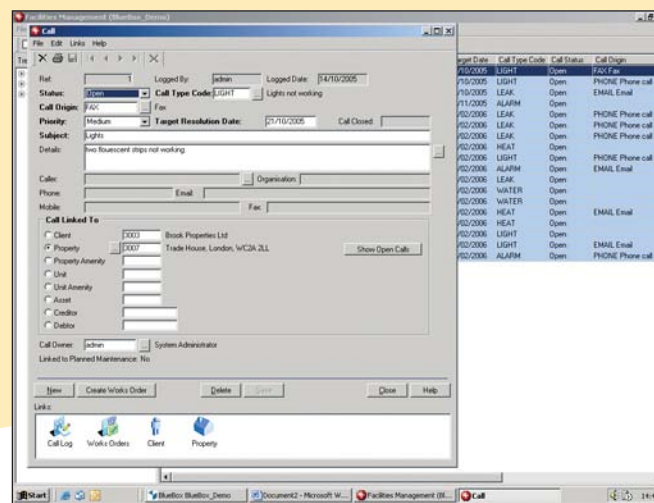


# Facilities Management

Facilities Management can be split into several distinct areas, all of which can feed or interact with each other.

It is most important that information can be retrieved in a meaningful way, and that proper analysis and measurement can be performed. The system enables comprehensive reporting, comparisons and KPI measurement that allow trends to be spotted quickly.



## HelpDesk

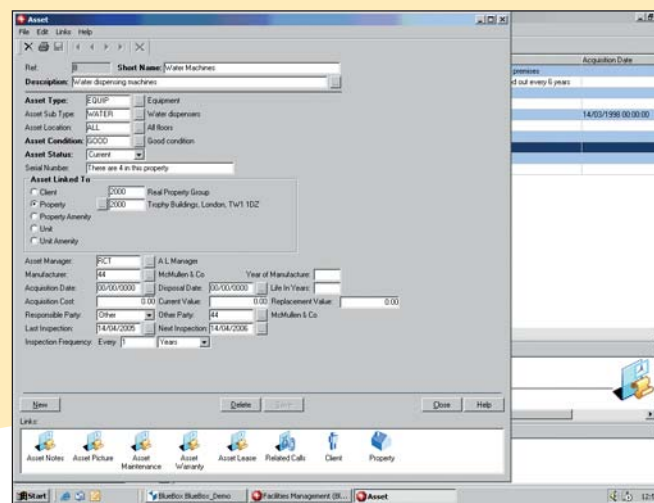
The HelpDesk enables maintenance calls to be logged by phone call or email or directly via the web. Calls can be prioritised and directed to an appropriate person to progress, such as a surveyor or contractor. Works Orders can be issued to deal with items already covered by Contract or Purchase Orders can be placed with the necessary approvals. Any of the Facilities Management modules can be integrated with Workflow in order that any specific internal procedures or approval processes can be easily followed.

If required, requests for work can be made over the Internet or company Intranet using a browser based module. This will also allow staff to check the progress of any work in progress at any time, quickly and easily.

Calls can be logged against property, unit, amenity, asset as well as providing the ability to record incoming accounts enquires by tenants or suppliers.

## Asset Register

TRAMPS will maintain an asset register where full details can be recorded against each asset, such as where it is located, when and where it was purchased and from whom, what warranty was supplied with the item and current value. A schedule of condition can be attached to each asset.



## Planned Maintenance

This enables a schedule of work to be planned and budgeted for as required. Comprehensive reporting provides a complete picture of the overall workload and likely future spend, thus allowing the most cost effective use of resources.