

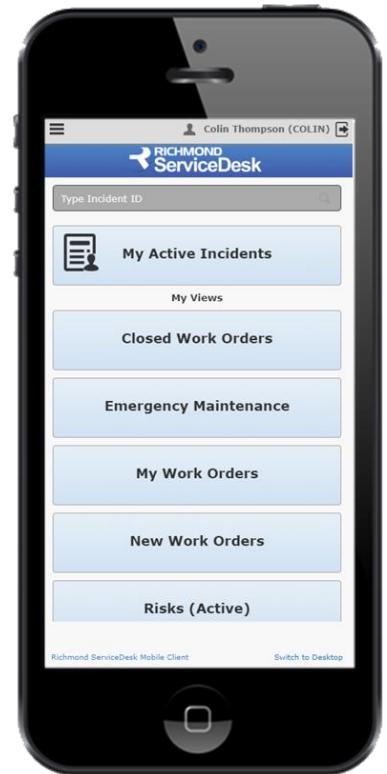


### Ideally Suited for Facilities and Estates Management

Richmond ServiceDesk is an industry accredited asset and support management system that allows you to manage and maintain all your workplace facilities and work orders, and provides a single point of contact for end-users to report and update incidents.

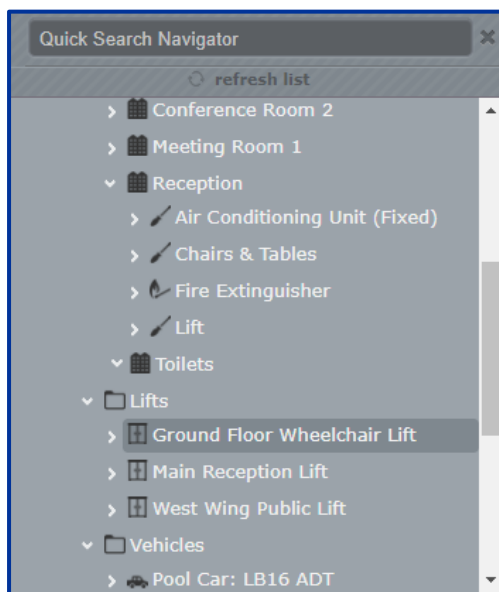
Richmond ServiceDesk gives you immediate access to information about your entire estate, including:

- What needs fixing and when
- Current health and safety issues and where they are located
- Future maintenance tasks and when they are due
- Warranty dates, contract renewals and supplier reviews
- Loan items, where they are and when they due back



### Key Features

Richmond ServiceDesk is packed with features specifically designed to support the needs of facilities teams. From keeping buildings and premises running smoothly through managing suppliers and contracts to meeting regulatory requirements, Richmond ServiceDesk meets your needs.

