



Managing facilities and service operations can be challenging. Contractors, dispatchers, technicians, and facility managers are often hindered by clunky and inefficient systems. Businesses are unable to meet their customers' needs and expectations. Not only does this lead to lower productivity among team members, but it also results in higher costs and poor customer experiences.

Facilities and service teams deserve complete insights with portfolio-wide visibility to easily and quickly collaborate and have access to all the information needed to ensure success anytime, anywhere, and from any device.

Challenges facing field service operations today:

1. Siloed departments
2. Poor resource allocation
3. Disconnected processes
4. Lack of support in the field

myworkenterprise is the #1 CMMS platform built on Salesforce.

By the Numbers: Who is Using enterprise?



Customer Locations
in North America



Building Service
Contractors



Field Service
Technicians

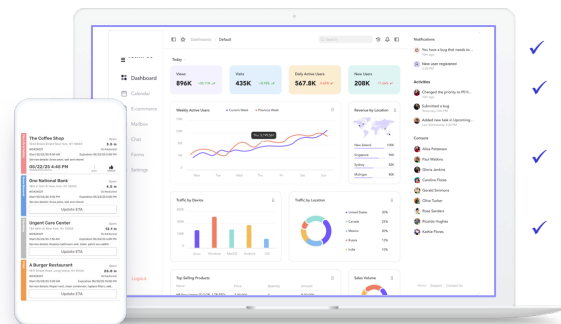
myworkenterprise is a comprehensive, customizable and integrated facilities management platform designed for property owners, facility managers, and service professionals. Enterprise provides the tools and information you need to maintain your properties, manage your business, and measure your performance in real-time.

Complete visibility in real-time.

Track service delivery in the field with the Dispatch Board. Easily customize your view to a map or a Gantt chart and see real-time alerts for jobs that need attention. Also, get insight into complex assets with multitiered asset hierarchy.

Seamlessly access information on the go.

With the the FieldTech Connect mobile app, mobile employees and contractors can share job updates, access knowledge articles, view and update van stock or inventory, and generate service reports from any mobile device, regardless of connectivity.



- ✓ Easy to Use
- ✓ Major CMMS & ERP Integrations
- ✓ Next-Gen Technology
- ✓ White Label to Your Brand

Schedule appointments and work intelligently.

Schedule truth-based service appointments and optimize jobs so that the right mobile worker is assigned to the right job. With the power of enterprise, you can also integrate standard and custom objects with work orders.

Connect to actionable analytics.

With enterprise Analytics, integrate all your service data into one easy-to-use application. Drill into key operational data and take action to resolve cases quicker and deliver a connected customer experience. Identify trends and problems early to optimize your mobile workforce.

myworkenterprise – Platform Features

Deliver end-to-end service with [enterprise](#).



Work Order Engine	A facility & property management engine built on Salesforce, designed for the operations team to manage work requests, on-demand & scheduled work orders, maintenance management schedules, location assignments, service providers, field staff, and compliance documentation.
Dashboards & Reporting	Dashboard & Reporting Functionality: Create customized, dynamic reports to analyze key metrics and track performance in real-time. Visualize data with interactive charts, graphs, and tables that provide at-a-glance insights.
Premium Analytics	Dashboards & Reporting plus Premium Functionality: Robust reporting, dashboards, and premium analytics empower businesses to make data-driven decisions with confidence. Monitor KPIs in real-time to make agile, informed decisions. Leverage advanced AI-powered analytics to predict trends and recommend next best actions.
Asset Management	Asset tracking and tagging. Create, edit and manage asset inventories, asset attributes, asset tags and specific field maintenance forms.
Projects	Projects functionality provides a centralized, user-friendly solution for managing and tracking all project-related work, including renovations, construction, and other large-scale initiatives. Designed to streamline workflows, it allows users to create, assign, and monitor projects from inception to completion. Key features include – Project Creation & Planning, Task Management, Real-Time Tracking, Collaboration Tools, Cost & Resource Management, and Compliance & Documentation.
Bill Management	Service providers can effortlessly submit their invoices through their service provider portal, ensuring accuracy and timeliness. The system validates submissions, provides real-time tracking, and facilitates communication to resolve discrepancies. With automated workflows, our platform streamlines approval processes, organizes billing records, and integrates seamlessly with accounting systems for swift payment processing.
Invoice & Proposal Management	The platform tracks the entire proposal to invoicing lifecycle, from creation to payment, while providing real-time visibility into status and outstanding balances. Our software streamlines the process of converting contractor proposals &/or bills seamlessly into professional invoices, ensuring accuracy and compliance. Integrated tools for approval, customization, and reporting simplify invoice management, reduce manual effort, and ensure timely payments.
Mobile Form Builder	Dynamic mobile forms can quickly be built, tested, and published to your service providers and field staff based on work order type, trade &/or service. Field service forms also contain gated logic based on your business policies to better guide the service providers & field staff through the experience. Configurable containers include checklists, drop downs, pickers, text fields, lists, photos, and signature fields just to name a few.
Internal Technicians	Our software application is tailored for field technicians, enabling them to seamlessly manage their work while on the go. The app provides real-time access to job assignments, schedules, and detailed asset information, ensuring technicians are equipped with the data they need. Technicians can log service updates, capture photos, and collect digital signatures to provide proof of service directly within the app.
Dispatch Board	Our dispatch board is a powerful tool for efficiently managing and scheduling field technicians. It provides a centralized view of technician availability, job assignments, and real-time status updates, enabling dispatchers to make informed decisions quickly. With drag-and-drop scheduling, route optimization, and conflict alerts, the dispatch board ensures technicians are deployed effectively, minimizing downtime and maximizing productivity.
Time Tracking	Our software offers intuitive time tracking and management tools designed specifically for field technicians. Technicians can easily log their work hours, breaks, and task durations in real time through a user-friendly interface. Managers gain visibility into schedules, job assignments, and time utilization, enabling accurate payroll processing and resource allocation.
Store/Location Manager Portal	Location managers can interact with your data and team like never before, eliminating unnecessary support calls, confusion on work status, and unnecessary administrative reporting tasks. The myWork Location Manager Portal is a web-based application that's optimized for mobile allowing your store/location managers to interact with your operations team when they need it!

