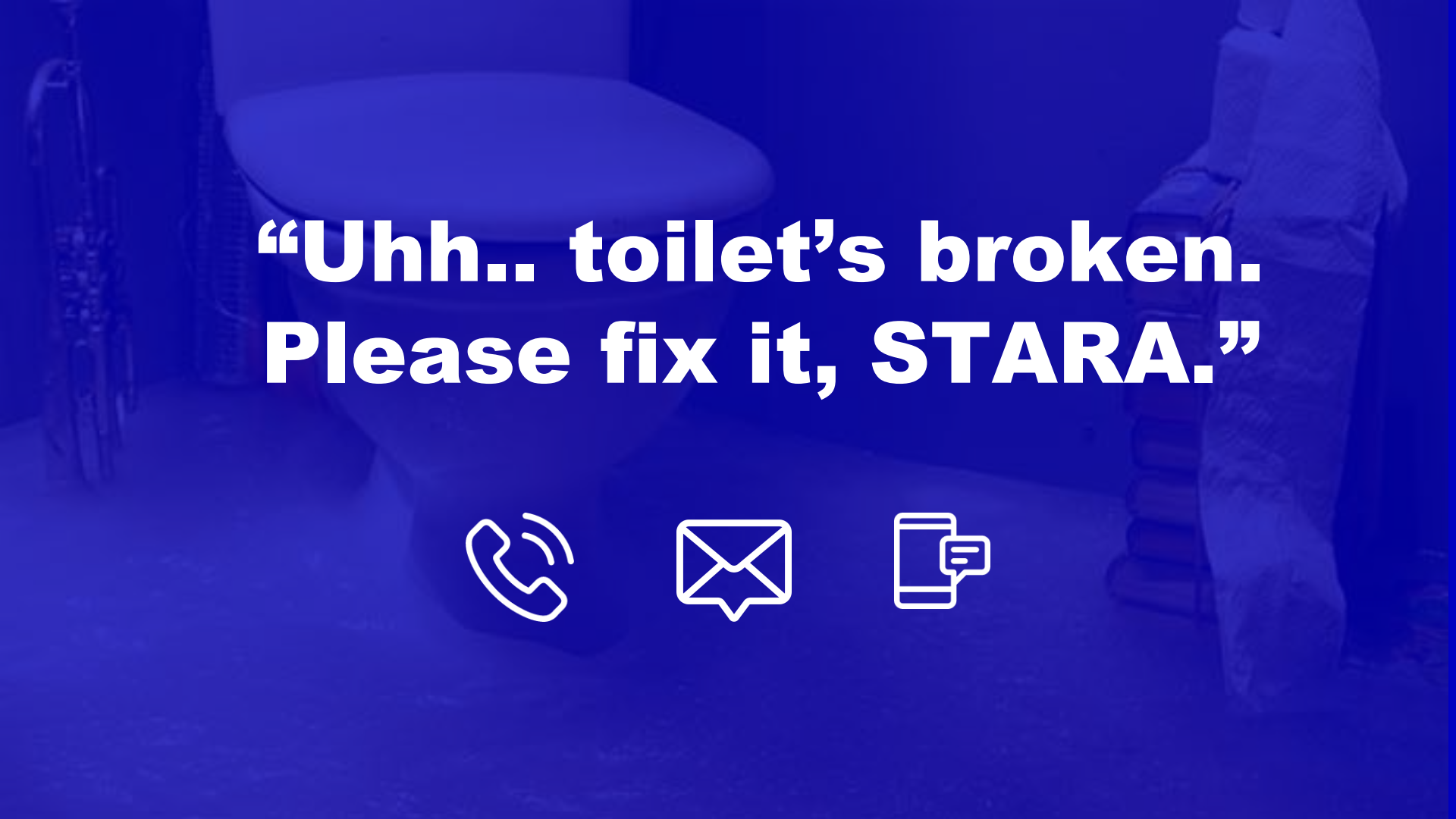
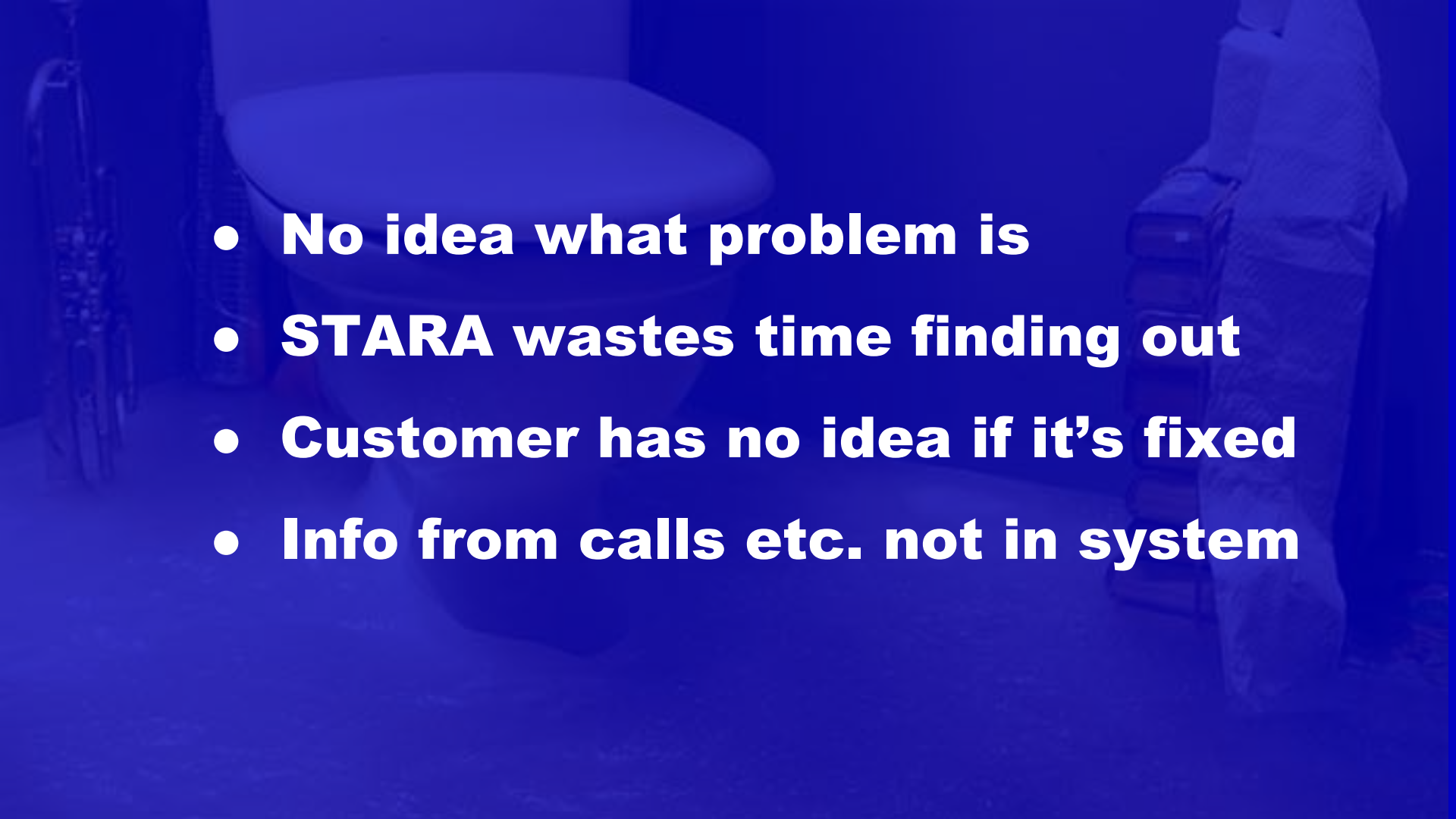
Helsinki

