



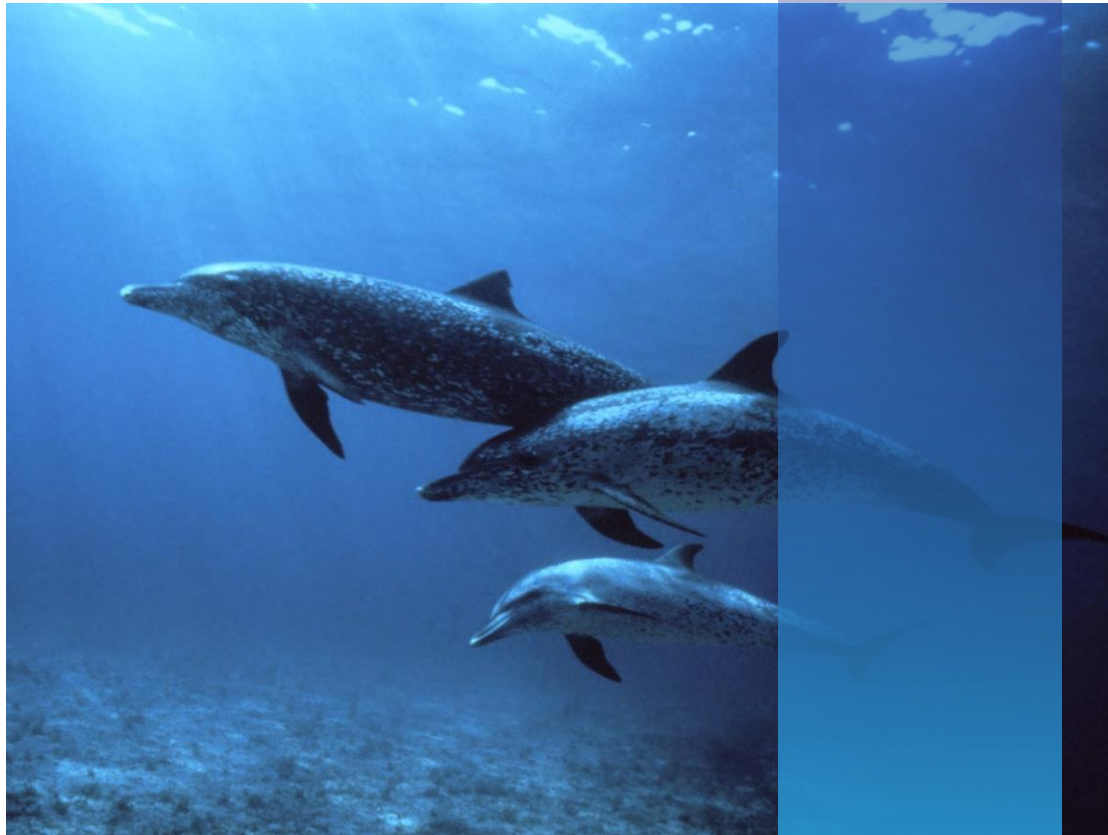
<https://nowellgroup.com>



# Implementing Digital Software Hospitality, & Facility Certifications

<https://nowellgroup.com>

BPM Software and Integration  
Services



## About us

Nowellgroup specializes in assisting both small and large businesses implement cloud software solutions to improve their operations, reduce their risk posture and drive successful outcomes in various aspects of their operations from HR, to supply chain, customer service and maintenance while in production. By digitizing their standard operating procedures, companies that work with us have realized performance gains and cost savings. Applicable to healthcare, insurance, financial services, small and mid size businesses



## Contact us

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"A partner you can trust"

## Our commitment

**We are committed to your success from start to finish, operating with the highest standards of integrity and professionalism**



# Delivering Hospitality at its best (Facility Property Management)

For facility service providers, health care facilities and facility management teams assuring that your guests, patients and customers enjoy a wonderful relaxing experience while staying at your facility is one of the best things that can happen. Restaurant owners want to ensure the highest levels of customer quality and satisfaction

How can facility managers assure that they are giving their guests the highest levels of service quality? Well one approach is to solicit feedback from practitioners, and guests after they check out of the facility to gather input. Most are very busy people and while some might give feedback, a large number simply ignore providing feedback because it costs them time. This approach relies on the customers to give feedback, and if they don't give feedback issues could persist



# Standards Based Approach

Another approach is to take a more proactive approach to service management using generally accepted standards. The facility management staff takes a more proactive approach to conduct routine quality and safety inspections, reviews and assessments of every aspect of the facility guest service experience. From the quality of the facility room, to the safety, health and occupational hazard review, evaluating HVAC air quality, quality/environmental control and measuring


all important aspects, including QA/QC of all facility equipment and processes

Via this approach facility managers take a more proactive approach to delivering and maintaining excellent customer experiences. Our software Verity Symphony helps hospitality and facility managers to conduct digital workflow inspections of every aspect of the facility experience. Our software and data platform enables managers to conduct inspections, reviews, quality and safety checks for all the facility, floor rooms, facilities, and the operational equipment to assure that things are operating at a satisfactory level.

With this information issues, incidents, defects can be detected, the data can be captured and plans can be made to conduct service repairs.

Our software, Verity Symphony allows facility managers to conduct safety inspections, keep track of their inventory, supplies and components, and the software enables them to better manage the operating model of their facilities to meet customer needs and manage their financial expense model with respect to costs related to maintenance, repairs and the delivery of excellent customer service.

*“Taste and see that the LORD is good;  
blessed is the one who takes refuge in him” Psalm 34:8*



**We are  
committed  
to your  
success, we  
will bring all  
our  
experience  
to your team  
to drive a  
win-win**

# Summary

**Our goal is your success** With a track record of go-live experience, project deliveries and success, today, we develop BPM life-cycle software solutions to manage complex business, meet regulatory requirements such as (COBIT, HIPAA, PCI, SOX, OSHA) and streamlining teams looking to optimize business process efficiency in their supply chain. We also offer technical consulting services and fully packaged cloud software



## **Business process management software**

Using our software platform called Verity BPM to define your key sops, manage service delivery and operations service management linked to financials



## **Supply chain software**

Verity BPM has supply chain, inventory management, customer experience and service management features



## **ITSM integrations, cloud identity and access management**

We have experience with SailPoint identity access management software as well as integration expertise with ServiceNow