



FM Facts Supplier Helpdesk

enables authorised suppliers direct on-line access to information relating to their planned and reactive jobs

The FM Facts Supplier Helpdesk allows authorised internal and external suppliers access to their reactive and planned (PPM) jobs on-line. This system enables access to the information they require directly, eliminating the need to contact them by telephone, email or fax.

strategic **benefits**

- ▶ Saves time and money by providing your suppliers with instant access to jobs, thus removing the need to return 'back to base'.
- ▶ Suppliers can check for new jobs within their current vicinity, from any desktop PC.
- ▶ Cuts down travelling time, therefore reducing costs and improving efficiency.

tactical **benefits**

- ▶ Provides an instant view of supplier workload improving performance and communication.
- ▶ Provides 'real time' data for enhanced reporting.
- ▶ Improves communication with operators and users enhancing client service.



operational **benefits**

- ▶▶ Single supplier view for ease of use.
- ▶▶ Suppliers can only view their own jobs.
- ▶▶ Easy to view which supplier is within their service level agreement.
- ▶▶ Removes the need for duplicate entries e.g. updates and job notes.

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.

supplier Helpdesk 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

call **+44 (0)1628 552 000**

email **ifm.info@causeway.com**

or visit **www.causeway.com**

Causeway

Comino House, Furlong Road, Bourne End, Buckinghamshire SL8 5AQ
t: +44 (0)1628 552000 f: +44 (0)1628 552001 e: info@causeway.com