

# FACILITIES & PLANT MANAGEMENT

## WORK MANAGEMENT

“

At WSU there are now 14 different groups using the single platform for service management and we are just beginning. The one portal is flexible and allows for customization needed.”

- Anita Barrett, ITS director of project management, Wichita State University.”

## Expedite management of work orders, stay on top of maintenance & manage projects.

From large-scale projects to routine maintenance, asset management, and work orders, it is often difficult for facility managers to stay ahead of the curve. One of the biggest issues is that facility/plant managers often operate on multiple systems and with paper-based work orders, but without appropriate mobile support. Meanwhile, request volumes rise, and project deadlines continue to get closer.

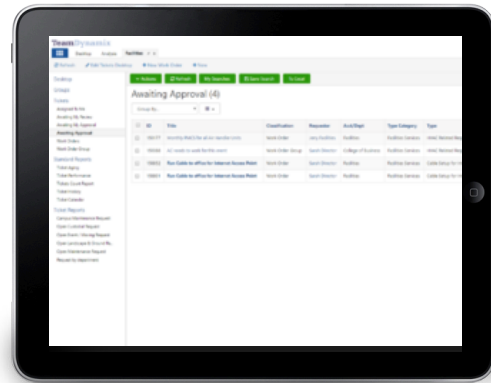
Many organizations have turned to a single platform approach for the entire enterprise. From IT to Facilities to HR; manage projects, ongoing maintenance, assets, and work orders – all with access from smartphones and tablets. **We can help you.**

# Manage Work Orders & Preventative Maintenance

The work that happens within Facilities and Plant Management varies tremendously – from maintaining HVAC equipment to literally keeping the lights on. The days can be chaotic and the many hand-offs can leave teams disjointed. **Gain control with a central work management platform.**

## Incident Management & Work Orders

Service requests can be quickly entered from a customized online portal. Users will be able to select a specific service, and a template will automatically appear, capture the appropriate data, and generate a service ticket. Based on the request type, the ticket will be automatically routed. The submitting party can then view the ticket's progress and check on the status of their request.



**Easy to use, own & operate: the solution does not require IT resources to configure.**



## One Service Portal for Facilities, IT, Security and Other Departments

The online service portal is the front end to the ticketing solution and operates as a service catalog. You will be able to configure the portal for your organization, bringing together a single view. For instance, there can be an area to request a job posting, another to request security access or replace an ID, and on it goes.

*Because it is common to have employees working in a virtual environment, from the field, or simply on a mobile device, the service portal is fully functional across multiple devices and 508 Compliant.*

## Preventative Maintenance

All preventative maintenance activities can be entered into the system within a project portfolio. Tickets can then be associated with each activity. As scheduled maintenance becomes due, a workflow can automatically initiate an alert to notify the appropriate resources. A single dashboard view will allow you to check the status and remedy any overdue tasks quickly.

# Keep Everyone Informed and Ready with Workflow, Project Portfolio Management & Resource Tracking

- Track resources – where are they assigned, work status, output.
- Record assets directly into the platform for easy tagging.
- Automated alerts and workflow for preventative maintenance.
- Easily pass information and send work from Facilities to IT to security.
- Conduct surveys for tracking customer satisfaction.
- Easily access the platform from any device – keep the field team informed.

Manage resources across projects and tickets; view all work assignments in one place – from any device.





## Track Your Departmental Output

Every department has the same issue – there are a lot of requests, and you need to be able to group these, align them to timelines and resources, and then track the progress and report the outcomes. This sounds simple right?

**When you have the right platform it's easy!**

- Track the number and type of requests that you get.
- Prioritize and assign resources, timelines & budgets.
- Communicate the value of your group and your outcomes.
- Perform what-if analysis & resource capacity planning.



### Project Portfolio Management + Service Management

Sometimes service requests need to become projects – and projects often kick off a series of small requests.

**That's why we put them together.** TeamDynamix offers Service & Project Portfolio Management together on one platform for a true work management solution.

### Experienced Services Organization

The **TDX Professional Services** team offers the experience that comes with performing hundreds of implementations and trainings. We will work with you from start to finish including process consulting, and ongoing support services.