STARA x

Stara Repairs Platform

Development Proposal & Prototypes by team Silly Code

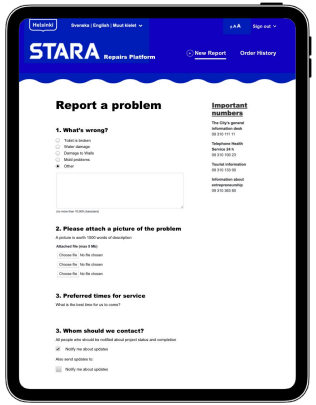

“Uhh.. toilet’s broken.
Please fix it, STARA.”



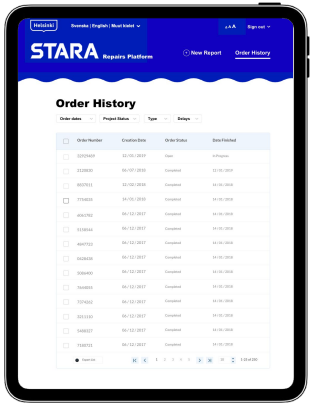
- No idea what problem is
- STARA wastes time finding out
- Customer has no idea if it’s fixed
- Info from calls etc. not in system

A Better Way to Track Repairs

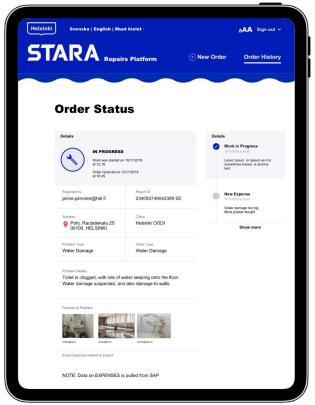
Link to Prototype: Here



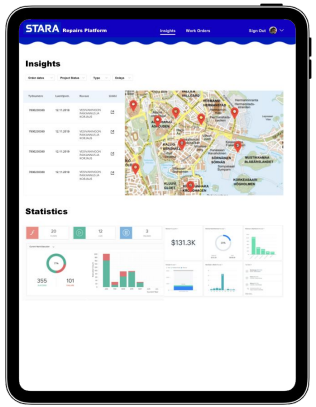
Smart Report Forms



Work Order History



Order status Page



Better Data & feedback for Managers

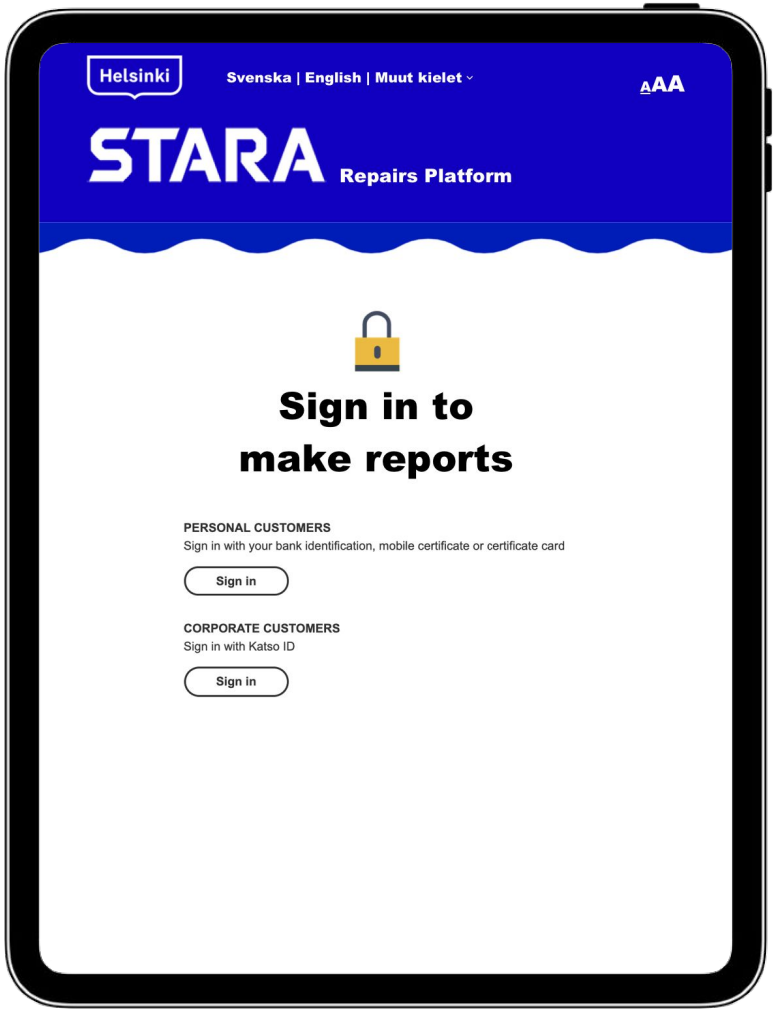
Notified by SMS or email

Regular Clients have an account on Stara's platform

- Make reports of issues (Janitors, citizens)
- Approve work reports (Property manager)
- Check past orders

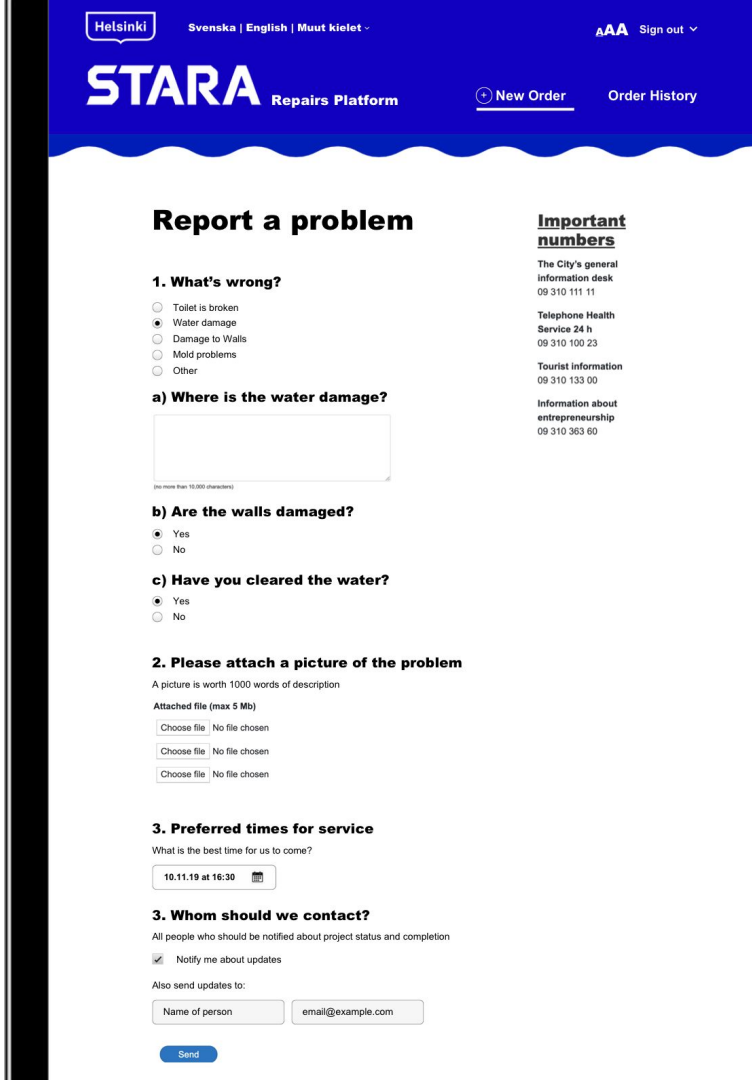
Public website, not a mobile app. Easier to build, cheaper, works on all devices, no install needed.

