

Service Desk/On Demand Work

Simplify the initiation, dispatch, and management of service requests and work orders

ARCHIBUS Service Desk is a Web-based application that provides a self-service process for commonly requested services, including maintenance, moves/adds/changes, room reservations, project management, among other requests. Service Desk automates the service request cycle through Service Level Agreement (SLA) designations that authorize, prioritize, route, and complete requests. To handle more complex maintenance-specific workflows, Service Desk is complemented by ARCHIBUS On Demand Work, a Web-based work request/order management application that provides control when organizations need to plan, schedule, and track a large range of detailed maintenance management functions.

Activities and Features include:

- Web-based and Enterprise-wide Set-up
 - Service Level Agreement (SLA) Controls
 - Flexible Workflows and Routing
 - Automated Escalations and Notifications
 - Complete Control of Help Request Cycle Control
 - Integrate Help Requests with Other Applications
 - Complete Control of Work Request Cycle
 - Estimate Costs: Trades, Tools, Parts, etc.
 - Schedule Craftspersons and Tools
 - Update/Close Work Requests/Orders
 - Satisfaction Survey Results Reporting
 - Escalations of Help Requests Reporting
 - Costs of Requests Reporting
 - Costs vs. Budget of Work Requests Reporting
 - Open Work Requests Reporting
- Plus Many More...**

Benefits

- Streamlines requests for all organizational services, including work orders, through self-service forms, automated process feedback, notifications of pre-defined status changes, and more
- Increases efficiency by enforcing Service Level Agreements which control access to resources and define resource availability
- Reduces administrative overhead and operating costs by enabling a self-service environment
- Improves performance measurement/analysis and customer satisfaction

The Planning Board™ interface allows supervisors to graphically schedule trade estimates to available craftspersons by simply dragging and dropping tasks onto a craftsperson's schedule

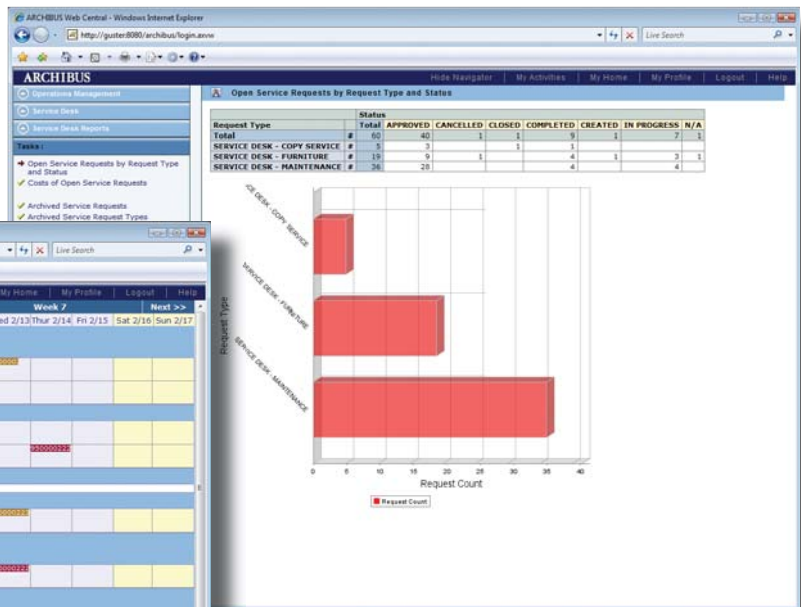
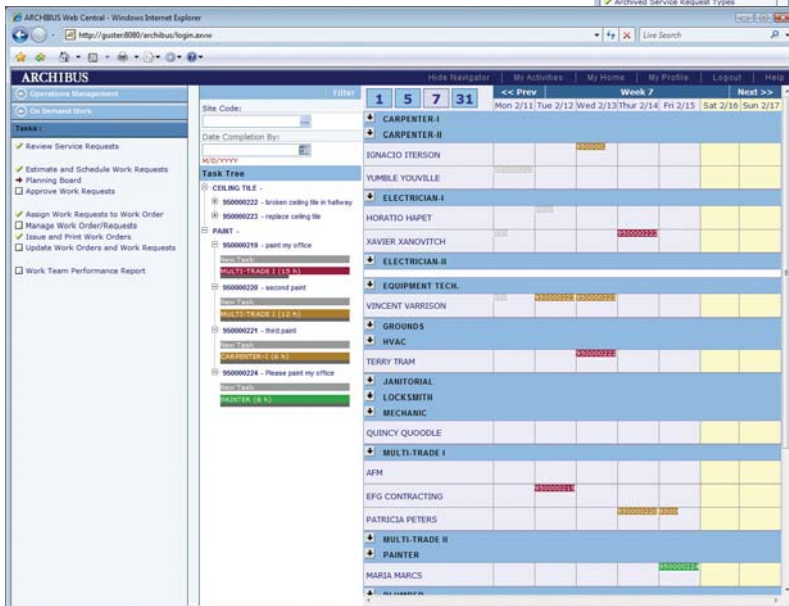


Chart open service requests by type and status to measure response and completion times and compare them to SLA requirements



Streamline the Service Request Cycle

As a Web-based single point of contact for accessing services, ARCHIBUS Service Desk and On Demand Work provides authorized users throughout an organization with centralized services and guaranteed performance made possible by rule-based SLAs.

A dynamic request screen presents the requestor with only the relevant self-service form fields for the request type. Based on who is requesting the service, the work location, and the type of service needed, the system selects the appropriate options for routing and/or processing the request.

- Provide 24x7 service desk access 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
- Access the Planning Board for an easy-to-use, graphical interface for planning work and scheduling craftspersons to ensure resources are efficiently utilized
- Deliver exceptional value to organizations with extensive service catalogs and a large employee base by standardizing available services and enforcing predetermined policies

Reduce Administrative Overhead and Costs

Enterprise-wide use of self-service Web forms greatly reduces demands on a service desk function for scheduling, dispatching, and follow-up. In addition, deployment of ARCHIBUS Service Desk and On Demand Work frees operational managers from daily administrative tasks allowing them more time to improve overall service delivery at lower cost. The applications' automated workflows improve service provision at reduced cost.

- Streamline user request communications through automated feedback from a status page or via notifications of predefined request-status changes
- Automate escalations to eliminate costly delays caused by non-response of requests or requests that have not been re-prioritized and moved to the top of the list as other queued requests are completed
- Deliver normalized service offerings to reduce costs, discourage ad-hoc processes, and increase overall service provision transparency

SLAs Aid Management Control

Integration of SLAs and role-based security ensures users are able to request only those services they are authorized to access, and that they also get the level of service defined by Service Desk's SLA parameters. Deployment of the Service Desk will:

- Provide intelligent SLA selection that assigns requests based on type of need and level of task 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 service providers within seconds of submission
- Transform a service request into a work request Through seamless integration with ARCHIBUS On Demand Work using the same SLA to ensure targets are met and to report work order status

Improve Measurement/Analysis

Service Desk/On Demand Work measures response and completion times and compares them to SLA requirements. This helps detect performance issues and provides justification to correctly assign the required resources. At the same time, these applications provide analytical tools and other capabilities so managers can:

- Analyze service requests to determine trends and potential problem areas
- Access summary reports that provide insight into spending patterns for improved oversight of organizational resources
- Raise customer satisfaction through an efficiently run Service Desk that demonstrates technology foresight and professionalism

