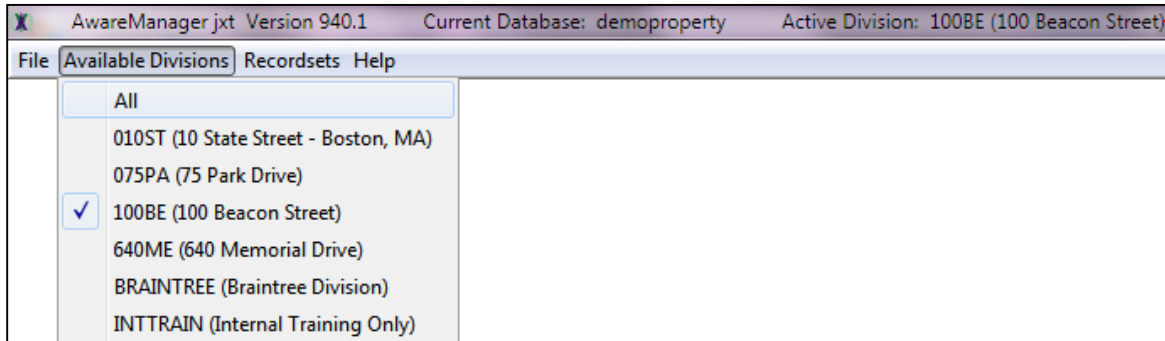AwareManager JXT has the capability to separate all the data by property with a feature called **Divisions**. Utilizing divisions allows you to keep all properties' data in a single database but also gives you the option of viewing the data for one property at a time.

The Active Division is also shown at the top of the screen.

To see the data for all properties, go to **Available Divisions** and select **All**.

There is no right or wrong when it comes to divisions and their use. Our main objective is to configure the system to fit your organization's needs. I have outlined some information and questions below to help determine what would work best for your group.

Benefits

1. When working with multiple properties where the staff (concierge, maintenance, etc) varies with each property, divisions assist by separating out access needs. Each property can have access to only their specific property, while the management team can have access to all for a broad day to day view and for management reporting.

2. When/If the tenant portal pages are implemented, divisions allow the users (tenants) to log in and see only the specific information that pertains to their property. For internal staff they will have the ability to customize notices that can appear on each individual properties page. This is helpful when you need to communicate a Fire Drill for one property, when the others do not have one.

3. Management reporting can be designed to report across all divisions as opposed to just on a building level.

4. If you utilize divisions the properties can have specific resource lists (work types, statuses, priorities). In addition, you can customize email notifications and even create custom screens per division. If everything is combined under one division, all information (resources, custom screens, etc.) is shared.

Potential Drawbacks

1. If the staff is all combined and working out of one location, the users would have to toggle between different divisions to enter, complete and maintain work orders for each property.

2. Difficulties can arise when an issue comes in and has to be routed to another property/division. When you share the same database and have to change the property on the work order to re-route, it is much easier to re-assign than to move it to another division.

3. The complexity of the configuration of the system is higher with the use of divisions. This will require the end user to have a more in depth knowledge of the system.

The following are some questions that can assist us in determining whether or not divisions would make sense for your organization:

4. When issues are reported, do they come into one central location?

5. Is management staff centralized or decentralized?

6. Are your responders centralized or decentralized?

7. Do the different locations require varied work types or can one standard work type list be used by all?

8. Do all locations follow the same benchmark guidelines—i.e. a tenant plumbing issue must be responded to within X hours—is X the same for all locations?

Something to Consider

While there is no upper limit on the number of divisions a database can have, each division must be maintained separately. So while using divisions may help to separate data for designated sites or groups, maintaining and coordinating each division becomes more challenging as the number of divisions increases.

Common Uses

- In a hospital or health center, divisions can be used to separate the data from different departments. For example, Environmental Services, Food Services, and Facilities Maintenance could be separate divisions within a database. There might also be different divisions for different centers, i.e. a division for the Cancer Center, Heart Center, Children's Center, etc.

  o One client combined these approaches to create more separation where it was needed and allow more cross-departmental access where it wasn't by creating a separate division for each center's facilities maintenance, but only one division for environmental services and food services throughout the hospital.

- A stadium or event venue might wish to separate the data for work forces without a lot of crossover in their tasks, for instance by creating different divisions for Operations, Maintenance, Security, etc.

- Divisions can be useful when managing multiple properties, allowing each building or site to keep its data separate from the rest. Companies with offices in multiple cities might also use divisions to distinguish between the data for each city.