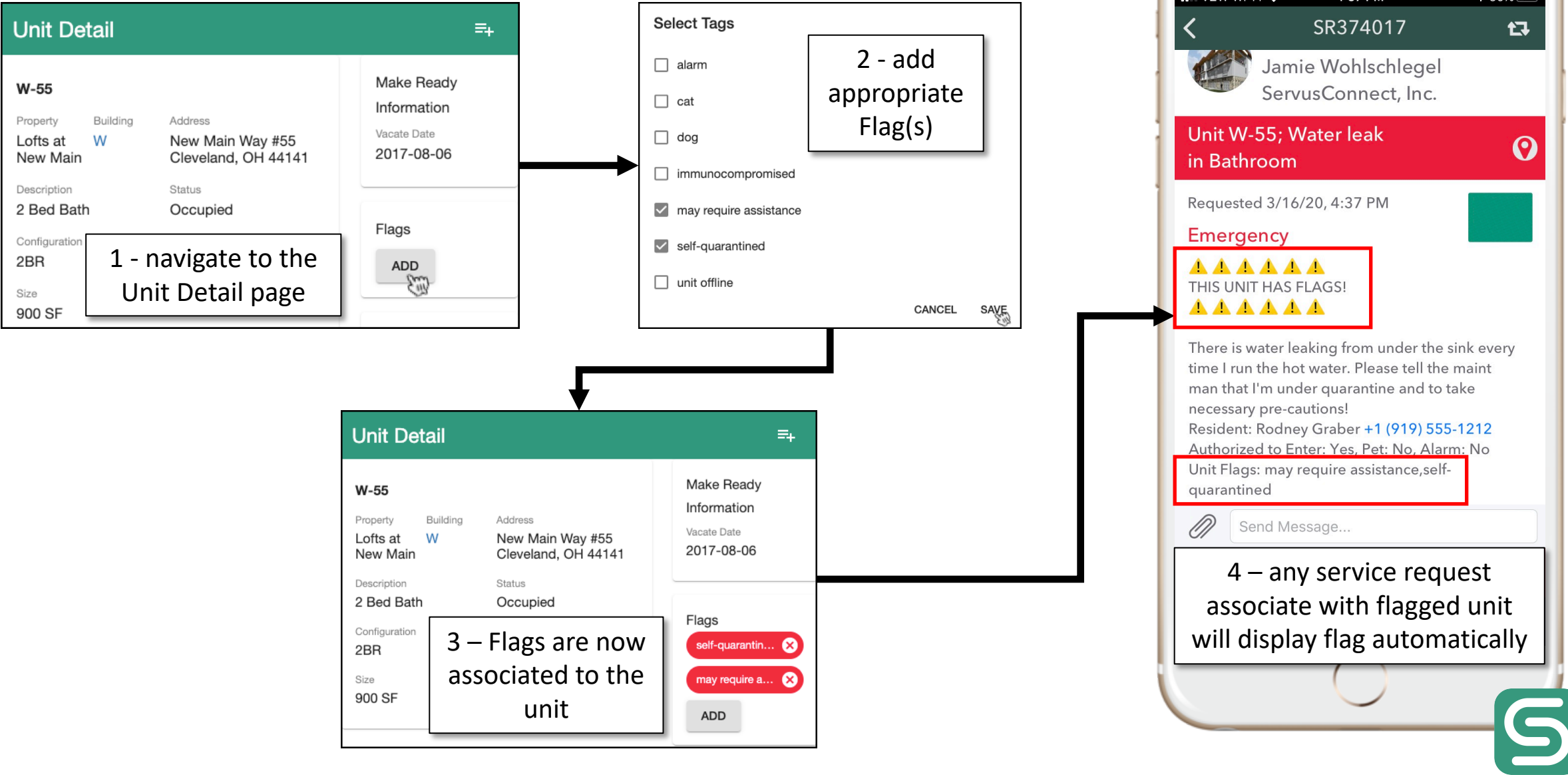
Unit-Based Condition Flagging



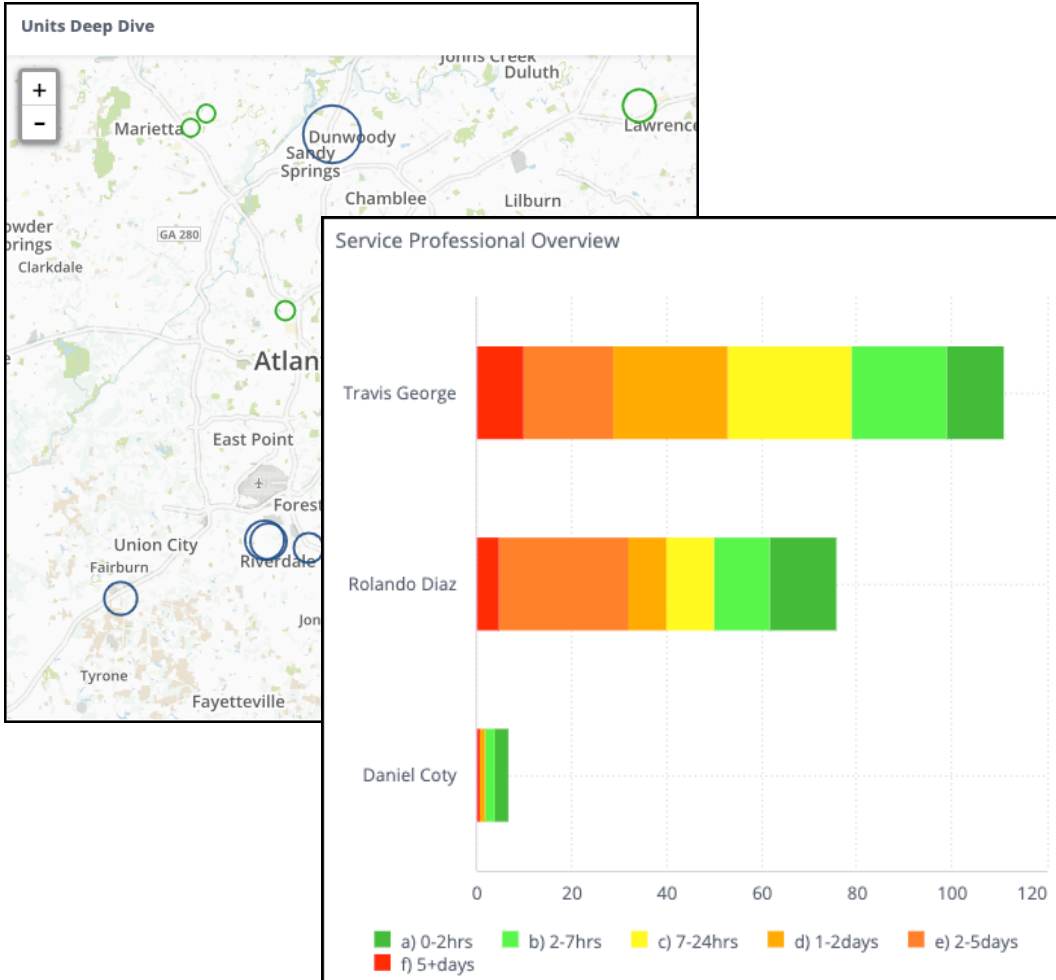
- *Flag* a unit to alert maintenance staff to a condition they should be aware of while responding to a service request
- Can be added/removed to individual units on a property a by PM-role user
- Flags can be reported on via ServusInsights dashboards and geo-located on interactive maps
- Flag *names* administered at Organization level via a request to support@servusconnect.com



