

Work Order Engine™

Deliver Better Care with our Work Order & Service Request Solution

We help our clients create efficient and standardized processes for managing service requests and all of their associated pieces of information. This is our core business, not an add-on to another primary business, and it is what we know better than anyone else. As a Building Engines client, you not only receive the benefit of our experience, but also the best-practices experience of the thousands of Building Engines system users that we build into every part of the application.

Our *Work Order Engine* is an easy-to-deploy, easy-to-use, Web-based and wireless accessible data collection and messaging system that allows users to generate service requests in just two clicks and provides associated personnel with the ability to easily manage those requests through their complete lifecycle.

Other systems may provide basic functionality needed to handle and track service requests, but they often lack the intuitive tools and workflows that encourage usage and deliver the visibility and results you demand.



- A client branded, Web-based portal for any user to submit requests for service in 2 clicks.
- Flexible delivery options to get information to those who need it quickly.
- Real time notifications to maintenance staff, service providers/vendors, managers, and requestors lets people know that a job needs to get done – and when it gets done.
- Device-neutral mobile support means that our system works on any mobile device and there is no need to pay to upgrade your existing devices.
- Customizable escalations give management the ability to be notified of, and respond to, overdue or old issues – Important items do not slip through the cracks!
- Time and Material tracking allows for easy monitoring of productivity as well as increased billable service revenue.
- Document management tools keep external documents organized and protected.
- Comprehensive asset history tracking allows you to see scheduled and requested maintenance performed on any asset in just a few clicks.