



The Challenge

Facilities managers are frequently swamped with repeat calls - all reporting the same issues. When the phone is always ringing, it's difficult to focus attention on prioritizing and solving issues. In order to improve performance, Facilities Management (FM) needs to get customer interaction under control and manage the delegation and execution of activity more effectively.

The Solution

With a digital Facilities Management portal, you can streamline interaction with your facilities users, automate processes and manage people and assets more efficiently – freeing you up to develop FM as a strategic business contributor. Behind the scenes, the *assyst* solution helps you to centralize and coordinate your facilities management activities for more efficient and consistent results.

- **Centralized Facilities Management** - Manage facilities, assets and services from a central perspective. Structured modelling of assets (sites, buildings, floors, rooms, etc.) supports more efficient operations, financial analysis, re-tendering and compliance.
- **Digital portal** - Provide easy access to services, information and support via a web and mobile interface – supporting your staff wherever they are. Stop the flood of phone calls and streamline interaction with FM customers.
- **Efficient task routing** – Automate delegation of support tasks and facilities requests to the right teams or individuals.
- **Optimized maintenance** – Automatically schedule and delegate routine maintenance, cleaning and safety inspection tasks to ensure continuity and compliance.
- **Financial management** – Track the total cost of ownership of assets, including purchase, maintenance and support costs.
- **Integration** - Integrates with existing FM systems to leverage existing technology investments

Adoption Example: Managing Facilities Management Issues and Requests

Make FM services visible and accessible to the end user community through an enterprise service portal:

- Buildings access
- Meeting room bookings
- Fleet services
- Relocation requests
- Requests for consumables
- Maintenance and clean-up requests
- Self-service access to FM information resources



Business Benefits

<p>Automation frees up facilities managers to focus on strategic business change and the creation of a more productive work environment.</p>	<p>Complete visibility of CapEx and OpEx costs enables better purchasing and outsourcing decisions.</p>	<p>Optimize utilization of facilities and assets by the business to maximize value for money.</p>	<p>Optimize the utility of your FM staff and ensure tasks are performed in order of business priority.</p>	<p>Make Facilities Management more effective in supporting the primary activities of the business.</p>	<p>Demonstrate the value of Facilities Management to the business.</p>
--	---	---	--	--	--



To find out more...
View our ESM Whitepaper at www.axiossystems.com/esm_whitepaper

Axios Systems is committed to innovation by providing rapid deployment of SaaS and on-premise service management software. With a global client base in mind, Axios's enterprise software, *assyst*, is an out-of-the-box solution designed to transform IT departments from technology-focused cost centers into profitable, business-focused customer service teams. www.axiossystems.com