

Request Management

Raise the standard of your organization's response time and quality of service with a collection of intuitive request management tools



For an asset-intensive enterprise, the benchmark for efficiency is determined by how quickly its maintenance team can execute service requests. Prioritizing requests based on urgency, pre-approval for non-critical requests, and an end-to-end fulfillment process promptly will ensure that assets and facilities are in peak condition.

Since a wide use-case of service orders can become difficult to manage effectively, more advanced requests might need additional support, instructions, or resources to complete. Additionally, other factors such as service costs and maintaining timelines can also cause major setbacks when redressing requests on time.



At 18%, increasing workloads is one of the top-most concerns for facility maintenance managers.¹

TMA Systems offers two browser-based Service Request offerings for its WebTMA module: Standard and Advanced Service Request Management. These two modules allow your organization to enhance the submission, tracking, and disbursement of work requests, as well as improve customer communications and response times.

End-users can use the intuitive self-service portals to request repairs and other work at any time. Requesters are notified by email once their requests are converted to work orders through an easy-to-use validation screen. During the entire process, maintenance teams can keep customers fully informed with automatic email updates sent to requesters as work progresses, or customers can review the request/work order status online and in real time.

The **Standard Service Request module** provides a variety of pre-formatted request forms that can be used right out of the box or can be modified by adding or removing basic fields. The **Advanced Service Request module** provides you with the ability to have specialized layouts or more advanced capabilities for customizing the request form. Additionally, with the optional **Auto Attendant module**, you can bypass the 'manual request' to 'work order' conversion and scheduling process by having the module apply a set of defined rules to the request. If auto-convert rules are met, the request will be auto-converted to a work order which will be auto-scheduled to a trader or technician. Both processes occur in the background on the server after the transaction has been saved.

The Features



Standard Service Request Module: Choose from a selection of pre-formatted request formats to create quick service management processes for your enterprise.



Advanced Service Request Module: Use specialized field layouts and advanced customization capabilities to create request forms that suit your enterprise's needs.



Auto Attendant Module: Automate select work processes based on defined rule sets, allowing them to bypass standard processes and offer improved workflows for your enterprise.

The Benefits



Reduce staff dependency on the conversion process for after-hours work requests



Improve communications with your customers by allowing them to submit requests from any location that has access to the Internet or your intranet



Auto convert work requests quickly and conveniently



Review real-time status for work orders



Customize request forms to meet a variety of enterprise service requests



Reduce calls to the work control center by a substantial amount

Discover how WebTMA can transform your organization.

Email us at

sales@procal.asia

Visit us at

www.procalsystems.com

*Material requests, minor capital projects requests, events, and locks and keys requests require a license for the applicable module.

**With optional Auto Attendant module.

References

¹ How Facility Managers Handle Increasing Workload, Shrinking Budget, Staff:

<https://www.facilitiesnet.com/facilitiesmanagement/article/How-Facility-Managers-Handle-Increasing-Workload-Shrinking-Budget-Staff--15289?source=part>

RELIABLE. INNOVATIVE. TRUSTED.

Empowering facilities management teams with powerful asset maintenance and management solutions.

TMA Systems provides facilities and asset management solutions that can be easily configured to your needs (CMMS, EAM, or IWMS). For more than 30 years, TMA has provided reliable, intelligent, and trusted software solutions that help facility executives deliver value by reducing downtime, increasing maintenance productivity, improving equipment reliability, and saving money.

Our flagship solution WebTMA provides all the functionality you need to manage and maintain your capital assets while optimizing maintenance team productivity.