



Case History: Garrison Square Management Improves Productivity and Service With JumpStart Wireless™ Corporation's DispatchSuite

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Boston, MA-based Garrison Square Management was among the property management industry's early users of JumpStart Wireless™ Corporation's DispatchSuite, an innovative dispatching and work order management application that brings the power and productivity of wireless Internet communication through cell phones and other standard handheld devices.

Garrison Square deployed DispatchSuite to its mobile field force with several goals:

- Simplify work order dispatch and management
- Improve cash flow by speeding client billing
- Better track pending work and always knowing the status of a job when a customer calls
- Reduce the paperwork involved in managing work orders
- Minimize the need for phoning between the office and the field to increase field service staff productivity

Garrison Square Management is a premier real estate management, investment and development company responsible for over 2,600 residential units in the downtown Boston area. Established in 1991, Garrison Square Management today has more than 50 employees working all over downtown Boston.

“Using DispatchSuite, our property managers have significantly improved their productivity, response time and customer service,” said Denise Moreau, Manager of Finance and Administration of Garrison Square Management. “In particular, keeping track of our staff's daily progress is more efficient and much easier than our old paper-based procedure. Also, we can now provide invoices to our clients almost immediately upon completion of the work orders.”

“The most important result we’ve noticed since implementing DispatchSuite is greater efficiency in the entire work order process,” said Moreau. “Our clients are extremely happy because there is a faster turnaround in the billing process and they are able to quickly obtain more accurate information about the status of a job.”

DispatchSuite is ideally suited for companies with 100 to 1000 field staff, as well as larger organizations with extensive field service operations. Customers include companies doing, installation, maintenance, repair, delivery, and field sales. DispatchSuite operates on the nation’s largest wireless networks.

DispatchSuite puts Garrison Square’s field and dispatched workers in secure, instant and around-the-clock wireless Internet communication with their offices and colleagues in the field.

Wireless versions of standard forms – work orders, delivery orders, sales leads, time sheets, billing data, etc. – are sent to workers in the field using cell phones and other handheld wireless Internet communication devices. When work is completed, data is entered into the wireless form at the job site and DispatchSuite sends it to Garrison Square’s head office billing system in real time.

For approximately \$1 per day per user Garrison Square uses DispatchSuite to improve field force productivity.

Boca Raton, FL-based JumpStart Wireless Corporation is the leader in allowing service and delivery organizations to leverage the productivity and customer service available with constant wireless connectivity. For further information about DispatchSuite, contact JumpStart Wireless’ sales department at 561 347-6710, ext. 200 or sales@jumpstartwireless.com.

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