



# FACILITIES MANAGEMENT FOR SHAREPOINT

Driving productivity and efficiency in the workplace for 20 years

Sample clients who use this Crow Canyon services:

## Dfi Resources

Dfi Resources



Kamco Supply Corp. of Boston



MBA Engineering



VA Enterprises

Built on the SharePoint platform you're already using and fully integrated with Crow Canyon's Service Request, Facilities Management keeps your maintenance operations ahead of the curve instead of in catch-up mode by keeping you on top of key operational metrics.

- CUT COSTS:** Measure performance, costs, and recurring problems to pinpoint opportunities for improvement. Ensure consistency and procedure compliance to avoid costly delays and missteps.
- INCREASE PRODUCTIVITY:** Simplify trouble ticket creation and record keeping. Improve communication, coordination, and speed throughout entire workflow.
- SAVE TIME:** Eliminate delays caused by manual and inconsistent processes, incompatible systems, and time-consuming phone calls.
- SPEED ROI:** Familiar SharePoint platform, and configurable and highly configurable functions cut the learning curve, reduce IT resources needed for support, and deliver value quickly.
- IMPROVE SERVICE:** Meet and exceed service level expectations of internal and external customers without added cost or staff.



## FACILITIES MANAGERS' BOTTOM LINE IS CONTROLLING MAINTENANCE COSTS

With manual processes and multiple legacy systems, you simply don't have the visibility and the tools to ensure efficient operations and maximize productivity.

Business operations suffer when requests for service "fall through the cracks." Repairs are more frequent, and equipment life is shortened when regular maintenance schedules aren't followed. Time is lost and mistakes are made when equipment warranties, service contract, lease and maintenance information isn't readily available. It all adds up to unnecessary expenses.

### QUESTIONS ANSWERED:

- What work orders are currently in the system and what's their status?
- What departments and equipment are generating the most requests?
- What's the turnaround time for maintenance and repairs?
- What are our repair and maintenance costs and how are they trending?
- What equipment is under warranty or support contract?





## Crow Canyon Software's applications for SharePoint and Office 365

- drive productivity and efficiency at organizations around the world.
- make SharePoint and Office 365 into truly useful and practical tools that solve real business automation problems.

Crow Canyon's goal is to engage users, streamline operations, and power continuous improvement with its applications, which include:

- IT Help Desk
- Asset Management
- Facilities/Work Orders
- Equipment Tracking
- Customer Service
- Employee Services
- Onboarding/User Access
- Contract Management
- Purchasing

And more!



## FEATURES OF CROW CANYON'S FACILITY MANAGEMENT

- Full integration with Crow Canyon's Service Request for SharePoint, allowing multiple methods for trouble ticket entry: phone, email, webpage, other SharePoint applications, and Outlook.
- Automatic ticket routing that's easily customizable for your existing workflow, and allows routing to multiple staff and vendors, and split tickets.
- Links tickets with all current forms, external inventory and project databases, service contract and vendor information, and documentation.
- Updates calendars with appointments, and preventive maintenance schedules directly from work orders.
- Captures all time, costs and projects related to service requests
- Quickly identifies overdue tickets and escalates emergencies promptly, with automatic alerts and emergency notification through email and text messages.
- Configurable reports and dashboards with extensive drill-down capability provide visibility for consistent policy implementation, planned maintenance scheduling, and continuous improvement.
- Integration with Crow Canyon Equipment Tracking provides visibility of maintenance and service history – including purchase information, service tickets, labor, parts and costs – warranties, location, scheduled maintenance, and usage.
- Built on the SharePoint platform with full integration and consistency with other SharePoint applications and scalability.
- 24/7 support and service from experts in IT operations, SharePoint platform, and Crow Canyon application.



Building Maintenance	Corrective Maintenance
Factory Equipment	Preventative Maintenance
Campus Maintenance	Grounds Keeping
City/Public Works	Custodial Requests
Equipment Tracking	Field Service



### LET'S TALK...

Give us a call or send an email.

We look forward to hearing from you!

