



take your  
**service**  
**requests**  
online

### Eliminate unnecessary distractions...

Are you tired of service requests interrupting your workflow? Do you wish you could stop the disruptive phone calls and distracting pop-ins? ("I need this done! ... Is it done yet? ... How about now?")

You need the help of PMXWeb, the better way to manage service requests. Provide faster, more effective service to the people in your facility, while making your job easier.

With the PMXWeb Module, people enter their service requests online through a simple web form. You, or the service request manager, can then review the requests, prioritize them and assign them to work orders, all in the centralized Service Request area of PMXpert. Requesters can even view the status of their requests online without bothering you or your workers.

#### System Requirements

- PMXpert Version 10.0 +
- IIS 5.0 or higher with ASP.NET 1.1.4322 installed

### The Benefits of PMXWeb

**Provide Convenience for All:** Maintenance requesters enter service requests online at their own convenience – and you retrieve them when most convenient for you. It's a win-win situation!

**Eliminate Confusion:** The user-friendly request form means requesters can quickly and easily describe the problem in their own words, without worrying about specific, complicated terminology.

**Improve Organization & Accuracy:** Requests are imported automatically into PMXpert's central system for processing on your schedule. When you process a request, you assign the correct PMXpert-specific information to it, ensuring that the request is accurately described and recorded.

**Provide More Efficient Service:** With fewer disruptions to workflow, you can concentrate on providing efficient service according to priority, instead of constantly dropping current work to deal with incoming requests.

**Keep People Informed:** With PMXpert's color-coded status indicators, requesters can easily check on the progress of requests online – eliminating unnecessary emails, phone calls and other distractions.

**Protect Your System:** People making online requests do not need access to PMXpert, which eliminates the need for additional software licenses, and keeps unnecessary users out of your carefully organized system.

*Contact us today for a free demonstration*



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