



Helsinki

STARA

x



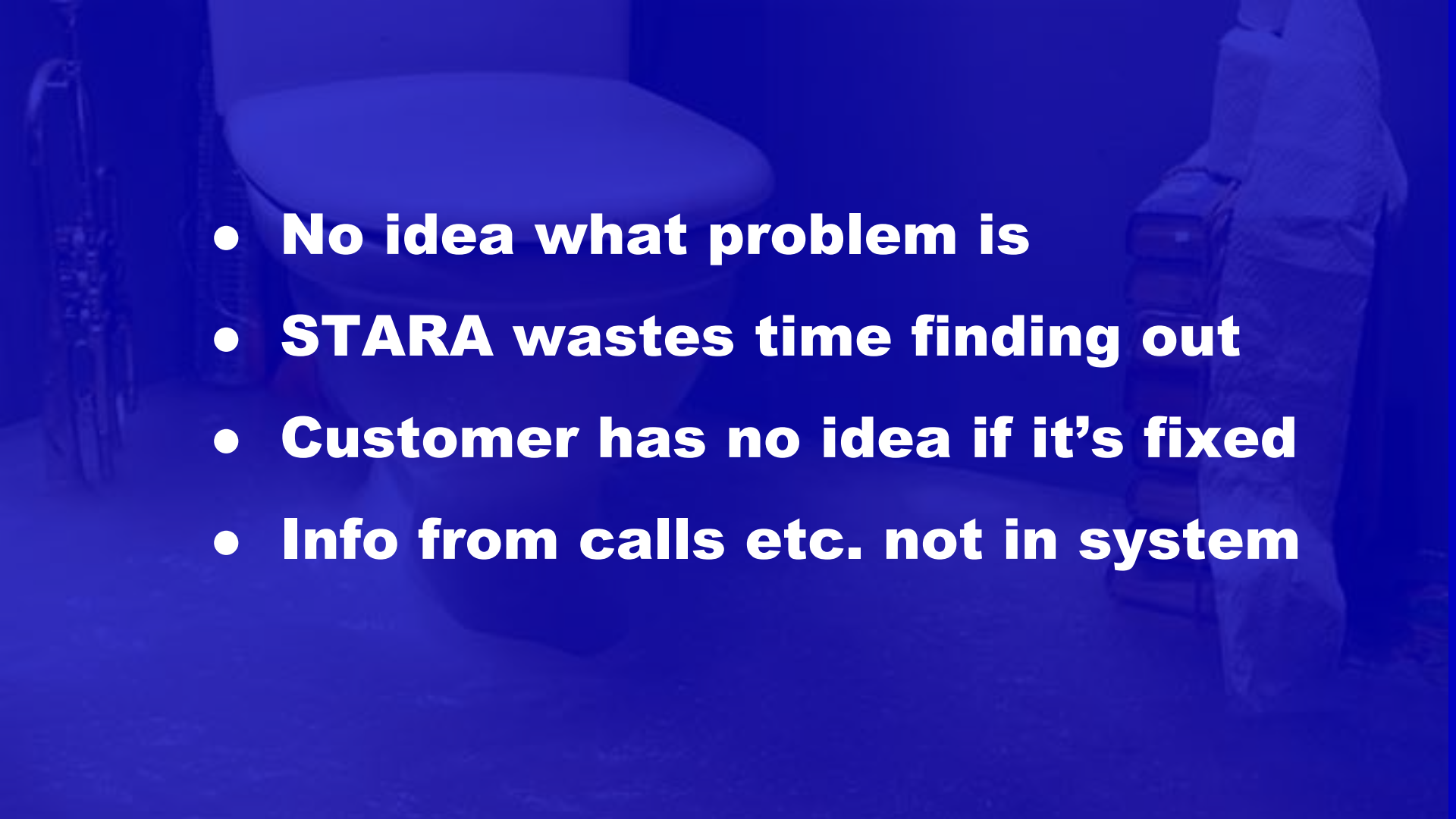
Stara Repairs Platform

Development Proposal & Prototypes by team Silly Code



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



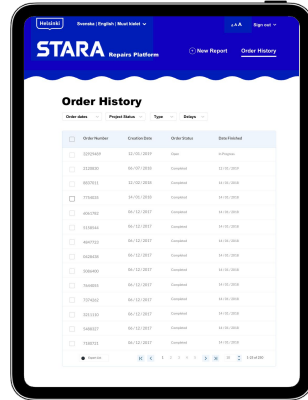
- 
- A blue-tinted photograph of a bathroom. In the center is a white toilet. To the left is a white sink with a chrome faucet. To the right is a chrome towel rack with a white towel hanging on it. The background is a light-colored wall.
- **No idea what problem is**
 - **STARA wastes time finding out**
 - **Customer has no idea if it's fixed**
 - **Info from calls etc. not in system**

A Better Way to Track Repairs

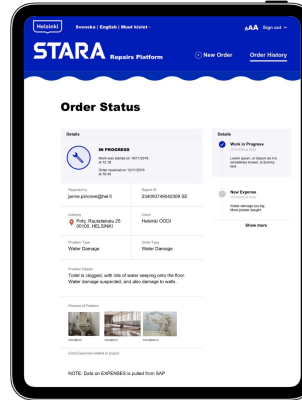
Link to Prototype: [Here](#)



Smart Report Forms

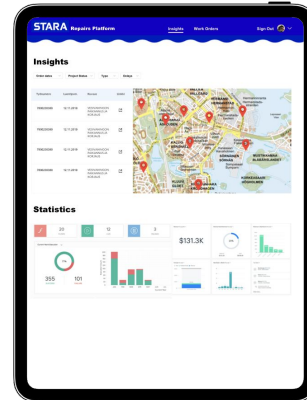


Work Order History

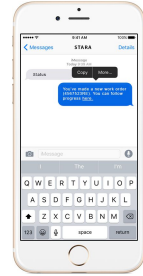


Order status

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

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STARARepairs Platform

New OrderOrder History

Report a problem

1. What's wrong?

☐ Toilet is broken

☒ Water damage

☐ Damage to Walls

☐ Mold problems

☐ Other

a) Where is the water damage?

(no more than 10,000 characters)

b) Are the walls damaged?

☒ Yes

☐ No

c) Have you cleared the water?

☒ Yes

☐ No

2. Please attach a picture of the problem

A picture is worth 1000 words of description

Attached file (max 5 Mb)

Choose file

No file chosen

Choose file

No file chosen

Choose file

No file chosen

3. Preferred times for service

What is the best time for us to come?

10.11.19 at 16:30

3. Whom should we contact?

