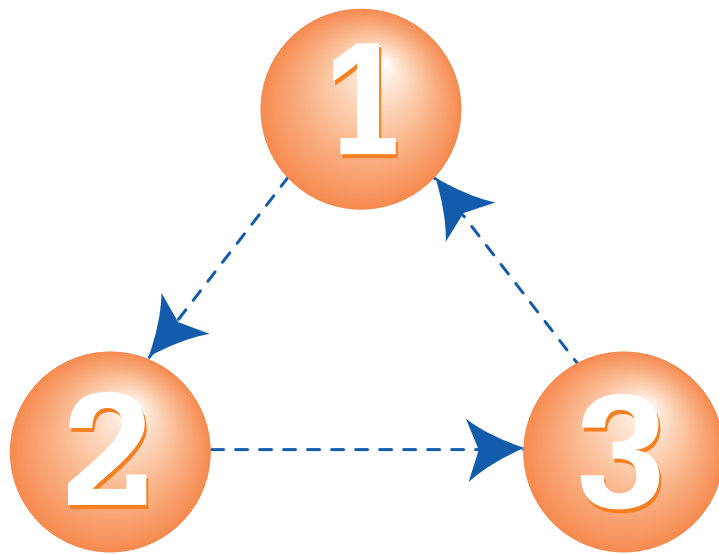# CONTINUUM
S E R V I C E S

field connect

Our interactive Computerized Maintenance Management Software system provides you access to order services and monitor work progress online

CONTINUUM customers benefit from our proprietary **Computerized Maintenance Management Software System (CMMS)** which provides an easy-to-use web-based portal for customer requests, communication, preventative maintenance work orders, real-time status tracking and inspection reports. From your computer or wireless device, the **CONTINUUM** system gives you ease, efficiency and control.

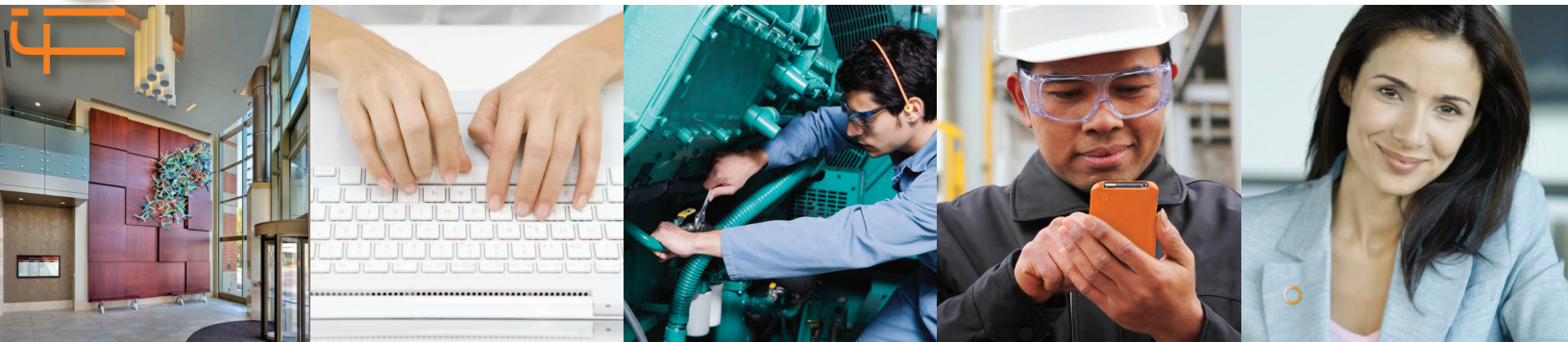**Here's an overview of how this easy, efficient system will work for you:**

MAKE SERVICE REQUEST VIA
WWW.CONTINUUMSERVICES.COM

1

2   **3**

WORK ORDER LOGGED, DISPATCHED
AND TECHNICIAN RESPONDS IMMEDIATELY

WORK IS COMPLETED
AND YOU ARE NOTIFIED

Capabilities, features and benefits of the CONTINUUM SYSTEM include:

- Documented request
- Faster response time
- Improved communication
- Ability to track job progress and status
- Web-based access remotely from your wireless device as well as from your computer desktop
- Reduced job costs through efficiency and "first time" success
- Superior consistency in results and customer satisfaction

The full-circle resource for building owners and property managers

• BENEFITING FROM THE CONTINUUM ADVANTAGE:

CONTINUUM customers benefit from our proprietary **CMMS** systemwhich provides an easy-to-use web-based portal for customer requests, maintenance work orders, real-time status tracking and inspection reports. From your computer or wireless device, the **CMMS** system gives you, your team and your tenants ease, efficiency and control.

- Self-service Website
- Customer Requests and Work Orders
- Monitor Progress and Track Response Time
- Access via Wireless Devices
- Automated Preventive Maintenance
- Best Practice and Procedure Management

• DELIVERING EXCEPTIONAL VALUE, SERVICE AND SATISFACTION:

CONTINUUM delivers exceptional value through our unique combination of knowledge, capability, performance and price. **CONTINUUM** enables your property to become a "High Performance Sustainable Building" and maximizes your assets' return on investment. Facilities serviced by **CONTINUUM** have earned such prestigious accolades as the *ENERGY STAR*® award for superior energy performance, *BOMA's The Office Building of the Year*® *(TOBY) Award and CEL's National Real Estate "A List" Award for Service Excellence.*

• OFFERING ECONOMIES OF SCALE THAT DELIVER COST-EFFICIENCY:

CONTINUUM serves tens of millions of square feet of commercial office, industrial, senior living, medical and retail space. With our large and diverse client base, our purchasing power will save you money. Through experience, our extensive best practices will save you time, minimize your costs, and reduce your facilities' downtime.

www.continuumservices.com

For complete access to our user-friendly, easy and efficient: Continuum System

Our "Did You Know?" Continuum Approach

CONTINUUM SERVICES provides everything needed for submitting maintenance requests, generating and tracking work orders, purchase orders and much more. You will save time and money while providing better maintenance response time. Because our computerized maintenance management software is so easy to use, you and your staff, not only embrace it, but they will love using it.

THE CONTINUUM SYSTEM is a web-based software program that allows you to track your work request from start to finish with real time updates available with the click of a mouse. Current requests, as well as historical data, are stored on a secured server so that you can access it 24/7. We respond and process over 1200 work requests per month. Each of those same customer requests are offered an online customer satisfaction survey. To date, our customer satisfaction is consistently above 90 percent. Ask us for more information regarding how and when we can implement the use of the **CONTINUUM SYSTEM** to save your organization time and money.

Printed on recycled paper in the spirit of conservation.