Note: Anonymous reports possible (no login/account)



Smart Report form helps clients make **better repair requests**

- Short, standardised info
- It asks specific questions for specific common problems
  - E.g. If you select water damage, it'll ask more questions about water damage
- Users can attach pictures / video
  - Form also reminds to put pictures

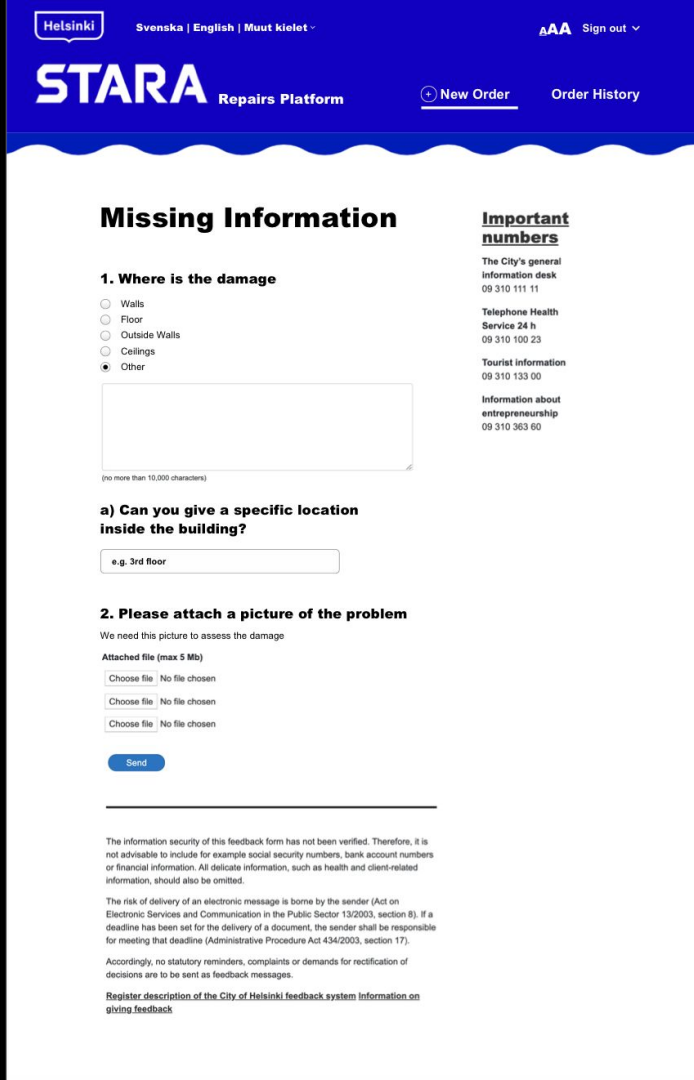


If they missed something, STARA can ask more info

We need details from you to complete work order 2352523RE. Please answer here.

- SMS or email notification saying more info is needed with link to correct information update form

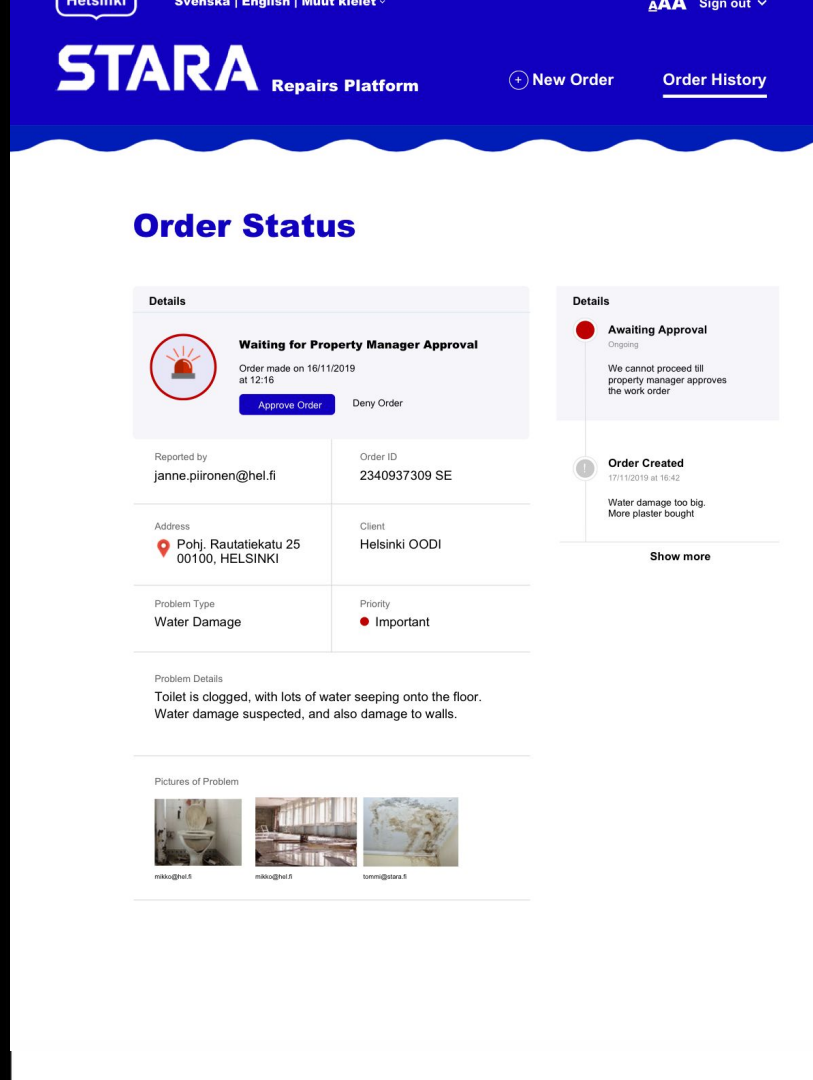
Check our coded demo for all SMS notifcations



