

BGIS

ANNOUNCEMENT

ANNONCE

from Mike Greidanus
de Mike Greidanus

www.bgis.com



BGIS Announcement from Mike Greidanus

At BGIS we are committed to Enabling Innovation and to creating Memorable Customer Experiences. We deliver over a million service calls in conjunction with our delivery partners each year.

I am pleased to announce that effective November 19, 2018, BGIS is launching new and innovative tools to enhance service excellence and transparency. Using our Mobile Applications and RealSuite Work Order (WO) Management System, these new tools are designed to strengthen client confidence.

The BGIS RealMobile App will enable our service providers to confirm their arrival onsite for all demand and planned services in real-time and, validate site presence using Geofencing technology. Our solution also includes a WO email dispatch hyperlink and Interactive Voice Response (IVR) option which enables arrival and WO updates without use of the mobile application.

In addition, the new BGIS ClearSite app has been launched to enable service providers to arrive and be Geofenced on sites for all non-WO related re-occurring site visits (for contracted services including janitorial, landscaping, snow removal, pest control, fire inspections, etc.). This simple technology will allow us to report and validate with our clients our commitment to service assurance and remove the inefficient manual processes we currently engage in today.

In alignment with these mobile apps, we have enhanced our RealSuite WO Management System to include:

- Two new mandatory WO status: 'Acknowledge Work Order' and 'Arrive on Site'
- Automated email reminder notifications when Outstanding Work Orders are approaching estimated time of completion
- WO re-assignment notifications for work not acknowledged/accepted
- Service provider WO reporting (Arrival & Geofencing)

Further details and training materials are available on the [BGIS Supplier Portal](#) and the [ComplyWorks website](#).

As a key services delivery partner to BGIS, I would appreciate your sponsorship to support the adoption of these innovative technologies within your organization to further differentiate our service commitment to our current and future clients.

Sincerely,

Mike Greidanus, P.Eng, MBA
President, Canada