Facilities Service Management

cherwell

More than Ever, Facilities Teams are Expected to Embrace the Digital Era

The quick and efficient delivery of facilities management services is critical to maintaining business operations. Traditionally, facilities organizations have relied on spreadsheets, email, and manual processes to manage maintenance requests—and many still do. This approach has become increasingly complex and unsustainable as executive leaders look to facilities teams to provide recurring, preventative maintenance that ensures business continuity, while regulating expenses and driving down operational overhead.

Establish a Modern, Optimized Approach to Facilities Service Management

Cherwell's Facilities Service Management solution enables facilities organizations to modernize, automate, and streamline service delivery processes, so they can minimize overhead, improve operations, and increase customer satisfaction. The solution provides common facilities workflow automation out of the box and can be easily customized for any organization's specific requirements.

Cherwell Facilities Service Management is ideal for facilities, property management, and field services teams that wish to automate project workflows, track time and materials, schedule recurring maintenance tasks, manage resources and work assignments, and more. It includes an intuitive, full-featured self-service portal that allows requests and work items to be initiated by end users, department members, and project teams from their desktops or mobile devices.

The Facilities Service Management solution is implemented on top of the Cherwell® Service Management platform, and can be deployed as an independent set of capabilities or as part of a broader service management strategy spanning IT, Human Resources, Marketing, Legal, and other departments serving internal business users.

Features

- Custom analytics that include technician workload, most common issues, and cost/impact analysis

- Time and materials tracking with roll-up costs to projects and work orders

- Automation for recurring preventative maintenance activities, such as air filters, annual checks, and wear components

- Anytime, anywhere access via mobile devices

Benefits

- Decrease costs with an automated single system of record

- Boost end-user and business productivity

- Provide analytics and insight for informed decision making

- Reduce response time with anytime, anywhere access

With Cherwell Facilities Service Management, You Can:

Decrease Costs with an Automated Single System of Record

Leveraging a system that your organization already trusts for delivering services provides an immediate return on investment. The integrated portal design allows end users to access a single system to manage and monitor their requests across all departments.

Facilities teams also experience cost savings by automating previously manual processes that can delay service delivery, detract from more important work, and ultimately cost the business time and money.

Boost End-User and Business Productivity

The Cherwell Facilities Service Management portal is available for users to quickly request services or report problems in their physical environments. Work items and requests can be initiated by end users, department members, and project teams, as well automatically based on recurring schedules.

The Cherwell Service Catalog can easily be configured with one-click buttons for frequently-requested services, which are presented through an intuitive self-service portal. The portal provides facilities-specific requests and information, as well as an area that delivers proactive announcements about scheduled maintenance or building-related issues—enabling employees to avoid downtime and plan accordingly.
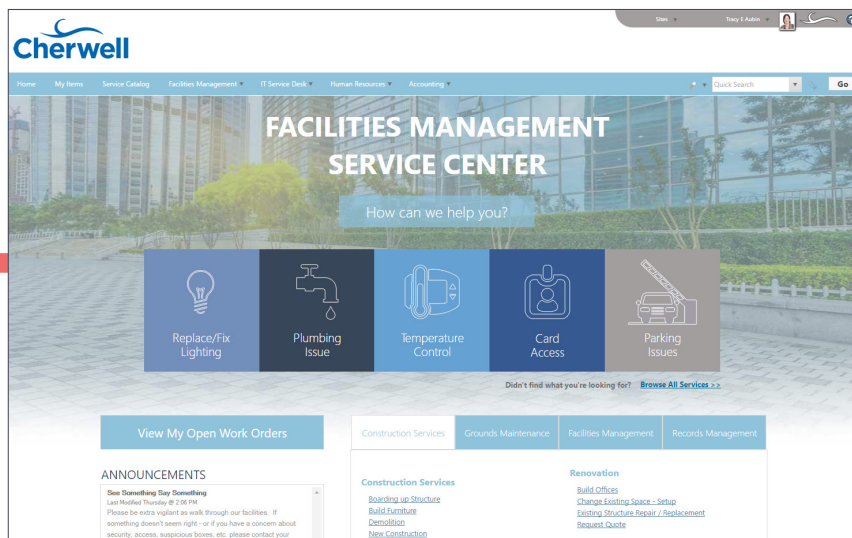
Provide Analytics and Insight for Informed Decision Making

With Cherwell's Facilities Service Management solution, managers, supervisors, and field services teams can increase the accuracy of their decision-making with visibility into intelligent, real-time information pertaining to work orders, property status, scheduled maintenance, space utilization, and more in configurable dashboards. In addition, it's easy to spot trends, identify bottlenecks, and target areas for improvement.

Shorten Response Time with Anytime, Anywhere Access

In order to respond to service requests as quickly possible, field service staff require easy access to their tasks. Teams and individuals can receive work orders assigned to them via web browser, PC, tablet, or smartphone. No matter the time or location, they can easily access details required to perform their work, update their assignments, and indicate when tasks are completed.