

## WorkOasis Managed Services:

### “You enter the service request and we will do the rest”

*Centralize operations* and *reduce* the cost of managing maintenance requests for your portfolio through ServExpress™. WorkOasis can be your single source for the expert management of any service need.

Utilizing the industry leading WorkOasis maintenance management technology platform and a national network of certified contractors, covering 1150 cities and eighty service categories, we can help you improve service quality, standardize operations, reduce costs and simplify operations.

## How Does ServExpress™ Work..?

1. Customer places a service request via:
  - a. Web link
  - b. Phone call
  - c. Fax or email
  - d. Onsite M-Box maintenance panel (optional)
2. A WorkOasis service coordinator creates and manages the work order
  - a. Service request acceptance and review
  - b. Call avoidance
  - c. Contractor selection and communication
  - d. Contractor ETA, work completion based on SLA(s)
  - e. Approval and customer acceptance
3. Customer receives a consolidated electronic monthly invoice
  - a. Line item detail of all transactions by service category
  - b. Payable by electronic funds transfer

## Guaranteed Performance:

1. Every Contractor is registered and ***certified*** in the WorkOasis system to a 20 point professional standard; including proof of insurance and compliance with Federal laws (OSHA, EPA, EEOC, Employment Law and the Patriot Act)
2. WorkOasis ***will not mark-up*** any sub-contractor's costs; and acts as an agent for the customer with total transaction transparency. Contractors are continually sourced using WorkOasis' four star performance management system which measures the ETA, MTTR, average transaction cost and end-user satisfaction on every service transaction.
3. There are ***no hidden costs***: WorkOasis provides complete service request management, access to our certified supplier network and consolidated invoicing for a single simple transaction fee.

## Features:

- ❑ Single point of contact
- ❑ Expert management of assigned service categories
- ❑ Access to the WorkOasis certified supplier network
  - 1150 U.S. Cities
  - 9,500 contractors
  - 80 service categories
- ❑ WorkOasis Technology
  - Full CMMS system
  - Configuration & set-up
  - User training
  - Web-based service request entry
  - Paperless process
  - Electronic invoicing
  - Electronic payment
  - Real time reporting
- ❑ Comprehensive equipment and asset management
  - Preventive maintenance
  - Warranty management
  - Equipment history
  - Operational reporting

## Benefits:

- ❑ Exceptional Local Service
  - Most Responsive
  - Best Quality
  - Lowest Cost
- ❑ Reduced Operating Costs
  - Local purchasing economies of scale
  - Administrative costs
- ❑ Improved Efficiency
  - Management by (SLA's)
  - Automated scheduling
  - Detailed real-time operational reporting