All people who should be notified about project status and completion

☒ Notify me about updates

Also send updates to:

Name of person

email@example.com

Send

Important numbers

The City's general information desk
09 310 111 11

Telephone Health Service 24 h
09 310 100 23

Tourist information
09 310 133 00

Information about entrepreneurship
09 310 363 60

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 notifications

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Repairs Platform

New Order

Order History

Missing Information

1. Where is the damage

☐ Walls

☐ Floor

☐ Outside Walls

☐ Ceilings

☒ Other

(no more than 10,000 characters)

a) Can you give a specific location inside the building?

e.g. 3rd floor

2. Please attach a picture of the problem

We need this picture to assess the damage

Attached file (max 5 Mb)

Choose file

No file chosen

Choose file

No file chosen

Choose file

No file chosen

Send

The information security of this feedback form has not been verified. Therefore, it is not advisable to include for example social security numbers, bank account numbers or financial information. All delicate information, such as health and client-related information, should also be omitted.

The risk of delivery of an electronic message is borne by the sender (Act on Electronic Services and Communication in the Public Sector 13/2003, section 8). If a deadline has been set for the delivery of a document, the sender shall be responsible for meeting that deadline (Administrative Procedure Act 434/2003, section 17).

Accordingly, no statutory reminders, complaints or demands for rectification of decisions are to be sent as feedback messages.

