

SERVICE REQUEST MANAGEMENT

FOR FACILITIES AND PROPERTY TEAMS

From routine custodial requests to low-impact maintenance and supply fulfillment, Facilities Service Request enables organizations to manage service requests with greater flexibility, accuracy, and efficiency without the overhead of asset tracking or inflated accounting. Whether you're handling a bathroom cleaning request in a building or replacing a lightbulb, Facilities Service Request allows you to track, route, and resolve these issues with ease, all from within your existing EAM environment.

01 Location-Based Requests

Utilize a five-level hierarchical structure (e.g., Campus > building > floor > room > area) to define service needs down to a specific location – no asset tags required.

02 No Asset Required

Facilities Service Request removes the requirements to assign a service request to a tracked asset. This is ideal for non-critical, high-frequency tasks that don't warrant asset-level reporting.

03 Efficient, Built-in Workflows

Facilities Service Request simplifies the full lifecycle of a service request – from automatic routing to the right teams and real-time status tracking to generating and closing work orders directly within the EAM platform.

04 Low Operational Burden

Gain visibility into request patterns, location trends, team responsiveness, and more. Identify high-demand areas and improve planning and resourcing.

05 Mobile Capability

Technicians and staff can submit and manage requests on the go with AssetWorks' mobile EAM interface.

Ready to see more?
Schedule a demo to learn
how Facilities Service Request
can simplify and improve operations.