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Subcontractor Portal	A web-based application that empowers your subcontractors to manage their own work orders, compliance documents, trades & services, service areas, users, proposals, invoices, and communicate with your team. mywork makes it easy for your service providers to onboard themselves to your network, manage their own compliance, and begin working immediately.
FieldTech Connect Mobile	A mobile application for your service providers and internal technicians to manage their work orders, capture field services, proof of presence, proof of service, and communicate directly with your team. FTC is a fully offline mobile application designed for service providers and technicians from the ground up to be a fully offline application.
Products & Price Books	A centralized, organized repository for managing product pricing across various customer segments and scenarios. With Price Books, businesses can maintain accurate, tailored pricing for different markets, regions, or specific customers, ensuring flexibility and precision in sales transactions.
CRM	The platform includes our pre-configured Salesforce customer relationship management (CRM) making it effortless to monitor and track all your leads and opportunities.
Service Provider Sourcing	Sourcing of new service providers across the country has never been easier to meet your operational needs. With advanced search capabilities, you can identify qualified providers based on location, expertise, and availability. The platform simplifies onboarding by enabling seamless documentation submission, compliance checks, and integration into your workflow.
Integrations	Our Middleware builds connections faster than any other cloud platform in the industry. We use the best-in-class connectors to move data efficiently between 3rd party applications. mywork Middleware scales in an instant, both vertically and horizontally.
Client Success	A dedicated client success person will assist with comprehensive training to empower your team, manage customizations tailored to your unique business needs, and offer ongoing support to address challenges as they arise. This dedicated client success partner; you gain a trusted advisor committed to helping your business thrive with our platform.
Implementation	Our team-led software implementation ensures a seamless transition tailored to your business needs. With our expertise, we manage every step, from system setup and data migration to configuration and integration with your existing processes. By allowing our team to handle implementation, you save time, reduce complexity, and minimize disruptions to your operations.
Integrated Facility Management	Our integrated facility management approach combines expert facility management services with our advanced technology platform to ensure seamless operations. Acting as your dedicated facility management expert, we oversee service provider performance, ensure tasks are completed as scheduled, and meticulously track all work through the platform. This approach guarantees accountability, transparency, and real-time visibility into operations, driving efficiency and reducing costs. By leveraging our expertise and technology, we help lower service provider expenses while ensuring consistent, high-quality service delivery for your facilities.
24/7 Support	Our 24/7 software support services ensure that you have round-the-clock assistance to keep your operations running smoothly. Whether it's troubleshooting technical issues, guiding feature usage, or providing real-time solutions, our dedicated support team is available at any time, day or night. Key Benefits include; Uninterrupted Operations, Expert Assistance, Proactive Monitoring, and a Global Reach.

For More Information

Contact your account executive to learn how we can help you accelerate your work success.

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