Unit Flagging – How It Works



Reporting, Analytics & Mapping

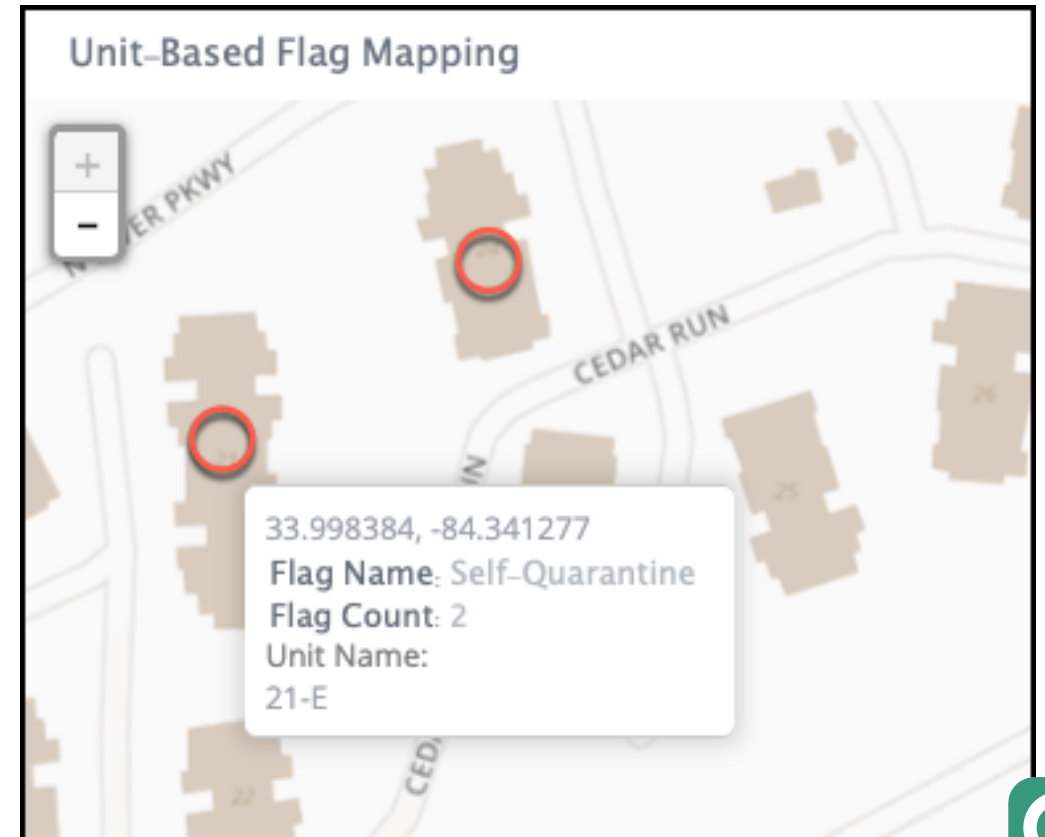
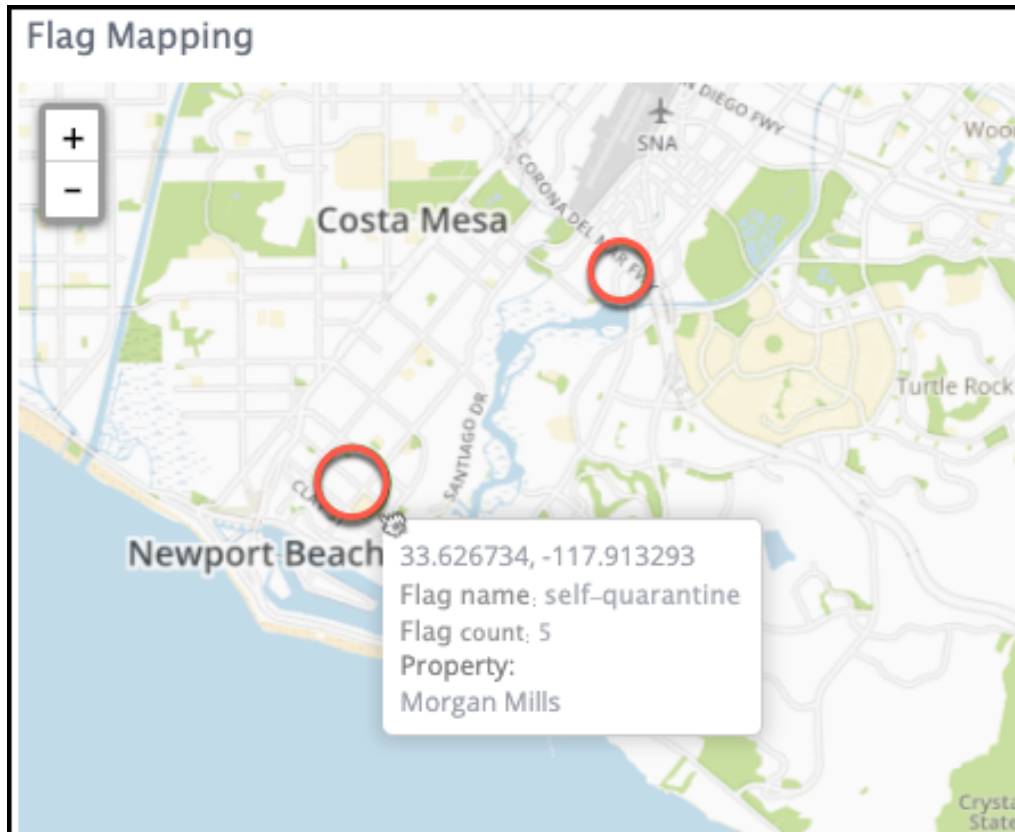


