

Maintenance  
service requests  
have never  
been easier.

Just call or **Clik** when  
you need it **FIXed**.



1.866.ClikFIX  
1.866.254.5349



service@ClikFIX.com



ClikFIX.com



## ClikFIX is BGO's contact centre providing 24/7 service for our tenants.

ClikFIX is designed specifically to enhance the tenant service experience at our managed properties.

ClikFIX technology allows us to custom-configure the service level requirements of the properties we manage, ensuring that the needs of our tenants are effectively met.

### LOOK TO ClikFIX FOR:

- Multiple contact options: tenant portal, phone or email
- 24/7 service
- Rapid, reliable delivery of work orders to the appropriate personnel
- Real time, on-demand reporting of all aspects of the ClikFIX process
- Enhanced tenant service levels, giving BGO a competitive edge in retaining and attracting tenants
- Customer intelligence providing data insights for better decision making
- Tenant surveys to provide understanding of both a tenant's current overall satisfaction as well as future needs



## SYSTEM AT A GLANCE

### SUBMIT

Service requests are submitted via one of our convenient methods:



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### REVIEW & INITIATE WORK ORDER

A ClikFIX representative reviews the details of the service request and promptly issues a Work Order Task to the appropriate BGO maintenance personnel or approved contractor.

#### HOW IT WORKS:

1. The service request is matched with the Property Manager's "Response Rules" for the service in the specific building. The Response Rules establish service level expectations for service requests, i.e. response times for requests and deadlines for completion. These can be broken down by various service categories such as temperature and lighting for example. They are customizable right down to a tenant level, allowing service level delivery to meet customer expectations. Response Rules are developed for each asset class across the national Canadian portfolio providing a standardized baseline for services/expectations across asset classes/clients for comparative examination. Each property can then further customize instructions where required.
2. An automated process intelligently routes Work Order Tasks to qualified technicians or service providers based on skillset and time of day to streamline resolution. The Work Order Task is dispatched via mobile-friendly smart phone devices providing access to the property teams while on the move and helping teams to easily manage and prioritize work orders.
3. The technician can easily accept the Work Order Task, adding comments, pictures or videos that would be reflected immediately on the request and visible to team members.
4. The Work Order Task is monitored against the Response Rules. If the Work Order Task does not meet the service level expectations, the Property Manager or designated alternate, can be notified in real time. Property Managers oversee work orders by exception, knowing when service levels fall below benchmarks for a portfolio or asset class.

### RESOLVE

When the Work Order Task is completed, the job status is updated to "Completed". Prior to closing the Work Order Task, the service technician will add final comments. These comments are emailed to the tenant contact or visible through the tenant portal providing visibility for tenants, simplifying interactions and ensuring timely communication.





## SUBMIT

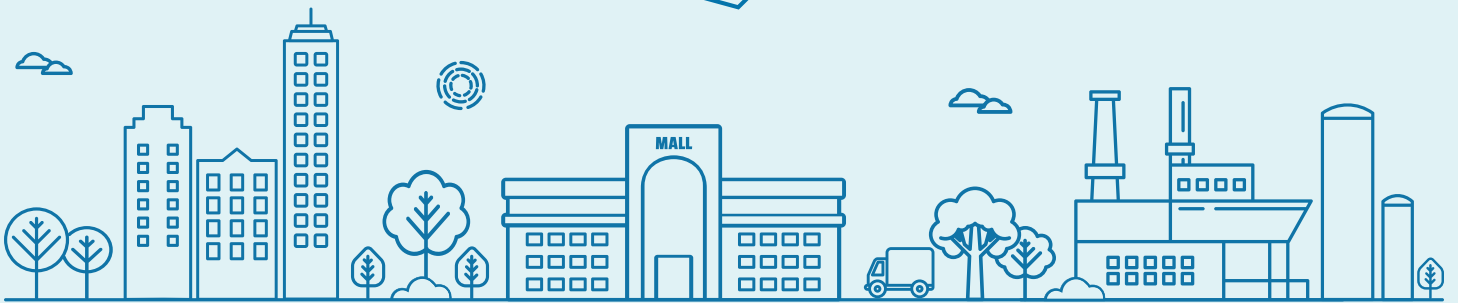
Do you have a maintenance issue?  
Please use one of the methods outlined below to contact us 24/7 with your service request, so we can start the process on resolving your issue.

## REVIEW

A ClikFIX Building Service Representative will review the details of your service request and promptly issue a work order to the appropriate member of your property's management team.

## RESOLVE

A member of your property's management team will be in contact with you to assess your request within one business day.  
You will be notified by the property management team once work has been completed or if any further action is needed to resolve the issue.



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