

CERDAAC Work Request Solution

SIMCO's cloud-based CERDAAC software 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 work and repair requests and meet your internal customer's high expectations?

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

FEATURES & BENEFITS

Online Request Portal

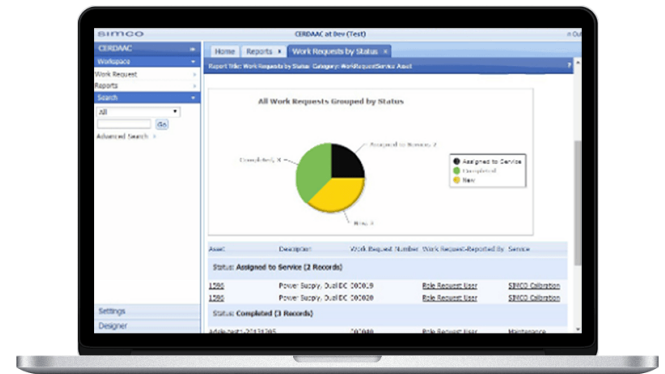
- Easy online request portal to manage break/fix maintenance requests
- eForms and mandatory fields ensure completeness of data
- Track Desired Completion Date to eliminate or minimize late service and work stoppage
- Support for unlimited number of requesters
- Unique Request Number assigned to view request status & 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 work requests
- Categorize all requests to assign priority
- Efficiently balance technician tasks by managing request type, location, and anticipated service workload



Dashboards display real-time status of requests

Manage Request to Completion (cont.)

- 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
- 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 future asset CapEx
- Automate knowledge dissemination through report scheduling, email, and export

For more information:

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