

# Outsourced Maintenance

## Challenges

*Decentralized tracking of outsourced repair activity. Manual communication between staff, vendors, and accounting. Disjointed estimates, approvals, and invoices across multiple systems.*

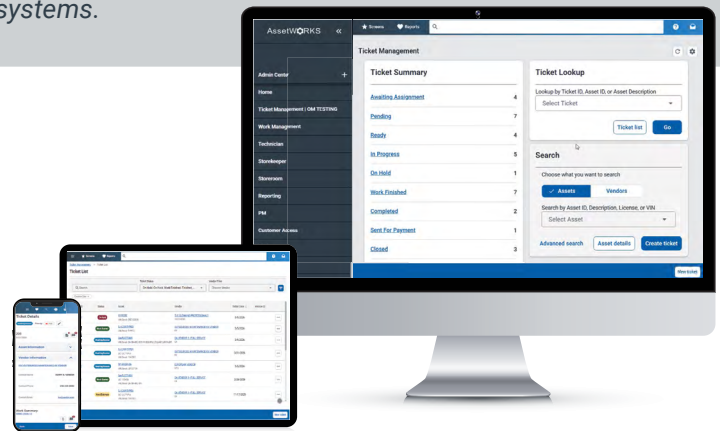
## Solution Overview

The **AssetWorks Outsourced Maintenance module** is a fully integrated solution designed to manage every aspect of external repair activity across your organization. Built with direct input from our customers, this module delivers a streamlined, user-friendly workflow that replaces spreadsheets, emails, and manual processes with a single connected system.

The module centralizes vendor estimates, approvals, work updates, and invoices while tying all costs directly back to the Work Order and asset history. With comprehensive tracking, automated communication, and real-time visibility, you can gain tighter control over outsourced repairs, improved financial accuracy, and a more efficient end-to-end maintenance process.

## Key Features

- Centralized ticket creation, invoice tracking and vendor management
- Integrated estimate, approval, and invoice processing workflows, including ability to export invoice data to a payment processing system
- Multi-level configurable rights for internal staff, as well as an option to allow limited vendor access for updating tickets or submitting invoices
- Dashboard views, and reporting included for both tickets and invoices
- Repair data updated directly to work orders and assets for full history of both internal and outsourced work within one system



## Benefits



### Improve efficiency

Saves time by centralizing tickets, estimates, approvals, and invoices in one system.



### Increase Visibility

Provides real time insight into vendor progress, costs, and repair statuses. Reports available to review exceptions and compare estimates.



### Strengthen Accuracy

Ensures consistency and better reporting of historical cost data for work orders and assets, by utilizing one system for both internal and vended work.



### Enhance Communication

Reduces errors and delays with integrated updates between staff, vendors, and accounting.

**For more information, contact your AssetWorks Sales Representative or visit us online at [assetworks.com](https://assetworks.com).**

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