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## Certified Supplier Categories:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Access Control Systems        | <input type="checkbox"/> Fitness Equipment          | <input type="checkbox"/> Pest Control                  |
| <input type="checkbox"/> Air Duct Cleaning             | <input type="checkbox"/> Floor Maintenance          | <input type="checkbox"/> Point of Sale Terminals       |
| <input type="checkbox"/> Air and Water Filtration      | <input type="checkbox"/> Fume Hood Cleaning         | <input type="checkbox"/> Portable Toilets              |
| <input type="checkbox"/> Alarm Monitoring              | <input type="checkbox"/> General Maintenance        | <input type="checkbox"/> Plumbing                      |
| <input type="checkbox"/> Asbestos Abatement            | <input type="checkbox"/> Glass Repair & Replacement | <input type="checkbox"/> Refrigeration Equipment       |
| <input type="checkbox"/> Asphalt Maintenance           | <input type="checkbox"/> Grease Trap Maintenance    | <input type="checkbox"/> Roll-Up Doors                 |
| <input type="checkbox"/> Automatic Door Maintenance    | <input type="checkbox"/> HVAC Services              | <input type="checkbox"/> Roof Installation and Service |
| <input type="checkbox"/> Bailer and Compactors         | <input type="checkbox"/> Indoor Air Quality         | <input type="checkbox"/> Safety                        |
| <input type="checkbox"/> Carpet Cleaning & Extraction  | <input type="checkbox"/> Indoor Plant Services      | <input type="checkbox"/> Security Guards               |
| <input type="checkbox"/> Ceiling Tile Cleaning         | <input type="checkbox"/> Indoor Signage             | <input type="checkbox"/> Security Cameras and CCTV     |
| <input type="checkbox"/> Computers and Peripherals     | <input type="checkbox"/> Irrigation Systems         | <input type="checkbox"/> Security Systems              |
| <input type="checkbox"/> Concrete Maintenance          | <input type="checkbox"/> Internet Services          | <input type="checkbox"/> Security Monitoring           |
| <input type="checkbox"/> Copiers and Fax               | <input type="checkbox"/> Janitorial Services        | <input type="checkbox"/> Sound Systems                 |
| <input type="checkbox"/> Construction and Renovation   | <input type="checkbox"/> Kitchen Equipment          | <input type="checkbox"/> Specialty Equipment           |
| <input type="checkbox"/> Disaster Restoration          | <input type="checkbox"/> Landscaping                | <input type="checkbox"/> Storage Container Rent        |
| <input type="checkbox"/> Electrical Maintenance        | <input type="checkbox"/> Lighting Interior          | <input type="checkbox"/> Snow Removal                  |
| <input type="checkbox"/> Emergency Generator Service   | <input type="checkbox"/> Lighting Exterior          | <input type="checkbox"/> Storage                       |
| <input type="checkbox"/> Engineering Services          | <input type="checkbox"/> Lighting Retrofits         | <input type="checkbox"/> Storm & Waste Water           |
| <input type="checkbox"/> Elevators & Escalator Service | <input type="checkbox"/> Locks/Keys/Safes           | <input type="checkbox"/> Telephone Systems             |
| <input type="checkbox"/> Energy Management Systems     | <input type="checkbox"/> Material Handling          | <input type="checkbox"/> Temporary Fencing             |
| <input type="checkbox"/> Energy Mgt                    | <input type="checkbox"/> Metal & Finish Maintenance | <input type="checkbox"/> Temporary Office Rent         |
| <input type="checkbox"/> Energy Audits                 | <input type="checkbox"/> Mold Remediation           | <input type="checkbox"/> Vehicle Maintenance           |
| <input type="checkbox"/> Energy Monitoring             | <input type="checkbox"/> Movers                     | <input type="checkbox"/> Vending                       |
| <input type="checkbox"/> Exterior Waterproofing        | <input type="checkbox"/> Outdoor Signage            | <input type="checkbox"/> Waste Management              |
| <input type="checkbox"/> Fire Extinguisher Service     | <input type="checkbox"/> Painting (interior)        | <input type="checkbox"/> Water Treatment Services      |
| <input type="checkbox"/> Fire Sprinkler Systems        | <input type="checkbox"/> Painting (exterior)        | <input type="checkbox"/> Window Washing                |
| <input type="checkbox"/> Fire Alarm Systems            | <input type="checkbox"/> Parking Lot Cleaning       | <input type="checkbox"/> Wood Refinishing              |

## Frequently Asked Questions:

### What is the cost of ServExpress?

WorkOasis charges an initial set up fee of \$5-10 per site depending on the number of locations and a transaction fee based on the number of work orders generated each month (see pricing table). WorkOasis does not mark-up any third party sub-contractor invoice and acts solely as the agent and transaction manager between the customer and contractor. The transaction fee is the only recurring cost paid by the customer and there are no hidden mark-ups or fees.

The transaction fees are same for web, phone, fax or email based service requests.

WorkOasis can also provide you other valuable services including maintenance audits, asset and energy management surveys, training and energy management services.

### What is the relationship between the customer, WorkOasis and the service contractor?

WorkOasis provides turn-key work request entry, work order management, approval and consolidated invoicing. The WorkOasis service coordinator is the single point of contact between the customer and contractor network, assuring delivery to the service level agreement and the efficient fulfillment of all work requests. WorkOasis selects the contractors and manages the service delivery process which includes providing the ETA, mean time to repair, customer satisfaction and audit of each service transaction.

WorkOasis utilizes a network of pre-selected and certified suppliers that meet our rigorous performance standards. These contractors are required to utilize the WorkOasis technology platform and maintain insurance and compliance with Federal laws. Our network includes both independent contractors and “self performing” service management companies and uses a “continuous sourcing process” to obtain the best prices for our customers.

### Can our existing service contractors become part of the WorkOasis service delivery network?

Yes, typically we utilize the existing WorkOasis pre-certified base of service contractors to better leverage our purchasing scale in each geographic area to secure you the best prices. Your existing suppliers can apply to become a certified contractor within the WorkOasis network however the delivery of ServExpress requires an investment by each participating contractor in implementing the WorkOasis system, utilizing our advanced billing and payment process and training.

**Do we need to use ServExpress for all trades:** No you can start with a customized list of selected categories and sites and add coverage as required; a minimum volume of 100 transactions per month is required to qualify for the ServExpress program.

<u>Transactions per mth</u>	<u>Price</u>
4,000 +	\$2.00
3,500 – 3,999	\$2.20
3,000 – 3,499	\$2.60
2,500 – 2,999	\$3.00
2,000 – 2,499	\$3.40
1,500 – 1,999	\$3.80
1,000 – 1,499	\$4.20
500 – 999	\$4.40
250 – 499	\$4.80
100 – 250*	\$5.00
*Minimum 100 transactions mth	