SkillCat

DRR (DREAM RESIDENTIAL REIT)

SkillCat Revolutionizes Maintenance Training at DRR.

Introduction

DRR, a leading vertically integrated REIT, faced the challenge of standardizing training across their nationwide properties while ensuring engaging and effective learning experiences for their maintenance teams. Trenton, the Director, Multifamily, Property Services and Capital Improvements at DRR, sought a solution that would not only improve technical knowledge but also track compliance and identify areas for improvement. SkillCat, an innovative mobile maintenance training platform, emerged as the ideal partner to address these pain points.

"We had a need for a training platform that could standardize training across the nation... I needed it to be engaging to hold the technician's attention while getting information across to them."

- Trenton, Director, Multifamily, Property Services and Capital Improvements

Challenges of Managing Maintenance Teams:

Lack of standardized training: DRR needed a platform to ensure consistent training across all their properties and ensure that technicians perform proper repairs and troubleshooting instead of temporary fixes.

Shortage of HVAC expertise: Finding technicians with extensive HVAC knowledge was becoming increasingly difficult, necessitating the ability to train technicians from a base to an advanced level in HVAC repairs.

Tracking compliance and identifying areas of improvement: DRR wanted to track training compliance, test scores, and pinpoint areas where technicians were struggling in order to provide targeted additional training.

DRR's Goals

Centralized training dashboard:
Trenton aimed to monitor maintenance staff's progress and compliance with assigned training through a centralized dashboard.

"To be able to see all the maintenance staff from a centralized dashboard... really see what's the struggling spot, the root cause issues of what's holding our technicians back from growing in their technical knowledge."

Enhanced technical knowledge:
SkillCat would enable the onsite maintenance technicians to improve their technical abilities, reducing reliance on vendors and cutting costs.

Reduced injuries and complaints:
Proper training would ensure that technicians perform maintenance work correctly, leading to fewer injuries and resident complaints.

Rolling out SkillCat

Implementing SkillCat was a seamless process for DRR. Trenton described the ease of onboarding, stating,

"It was extremely easy... email addresses, names, positions - we had logins, sent them out, and we were ready to go."

- Trenton, Director, Multifamily, Property Services and Capital Improvements
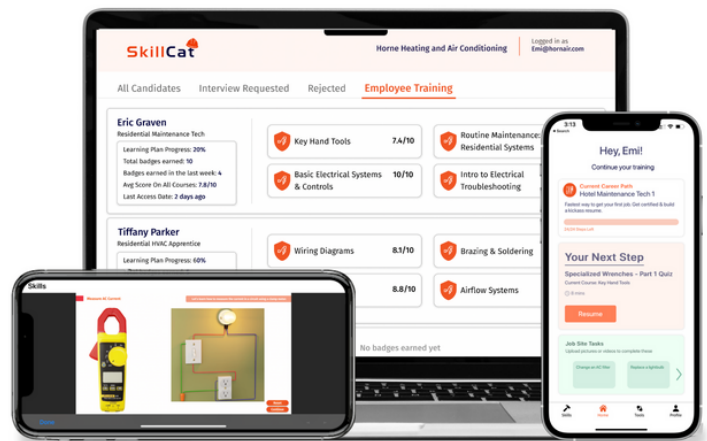
SkillCats Impact on DRR

Engaging and mobile-friendly training: SkillCat's app-based training resonated with technicians who preferred shorter, more engaging courses. Trenton emphasized,

"They definitely enjoy the shorter timeframe of the courses and having it on their phones."

Comprehensive training content:
SkillCat's courses addressed the specific needs of multi-family property maintenance, covering HVAC, electrical, plumbing, and appliance repair.

On-demand training:
The flexibility of SkillCat's on-demand training was vital for DRR. Maintenance technicians could complete the training as opportunities presented themselves during the workday, ensuring responsiveness to emergencies and providing excellent customer service.

Increased completion rates: Despite being a new training program, SkillCat achieved a **60% completion rate,** surpassing previous training systems' performance. Trenton acknowledged,

"We were at a much lower rate before SkillCat... SkillCat definitely helped push that number higher."

Streamlined troubleshooting: SkillCat's all-in-one platform reduced the need for technicians to consult with the supervisors, multiple manuals or conduct time-consuming online searches. The tools and resources available within the app enabled technicians to address clients' issues efficiently, improving field efficiency and customer satisfaction.

"The tools are a huge help. It shortens the learning curve... everything's in one. So, that is a tremendous resource for efficiency in the field."
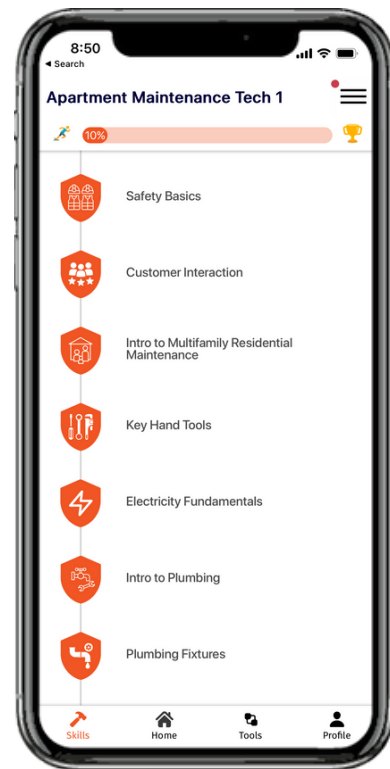
Conclusion

SkillCat's mobile maintenance training platform has empowered DRR to overcome training challenges, standardize learning, and enhance the technical skills of their maintenance technicians. With a centralized training dashboard, engaging content, on-demand access, and comprehensive resources, SkillCat has become an indispensable tool in DRR's journey toward efficient and effective maintenance operations. Trenton summed up the impact of SkillCat, stating,

"SkillCat is accomplishing what we need and is by far one of the best training solutions we have used."
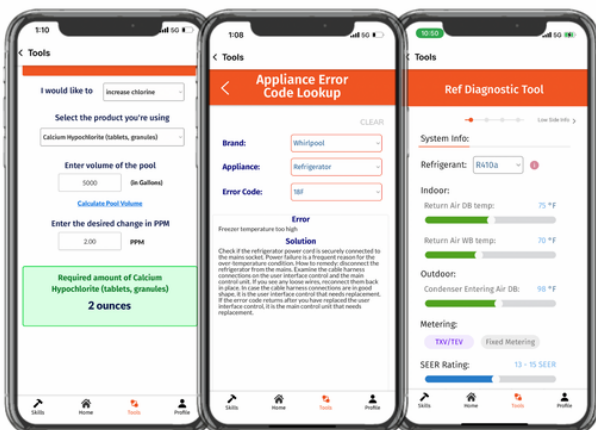
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