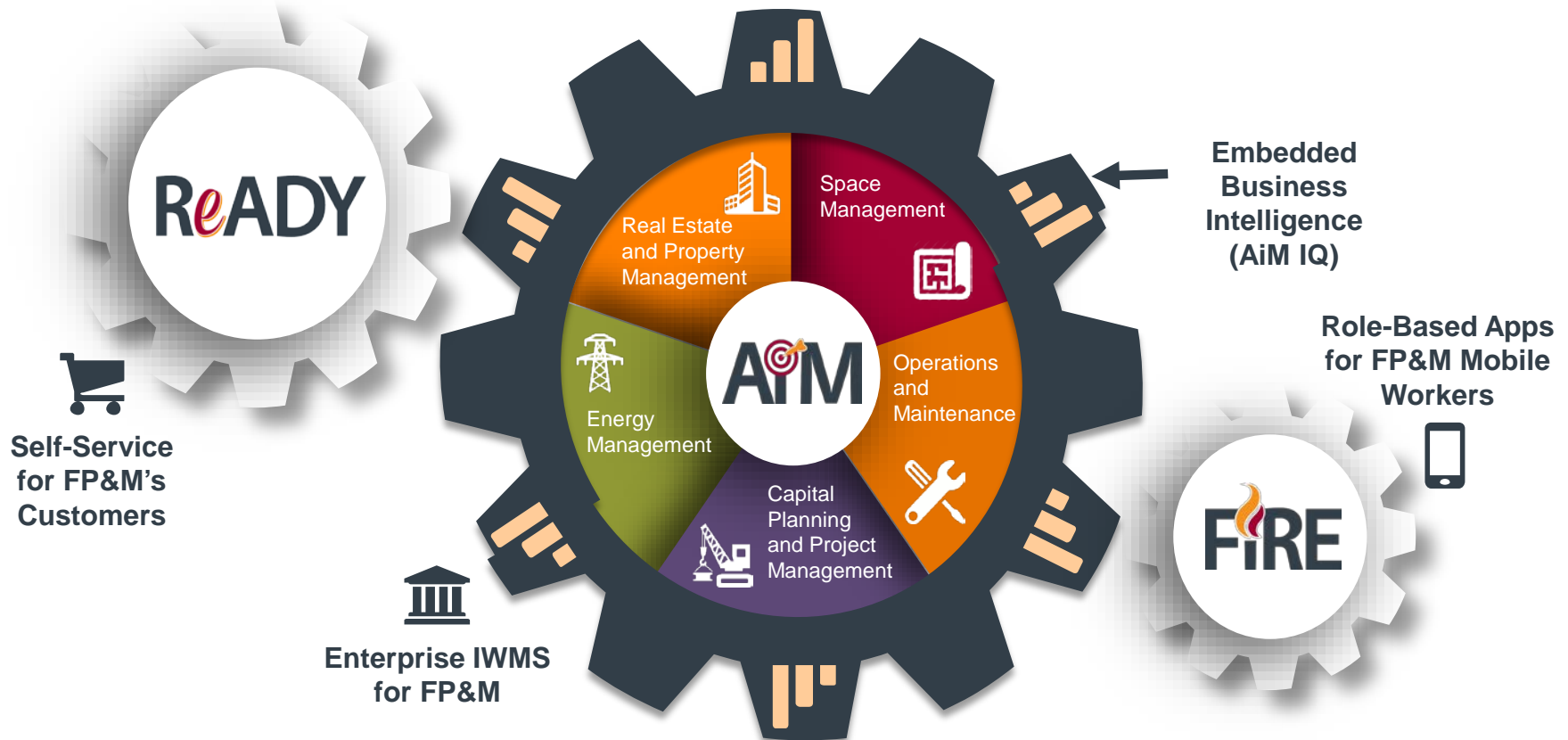


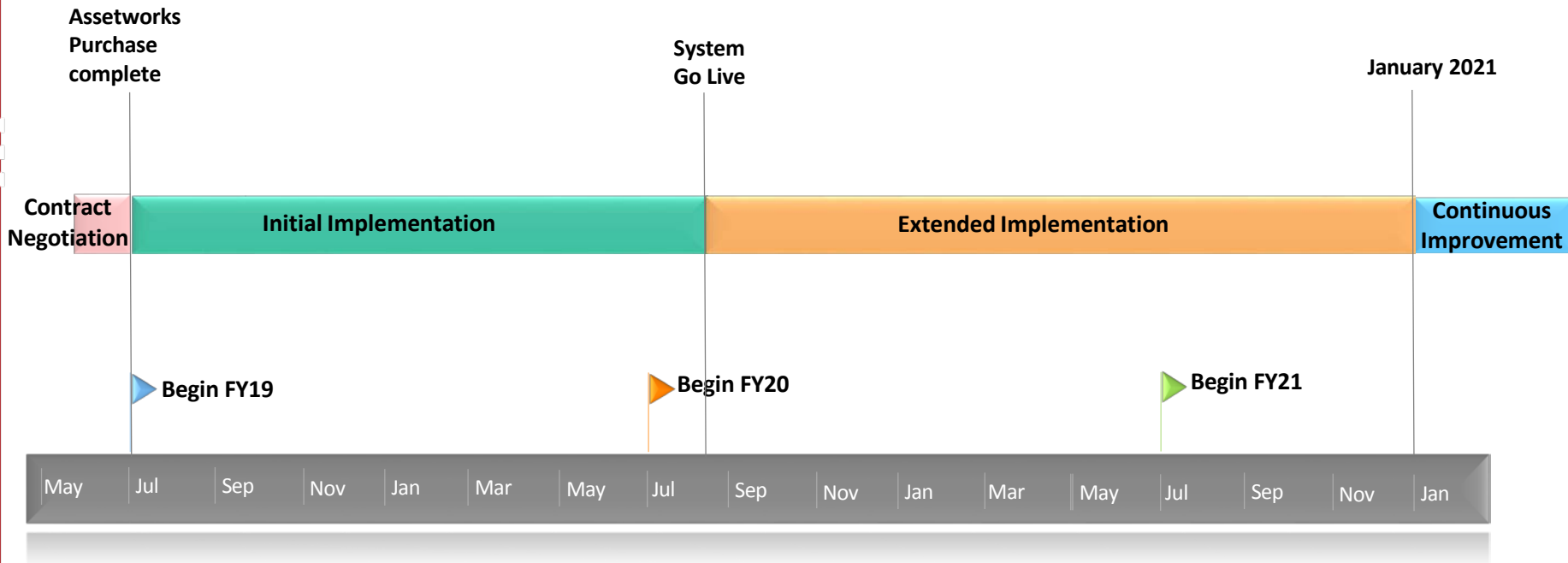
# Enhancements to After-Hours Response

- Following up if trade staff is not on site as estimated
- Handling the occurrence of incorrect trade being called
- Addressing non-urgent calls
- Average response time decreased by 51% (currently 47 minutes)
- Request for names of Facility Managers interested in receiving notification if his/her facility is affected

# Implementation of New IWMS



# Implementation Timeline



# Questions? Want to beta test?

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Or search Wisc.edu for Anjali; I'm the first one.