

MicroMain

Web Request

MicroMain™ Web Request helps you improve your maintenance operations by streamlining your work request processes.

Instead of having people call or email you, you allow them to send in their requests via the web. You receive all needed information and can track all requests. You'll also improve efficiency since requests automatically generate work orders for your maintenance department.

Requesters like being able to send work requests—at any time and from any location—using a web browser. They can log-on from their desktop or any web-enabled handheld device such as a smart phone or Pocket PC. They can also log-on to check the status of their work requests.

Easily Submit Work Requests

Employees, tenants, clients, students and others who want to request maintenance work complete a few fields, using the simple interface. Drop-down pick lists make it even easier to note:

- Location
- Asset requiring maintenance
- Type of service requested

With the click of a button, the requester sends the work request directly to MicroMain Maintenance Management, which automatically creates a work order for the maintenance department.

A supervisor or other designated person can be immediately notified via email when the request is received. Administrators can also have an email automatically sent to additional recipients, such as those associated with the asset or property noted in the work request.

View Status Any Time

In addition to creating work requests, requesters can easily view the status of their requests, including details such as priority assigned to the request or due date.

Requesters can also:

- Change their passwords online
- Have their passwords emailed to them
- Send a message directly to the administrator
- Access online help

Save Time

Both requesters and maintenance staff save time with MicroMain Web Request.

Productivity increases because work requests include all needed information. Requester satisfaction improves as well since individuals can easily submit and view the status of their work requests.

Manage Users

With MicroMain Web Request, administrators:

- Create user accounts
- Specify security setting and defaults for individual users and guests
- Manage the locations and assets available to requesters

Maintenance administrators can also limit available properties, buildings, assets or services available to requesters. With this level of user management, supervisors are able to easily track users/guests and the resources required for web work requests.

Improve Operations

The specific reports from MicroMain, will help you make better decisions about receiving and responding to work requests. They will also help you determine how to best use your labor, time and materials for your maintenance operations.

Want to see MicroMain software for yourself? For a free trial, call 1-888-888-1600.