- Interactive geo-mapping of key data makes it easy to access status
- Real-time analysis on individual properties, regions, or across entire portfolios
- Can be embedded into company's intranet & customized for individual needs



Visual Mapping of Unit Flagging Data

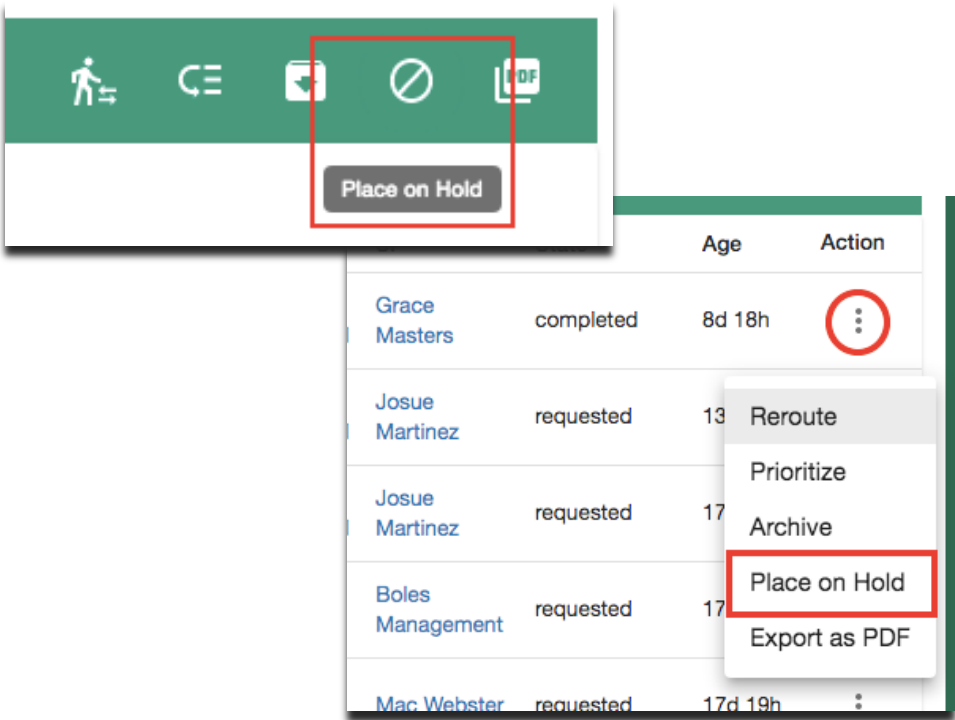
Hover-over features on interactive maps reveal key flagging data for the property, building, or unit. View an entire region or zoom in on individual property flags.



