iOffice®

work order management software

Coordinate on-demand and preventive maintenance tasks in real time.

In today's fast-moving work environment, facilities managers need a tool to coordinate on-demand requests and manage scheduled or preventative maintenance tasks for efficient operations.

The Service Request Module is a robust tool that interfaces with the many user groups engaged with managing your building. In addition, the module provides real time understanding of your operation to enable you to recommend cost-saving strategies.

100% web-based
robust, flexible reporting
EASY TO USE

online service requests

→ Customizable work order forms are generated and dispatched to the appropriate onsite resources or to off-site, third party vendors via email or smartphone.
→ Work orders can be accessed via computer or remotely through any web-enabled device.
→ Technicians can access all information about the request including service issue, employee contact, location information, and service instruction.
→ On-line work order request submission and coordination.
→ Customizable request forms and product catalog.
→ Customized screens by user group.
→ Ability to attach files and photos to request ticket.

dispatch services

→ Manual or automated dispatch management to technicians.
→ Multi-site management through a single, secure, customer-dedicated website.
→ Technician time and performance tracking.
→ Manage parts and supplies.

reporting

→ Preventative maintenance management with automated task list distribution.
→ Robust reporting of activity that allows measurement of technician and facility performance over time.
→ All components of service fulfillment can be tracked, including notes and comments, work order resolution, and supplies utilized through the real time dynamic interface.
→ Real time status updates.
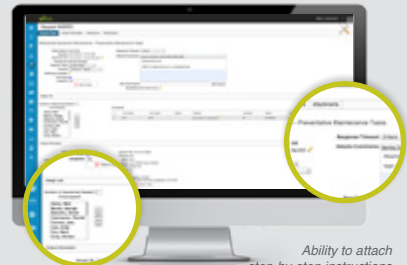
Auto-assign and dispatch operations based on location and or request type

Ability to attach step-by-step instructions and upload attachments

complete portal integration

The Service Request Module is integrated with the portal data backbone so that updates and changes are universally shared providing a complete office and facility management suite. Workflow integration with other modules is also available. This includes:

Asset Module integration, which allows on-demand and preventative maintenance work orders for specific building and office assets to be coordinated and tracked.

Reservation Module integration, which allows auxiliary services to be easily requested inside the room reservation ticket.

Inventory Module integration, which allows parts and supply inventory used to fulfill a work order to be automatically updated in the inventory module via the service ticket.

mobility

Deliver amazing service with iOffice's Service Request App.
iOffice knows you and your customers work on the go. The Service Request Module App gives operators and field technicians the ability to receive, update and close facility requests via their smart phone device. New transactions can also be created on the fly. This minimizes time spent manually entering transactional data and allows for real-time updates and reporting on activity, performance and cost.

Your customers, too, can create service requests on the fly. Let your entire workforce download the app and see your customer satisfaction increase.

Available on the **App Store**

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