Register description of the City of Helsinki feedback system Information on giving feedback

Important numbers

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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


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Repairs Platform

New Order

Order History

Order Status



Waiting for Property Manager Approval
Order made on 16/11/2019 at 12:16
[Approve Order](#) [Deny Order](#)


Reported by

janne.pironen@hel.fi

Order ID

2340937309 SE

Address

 Pohj. Rautatiekatu 25
00100, HELSINKI


Client

Helsinki OODI

Problem Type

Water Damage


Priority


 Important


Problem Details


Toilet is clogged, with lots of water seeping onto the floor.
Water damage suspected, and also damage to walls.

Pictures of Problem



mikko@hel.fi


mikko@hel.fi


tommi@stara.fi



Awaiting Approval
Ongoing
We cannot proceed till property manager approves the work order



Order Created
17/11/2019 at 16:42
Water damage too big.
More plaster bought.

[Show more](#)

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)

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STARA


Repairs Platform

New Order

Order History

Order Status

Details



IN PROGRESS
Work was started on 16/11/2019 at 12:16
Order received on 12/11/2019 at 16:45


Reported by

janne.pironen@hel.fi

Report ID

234093749042309 SE

Address

 Pohj. Rautatiekatu 25
00100, HELSINKI

Client

Helsinki OODI

Problem Type

Water Damage

Order Type


Water Damage


Problem Details


Toilet is clogged, with lots of water seeping onto the floor.
Water damage suspected, and also damage to walls.

Damage is on 1st floor, left side women's toilet.
There is damage to the walls as well.

Pictures of Problem


maku@hel.fi


maku@hel.fi


toren@stara.fi


Extra Expenses related to project

- €432.55


Roofing supplies, drywall, nails

Download receipt

Details



Work in Progress
17/11/2019 at 16:42
We have started to work on the issue



New Expense
17/11/2019 at 16:42
Water damage too big.
More plaster bought.

Show more

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

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STARARepairs Platform

Report Hours

Delay Report

Work Delay Report

1. What's wrong?

☐ Don't have the right materials

☐ Problem is bigger than reported

☐ Need big purchasing order

☐ Mold problems

☒ Other

(no more than 10,000 characters)

2. How long is the project delayed?

☐ Few hours

☐ 1 day

☐ 2-3 days

☐ 1 week

☒ >1 Week

Send

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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](#).

Order Status

Details




Work Finished, Approval Needed

Work was finished on 16/11/2019 at 12:16
Order received on 12/11/2019 at 16:45

[Approve Work](#)[Report a problem](#)


Reported by
janne.pironen@hel.fi

Report ID
234093749042309 SE


Address
 Pohj. Rautatiekatu 25
00100, HELSINKI

Client
Helsinki OODI

History

**Work Finished**

17/11/2019 at 16:42
Please approve the work

**New Expense**

17/11/2019 at 16:42
Water damage too big.
More plaster bought

[Show more](#)

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STARA Repairs Platform


[New Order](#)[Order History](#)


Order Status

Details



Please rate our work






Optional comments

[Submit & Close Project](#)


Reported by
janne.pironen@hel.fi

Report ID
234093749042309 SE


Address
 Pohj. Rautatiekatu 25
00100, HELSINKI

Client
Helsinki OODI

History

**Work Finished**

17/11/2019 at 16:42
Please approve the work

**New Expense**

17/11/2019 at 16:42
Water damage too big.
More plaster bought

[Show more](#)

Problem Details

Toilet is clogged, with lots of water seeping onto the floor.
Water damage suspected, and also damage to walls.

