Seeing the benefits of SynergyMMS

So your property has been using SynergyMMS for a month and everybody has the hang of putting WR in, and likes it, but how do you see what has been entered and how does it affect what we do next month..

SynergyMMS has reports and through these reports you can pin point your worst areas and your worst problems. Fix and solve these issues and now you have time to tackle your preventive maintenance, or the special project that keeps getting put on the back burner.

SAI suggest the property view just a few reports to start with. Following we have detailed 1 then we show you how to run them.

SynergyMMS's Morning Report

Prime Hotel
All (Open and Closed) Work Requests by Task Code
04/10/2008

Details from 04/10/2008

Internal Calls:	164	Report Produced By:	SAI
Guest Calls:	281	Report Reviewed By:	
Occupied Rooms:	No PMS data available	Manager On Duty:	

Completed Guest Calls Top Ten by Task Code	04/10/2008 Cnt / Avg Minutes		Previous 7 Days Cnt / Avg Minutes		Previous 30 Days Cnt / Avg Minutes	
HG10001	15	7	91	8	390	9
EV20304	14	26	26	25	47	21
EV20308	13	24	29	28	54	29
HU10506	13	17	86	15	183	16
HB10108	13	26	58	27	160	25
HF10701	12	31	69	31	338	25
HE10403	12	27	55	24	192	23
HT10301	12	22	78	18	291	17
HU10502	10	24	114	22	197	22
HE10421	8	30	39	27	91	26
Others	158	24	1013	23	3776	21
Sub Total	**280**	**23**	**1658**	**22**	**5719**	**20**

Completed Internal Calls Top Ten by Task Code	04/10/2008 Cnt / Avg Minutes		Previous 7 Days Cnt / Avg Minutes		Previous 30 Days Cnt / Avg Minutes	
EF20604	7	1	8	1	10	1
EH21300	7	1	10	1	61	4,233
HF10701	6	70	50	43	290	38
HB10109	6	62	37	33	82	37
HE10421	5	83	23	51	93	40
EP20132	5	17	79	36	359	51
HB10108	4	34	34	36	125	37
EE20224	4	80	36	103	111	211
EE20229	4	60	15	67	64	35
HE10419	4	29	11	28	42	35
Others	98	39	352	50	2507	120
Sub Total	**150**	**39**	**955**	**48**	**3744**	**168**

Duplicated "Guest" Calls for 04/10/2008

Requested	Guest	Location	Description	Status	Duration
2		2326	HU10504 - Bottle Opener	Closed	1
2		2326	HU10504 - Bottle Opener	Closed	2

Multiple "Guest" Calls by Room

Location	Guest	Description	Assigned To	Status	Duration
1016	Not Assigned	HG10001 - Room Make up		Closed	10
	Not Assigned	HT10307 - Toilet Paper - --2--/--2/=kleenex		Closed	28

Report Filter: Date Opened >=2008-03-11 and Date Opened <= 2008-04-11, Guest=All, Status=All

SynergyMMS by Systems Associates, Inc. 2008

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The Morning report is generally one page that shows:

- Total wr for the specified day.
- Most requested task by guest and internal calls.
- Duplicate calls their current status and duration
- Rooms with repeat calls regardless of the task.

This gives the reader a complete review of the day.

SynergyMMS's Summary by Location

Prime Hotel
Top 10 All (Open and Closed) Work Requests By Location
03/15/2008 - 04/14/2008

