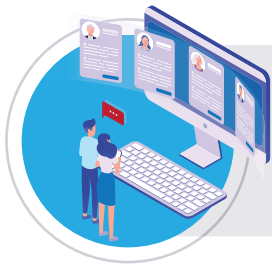# TMASYSTEMS

Service Request Management

Improve your enterprise's quality of service and response time with an easy-to-use browser-based work request system.

For any enterprise, operating effectively in the current business landscape requires high quality service and support– for both their customers and employees. While several service requests can seem easy to address, like time-off requests and receipt requests for goods and/or services, others are not as straightforward.

The complexity of managing a broad use-case of service orders can often become demanding, as more advanced requests might require additional support or instructions from the providers. Additionally, a lack of visibility on the nature of service request (including goals, quality, and service costs) may also restrict valuable support.

Effective service request management empowers organizations and their staff to track, coordinate, and manage requests with full transparency across departments.

TMA Systems' standard Service Request module allows your maintenance teams to operate with efficiency and accuracy. It provides a variety of pre-formatted request forms that can be used out of the box or be modified by adding or removing basic fields.

Clients can submit online requests for services including requests for repair work, materials, minor capital projects*, events*, and services related to locks and keys*. If requests are converted to work orders, the requester is emailed a status change notification. From submission to completion, the client is kept informed with automatic email updates as work progresses. At any point in the process, the client can query WebTMA's database about the status of their requests, work orders, or applicable charges in real time.

The Service Request module improves the quality of service by providing faster response times and better overall communication. It brings your work order software directly to end users– eliminating both administrative time for data entry and the possibility of lost requests.

The Features

Automatically confirm receipt of requests with a number and customized message

Review the real-time status of work requests and work orders

Automatically email clients when work has been accepted or denied

Notify clients automatically about changes in the work order status

Check for duplicates and warranties when processing requests

Utilize SSO support for user authentication

Employ SSL for encrypted data transfers

Gauge your organization's performance with online customer surveys

Search an online catalog of supplies and material inventory for needed items*

Create and submit material requests, including delivery location*

Request minor capital projects, including funding information and scope of work*

Survey customers to monitor staff and contractor's performance*

Control access to specific information by individual user or group

Convert certain requests automatically **

Utilize QR codes to request service to specific locations

The Benefits

Improve customer communications through geo-agnostic request submission

Substantially reduce calls to your work control center

Decrease processing time by allowing customers to submit their own requests

Improve efficiency through service request management process automation

Material requests, minor capital projects requests, events, and locks and keys requests require a license for the applicable module.
**With optional Auto Attendant module.*

Discover how WebTMA can transform your organization.

Email us at
✉ **sales@tmasystems.com**

Visit us at
🖥 **www.tmasystems.com**

TMASYSTEMS

RELIABLE. INNOVATIVE. TRUSTED.

Empowering facilities management teams with powerful asset maintenance and management solutions.

TMA Systems provides facilities and asset management solutions that can be easily configured to your needs (CMMS, EAM, or IWMS). For more than 30 years, TMA has provided reliable, intelligent, and trusted software solutions that help facility executives deliver value by reducing downtime, increasing maintenance productivity, improving equipment reliability, and saving money.

Our flagship solution WebTMA provides all the functionality you need to manage and maintain your capital assets while optimizing maintenance team productivity.