

>> I've kind of been re-familiarizing myself I guess with OneSpot. I've definitely been using it. And I'm trying to pull up a my folder where I've got them saved. So, Here's how I've been using it in practice.

>> Okay.

>> Just, Since I have been using it more so for inspection purposes and not necessarily for a work order to Open a work order send it to my man that type of thing. I've been really using it more for like an inspection to document something and then knowing that I need to follow up on it to budget it for it or what ever the case may be.

I quite frequently have been creating a new layout which I'm so glad you guys told me about that While I'm on site, I've done a couple different ways. One is that I've labeled the layout, exterior conception and then the date because something when we've talked about is just very quick I probably am not being good enough about going back and closing these things out.

Maybe I have 80 points and they all have these different, it's like 0.80, and it gets to be a lot. So, for me, it's super easy if I just put Inception and the date I was there. And I know when I need to go back, what was it that I looked up that day?

I can just open up that layout. I really, really like that function. And the other thing that I have done, I think only once, I was maybe gonna do it twice, but then it didn't seem. But anyway, I was locking a property and I'd named the layout so we as a company called The Calkers and so I just named the layout The Calkers.

And so then I knew as I was walking around that was all I was looking at was like building envelopes and then I was going to do it a second time for like a pressure washing company So then it's like then I know say I run this report and I'm walking around and then I'm like specifically looking at let's just say site feature painting And when I get back to my desk I can run the report for teacher painting at layout otherwise sometimes when I got into the advance reporting function, without creating those different layouts I feel the advance reporting gets a little too...

you either get all or nothing or you have to go through and click which ones you want. So I really really liked that option to create a different layout

>> That's good feedback, Liz, that's very good feedback.

>> Yeah I think it's pretty slick, I didn't think of that until the other day when I was walking around with a vendor and I

>> Ya know we're looking at and I just know I wanna document this. When you're walking with a vendor you're looking at deteriorated joints. A block wall at a building that's the thing that you take a picture of and it's like who's gonna know what this is later and you're gonna try to put northwest corner so that is the one spot I felt like was Strong was that okay now I know I can be taking a picture of something that's out of context.

You would have had not idea what it is but with that one spot, gps, whatever gl locating robot.

[LAUGH] I knew that when I got back that I could send it to the vendor and say here's a recap of what we discussed today And did you do that?

I did. You did, so you used the email functionality. No, sorry. So what I did in that instance is I got back to my desk, I ran the support then I forwarded it. Forwarded the hired report to him. It was like 25 points. So I did at one point try emailing a lot of points, and I was, how many points can be taken? So, I figured out the threshold was you can't email 20.

>> What did you, and I don't mean to interrupt you but it's an important point, so No, okay.

>> Obviously you wanted to. Was there a threshold that you determined through your trial and error what it could handle?

>> I felt I tried to email 15 and it didn't work, and I can try. I can play around a little bit but without a little bit more, [CROSSTALK]

>> You could do 15 But you'd have to-

>> No, I couldn't do 15. So I know that I could do like four, I think I did, For sure I was able to send an email that had I think four, if not five points?

>> Yeah, yeah.

>> And that one seemed to go through And then at one point I left around and I selected a bunch of points and I think I tried to email it to myself and it just never came through.

>> Okay.

>> But I haven't tried with [INAUDIBLE] between, [LAUGH] I'll have to toy with that a little bit.

>> Okay.

>> So, but in this case with This building envelope. I just got to my desk and ordered the report and then forwarded it to him in an email. Which is fine because, you know, manager control freak and you want to look at it before you send it.

And So have you that goes hand in hand with the fact that i have used the email function a few times. I think I used it to my landscapers and maybe my janitorial companies. I'll be completely honest, I'm not so comfortable with it yet that I'm nervous about just sending it.

My rhythm is I like to get out there and get everything, and then I get back to my desk and sometimes I email the points that I want to myself and then I forward it [LAUGH] It's just me kind of trying to be organized I guess. But I did like send one-off things to the landscapers.

I did you use it for that and the same thing for the janitorial company, I was like I found trash that hadn't been emptied and I saw garbage somewhere. And it's like that's pretty obvious like I'm just sending it to them and you just take care of it.

