

FLYER

YOUR SOLUTION FOR FACILITY SERVICE MANAGEMENT

Today's facility managers have to meet many requirements. Apart from purely operational tasks in the fields of technical facility management, infrastructure facility management and commercial facility management, the share of strategic tasks keeps on growing. Requirements for locations and space, for example, have to be derived from the corporate strategy and concepts for implementing them have to be formulated. On top of that come topical forward-looking issues such as energy management, sustainability and digitization. If the facility management organization wants to keep on performing operational and strategic tasks to the satisfaction of its customers, it has to organize itself like a professional service division and increase the efficiency of its internal processes.

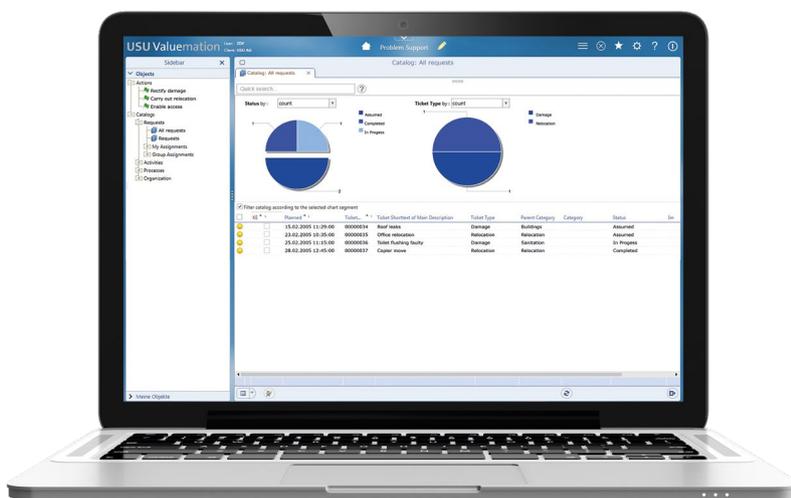
BENEFITS

Valuation enables you to

Increase the satisfaction of building and system users by increasing the quality of your service

Continuously optimize the assignment of work thanks to transparency on the amount of work and capacity utilization in your facility management organization

Free up resources to deal with strategically important tasks by increasing efficiency in operational facility management processes



All facility management service requests and their status at a glance

KEY FACTS

Valuation enables you to

Configure your facility management services and the underlying handling processes

Provide your users with services via a state-of-the-art self-service application

Distribute and handle service requests in your team in accordance with their priority and workload

Answer many user questions automatically using a knowledge base

Objectives

— Valuation enables you to organize all operational tasks at your facility management division. You define the services that are available and allow users of your buildings and systems to obtain them in a self-service application. Depending on the type of request and its priority, new service requests are assigned to members of staff and the customer is shown their current status. You store important information in a knowledge base and so automatically provide answers to the questions most frequently asked by your users.

Handling Service Requests in the Facility Management Team

— New requests, such as “move workplace” or “repair beamer,” are assigned to the persons responsible in the staff team, depending on their subject and priority. Personal to-do lists and automatic reminders help staff deal with them in time. Automatic escalations ensure that no request is overlooked, even if a member of staff is on vacation or absent through illness. Extensive analysis functions make the number and scope of the services transparent and help you optimize service processes.

Self-service Offerings for Users of Buildings and Systems

— Users of buildings and systems can order services directly using a self-service application on their PC or smartphone. The user interface can be used intuitively by anyone without the need for training. Users can see their current service requests and the status of them at a glance. You can proactively store frequently asked information from facility management (e.g. site plans for meeting rooms or parking lot regulations) in a knowledge base. If an employee enters a question in the self-service application, the appropriate information is displayed automatically.

Configuration and Automation of Facility Management Service Processes

— Valuation lets you configure any desired service processes. You can define the process steps required, as well as the persons responsible for handling, examining and approving them. Processes can also be completely automated so that, for example, after a new access authorization has been approved, the code card in question is automatically entered in the locking system.

Asset Management

— Valuation allows you to capture and manage all assets to be administered by facility management, such as buildings, offices, furniture, heating systems, air-conditioning systems, etc. Service requests and problem reports are automatically assigned to these assets, meaning that the current status and history of an asset can be seen at all times.

Monitoring and Control of Systems via IoT Interfaces

— As a result of the Internet of Things (IoT), more and more technical systems, such as heating, air-conditioning, lighting and locking systems, are connected to the Internet. Valuation lets you integrate these network-enabled systems in asset management, as well as monitor and control them automatically.