ivanti neurons

Ivanti Neurons for Facilities

## Facilities is the Crux of Business Continuity

In today's climate, facilities managers need a modern approach to service management more than ever before. Not only does business continuity rely on facilities, but so does the organization's re-turn to work strategy. Facilities managers spend their days outfitting employees across the compa-ny with the tools and services they need to function at their best, not to mention administering workplace policies, building regulations, government statutes. The scope of a facilities team is so incredibly wide and with such an intense balancing act, they cannot afford inefficient use of time. Because when it comes to business, time lost is money lost.

Transform Operations with Facilities Service Management

Ivanti Neurons for Facilities capabilities are integrated with the Ivanti Neurons platform, Ivanti Neurons for ITSM and Ivanti Neurons for HR —so you can use the tools already in place to help your company's Facilities team make the move to advanced service delivery. With Ivanti Neurons for Facilities capabilities, you can help them:

- Automate workflows with pre-configured tools tailored to Facilities' everyday needs.
- Streamline the request process with an omni-channel self-service portal.
- Increase productivity and drive down overhead with work order management and recurring maintenance tools.
- Analyze project costs, operational performance, and more with robust reporting tools.
- Optimize operations from anywhere, anytime via a mobile app or web browser (or, for techno-phobes, with print outs and e-mail that are tracked in the system).
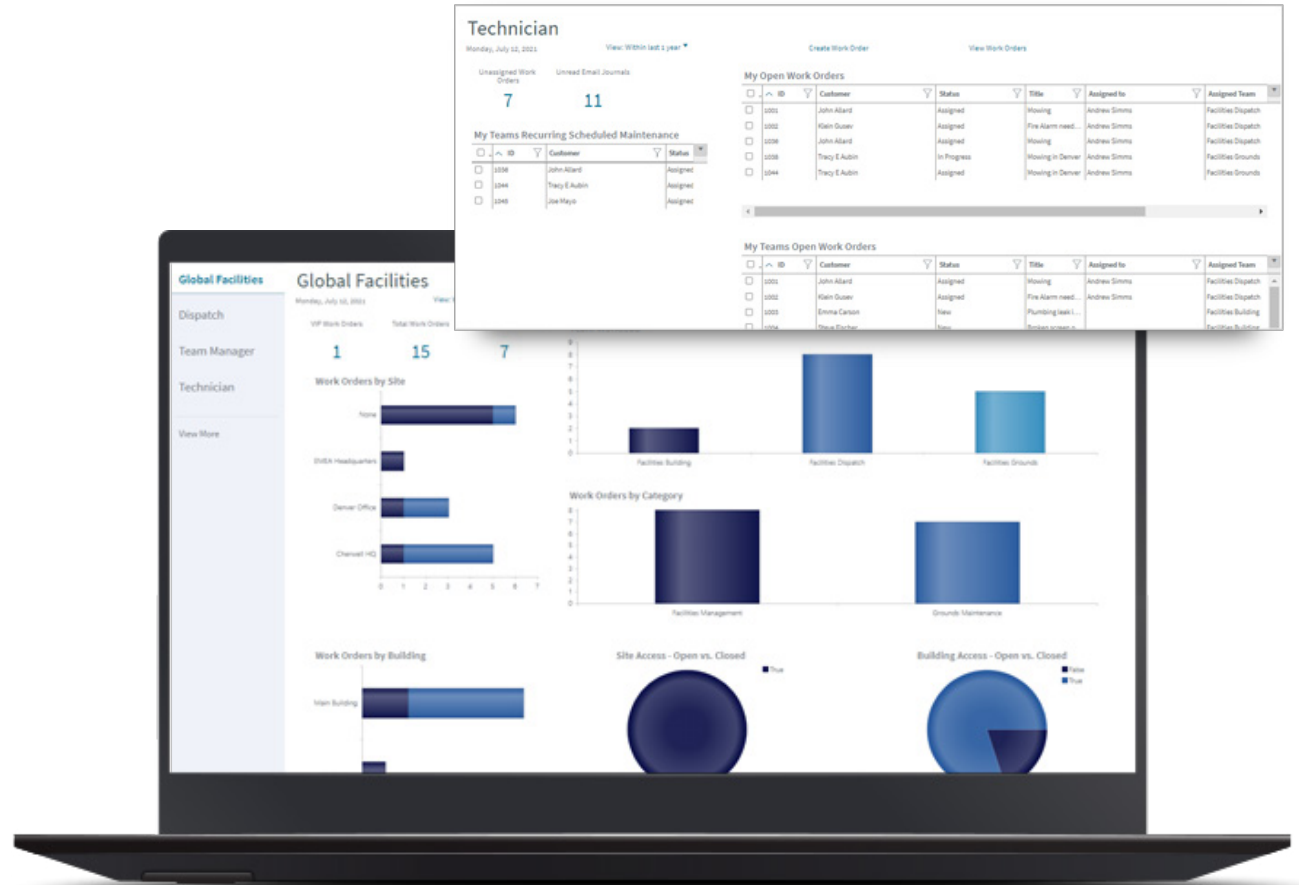
Key Features & Capabilities

Work Order Management

Work Order Management supports the full lifecycle of Work Orders from end user request to dispatch and team and worker assignments. Employees' requests can be logged and managed by site — even by floor area. Facilities Techs

LARAMIE COUNTY SCHOOL DISTRICT 1

- Implemented in 34 days
- 3,400 Incidents and Requests closed in 6 weeks
- 34 schools supported

can also log time, cost and receipts associated with complete work. Role-based dashboards provide real-time visibility to managers and technicians regarding work order volume and status, as well as site and location status.

Facilities Knowledge Base

The Facilities Knowledge Base powers the employee self-service portal, guiding employees to an-swers to common questions, policies and protocols without having to engage Facilities Team mem-bers for help. This helps keep employees on the fast track, while making redundant problem solv-ing a thing of the past.

Employee Self-Service

Employee Self-Service portals deliver on-demand service to employees, allowing them to resolve a majority of requests themselves. Analysis from portal usage can be used to gather valuable employ-ee insights to improve Facilities services. Deep insight can be gained from both solicited feedback (like survey results) and unsolicited feedback like the relative importance employees place on vari-ous programs, identification of hot topics for which no content is available, and what programs are most important to which segments of the workforce.

Return to Work

Return to Work features support the organization's return to work, whether that's a remote, in-person or online model. Sanitation Scheduling enables effective scheduling of janitorial services. PPE Supply Requests allow employees to easily request any protective equipment needed. Extended Location Options help employees book workspaces including specific floors, areas, cubes and offices. And Open/Close Access allows facilities managers to manage access to different sites, buildings and floors as needs evolve.

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