Location
- ☐ 2B
- ☐ LOBBY
- ☐ LOCKWOOD
- ☐ 16134
- ☐ 10260
- ☐ 16203
- ☐ 8TH FLOOR
- ☐ 19272
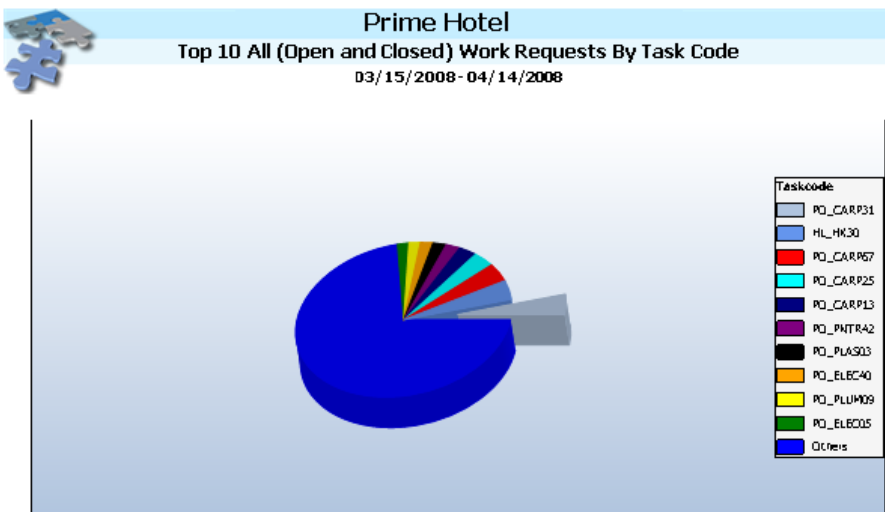- ☐ 16219
- ☐ 16264
- ☐ Others
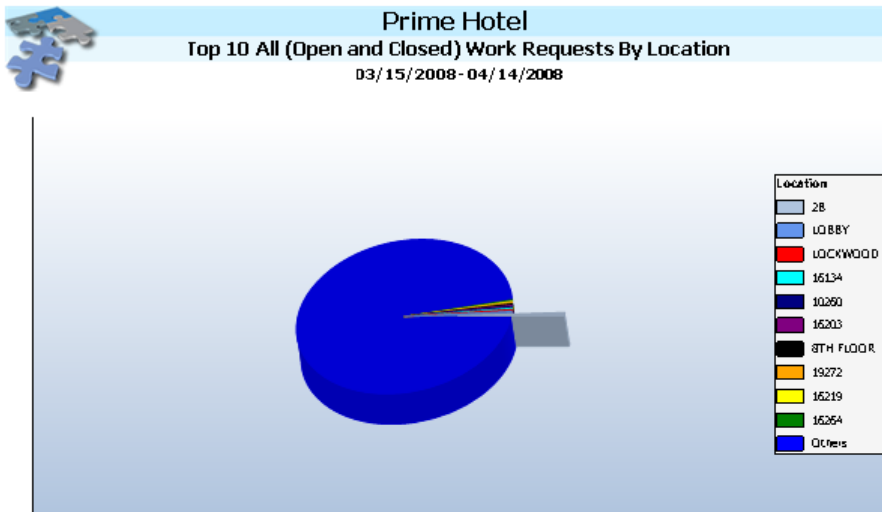
The Summary by Location report shows:

▪ Total wr for locations sorted by the worst.
▪ This report can be filtered by top 5, 10 (shown) or 20.

This shows areas that need special attention.

Location	Guest	Internal	Quantity	% of Work
2B	0	56	56	.7%
LOBBY	0	32	32	.4%
LOCKWOOD	2	29	31	.4%
16134	1	25	26	.3%
10260	4	20	24	.3%
16203	0	24	24	.3%
8TH FLOOR	4	20	24	.3%
19272	0	23	23	.3%
16219	0	22	22	.3%
16264	1	21	22	.3%
Others	822	7088	7910	96.5%
Total:	**834**	**7360**	**8194**	**100.0%**

SynergyMMS's Summary by Task Code

Prime Hotel
Top 10 All (Open and Closed) Work Requests By Task Code
03/15/2008 - 04/14/2008

Taskcode
- ☐ PO_CARP31
- ☐ HL_HK30
- ☐ PO_CARP67
- ☐ PO_CARP25
- ☐ PO_CARP13
- ☐ PO_PNTR42
- ☐ PO_PLAS03
- ☐ PO_ELEC40
- ☐ PO_PLUM09
- ☐ PO_ELEC05
- ☐ Others

The Summary by Task Code report shows:

▪ Total wr for task codes sorted by the most reported item.
▪ This report can be filtered by top 5, 10 (shown) or 20.

