



# On Demand Work

Schedule, dispatch, manage, and report maintenance tasks efficiently using self-service capabilities to reduce operational costs and increase customer satisfaction

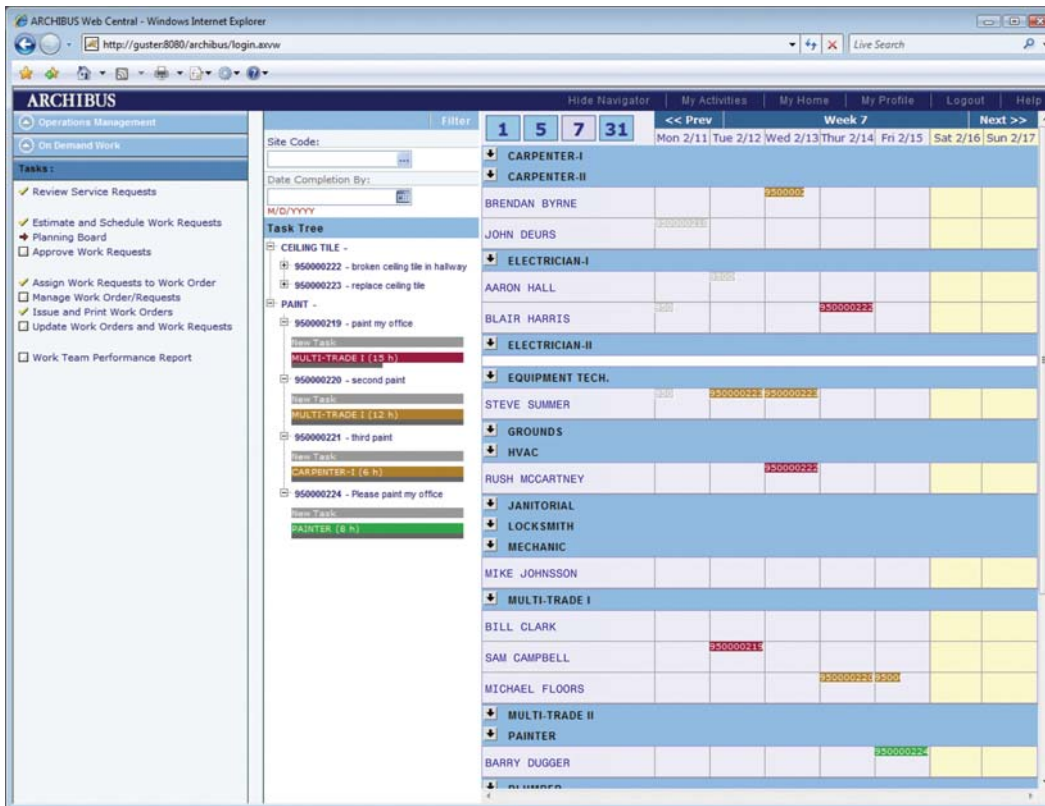
Efficiently managing maintenance tasks is vital to keeping your organization's infrastructure and facilities running smoothly. Stay on track with ARCHIBUS On Demand Work - a Web-based application that automates all the steps of the on demand maintenance process, from requests, to approvals, to scheduling and work order issuance, to completion and feedback. On Demand Work's self-service functionality helps lower operating costs by enforcing process control and keeping information current, accessible, and actionable. This centralized repository enables improved forecasting and budgeting to optimize operational effectiveness. Raise customer satisfaction levels by empowering requestors and communicating with them at every step of the process with ARCHIBUS On Demand Work.

## Activities and Reports include:

- Open Work Requests by Problem Type and Status
- Workload Reporting with Estimated Hours
- Open Work Requests
- Cost of Work Requests
- Cost vs. Budget of Work Requests
- Archived Work Requests
- Cost of Archived Work Requests
- Flexible Workflows and Routing
- Schedule Craftspersons and Tools
- Work Team Performance
- Automated Escalations and Notifications
- Estimate Costs: Trades, Tools, Parts, etc.
- Satisfaction Survey Results
- Escalations of Work Requests
- Service Level Agreement (SLA) Controls
- Plus Many More...**

## Benefits

- **Simplifies the request, dispatch, and feedback processes of maintenance tasks to improve service provision**
- **Reduces operating costs through automated workflows and streamlined communication**
- **Provides a seamless link to Service Level Agreements (SLAs) to enforce standards and increase efficiency**
- **Enables improved forecasting of maintenance and capital budgets**



The Planning Board™ function allows supervisors to visually schedule estimated work to available resources by simply dragging and dropping work tasks onto a craftsperson's schedule

### Simplify the Maintenance Process

As part of an easy-to-deploy Web-based platform, On Demand Work provides an intuitive, self-service environment for work requests, which can be easily extended to your entire organization. Deployment of On Demand Work frees operational managers from daily administrative tasks allowing them to spend more time improving overall service delivery at a lower cost.

- Enable standardized maintenance provision to reduce costs, discourage ad-hoc processes, and increase overall transparency of service delivery
- Identify when a resource is available, the projected response time, and the time to complete the task
- Approve or reject actions to maintain control over work requests using rules-based workflow
- Group work requests to work orders by priority, location, or trade enabling the most efficient dispatch and execution of work tasks
- Provide work requestors with automated email feedback at each status change

### Reduce Operating Costs

On Demand Work cost-effectively manages the flow of work requests and work orders to either internal or external work teams. The application also reduces the cost of reporting based on efficient data capture and reuse when compared to the inherently resource-intensive efforts required for paper-based processes. In addition, On Demand Work provides a Planning Board™ function to help supervisors easily and effectively plan work and schedule craftspersons. This function integrates pre-defined rules such as service windows and vacations/holidays when assigning work tasks. Supervisors can prioritize work effectively, ensuring critical tasks are handled in a timely manner.

- Simplify the maintenance process by organizing craftspersons into work teams, provide specific steps for estimating costs, and assign work efficiently using the Planning Board function
- Ensure the appropriate trade or service provider receives the correct maintenance requests on time, so they can take action immediately
- 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
- Reduce costs of responding to inquiries by using dynamic updates to a centralized status page or via automated email notification at predefined status changes

### Enforce Standards with SLAs

Integration of Service Level Agreements (SLAs) and role-based security ensures customers get the level of service defined by SLA parameters. Deployment of ARCHIBUS On Demand Work will:

- Allow work requests to take advantage of SLAs that define work team obligations, service windows, and performance measurements
- Measure response and completion times to detect performance issues and provide timely information for continuous process improvement
- Provide intelligent SLA selection that assigns requests based on need type, level of authorization, 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 either internal or external work teams within seconds of submission

### Improve the Planning Process

By capturing data centrally on maintenance costs by division, department, building, equipment, problem type, among others, ARCHIBUS On Demand Work helps managers plan effectively for budgets and optimize service levels. Other use-case examples:

- Assist with capital planning by reporting on equipment usage, parts, and service information
- Use summary reports to gain the proper oversight of various spending categories
- Track and report on parts inventories, equipment maintenance data, and work requests of all types
- Create reports to help allocate resources, justify additional personnel or purchase of capital equipment, and forecast future maintenance budgets
- Collect and report on metrics required by third party regulatory mandates more efficiently than paper-based processes

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