Yeah? So one thing you could do is I mean, if you prefer to email from your desktop, you can still just select the points from the web version and send an email from your [INAUDIBLE] forward it to yourself or anything like that. That's true I could definitely do that. Yeah some times you know I just want to like get back to desk and maybe it's when I'm on site I'm grabbing the picture and the location and making a couple of notes like which I do like the options for So purposes or landscaping or whatever the line.

And sometimes I just wanna get back to my desk and actually send an email that's in a little bit more a formal English. Saying, Something that sounds a little bit more formal. I have, I guess, the fear. If it's something that I'm financial like my landscaper or my, A just simple just take care of this.

Of course, for me, I don't wanna if it's something where I'm sending it to an outside vendor, I don't wanna seem I'm barking something at them just Just take care of this so for me it's maybe that I want to type in a nicer email and I'm walking around the site of looking at 100 things I'm maybe not taking the time to type that into the app.

And maybe I'll get a little more familiar with it the one thing that I like about emailing it out on the app versus the report And the report gives you like the layout map, kind of on the first page, and then it will give you all the points to follow.

The thing that I like about the email is, I think what I'm remembering is when I selected let's just say three point And I sent it to my landscaper. I think for each point it sent like the note and then the location and then the picture and then for the second point, the note and the location on the picture, so I kind of broke it up.

>> Yep.

>> Yep.

>> So I did really like that.

>> Okay.

>> That's good feedback. So you like the information first, then the photo, rather than the photo and the location and then the information

>> Here's what I like is, I like for each photo that the location is right next to it.

>> Okay. The thing that I kind of don't like is say I've got 15 points and I'm looking at the report. And so you're on page 13 and just says point 51 or something. Then you have to scroll back up to the first page and where is that?

>> Okay, yeah I see what you're saying. That is the same thing I didn't love about Twin City's I love this map, but I keep thinking I have to go back to the map, wait where am I.

>> >You got like ten pages or whatever. Yes if it's like one page or two pages of course that's easy enough but if it's like 15 pages then it just gets a little more cumbersome of course.
But when you email multiple points it will show the math for each point and I can't remember let's

see if I can find it. And it showed the one point, I think so. Let me see what I can, Holding on another second.

>> Sure, no problem.

>> [CROSSTALK]

I should have saved [SOUND]

I can't find a quick real, [SOUND] .

Double check with that, i remember. Anyways they worked. What else? I can't think of any other feedback that I have. So you made a comment about getting comfortable. Was it just with the email sharing, or just everything in general still, or?

>> I think the first time that I used that I was like, what is this gonna look like?
[LAUGH]

>> Sure.

>> I hadn't done a test of it. Yeah.

>> Cuz I wasn't sure what it was gonna look like when it showed up in my vendors inbox.

>> Yep.

>> But then once I did it once or twice, I actually really liked it. I thought it looked, yeah.
So actually when you do send the email, I found the one I was talking about so I was sending him point 4 and so it sends a map that only is showing .4 then it shows the picture I think you guys what it will do so that's really nice did your vendors reply back to you?
No.

>> Okay.

>> I can't remember.

>> That's fine. I was just curious.

>> I don't remember.

>> Okay.

>> I can't remember how they replied to that.

>> Okay, so you [CROSSTALK]

>> Yeah, somebody did the setup. I sent an email to our janitorial company through using the app I sent the one text message I should say and Looks like she replied on somethings.

>> Okay, cool.

>> And it says from notification at one [INAUDIBLE] PMP.

>> Yeah.

>> And then there is a reply that just [INAUDIBLE] to me so months of work, right?

>> Indeed. [APPLAUSE]

So, you've got 19 total buildings. Have you added all the buildings or you're still working through that?

>> I think you're right about the buildings.

>> Okay.

I [CROSSTALK] the question is have you done. You haven't finished all your Spring external assessments yet as you mentioned earlier on the call in all 19 properties, correct?

>> I'm pretty close, one thing, so we have a campus of buildings, On Columbine Road, and I was too lazy to open up each building, so I just did my entire inspection using one building.

Which was fine, cuz the map captures the entire campus. So let's see here That was one thing I thought about would I wanna load them at the campus or do I wanna load them building by building. I actually think building by building is easier. I don't what you guys say, you get stressed out when you walk around these buildings.

You're trying to look at things, you're trying to type things but anyway,

>> Yeah.