Every work order gets a live status page

Up-to-date info on

- Project Status
  - Waiting approval, work started, delayed, finished, approval from prop. manager
- History of project
- Details like who reported it, location, client, problem type etc.
- Pictures of problem
- Extra expenses
- Additional details added later

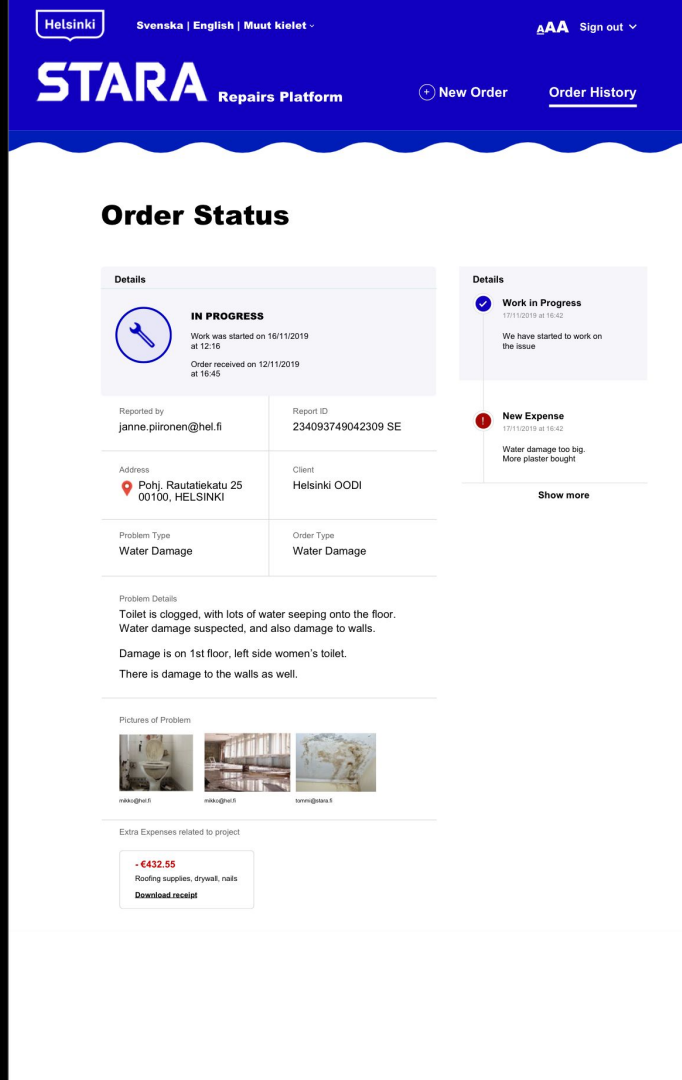


If something important happens, page will update and notify relevant people

There is a new delay/expense for work order number 2352523RE. Check here.

E.g. if work is completed OR there is a delay/new expense for the project, the app will

- Update this to the status page
- Notify the property manager/reporter by SMS (if they want)

