



Galleria 600  
Atlanta, Georgia

ITENDANT®

# CHILDRESS KLEIN

P R O P E R T I E S

## Maintenance Made More Efficient at Childress Klein Properties with Servidyne's iTendant

Owning and managing more than 20 million square feet of property in four states, Childress Klein Properties (CKP) is one of the leading real estate development companies in the Southeastern United States. The company has a five-year relationship with Servidyne, working together to better manage the preventive and as-needed maintenance at CKP's many properties in Georgia.

"Before Servidyne, handling work requests was difficult," says Jack Kennedy, director of engineering services at Childress Klein. "We used logbooks and a stand-alone computer-based work order system to manage work orders and radios to notify engineers of issues. There was no easy way to keep an accurate record of response times. We had a full time person dedicated to trying to keep track of work orders."

Childress Klein had a work order system in place, but it wasn't real-time and didn't provide all the fea-

tures that CKP required. "We needed a more direct and efficient method of communication with engineers in the field," says Amy Little, property manager with Childress Klein.

### iTendant

After considering several options, Childress Klein found the solution for its Georgia portfolio in Servidyne's iTendant® application, a software tool that keeps a record of preventive maintenance and tenant service requests. iTendant is a Web-based system that makes it easy for tenants to report problems and alert maintenance staff, quickly and efficiently.

iTendant enables most service requests to be made online directly by tenants, and requests are dispatched automatically to engineers via handheld devices. The software also supports automatic dispatch on preventive maintenance work orders. This allows users to assign work orders to an engineer based on skill and the type of work that needs to be performed. Kennedy adds, "Our work orders are going to the right guy the first time."

To ensure that work is completed in a timely manner, iTendant tracks the entire process making it viewable online. "The engineer is able to accept the re-

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Childress Klein Properties

quest, complete the work and communicate the progress back to the tenant.” says Angela Hughes, sales executive for Servidyne’s commercial office division, “Once the request is closed, the tenant will then be given 24 hours to confirm that the job was completed to their satisfaction”.

The system also helps the company keep a record of the response times to identify any problem areas and work with tenants to resolve complaints. “Since it’s all Web-based, you’re able to track everything and never lose your history,” Kennedy says.

The flexible system can also be customized to suit any property; therefore CKP can deploy it in any new facility and get the most out of the system almost immediately. In addition, Servidyne’s iTendant makes it easy for Childress Klein staff to perform regularly scheduled maintenance—lengthening the life of equipment and ultimately saving the company money.

## Results

By all accounts, Servidyne’s iTendant solution has made both preventive and as-needed maintenance

much easier for CKP. Tenant issues are resolved quickly and engineering operations are efficient and well documented. iTendant has helped streamline operations to the point that CKP has been able to reallocate a full-time staff member to other projects.

“We love the system,” Kennedy says. “We are able to use iTendant to substantiate our response times. Before, there was a lot of uncertainty as to when and how issues were managed and resolved and a lot of phone calls for clarification. All of that slowed things down. Over the last five years, our response times have substantially decreased. With iTendant reports, we can see proof.”

In addition, Little adds, “If building ownership changes, CKP has a full maintenance history to bring to the table. Having this information readily available reinforces the care that we take with our buildings.”

As a longtime user of the system, CKP has become a valued source of feedback. Servidyne has implemented a number of suggestions from CKP to make improvements to the iTendant application.

“We have a long history with Childress Klein,” Hughes explains. “They’re not just one of our clients, but one of our partners.”

## SERVIDYNE iTENDANT MODULES

**Preventive Maintenance** CMMS for improved asset management, portfolio benchmark analysis, and labor performance documentation. iTendant PM provides communication, routing, approval, training, reporting, and analysis.

**Tenant Service Requests** Designed specifically for the commercial office market to maximize tenant satisfaction and minimize operating costs. The application streamlines processes supporting deliver of tenant service and management of internal maintenance needs.



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