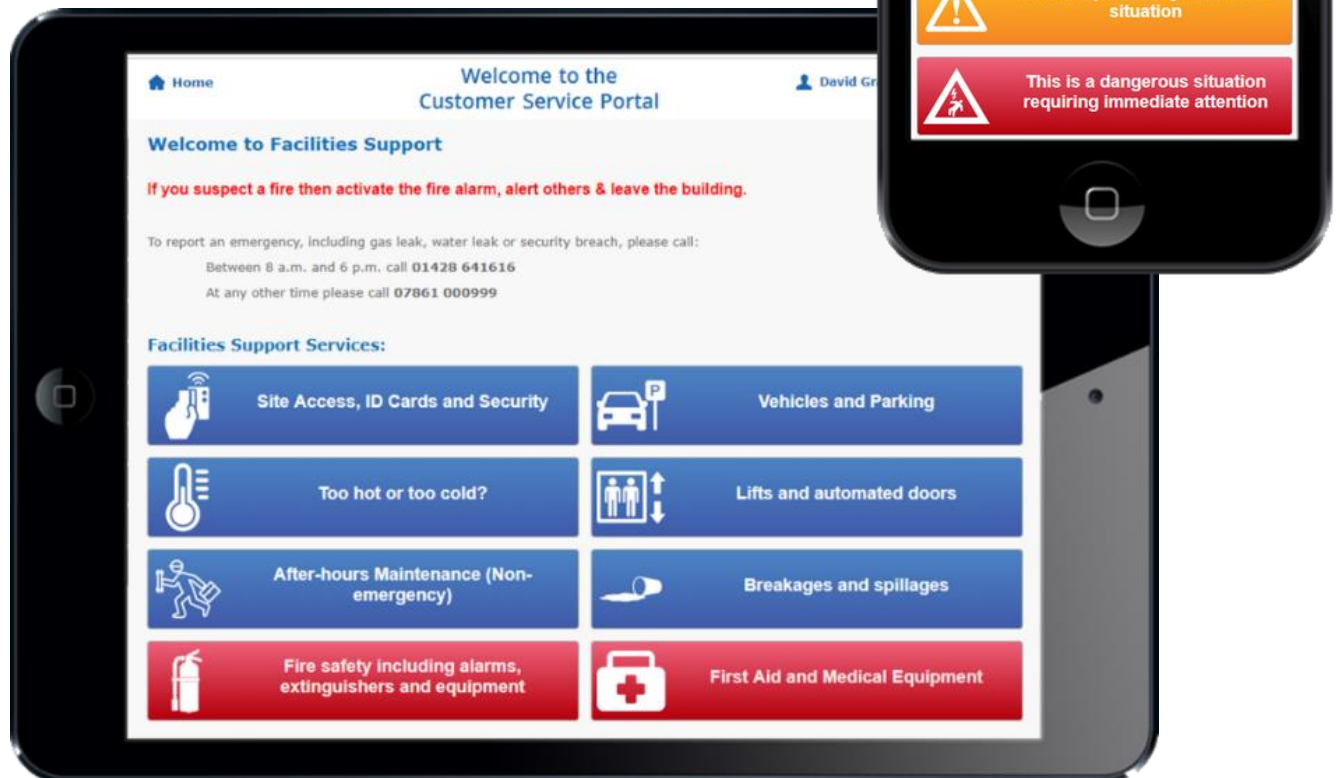


- **Integrated Asset Management** and configuration database that supports multi-level organisational structures with templates to quickly add new premises, assets, contacts, images & documentation.
- **Electronic capture of asset and facilities data** from database systems, directory structures such as Active Directory, copied lists, data files and spreadsheets.
- **Scheduling of planned preventative maintenance** tasks and templates to record commonly occurring requests, tasks and issues
- **A Customer Portal** that allows users to inform the facilities team about issues and incidents
- **A Mobile Client**, which allows you to browse, add, update and manage issues whilst on the move.

**Richmond Service Desk** is a highly cost-effective solution that is easy to setup and use. There are no restrictions on the number of assets that can be added, or the number of users that can be supported, allowing you to make full use of all modules and features. User interfaces are web-based and require no downloads or costly application maintenance. Complete email integration ensures that notifications reach the people they need to and inbound emails automatically convert to new jobs or update existing ones.

The **Mobile Client** allows maintenance staff to add, update and resolve jobs and work orders wherever they are, and the Incident Wizard makes it quick and easy to add new work orders to the job list.

The **Customer Service Portal** gives your users the freedom to submit, and update their own requests, alert you to issues that you need to know about, and access useful self-help information.



## Informed and in Control

Richmond ServiceDesk allows you to manage supplier agreements, service contracts, properties, fixed assets, vehicles; in fact, anything that you need to know about. Automated Service Level Agreements (SLAs) ensure that work orders and PPM tasks do not get overlooked. There are notifications when contracts or equipment warranties are due or have expired, and there are alerts when jobs are raised for assets out of maintenance.

## Full Reporting Capability

Richmond ServiceDesk is well equipped for the varied reporting requirements of a facilities management team. Quick reports are available from any screen using a single click that captures the picture currently in view, whether that be a list of new jobs, planned maintenance, assets due for renewal or loan items due back.

A statistics module allows point and click browsing with drill down to underlying work orders, jobs and incidents, and a dashboard shows team and individual work stacks, which helps with load balancing and job assignment.



A reporting suite provides configurable, schedulable management reporting, which can be delivered via email in a variety of different formats. For *ad hoc* reports and data export to third-party systems, a report manager module allows you to build your criteria and apply it across multiple data views.

Richmond reporting is simply designed to suit users who just want to get the information out, quickly, without fuss or having to rely upon IT support staff.

Incident Id	Category	Summary	SLA	Priority
1225	Facilities	ID Card Lost	Severity 2	P3: High
1187	Facilities	ID Card Stolen	Severity 2	P3: High
1160	Facilities	ID Card Loss, theft, damage or expiry	Severity 2	P3: High
1127	Fire Safety Equip...	Fire safety equipment damaged or missing	Request	P4: Medium
1123	Lifts	Annual Lift H8.5 Check	Request	P5: Request
1031	Facilities	ID Card Loss, theft, damage or expiry	Severity 2	P3: High
1026	Legionella	Legionella Suspected - Action Plan	Request	P5: Request
1019	Facilities	Security Lighting Issue	Severity 2	P3: High