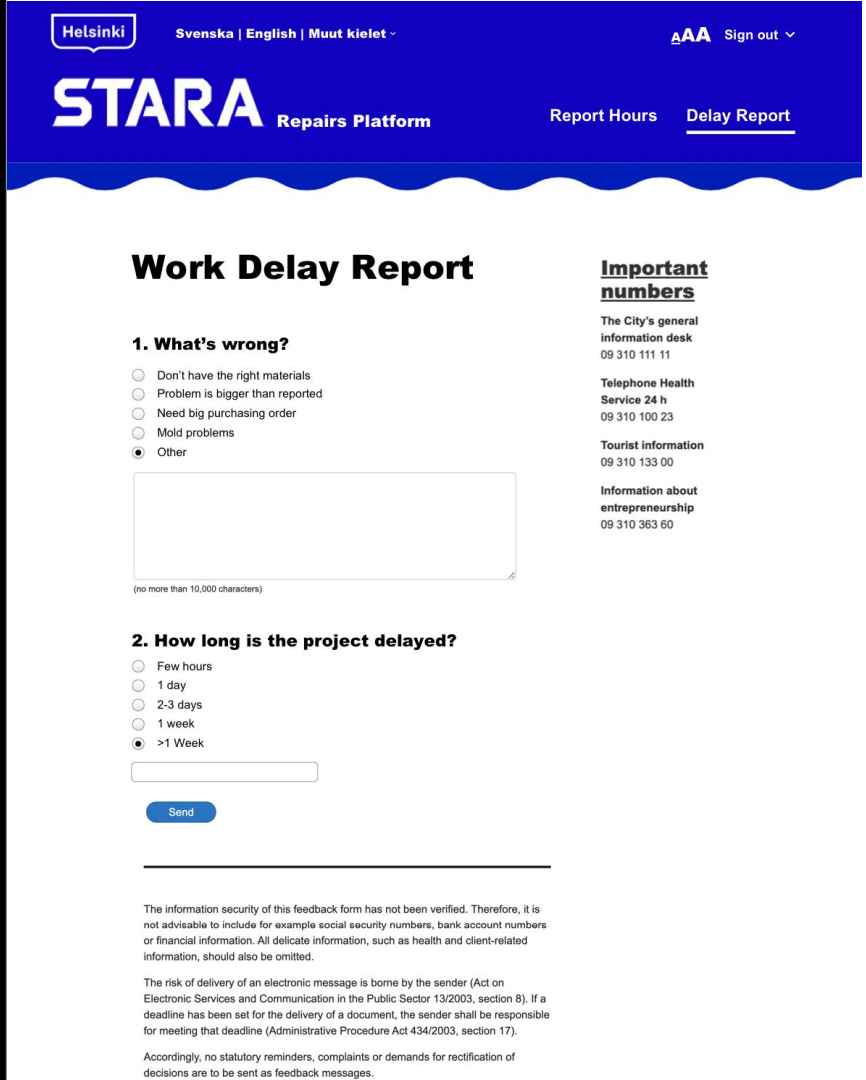


Workers can report **delays / new info**

Simple and quick form for STARA workers

- Expected delay (e.g. 5 more days)
- Reason
  - E.g. big purchase needed to finish

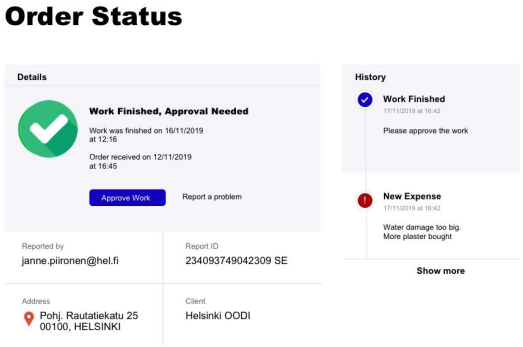
This gets updated to order status page automatically

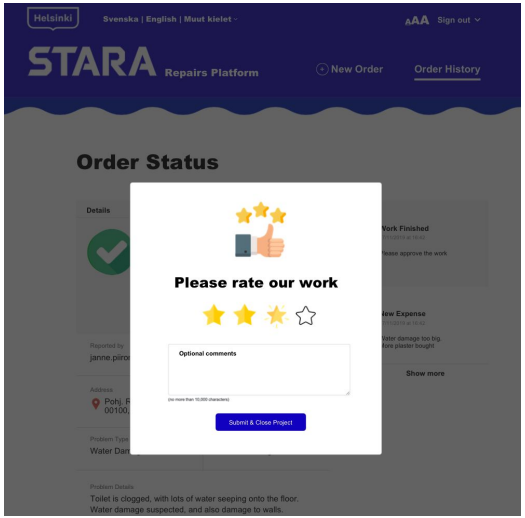


Once work is complete, order goes for approval & feedback

- Order approver/maker gets an SMS that work is ready to approve