This shows items that need special attention. This can also point to a need for preventive maintenance.

Task - Description	Guest	Internal	Quantity	% of Work
PO_CARP31-OIL HINGES	0	195	195	4.3%
HL_HK30-OTHER HOUSEKEEPING (PLEASE EXPLAIN)	180	11	191	4.2%
PO_CARP67-DOOR KNOB LOOSE/MISSING SCREWS	0	189	189	4.1%
PO_CARP25-LATCH GUARD RUBBING ON DOOR FRAME	0	162	162	3.5%
PO_CARP13-DOOR STOPPER	0	131	131	2.9%
PO_PNTR42-TOUCH UP BASEBOARDS	0	102	102	2.2%
PO_PLAS03-GROUT BATH TILES IN BATH (A)	0	94	94	2.1%
PO_ELEC40-LIGHT OUT	3	84	87	1.9%
PO_PLUM09-BATHTUB S/U	6	72	78	1.7%
PO_ELEC05-BATHROOM LIGHT OUT	1	76	77	1.7%
Others	646	2626	3272	71.5%
Total:	**836**	**3742**	**4578**	**100.0%**

SynergyMMS's Detail w Guest Info

Prime Hotel
Open Work Requests By Assigned To (Includes Guest Info)
04/01/2008 - 04/14/2008