>> So, let's see I think I completed one two three four five six seven eight nine probably like ten or eleven. I haven't really loaded a couple.

>> Okay.

>> I've completed quite a few.

>> Just remember you know typing, I get the typing. You can use the dictation functionality as well and just talk into the phone. [INAUDIBLE]. Take everything up as well.

>> I couldn't do that. I'm true. But I really have them like in [INAUDIBLE] .

Okay. So, I like when you can name the new points.

I have been putting the name, where it says add comments, I have been typing in the vendor that I want to remember to send it to.

>> Okay.

>> I like the service line.

>> Okay. A lot, I really, really like that.

>> Good.

>> Although the one thing I have to figure out is how to filter by service line when I'm running a report.

Can I do that?

>> Yep.

>> Okay, I just haven't done it yet.

>> Yep, you can do that.

>> I have not really used the add amount line item. I have not Add priority because I pretty much always am using the tag for what year I wanna do it.

I really do that just works better for me to know do I wanna do this in 2018, 2019, 2020 or 21? Sure.

>> And we set that up in my tab, so I guess I could be using tab completion dates but for me it's just really easy to depict tag and put the year that I wanna do it,

>> Yeah.

>> That's great, yeah. And again no-

>> I have not used my lists at all.

>> You have not used your list.

>> [INAUDIBLE] No.

>> Yeah.

>> I feel it's a lot of asset tracking. If you were to say, okay, I wanna gather up all my warranties, or I wanna track all my HVACs, something like that.

>> Okay, got you and then yeah, I've used the Shared via Email section.

>> Okay, cool. Some seem you like it.

>> I do, I like it a lot. I don't want you to take it away for me. [LAUGH]

>> Well this in [CROSSTALK]

in the world of soft when you are designing software.

And you're adding features, like we've done. The goal really is to increase the value and the stickiness. That's the software developer, designer terminology. You really wanna make it sticky so that the user, like yourself

>> Really finds more value and finds it really helps you with some of the pains that you have, and some of the inconvenience, and makes it easier, faster, and you actually develop a standardized process.

So, that's probably we're happy to hear that you like it. So, yeah I think though, yeah I do really like your good job. [INAUDIBLE] I think the report, well, so one thing that I just haven't like gone, I haven't gotten the [INAUDIBLE] is like at some point I need to, like my thought is that I'll go through my point and either just Both of them have ben addressed already.

Or one side actually data entered it into my budget and I can just get rid of it. I'll probably just close it cuz I'm PDFing the reports and I'm saving them in a budget folder so that I'll always be able to reference them. So it's that whole process of like closing them out that I haven't gone through yet like the full circle if you will.

One thing I think with the reports, and I know we talked about this before is that, this is just my feedback. Please. It would be super nice if I didn't have to add my logo every single time. And also if it somehow just knew, okay, if I'm running a report for 6625 West 78th Street, it will use a picture. I would have to load the picture at some point, but then every time I run a report, it just pulls that picture, so I don't have to go grab a picture. For like the cover page you're talking about? For the cover page, yeah. But I do like the cover page I think it looks pretty slick and but I, it's like six seconds of my life that I have to go add that logo again?

[Laughter] Yeah, no you're absolutely right. Don't apologize for that. I mean this is why we're on the phone with you. Yeah. [LAUGH]

>> Okay, Okay.

>> Yeah, trying to think if I have anything else of value.

>> Okay, so So you're doing your assessments, I guess you're tracking your external assets. You're doing some three year planning, right? Four year planning? Three year planning?

>> Right? Yeah, three and four probably yeah, yeah. You're doing some, so the planning. Would it be accurate to call it budget planning? How would you? Correct. OK, but the budget, you're not inputting the budget in one spot? You're putting it in

>> Your other software system or no. Correct. You're using the RE, ok. That's where our budget falls. Then you're doing... He actually We have like workbooks that are kind of our bibles they're in Excel. Excel gets uploaded in TRV but anyway so, it is valuable for me to be able to make notes in that kind of budget bible of Ok, that's a bunch of message in 2019 so it's providing value it's helping you note budget items but eventually you do have to transfer those numbers? Correct. Ok would for the budgetary functionality within one spot for your purposes should we look at that and say you know you could probably make that even more detailed More itemized functionality or add more line item category or you think the way it is now serves the purpose that you're comfortable with.

