Archibus

A SpaceIQ Product

Archibus® Workplace Services

Service Desk:

Provide A Centralized, Self-Service Portal for Common Service Requests to Promote Organizational Efficiency and Reduce Administrative Costs

Activities and Reports include:

- Open Service Requests by Request Type and Status
- Update/Close Service Requests/Orders
- Cost of Service Requests
- Cost vs. Budget of Service Requests
- Service Provider Performance
- Service Request Type Performance
- Complete Control of Service Request Cycle
- Archived Service Requests
- Cost of Archived Service Requests
- Service Level Agreement (SLA) Controls
- Flexible Workflows and Routing
- Automated Escalations and Notifications
- Satisfaction Survey Results

Is your organization experiencing frequent errors and missed priorities because service requests are not being handled properly? Eliminate the need for dedicated personnel to handle service requests and provide a centralized, self-service portal for common service requests.

Archibus Service Desk is a Web-based application that provides simple, self-service processes for commonly requested services, including moves/adds/changes, room reservations, project management, among many other requests. Service Desk automates the service request cycle through Service Level Agreement (SLA) designations that authorize, prioritize, route, and complete requests. Increase efficiency, reduce costs, and improve customer satisfaction with Archibus Service Desk.

Benefits

- Streamlines requests for all services through simple forms, intelligent workflows, and automated notification of status changes
- Reduces administrative overhead and operating costs by enabling a self service environment
- Increases efficiency by enforcing Service Level Agreements (SLAs) to control resource access and standards
- Improves performance measurement/analysis and elevates customer satisfaction
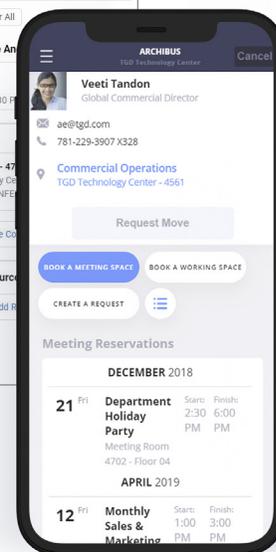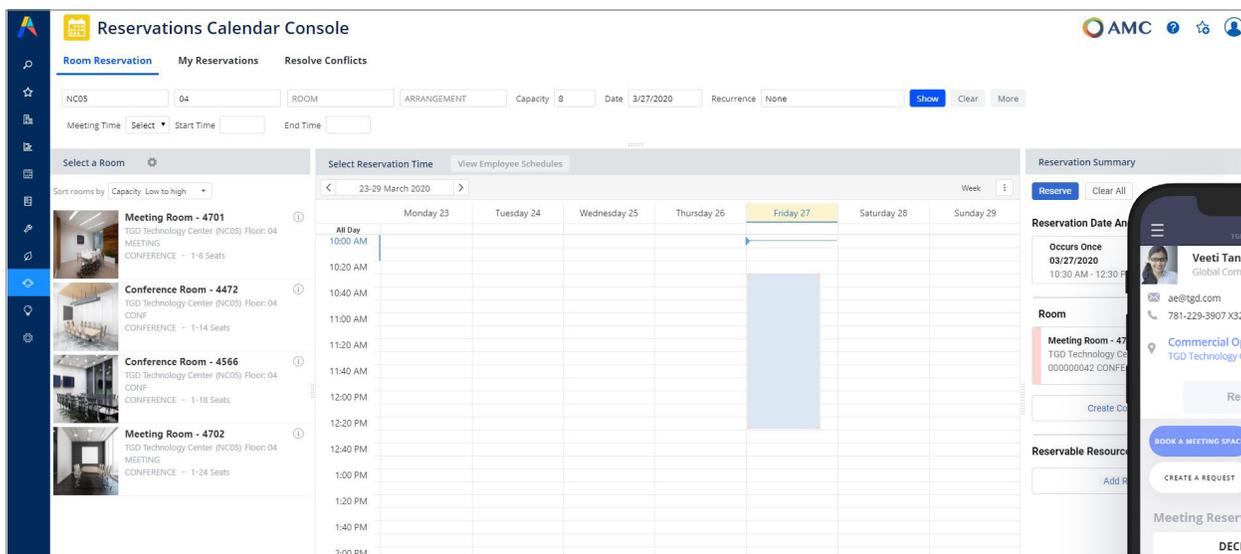
Manage a variety of service requests through the Workplace Services Portal on mobile devices and desktops, and utilize customized service reports to identify opportunities for improved service delivery.

Solutions

SLAs Aid Management Control

- Provide intelligent SLA selection that assigns requests based on type of need, authorization level, expertise, and resources required to satisfy the request

- Create automated routing that forwards requests for required approvals and, based on the SLA, accelerates urgent requests to service providers within seconds of submission

- Transform a service request into a work request for maintenance issues through seamless integration with the Archibus On Demand Work application using the same SLA to ensure targets are met and to report work order status

Streamline the Service Request Cycle

As a Web-based portal, Archibus Service Desk provides authorized users access to centralized services and guaranteed performance made possible by rule-based SLAs. A dynamic request screen provides the requestor with only those relevant entry forms or fields for a given request type. Based on who is requesting the service, the work location, and the type of service needed, Service Desk selects the appropriate routing and/or processing of the request.

- Provide 24x7 service desk availability that can automatically dispatch urgent requests to the appropriate service provider without the need for manual intervention

- Identify when a service is available, the projected response time, and the time to complete the task

- Deliver exceptional value to organizations with extensive service catalogs and a large employee base by standardizing available services and enforcing predetermined policies

- Demonstrate operational professionalism by deploying an easy-to-use, yet robust solution

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Improve Measurement and Performance

Service Desk measures response and completion times and compares them to SLA requirements. This helps detect performance issues and gives justification to correctly assign the required resources. At the same time, this application provides analytical tools and other capabilities so managers can:

- Analyze service requests by division, department, or building to determine resource expenditure trends and potential problem areas

- Use summary reports that offer insight into spending patterns for improved resource oversight and assist in the budgeting process

- Report on metrics easily to assess compliance with internal standards or benchmarks

- Increase customer satisfaction through an efficiently run service function that empowers requestors to help themselves while respecting their time constraints

Reduce Administrative Overhead and Costs

Enterprise-wide use of self-service Web forms greatly reduces the workload and resources required to staff a service desk function for scheduling, dispatching, and follow-up. In addition, deployment of Archibus Service Desk frees operational managers from daily administrative tasks allowing them more time to improve overall service delivery at a lower cost. The application's automated workflow processes improves service provision while holding down costs.

- Deliver normalized service offerings to reduce operating costs, discourage ad-hoc service procurement, and increase overall transparency of service delivery

- Streamline user request communications through automated feedback from a status page or via email notifications of predefined request-status changes

- Automate escalations to eliminate costly delays caused by non-response of requests

- Establish workflow parameters to re-prioritize requests and move them to the top of the list as other requests are completed

For More Information Visit Spaceiq.com/Demo

SpaceIQ®

Archibus

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Archibus is the global leader for managing facilities, infrastructure, and real estate. Our industry leading IWMS provides organizations the ability to gain full insights into their built-environments to reduce costs, optimize operations, and elevate their employee experiences. Our solutions are designed to offer enterprise-level asset management, reporting, data and infrastructure management in a single system.