CERDAAC
Work Request

SIMCO's CERDAAC® cloud-based quality execution system is widely used by leading life science and technology organizations to reduce costs and improve operations. It provides quality teams with powerful features to manage break/fix work requests.

Business Challenge

How do you manage the endless stream of break/fix work requests and meet your internal customer's high expectations?

CERDAAC Work Request Solution

- Customer-facing request portal efficiently and effectively records requests
- Notification of request allows management to review and assign to appropriate technician
- Metrics provided on request completion efficiency to monitor and improve service

Dashboards display real-time status of requests

FEATURES AND BENEFITS
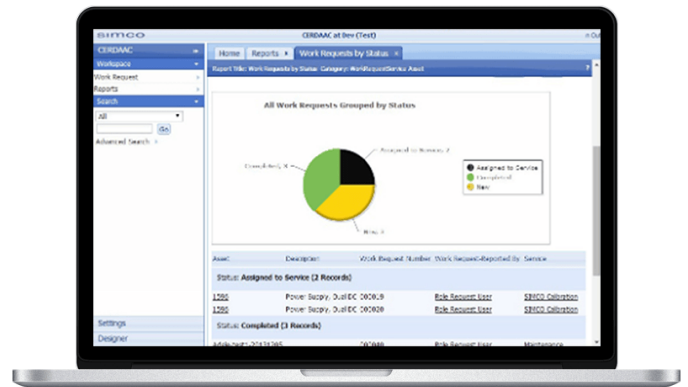
Online Request Portal:

- Easy online request portal to manage break/fix maintenance requests
- eForms and mandatory fields ensure completeness of data
- Track Desired Completion Date to eliminate or minimize late service and work stoppage
- Support for unlimited number of requesters
- Unique Request Number assigned to view request status and history

Workflow Automation:

- Automate proper workflow and eliminate paper
- Improves productivity by eliminating repetitive data entry and review
- Automate notification of new request to responsible person, role, or team and notify requester of acceptance
- Chain-of-command alerts and escalations to ensure prompt response and completion

Manage Request to Completion:

- Management tools to reject, request more information, or assign request
- Categorize all requests to assign priority
- Efficiently balance technician tasks by managing request type, location, and anticipated service workload

- Automated alerts to requester if desired completion date will not be met
- Real-time, holistic analysis of enterprise level request status by location, department, & more

Dashboards & Reports:

- Executive dashboards display real-time program KPIs for decision making
- Extensive pre-built reports to uncover program bottlenecks and streamline operations
- Report builder for personalized analytics
- Manage technician workload by tracking assigned requests and hours to complete
- Report on break/fix costs by tracking labor hours and service expenses
- Report asset checkout frequency to plan and manage future asset CapEx
- Automate knowledge dissemination through report scheduling, email, and export

More Information and Demonstration:

- Call +1-866-299-6029
- Email hello@simco.com