>> For the budget detail?

>> Yep.

>> Is that what you said?

>> Yes.

>> Like when I'm adding a point?

>> Yeah And are you referring to line item such as add amount?

>> Yeah.

>> That's enough, I guess, because,

>> Okay.

>> Typically I'm sending the point to a vendor.

And asking him to tell me the amount where she, he or she. So I actually haven't been using the add amount line item as of yet. Okay?

>> What is the theory behind that add amount like? So, it's a couple of things. I think it's a way for someone to track ongoing expenses.

So, it is an optional line where if I'm sending it out to a vendor maybe I leave it blank and I get a bid from them first. Or I get a bid from multiple vendors and then, later on, I go back and add an amount. To what's selected or it's something that you're adding as like a baseline, where okay, I see this is a \$500 repair and I send it to somebody and you know, they either accept it or they don't accept it.

Or it's for long term budgeting so it's okay. I'm doing my spring walk through and I see this roof damage, I need to budget 2019 project at \$10,000 and I'm putting that dollar amount there to go back and allocate my budget for next year So that would be nice if I went back like I'm getting bids see I received a bid from the painter and I opened up one spot and put that number in there.

For tracking later That would be nice, so I can try to do that as I start to get this rolling in just a little bit. Yea, ok. Anything else you want to touch on? What else should we add to this? This nice little tool, yea. That would really help you is just based on how the tool is helping you right now what else do you see adding value?

So, Other functionality or just expanded use. We do have property managers using it for internal assessments as well and internal communication of issues, alerts that they need to provide to their vendors, contractors. So I don't know right off the top of my head where else to put a value.

>> Okay. Other than some of the thing. I mean, some of the things we talked about before, which

>> Yeah.

>> Kinda ties in without adding a layout. Like I actually do feel like, say that there was an insurance claim, I could create. Say I had a flood, with a bunch of damage?

I could go And then create a layout for flood and the date, and then I could document everything for an insurance claim. So I think that would be pretty slick. Probably I don't have any of those. I don't get a checkbook. For me, right now, it's working great.

I of course sometimes think about some of vendors that I wish would use it Like roofers I think should use it. And they have you asked them or are you assuming that it would be a resistance. Well

I haven't asked them yet, I have Even if I sent a couple of emails out to vendors, and then even if I have done the control freak thing, and sent it from my own email, I've been leaving your guys' sent from one, Management software in there.

>> Okay.

>> To see if anybody

>> see if they say what's that great OneSpot tool? What's this OneSpot? And I told a couple vendors like, especially when I didn't know what it was going to look like. I was like, you guys might be getting some emails from me.

They're gonna be coming from OneSpot don't delete them.

>> From what I can tell none of them have like gone into anyone's junk mail or anything like that. That was like something else that I was nervous about. Well, good. From what I can tell everyone's gotten them, so.

Yeah. When I'm on my desktop and I'm looking at a point How do I email it I see, it's in the summary share via email, got it got it, I've done it from my phone but not from the desktop okay.

>> Okay.

>> I'll try doing that a couple and sort of emailing it to myself and Yeah it's already, you know, we have a couple property management teams.

The commentary was similar to yours Liz where, you know, type A they want to control everything they wanted to really make sure that, you know, what they put out there was It would reach their intended recipient, and looked good. So it's all been tested. I think the one concern, sometimes, I think we've corrected it, where it may end up in junk mail.

That doesn't seem to be happening anymore, or spam I should say.

>> Cool.

>> So I think you're okay. Yeah. Do you think there would be any of your vendors that if we gave some administrative restriction, you'd be willing to put them in the app as a part of your ecosystem or are you still That don't think they would embrace that It's a big question.

Yea, I'm thinking of one vendor They do all the teacher paintings. And he might embrace, he might embrace it. I think he might be the best. Okay.

>> I'm trying to use the filter thing right now. Do you know If I go into my point list and then I hit the filter and say filter by and like select a tag.

>> Mm-hm.

>> Then how do I know that it's filtering it?

>> So, it'll say multiple when you select those tags. But as long as you

>> Mm-hm.

>> As long as you pressed down on a tag, and then you hit done, it'll filter by those tags.

>> Okay.

Okay. I see. Okay, I'll play with this a little bit and Walter and Susan Korea next week but I could ask him if he would be willing to -> Yeah, cool.

