



mobile made easy.

Princeton University

**SYCLO SOLUTIONS
IMPROVE DORM
INSPECTION
EFFICIENCY BY
75 PERCENT.**

QUICK FACTS

Electronic room histories eliminate the need for "Move-In Room Condition" forms.

Checklists on hand-held devices ensure thorough inspections.

Mobile work flow enables automatic fine calculation during inspection.

Mobile devices generate maintenance requests on the spot.

Princeton University speeds and optimizes the dorm inspection process with Syclo's mobile technology.

Challenge:

Princeton University's 500-acre campus needed a more efficient method for managing work orders. Workers needed to perform dorm room inspections faster to facilitate timely scheduling of repairs and quicker billing of fleeing students.

Solution:

Syclo's SMART Inspections took the maintenance process mobile — quickly and easily, though a simple user interface. Hand-held devices allow technicians to receive work orders and record data at the point of performance. Efficiency and productivity have improved considerably. While technicians used to spend 10 days completing their 2,400 room inspections, the process now only takes three days.

Princeton University's 500 acres of ivy-shrouded campus is a small community in and of itself. In addition to world-class teaching and research facilities, the campus is complete with residence halls, dining facilities and conveniently located businesses to serve the needs of the school's diverse student body. Of the 4,600 undergraduates, all first and second-year students are required to live on campus, as do almost all of the of upperclassmen. A large portion of the graduate population also chooses to live in housing provided by the university.

Creating a safe on-campus living experience

The Facilities-Housing Department inspections teams aim to improve living conditions with ongoing rounds to ensure that dorms are well maintained and in compliance with fire and safety laws. In addition to the general condition of University-provided furnishings and the interior walls, doors and windows in a dorm room, inspectors also focus on



identifying safety infractions and potential hazards before an accident occurs.

Formerly, the Housing inspectors making their rounds had to shuffle paperwork and use a three-part form to mark infractions and notate maintenance work that needed to be performed. That paperwork was later turned into a central office where maintenance requests were entered. Charge-backs for maintenance and the consequential fines that may be charged to students were hand-processed by another group

PRODUCTS IMPLEMENTED

SMART Inspections

Rapidly perform inspections and instantly upload data to enterprise systems so follow-up actions can be taken immediately.

of Housing staff. The entire process required many days to process paperwork and translate field inspections into actual work orders, student bills and general notices to the students.

Eliminating paperwork and increasing efficiency with SMART Inspections

In an effort to make inspections more efficient, the Facilities-Housing Department decided to deploy SMART Inspections and equip workers with tablet PCs to automate data capture and enable work requests and fines to be generated while on-location in a student's dorm room.

The results are in, and a marked improvement in the inspections process has been realized. Inspectors are now able to more rapidly perform room condition monitoring and verify the condition of each listed "asset" or

check point with greater accuracy. Data entry errors are no longer an issue of contention. Furthermore, infractions information is sent directly from an inspector's mobile computer to a backend billing system, while also automatically generating an email informing students of the fine amount they owe.

Perhaps the greatest improvement has been in the speed with which the overall inspection process is now performed. The latest inspections rounds were conducted by a 10-person team that examined 2,400 "dorm rooms," including bedrooms, common living areas, kitchens, etc. With the previous paper-based workflow, the process was completed in 13 days. With mobile, total inspections were completed in 3 days and there was no need for paperwork or data entry!

SMART Inspections increases productivity and delivers more data to inspectors:

- No more "Move In Room Condition" forms necessary for comparisons – history instantly available on inspection record
- Drop-down lists and checklists ensure no inspection points are overlooked
- Fines automatically calculated by infraction and sent to billing system at point of inspection
- Maintenance requests generated on the spot

Ready to enable your enterprise with mobile technology? Call Syclo at 800.567.9256 today!



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