- When they approve the order, they are asked to give quick feedback on order.

Work order 2352523RE is ready for approval. Please approve completion here.

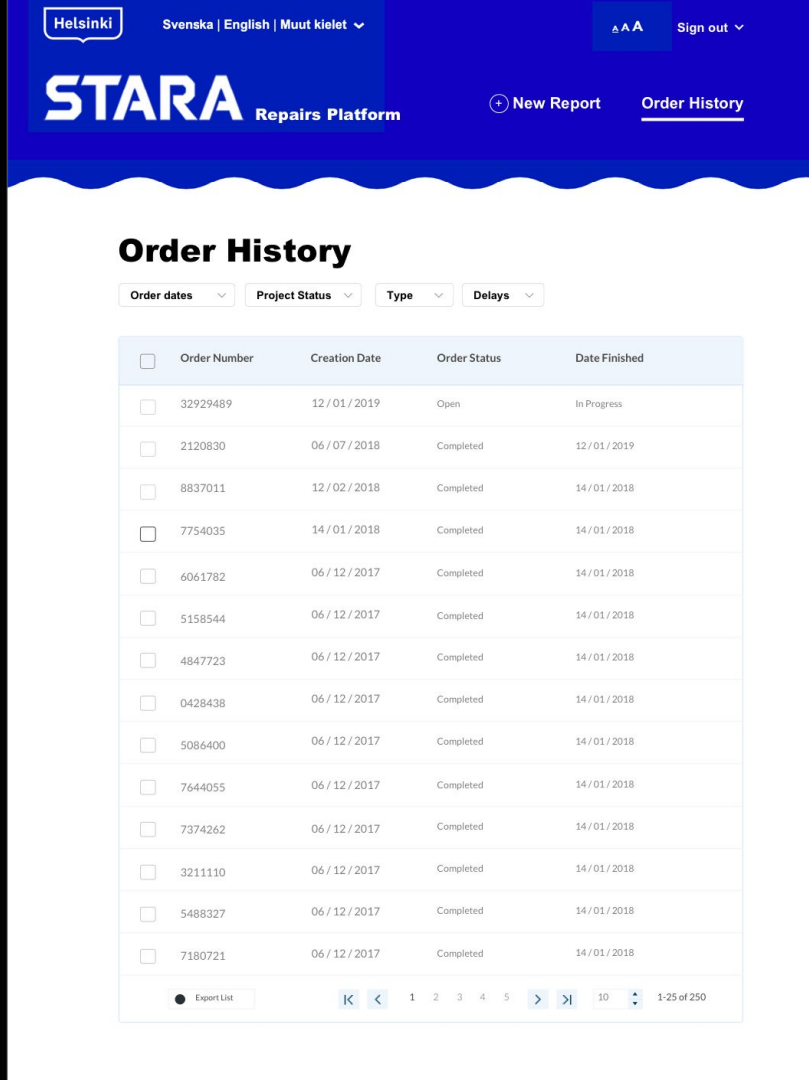




Owners can now **check all past orders and statuses easily**

- Order history page makes it easy to search and filter specific work orders
- Links to the order's status pages, which has full summary and history for the ticket