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

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STARARepairs Platform

+ New Report

Order History

Order History

Order datesProject StatusTypeDelays

<input type="checkbox"/>	Order Number	Creation Date	Order Status	Date Finished
<input type="checkbox"/>	32929489	12 / 01 / 2019	Open	In Progress
<input type="checkbox"/>	2120830	06 / 07 / 2018	Completed	12 / 01 / 2019
<input type="checkbox"/>	8837011	12 / 02 / 2018	Completed	14 / 01 / 2018
<input type="checkbox"/>	7754035	14 / 01 / 2018	Completed	14 / 01 / 2018
<input type="checkbox"/>	6061782	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	5158544	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	4847723	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	0428438	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	5086400	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	7644055	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	7374262	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	3211110	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	5488327	06 / 12 / 2017	Completed	14 / 01 / 2018
<input type="checkbox"/>	7180721	06 / 12 / 2017	Completed	14 / 01 / 2018

☐ Export List

K

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1

2

3

4

5

>

>|

10

1-25 of 250

This generates a lot of **useful data** for STARA

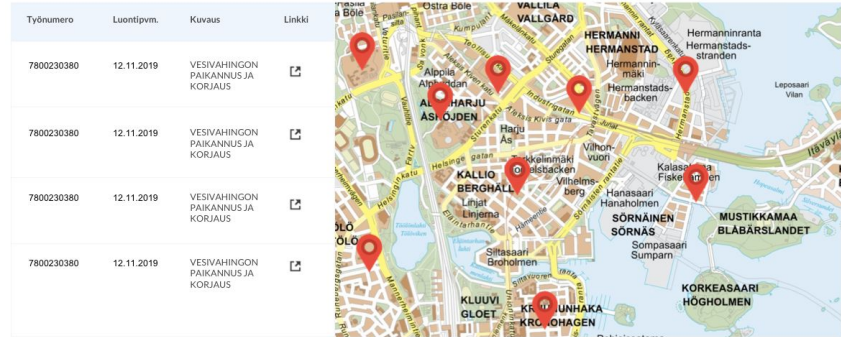
Learn from past successes and failures

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

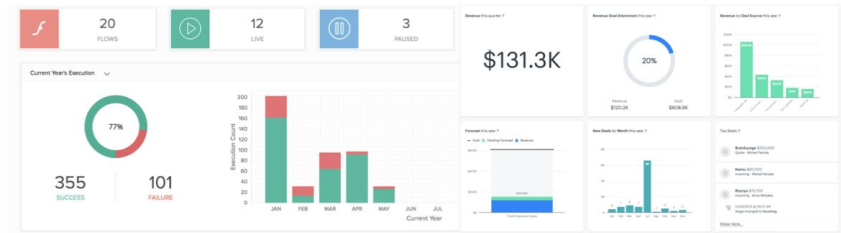
(Check our coded demo)

Work Order Insights

Filter by Order dates Project Status Type Delays Worker



KPIs



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

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STARARepairs Platform

New OrderOrder History

Report a problem

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☐ Damage to Walls

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☒ Other

(no more than 10,000 characters)

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A picture is worth 1000 words of description

Attached file (max 5 Mb)

Choose fileNo file chosen

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Choose fileNo file chosen

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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

Help, please fix my toilet

Small problem in cabinet

Something wrong in 3rd floor

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

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Sign out

STARARepairs Platform

New OrderOrder History

Order Status

Details

**IN PROGRESS**

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janne.pironen@hel.fi

Report ID
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Address
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00100, HELSINKI

Client
Helsinki OODI

Problem Type
Water Damage

Order Type
Water Damage

Problem Details

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Damage is on 1st floor, left side women's toilet. There is damage to the walls as well.

Pictures of Problem



maku@hel.fi

maku@hel.fi

tonni@stara.fi

Extra Expenses related to project

- €432.55

Roofing supplies, drywall, nails

Download receipt

Details



Work in Progress

17/11/2019 at 16:42

We have started to work on the issue



New Expense

17/11/2019 at 16:42

Water damage too big. More plaster bought.

Show more

Thank You

Andreas

andreas.koutsoukos@siili.com

+(0) 503744721

Daniel

No Contact Details

Man of Mystery

Chitrak

chitrak.mitra@eficode.com

+358 505 146 686

Janne

janne.kemppainen@siili.com

No phone number