>> Give it a try.

>> Yeah, and how about Gina, you cling her as part of the ecosystem and Laura is you basically not she has been a little bit involved in some kind of higher level.

Company wide initiatives I guess I'm barely down in the details of the property level however, my thought was that I would Present to her in summary when everything was all done, showing her the report. So that would be sometime in the next five weeks, would be my guess, once I have everything wrapped and Send off to the vendor then maybe I'll put in some of that bid prices like you said. And just kind of show her how it's documented and how it's utilized and right now a lot of it has just been actually going out and kind of doing the grunt-work of walking the properties and taking the pictures.

>> Yep

>> So, now I'm sending information off to vendors or whatever so, once I feel like I got a little more organized where I can communicate it to her, that would be my intention to just kind of give her a little presentation of how it works.

>> Okay, well I don't want you to, but I want to again, giving away your wedding party dress, right?

>> No, I'm a bridesmaid.

>> That's what I meant, the wedding party dress.

>> Aren't I too old to be a bridesmaid? Does it sound like a cutoff? [LAUGH]

>> No no no no.

>> I don't think so.

>> I don't know. But any way, thank you, yes, I do need to run.

>> Okay. Well yeah, we really appreciate you taking the time to talk with us.

>> Yeah, thank you so much, and hopefully there was a little bit of feedback in there.

>> Great stuff.

>> Yeah, absolutely.

>> Very good stuff, Liz. Thank you for your time. We'll book a call later in a few weeks.

>> So

>> Okay thanks.

>> Thanks Liz have fun.

>> Bye

>> Bye

>> So one thing she got me thinking about that the timberland guy said that they like to do is, you know, when you're walking a property you wanna take the picture and keep moving. That, you know, it's easier for them to Snap a photo, create a point, keep going and then go back later and enter in any of the service line or any of that stuff.

>> Say that again, so you get in a rhythm and you want to just keep going.

>> Just keep going, yeah. So taking a picture and they said the dictation's helpful because you can have some notes then and that doesn't break your rhythm too much but

>> When you're picking drop downs for everything, and then you're doing everything on the spot. That really breaks your rhythm.

So, its snap. How many of your photos you're gonna add to it? Go, and then later on you go back, see it there. Now, I feel the dictation is helpful cuz you're gonna need notes to give you a frame of reference but You sit there if you are taking a ton of photos, you're picking a service line for each one of those things.

That can drive you a little crazy. Is a little similarities. I want to take it and go back to my desk. If i'm walking it with someone elses it can get a little stressful you are trying to move quickly.

>> So, okay.

>> Just an observation more than anything else heard twice today.

I don't know how to fix that or how to make it easier or better but so when we think about simplifying and saving time Is it faster if I'm sitting there snap talking to a dictated. Then I got to pick three or four drop downs versus just right a couple notes and go.

What's faster? I genuinely don't know.

>> I would agree. [INAUDIBLE]

>> You send me [INAUDIBLE]

later because you go back and type it all in. Save time, saving time now and later. Your notes are good because that's all free from you're gonna need notes, you're gonna yea. That's good. How do you Yeah.

>> That's the tricky part, cuz I mean, it's no different HubSpot, or any CRM, or any sales rep that I've ever dealt with where it's like, hey, you finish your call. I need you enter in all this information. I need you to create this and I need you to say that you did, and like You know I see you call, I get it. I wanna tell you what state it's at, what my callback is. I wanna keep the island. I wanna sit there, I don't want it to be a minute and a half every time I don't connect with somebody and I'm sitting here typing out the stuff or picking from all these dropdowns to keep going.

Yeah, I agree. Well then maybe it's the way we train people, photo, dictation, boom, because then they're gonna go back, They can go back and then that's they put notes in but they're going to have to go back and then categorize the base or based on

>> Yeah maybe your right

>> So it's how you probably how you present it

>> No your probably right Here's the thing I'm wondering, so is there a way we can, obviously we can't do like color code and stuff but the number are distracting for people, they don't get it when you have multiple layouts, is there a way to change that?
And walk.

>> So, it's not all just like ongoing list? How many added points you have across your entire property. Well, it's one, two, three like, can we add it to this number? It's 0.19 e.

>> That's correct, we go.

>> Okay. And this is feedback. [INAUDIBLE]