Check our coded demo for work order history

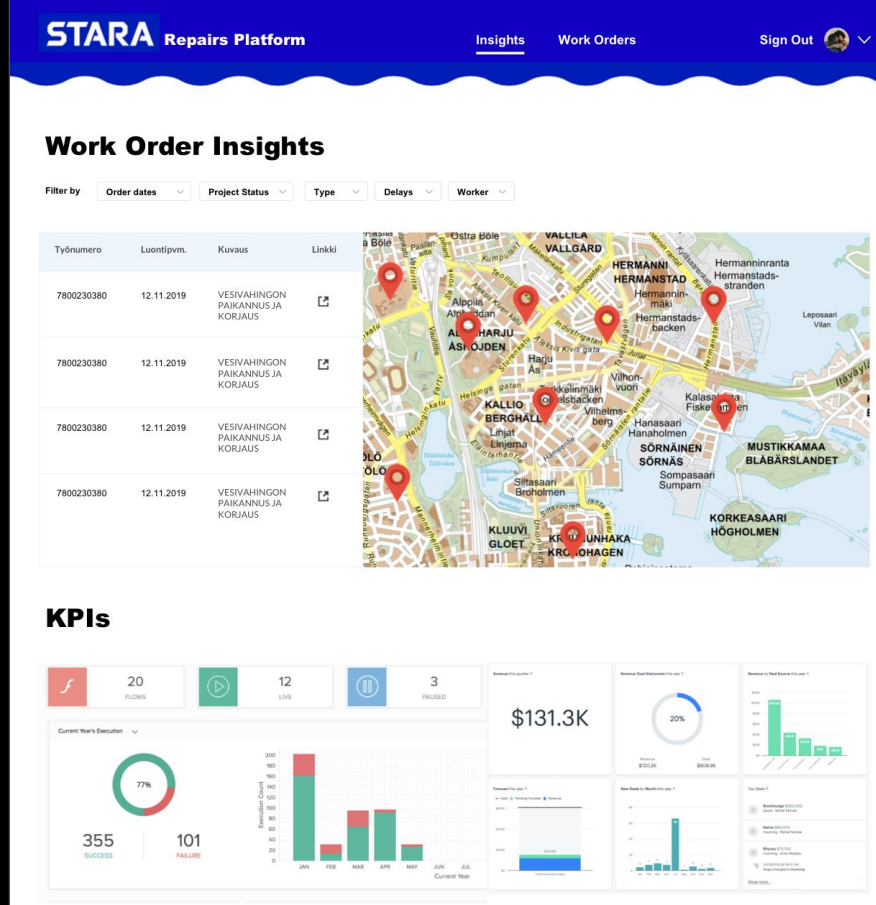


This generates a lot of useful data for STARA

Learn from past successes and failures

- Search past orders by location, date, delayed or not, successful or not, work type, who worked on it etc.

(Check our coded demo)