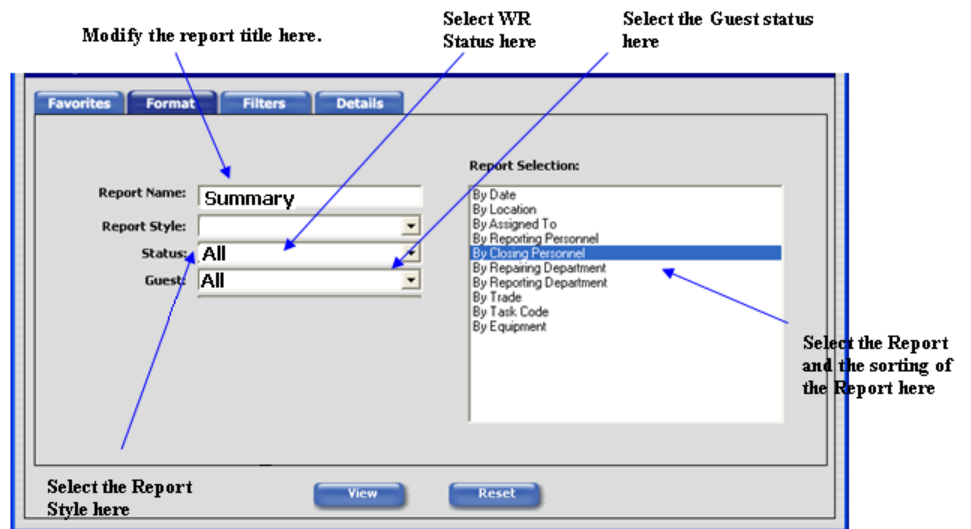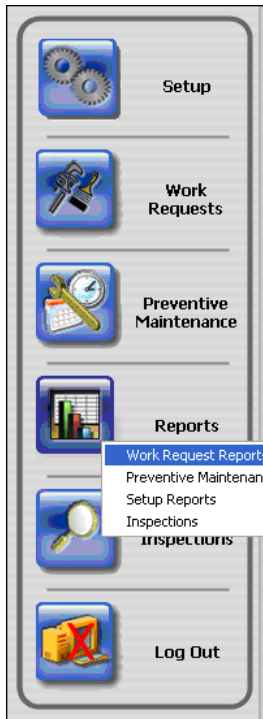| Assigned To	Opened	Completed	Status	Guest	WR #	Location	Task - Description	From	To	Trade
Buckley, Marty	04/03/2008 16:11		Dispatched		163863	Tin Shop	PO3405 - BO: Miscelaneous Repairs	PROPOPS	PROPOPS	ENGINEER
								Subtotal:		1
Calcote, Benny	04/11/2008 14:54		Open		166162	1747	PO3902 - SP: Deliver furniture - Desk chair	HOUSEKEEP	PROPOPS	PROJECT
								Subtotal:		1
Caputo, Joe	04/03/2008 15:21	04/03/2008 15:21	Completed		163828	Business Center	PO3262 - WR: Electrical Miscellaneous - add a new network line to print room	PROPOPS	PROPOPS	ELECTRICAL
	04/07/2008 09:46	04/07/2008 09:46	Completed		164940	North West Exhibit Hall	PO3202 - BR: Pick-up extension cord\power strip - pickup power cords	PROPOPS	PROPOPS	ELECTRICAL
	04/07/2008 09:47	04/07/2008 09:48	Completed		164942	North West Exhibit Hall	PO3262 - WR: Electrical Miscellaneous - pickup internet lines	PROPOPS	PROPOPS	ELECTRICAL
	04/07/2008 11:59	04/07/2008 11:59	Completed		165009	Parking Garage	PO3262 - WR: Electrical Miscellaneous - test call station speakers	PROPOPS	PROPOPS	ELECTRICAL
	04/07/2008 16:17	04/07/2008 16:17	Completed		165076	1679	PO3262 - WR: Electrical Miscellaneous - add plasma tv in room per Kathy Hannagan	PROPOPS	PROPOPS	ELECTRICAL
	04/10/2008 16:26	04/10/2008 16:26	Completed		165978	2nd Basement	PO3262 - WR: Electrical Miscellaneous - check and replace fan motor -- computer room condenser unit	PROPOPS	PROPOPS	ELECTRICAL
	04/10/2008 16:26	04/10/2008 16:26	Completed		165980	TV Shop	PO3287 - WR: TV Repair - tv shop repairs	PROPOPS	PROPOPS	ELECTRICAL
								Subtotal:		7
Centeno, Juan	04/14/2008 08:50		Open	cj	166813	Athletic Club	PO3262 - WR: Electrical Miscellaneous - treadmills no power	HOUSEKEEP	PROPOPS	ELECTRICAL
	04/14/2008 09:44		Open	cj	166822	553	PO3213 - OC: Ceiling Bulb is out	HOUSEKEEP	PROPOPS	ELECTRICAL
								Subtotal:		2
Dameron, Kevin	04/04/2008 10:23		Dispatched		164137	2037	PO3288 - WR: Valve Motor Repair - replace valve motor	PROPOPS	PROPOPS	ELECTRICAL
	04/13/2008 13:31	04/13/2008 13:31	Completed		166631	552	PO3227 - OC: Night Table Bulb out	HOUSEKEEP	PROPOPS	ELECTRICAL
	04/13/2008 14:40	04/13/2008 14:40	Completed		166639	739	PO3262 - WR: Electrical Miscellaneous - Fix lamp	HOUSEKEEP	PROPOPS	ELECTRICAL

The Detail w Guest Info report shows:

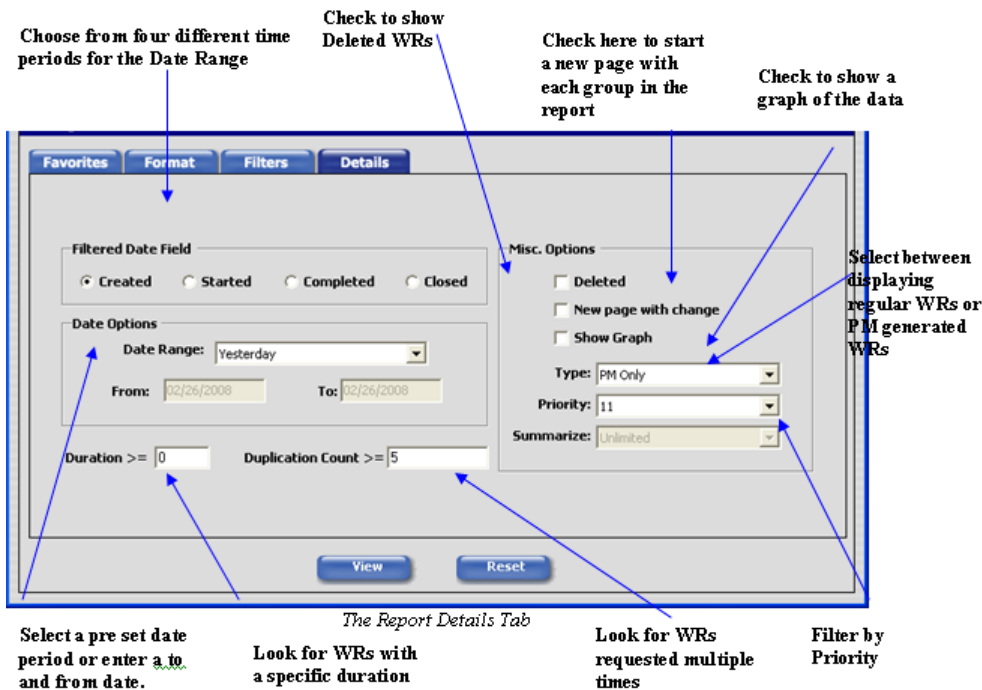This report shows specific details about each of the reported work request.

We have sorted this by Assigned to and could print off separate pages for each employee that they can take with them beginning their shift for the day.

How to Run these reports

In SynergyMMS select Reports from the Toolbox, then select Work Request.

The Report Format Tab

Choose from four different time periods for the Date Range

Check to show Deleted WRs

Check here to start a new page with each group in the report

Check to show a graph of the data

Favorites | Format | Filters | Details

Filtered Date Field
⦿ Created   ○ Started   ○ Completed   ○ Closed

Date Options
Date Range: Yesterday
From: 02/26/2008   To: 02/26/2008

Duration >= 0   Duplication Count >= 5

Misc. Options
☐ Deleted
☐ New page with change
☐ Show Graph

Type: PM Only
Priority: 11
Summarize: Unlimited

Select between displaying regular WRs or PM generated WRs

View   Reset

The Report Details Tab

Select a pre set date period or enter a to and from date.

Look for WRs with a specific duration

Look for WRs requested multiple times

Filter by Priority

The above screens have been taken from the manual to detail all of the options you have available. We have not applied any filters to the reports so the filters tab is not displayed, See the manual for details on this.

Morning Report –
        Style = Morning Report
        Status = All
        Guest = All
        Report Selection = By Task Code
        Date Range = Yesterday.
        * everything else is default.

Summary By Location
        Style = Summary
        Status = All
        Guest = All
        Report Selection = By Location
        Date Range = Last 30 Days
        Show Graph = Checked
        Summaries = top 10
        * everything else is default.

Summary By Task code
        Style = Summary
        Status = All
        Guest = All
        Report Selection = By Task Code
        Date Range = Last 30 Days
        Show Graph = Checked
        Summaries = top 10
        * everything else is default.

Detail w Guest Info By Assigned To

Style = Detail w Guest Info
Status = All
Guest = All
Report Selection = By Assigned To
Date Range = Last 30 Days
* everything else is default.

Favorites

Favorites allows a users to save the above settings as a report.

Once you have a look to a report and want to save it simply go to the Favorites tab and fill in the name, then click save. Form this point forward you will be able to load the reports screen and select the favorite instead of having to reset up the details of the report SynergyMMS remembers them for you.

Favorites are user specific.