

Service Request Management

powered by IKON TRAC SolutionSM



MONITOR / Service Requests

Every enterprise wants to maximize the utilization and ROI of facilities and equipment. But keeping those investments in tip-top shape is no small task. Limited resources can easily be consumed with managing ongoing service requests — especially if you're using manual logs and spreadsheets. To optimize equipment utilization and operational efficiency and costs, you need an automated process for initiating, tracking, reporting and analyzing service requests.

QUESTION:

How can you take control of service request management — improving the results you deliver while reducing the associated time and expenses?

ANSWER:

Service Request Management *powered by* IKON TRAC Solution.

Using Service Request Management *powered by* IKON TRAC Solution, you can centralize and automate the process of submitting, receiving, tracking and reporting requests for equipment and building services. This web-based tool is simple to learn and easy to use. It's delivered via an application service provider (ASP) model, so there's no need to buy or maintain software or supporting hardware. And, most importantly, it helps you manage and maintain your enterprise assets more efficiently and cost-effectively.

This tool is designed to empower enterprises to help optimize performance and utilization while cutting administrative support costs. Using Service Request Management *powered by* IKON TRAC Solution, you can enjoy secure, web-based access to:

- Automated service request submission, authorization and validation,
- Real-time status updates, as well as task lists and schedules,
- A centralized repository of service request data, and
- Reports on machine performance, equipment utilization, facility work orders completed, vendor service requests, and building service maintenance jobs.



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Service Request Management *powered by* IKON TRAC Solution provides a single portal for simplifying and centralizing the way you monitor service requests — while helping to significantly reduce administrative costs.

Improved Efficiency

- A single environment for submitting, tracking and reporting on service requests provides controls and efficiencies — helping enterprises improve management despite limited resources.
- Self-service functionality allows employees to enter requests directly into the system — increasing efficiency and accuracy.
- Automated request authorization and validation helps ensure appropriate expectations.

Streamlined Administration

- Online access to an archive of service requests and a history of employee and asset changes gives you valuable data for identifying ongoing problems and forecasting future needs.
- Simplifies tracking for audit, compliance and utilization reporting through a single system.

Facts About IKON

- The world's largest independent distributor of document management products and services, with annual revenues of over \$4 billion
- Approximately 25,000 employees in over 400 locations throughout North America and Western Europe
- A team of approximately 15,000 locally based IKON services professionals providing a high level of service and support
- A team of dedicated Professional Services specialists supporting connectivity, integrated solutions, advanced applications, and customized document workflow
- One of the broadest portfolios of products and services in the industry, from technology, to outsourcing, to document strategies and equipment lease financing

Enhanced Communication

- Users enjoy accurate, real-time information about job-specific tasks.
- A centralized system provides everyone with up-to-date information — reducing confusion and eliminating the need for multiple phone calls or e-mails.

Service Request Management is one of several modules within the IKON TRAC Solution. Available individually or in various combinations, these modules offer comprehensive enterprise management support. IKON TRAC Solution empowers enterprise management teams — and the IT and telecommunications professionals they work with — to more efficiently and effectively manage people (including employees and visitors), space, assets, maintenance activities and office functions (such as copy, mail and fax). You can integrate Service Request Management with Asset Management to view and manage the service of and details about your assets and with Copy Management to help centralize and automate your copy and production workflow.

Ready to enhance the way you manage service requests? To learn more about how Service Request Management *powered by* IKON TRAC Solution can deliver for your organization, talk to your IKON representative today.