Better, accurate KPIS

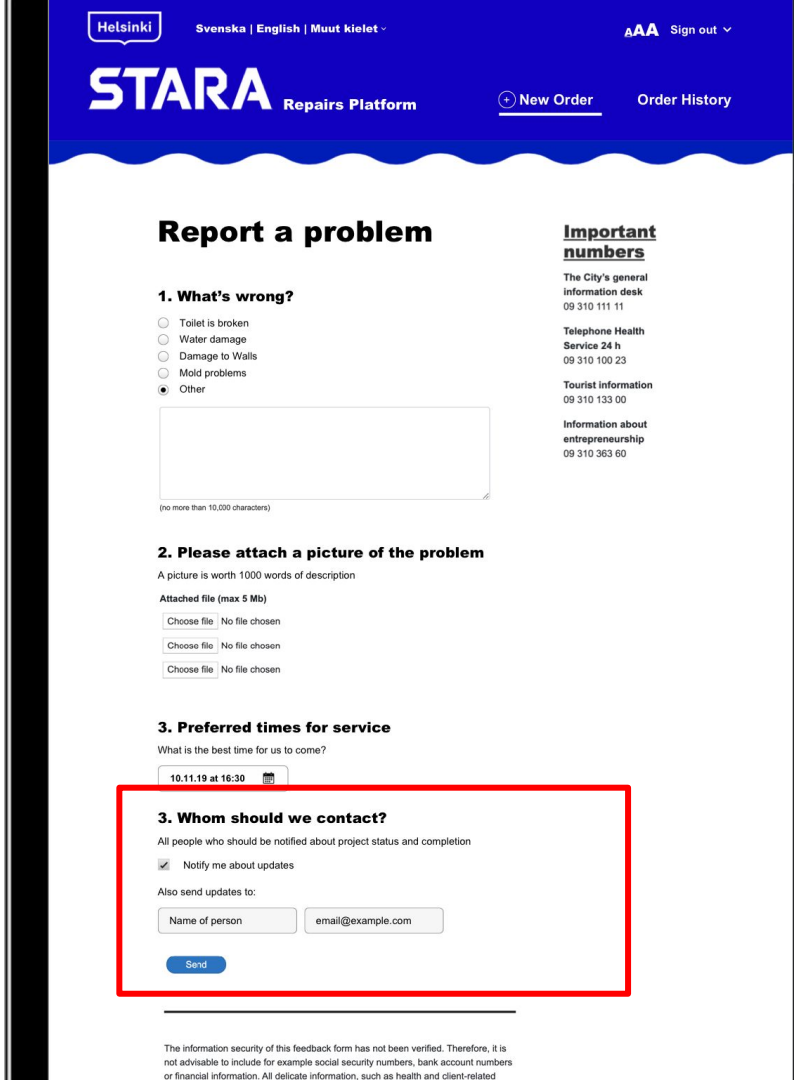
Learn from past successes and failures

- Dashboard with actionable metrics like
  - % of successful projects
  - # of each project type
  -

If work order is done by call/text, STARA manager can fill the form for the client

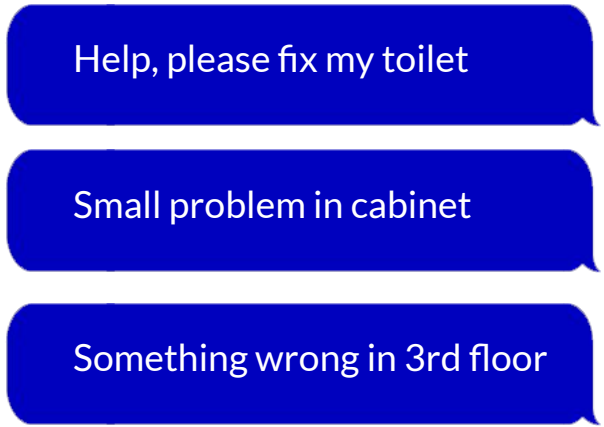
This way the data on these is not lost like is happening now.

The manager can also set the form to notify the owner about future updates, instead of themselves



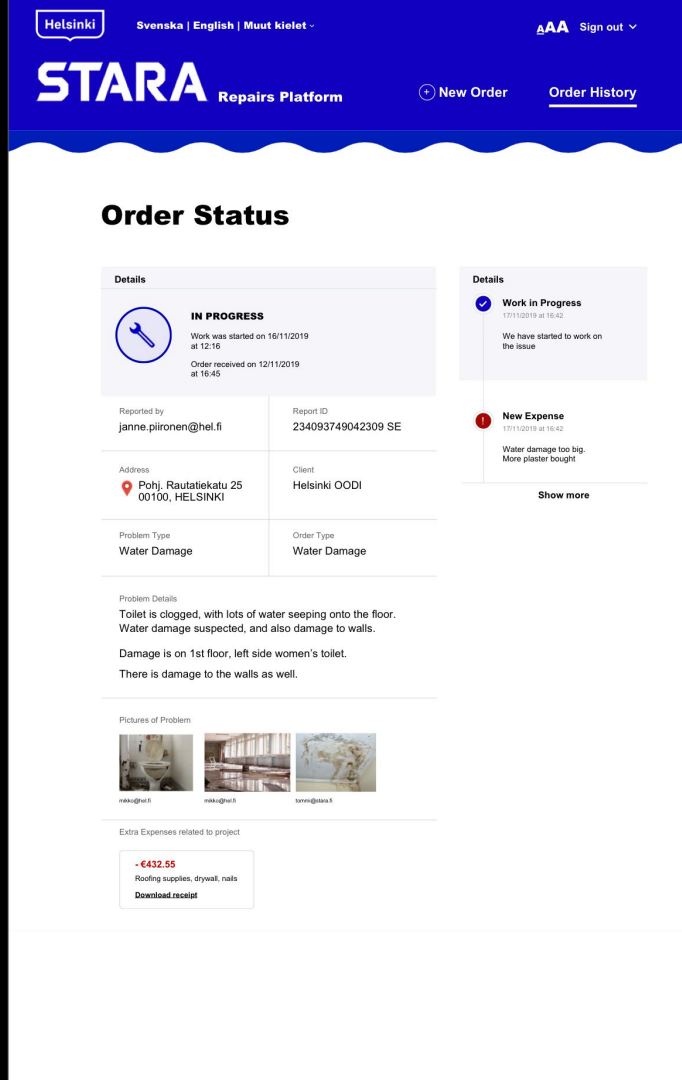
You can go from this:

- Incomplete information
- No history of work orders
- Lots of lost information that's only on phone calls/sms
- Unnecessary delays
- Repeated trips for workmen
- Difficulty in learning from past projects and budgeting future projects



To This.

- Standard, better information in reports
  - With pictures
  - Smart form that helps
- Better project visibility for STARA, property owners and janitors
- One place for all info on every project
- Better data on past projects and how to actually use it well
- Our team can help you get the real development work done (We work at Eficode and Siili)
- No expensive, difficult app development. Simple website, with some things you have already elsewhere



Thank You

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