

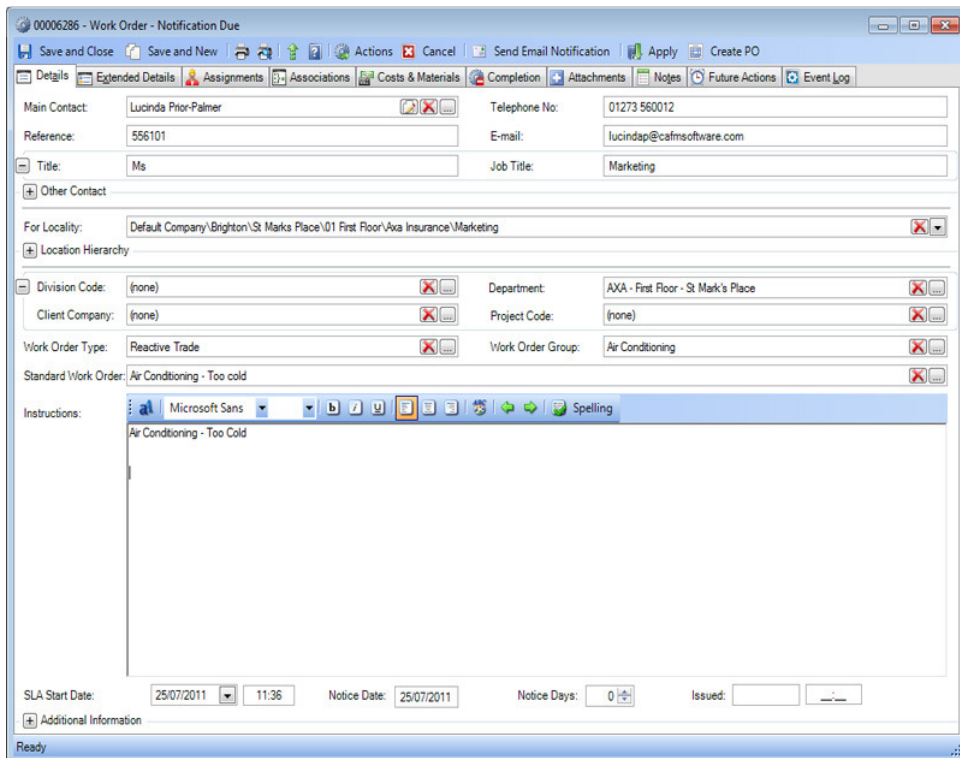
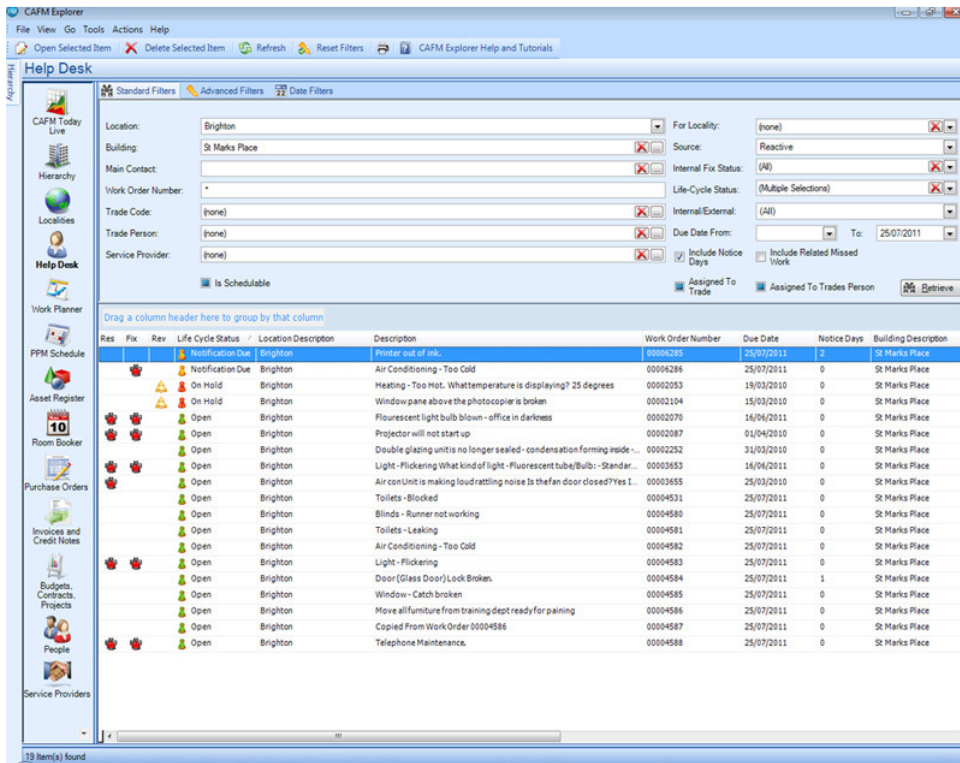
Help Desk



The Help Desk application provides a simple, efficient and reliable Help Desk solution for both reactive and planned maintenance. Has clever on screen alerts, filters and search functionality. The Help Desk request forms can also be simplified for an easier call logging process for your end Users. The PPM application assists with the management of the full lifecycle of all facilities planned maintenance tasks and enables the facilities team to mitigate the risk of planned maintenance. When the schedule determines that PPM work is due, CAFM Explorer will automatically generate a Work Order into the Help Desk.

Key Features include:

- Fully scales for multiple or single company, location or buildings.
- Ability to schedule work and view Trades People availability on a work Planner.
- Work assignments to either internal maintenance staff or external contractors.
- Easy tracking of maintenance activity status updates and the provisional on screen alters.
- Automated email notification of work requests.
- Easy search and visibility of calls.
- Automatic associated hazard and asbestos alerts.
- Clear and proactive Management of service Level agreements.
- Easy cost allocation and option to raise purchase orders during call logging process.
- Live statistic reporting of Help Desk performance on a dashboard.
- Planned tasks are automatically generated as Work Orders at the required time.
- Provision of data for future resource planning and allocation.
- Management of legal servicing and maintenance requirements.
- Provisions of required documentation i.e. risk assessment or standard operating procedures against scheduled work.
- Scheduled Work Planned Utility displaying Planned Maintenance schedules and a bar graph which shows total hours against available hours.
- Scheduled Maintenance Planner Utility. Displays the current status of planned tasks in a 52 week planner.
- Wide range of comprehensive Help Desk reports.



If you would like to book a one-to-one product demonstration with one of our Account Managers, please email us or telephone using the details below. If you would like to take a quick tour of CAFM Explorer, please visit our website and click watch a demo, alternatively you may also register to watch one of our webinars which covers various topics of CAFM Explorer. Reserve your seat on our website.