



## Background

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fissara limited have deployed a dedicated system to Peel Land and Property Group that allows the business to service and maintain their buildings and tenants' via a dedicated mobile application and service desk function. The system known as Gophix will allow the scheduling of on-going service and maintenance activities with the ability to assign jobs to internal and external contractors and engineers adding a wealth of flexibility to their business processes.

Our solution enables the easy capture of tenants' problem via a free to download mobile application that subsequently provides the necessary servicing information to engineers and contractors. This information will be easily accessed and viewed within seconds by all users of the system. The objective is to increase productivity and efficiency when managing property issues by improving business processes and lowering the amount of administration work required to service tenants, ultimately significantly reducing operating costs.

fissara limited also provide Peel Land and Property with a number of visual displays showing the status of "trouble tickets" as they move through the system and a dashboard of analytics and configurable reporting.

The system utilises modules from the existing fissara platform which has a continuous improvement roadmap incorporating new features and technologies as they become available – these enhancement to the modules are included as part of the subscription.

## The benefits to Peel Land and Property

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The benefits to Peel Land and Property Group will be extensive and will introduce new processes for managing tenancy agreements, maintenance activities and site visits. The benefits that will be realised include:

### Streamlined processes for problem resolution

- Through a simple mobile application allow tenants to quickly report problems as trouble tickets and see the status of that ticket as it moves to completion.
- Provide a single point of reference for all problems reported and a semi-automated system to create activities to resolve those problems quickly and efficiently.
- The ability to send contractors to the same area to complete multiple jobs and therefore reducing repeat visits.
- A dynamic scheduling system that will assign jobs on a daily, weekly and monthly basis enabling advanced planning of activities and jobs aligned to each contract and tenanted building.
- Security staff can identify potential issues to be resolved before they become a problem for tenants.
- Define and revise processes to efficiently carry out preventative maintenance actions and inspections that are required on a periodic basis.

### Improvement in data capture and manageable electronic data and forms

- The ability to capture service information using a mobile application and electronic forms. This will eliminate any paperwork and eradicate separate information being captured across different types of media.
- Ensure one source for all information and eliminate errors and duplication through different channels.
- Data quality will increase significantly and information errors will be largely eradicated.
- A powerful customisable form centre for creating and editing data capture forms within seconds allowing other information to be quickly recorded that may otherwise be easily lost or delayed.

### Employee safety and risk management

- Risk assessments are carried out prior to any job or activity
- The ability to ensure employees working in high-risk environments are capable with safety measures in place.
- When required, site-specific RAMS are easily accessed by employees and contractors via the Mobile App.



## Reduction in administration time and bottlenecks

- A management reporting system that you can use for auditing purposes. Information is available instantly cutting down on administration time searching for reports or required data.
- A dashboard view showing activity and simple analytics.
- A document library gives instant access to information to all users of the system.
- Ability to see collected data as soon as it's been gathered and uploaded.
- Streamline the reporting process to your tenants and automate status updates.
- All collected data and documents are stored within one easily searchable system.

## Comprehensive overview of tenants issues

- All building information can be held on the system in one place giving you access to information quickly.
- Manage all your clients' services in one place showing the operational and contractual status and data captured for each problem reported.

## Continuous improvement and low Total Cost of Ownership

- The ability to build new processes, try them out and refine them without any further development.
- Fully hosted eliminating any data centre and IT effort for Peel Holdings Limited.
- Ability to operate your business and service desk from anywhere with a network connection

Fissara limited provide cost effective and hugely configurable workforce management software systems that deliver significant benefits to any business. Our products and solutions are designed to scale and are flexible enough to be used across many departments and divisions within medium to large organisations. Fissara Limiteds' products and solutions also demonstrate to your customers and others within your business that you have adopted a modern efficient paperless system, which is simple and easy for all stakeholders to use.

## How the system works

