

MSL are keeping inSYNC with all your property needs

MSL Property Care Services, the leading property maintenance provider, has launched its new inSYNC suite of facilities management tools to enhance both customer and supply partner experience. The in-house developed web-based inSYNC integrated FM system provides greater functionality, transparency whilst making the end to end job process more time and cost efficient.

inSYNC supports all MSL's activities, whether that be their reactive, planned or compliance maintenance services which they deliver to many well-known brands including William Hill, Caffé Nero, Pets at Home, Specsavers and Zara. The charities sector is also an important source of customers including British Heart Foundation, Age UK, Scope, Sense and Oxfam.

inSYNC comprises a suite of facilities management tools including a site portal, customer management portal, customer wallboard, supplier portal and a service delivery App. The site portal allows users to log job and quote requests online, accompanied by photos or video to assist the triage process. The progress of works can be tracked to completion whilst enabling the customer to add comments or questions to the MSL helpdesk so that they are always kept in the picture. Full compliance maintenance records and an asset register are accessible including the ability to view & download compliance certificates.

The management portal provides an estate wide view together with a suite of reports which show how the customer is spending their maintenance budget and how MSL are performing. Most unique is the Wallboard which displays a live view of real time works, as well as pointing out high-priority and critical works. The live integration between modules provides total transparency of activity and communication from individual site to head office.

With its innovative supplier portal, partners can more easily track, add ETA's and photos and manage all their works in progress. It is a task- based system which benefits the user also by scheduling works using the ETA calendar and location maps. Whilst on site their engineers and partners manage their visit via the service delivery app which is integrated with the inSYNC database. Incorporating a health & safety risk assessment the app provides a job sheet and photo function.

To provide great customer service MSL are not solely reliant on technology but also on having knowledgeable and maintenance trained people. At the forefront of customer service is their 24/7 helpdesk which came out on top in the Service Provider category for 'The Top 50 Companies for Customer Service Awards 2015.' The company also strive to be one of the best companies to work for and are already on the road to achieving this, having been recognised by Best Companies earning a star as being a "Very Good Company" to work for in 2018.

To find out more information on MSL Property Care Services, or to get in contact with the company, please see the details provided below.

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