



Service Request Application

Get the job done

Benefits

- Users can log service requests without the need to download any additional apps or software products. All they need is their phone and preferred QR scanner.
- It is easy to use, fast and eliminates the user's frustration to log a call via a designated person or the hassle of first walking back to their PCs to do so.
- The user has access and live feedback on the progress of existing requests logged, eliminating the duplication of service requests.
- The app is built around operational efficiency as it enables automated workflow by logging new service requests as work orders in On Key. On Key's built in Work Planning and Control process then ensures execution of the work which is measured against a Service Level Agreement.
- The app is enabled to fill out the service request form automatically with the information provided by the scanned QR code.
- The app allows three ways for users to login, making it easy for visitors to also log service requests.
- The app can be rebranded to fully represent the brand of the client.

A service request app that does away with system complexities and increase the accuracy, volume and velocity of service requests logged by users.

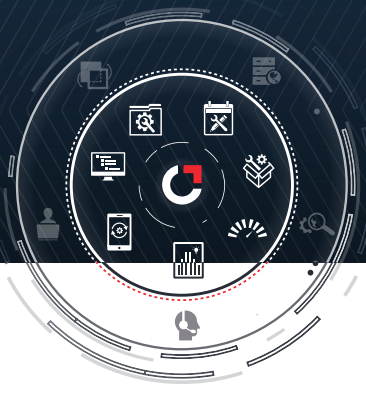
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The On Key Service Request Application is the perfect solution for asset and facility managers who want to give users the ability to easily request services related to a piece of equipment or facility. This on-demand application ensures that service staff can be alerted of failures or inefficiencies much faster and work can be performed much quicker.

Concerns Addressed

- Difficult and cumbersome process to log a service request.
- The time lags between the discovery of a problem and logging the service request as users are not able to log the request at point of origin.
- The fault logging process is only available to dedicated resources or internal desktop users which prohibits visitors and clients the opportunity to report a problem.
- Work is sometimes connected to the wrong asset, resulting in re-work or work not performed.
- No features indicating progress on open work, sometimes resulting in duplicate service requests.

Technologies | The application co-functions with On Key EAMS, Microsoft Azure Active, a QR code scanner and is hosted by AWS.



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Example Workflow

Pragma, an engineering company with several facilities across South Africa, uses the Service Request App to log service requests related to rooms and sub-assets.

Below is an illustration of their specific workflow, which includes vetting current requests logged against the specific room or sub-asset.

Note how the app was custom branded for Pragma for the application to become an intrinsic part of their internal operation and workflow.

Please log a call!

Restore your comfort and efficiency in 6 quick steps

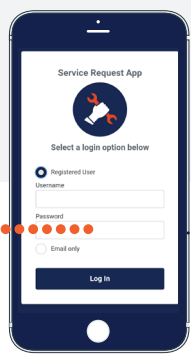


1 Scan Start here

Scan the applicable room or sub-asset *QR Code and navigate to Facilities Management Assistant Application.

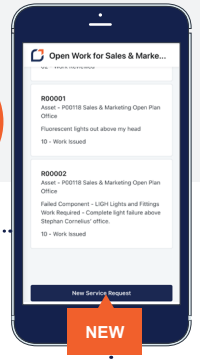
2 Log in

Employees log in as a registered user using their domain username and password, and visitors use a personal email address.



3 Verify Prevent duplication of work requests.

Verify existing open work to decide if a call has been logged relating to the same room or sub-asset. **If not, log the call.**



End here

Receive confirmation email

6

Service Request Successful

Service Request Code: R00038
Asset: P00118 Sales & Marketing Open Plan Office
Sub asset: (None)
Component: LIGH Lights and Fittings
Description: The light above Jean-D's desk is out (one of the three fluorescent bulbs).

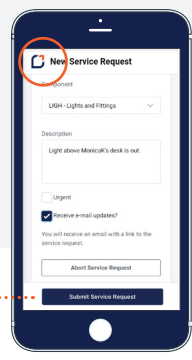
Done

5

Submit the work request

Confirm the detail captured. Close the application.

Submit



4

Create new request

Populate all required fields using clear descriptive information.



*QR Scanner | Use your phone's built-in QR scanner or download the free Kaspersky QR scanner.