



FM on-line

powerful intranet based suite of tools that delivers concise, relevant data to a range of users

Access to relevant information, without overloading them with unnecessary data. Designed to provide a single point at which users can book, log, track and monitor progress easily for Helpdesk, room booking and visitor management.

strategic benefits

- ▶ Provides instant communication with users improving customer service.
- ▶ Modular system allowing you to purchase what you need, when you need it.
- ▶ Allows global access from other countries.

tactical benefits

- ▶ Available 24/7 enhancing customer service.
- ▶ Increases visibility and helps to raise the profile of the FM department.
- ▶ Reduces incoming telephone calls to the Helpdesk.
- ▶ Reduces time spent by operators logging bookings and jobs.
- ▶ Branded to fit with your current intranet design and corporate branding.



operational **benefits**

- ▶▶ Ability to book resources (rooms, equipment, catering), log visitors and reactive helpdesk jobs.
- ▶▶ Function to check progress of activities online (a user would only see their own jobs and bookings).
- ▶▶ Self registration function removes the need to enter log-in details repeatedly.
- ▶▶ Single point at which users can book and track progress.

integration with other modules

Causeway provides a modular suite of automated management tools, providing comprehensive business solutions for all sizes of business. Our solutions can be expanded to meet business requirements, with full integration between modules, and are supported by a range of services delivered by a highly experienced and dedicated team.

system **administration** and **reporting**

Report creation and administration modules are provided for in-depth reporting and customising information to meet clients' needs and processes.

FM on-line via **SaaS**

SaaS is a method of outsourcing facilities management applications via a PC, web browser and an internet connection. The SaaS service will reduce implementation and running costs and eliminate IT issues associated with installing the software in-house.

For more information

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