Client Reference
Service Request App

Client Background

Our client has several office buildings across South Africa. Public training courses are conducted from two of their larger offices, hosting several learners each month. Client meetings are also often hosted at their facilities.

The client aims to provide pleasant working conditions for their employees, offering optimal comfort and infrastructure efficiencies.
Although the users are best positioned to identify services needed in the facilities they use, they did not actively partake in logging calls to rectify faulty infrastructure and assets.

A project was launched to develop an improved user-friendly system that would make it easy for all facility users to submit service requests.

Key Challenges

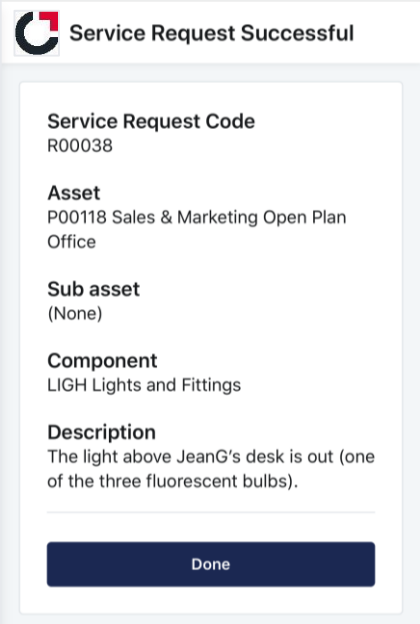
- Our client was unhappy with how few service requests were logged. The current system was considered to be part of the problem. The new solution needed to be accessible, intuitive and user friendly.
- Their fault logging process only accommodated desktop users, which excluded learners and visitors who also use facilities.
- Work was sometimes connected to the wrong asset, resulting in re-work or work not performed.
- There were no features indicating progress on open work, sometimes resulting in duplicate service requests.
- To further decrease the time between discovering a problem and logging the service request, users should be able to log service requests at the point of origin.

> ***On Key Action provided a service request app that did away with system complexities and allows us to increase the accuracy, volume and velocity of service requests logged by users. This has a direct impact on the condition of our assets and facility.***

Pragma Intervention

Pragma's R&D team was tasked to develop a responsive service request web application. After a thorough needs analysis, the team developed a web application with the following features:

- Easy navigation on desktops and mobile devices.
- Users can view open work (to avoid duplicates) and log new service requests for scanned assets.
- To cater for all categories of user, the app was enabled with three types of login.
- Enabling automated workflow, the app logs new service requests as work orders in On Key. On Key's built-in Work Planning and Control process then ensures execution of the work which is measured against a Service Level Agreement.
- The app is enabled to fill out the service request form automatically with the information provided by the scanned QR code.
- A QR code generator was added for administrators to generate and print QR codes for the appropriate assets.



Value Add

- The app offers far superior accessibility and speed for logging service requests.
- Limited user input lessens the amount of user errors when completing the service request form.
- Users can view open work which means that duplicate service requests are minimised.
- Users are able to get an on-demand update on the progress of their service request.
- Learners and visitors can also submit service requests.
- Any third party QR code scanner can be used, making the app accessible to everyone with a smartphone or tablet device.

Tools and Technology

- On Key Action was used to create the responsive web app
- The Cloud based application is hosted by AWS
- On Key 5 is the EAMS used by the client
- Microsoft Azure Active Directory is used for account management