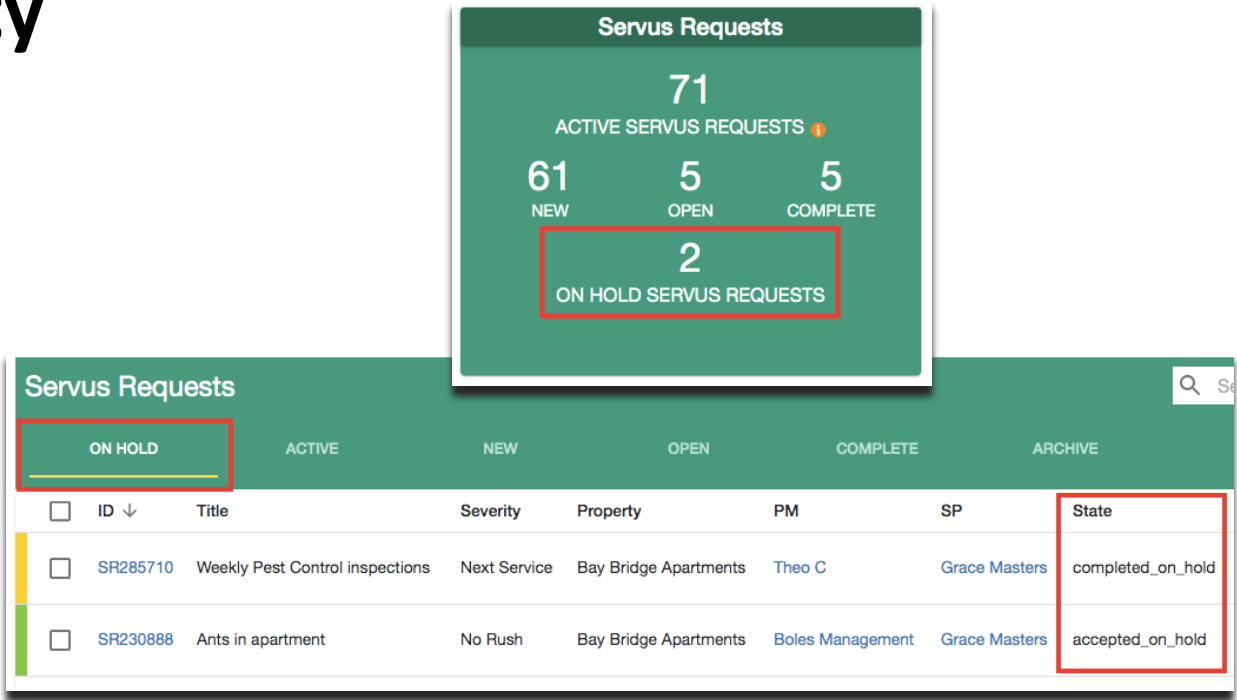
Servus Request Hold Functionality

Easily place non-essential resident requests “On Hold”

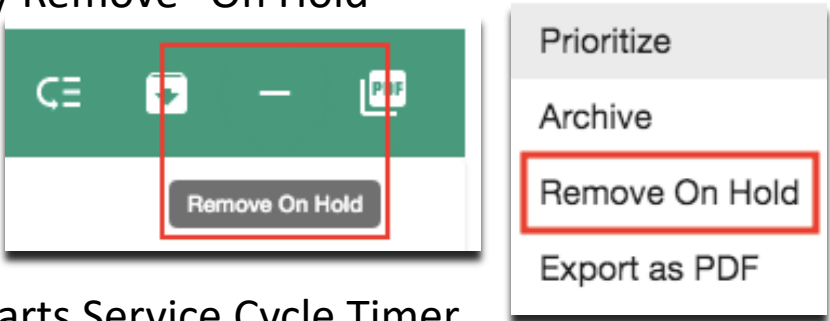
- Available in Requested, Accepted, Completed states
- Removes from Service Pro’s native app lists
- Pauses Service Cycle Timer, but not Aging Timer



Organized into single “On Hold” group



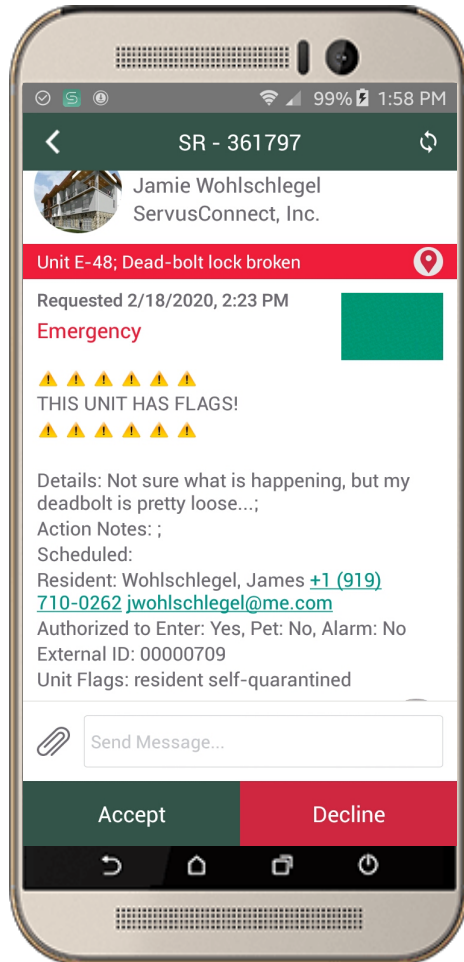
Easily Remove “On Hold”



Restarts Service Cycle Timer



Questions / Comments?



This feature is available for immediate release.

If you have further questions on how it works or how to apply it to your maintenance operations, please reach out to us via email at:

support@servusconnect.com

