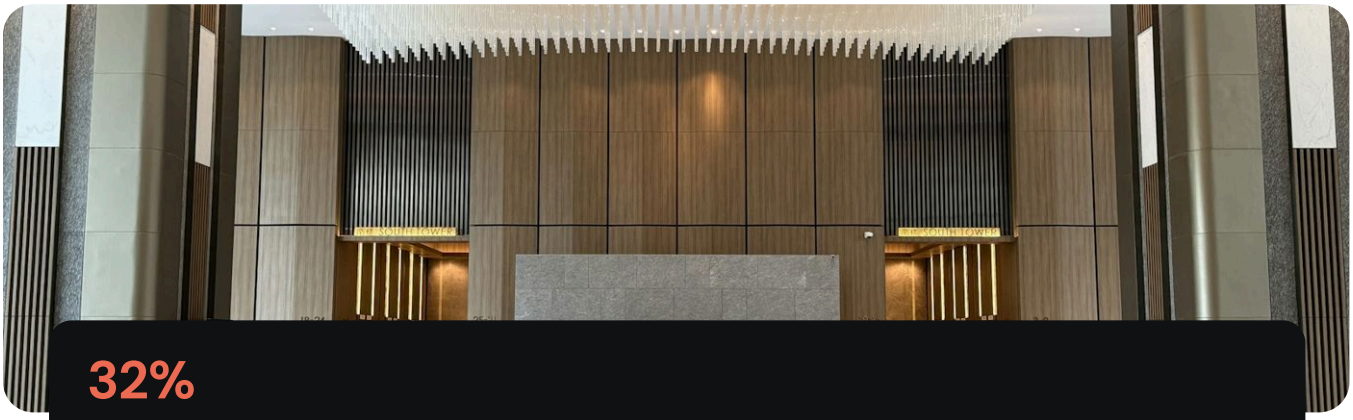
Banking & Finance | Singapore

A Singapore bank resolved branch equipment and facility faults 32% faster

A Singapore-based bank gave branch staff one way to report faults with counters, doors, air conditioning and office equipment, routed each to the right team or vendor, and timed every job.



32%
faster resolution of branch and office faults

AT A GLANCE

INDUSTRY
Banking and finance

REGION
Headquarters in Singapore

SUPPORT
Central facilities and support team

LOCATIONS
Branches and office buildings

FEATURES USED
Work | Insight

01 The client

The client is a financial institution headquartered in Singapore, with branches and office locations served by a central support team that looks after buildings, equipment and outside service vendors.

A branch cannot serve customers well with a broken queue display, a jammed security door or an air conditioner that has stopped. Each fault needs the right people quickly, and many depend on a vendor under contract.

02 The challenge

Branch faults and internal support issues were reported by phone, email and chat to whoever picked up. Tickets were tracked in scattered lists, and the support team could not see what was open or who had it.

- The same fault was sometimes reported twice and fixed once, or reported once and lost.
- Assigning a job meant working out by hand which team or vendor owned that equipment.
- Delays waiting on vendors were mixed in with the team's own delays.
- Branch managers called repeatedly to ask for updates.
- No history showed which branches or equipment raised the most faults.

03 What they set up in Asset Infinity

The bank ran branch and office support through Asset Infinity's Work feature, with routing rules by category and the branch equipment kept in the asset register.

Work

Report by scanning the equipment

Branch staff scan the QR label on a door, display or air-conditioning unit, or use the web form, so each report names the branch and the item.

Work

Routing by category

Categories such as electrical, security doors, air conditioning and office equipment send each request to the team that owns it.

Work

SLA clocks that pause for vendors

Each category has an SLA. When a job waits on an outside vendor, the clock pauses, so the team's own response time is measured fairly.

Insight

Fault patterns by branch

Dashboards show open jobs, SLA breaches and repeat faults by branch and equipment type, so recurring problems are dealt with at the source.

04 How it works day to day

Here is what happens when a branch's security door stops locking.

BRANCH STAFF

Scans the door's label

A staff member scans the QR label on the door frame, picks the security doors category, adds a photo and marks it urgent.

SYSTEM

Routes it to the owner

The routing rule sends the request to the security systems team, and its SLA clock starts.

SUPPORT COORDINATOR

Creates the work order

The coordinator turns the request into a work order and assigns the door maintenance vendor's engineer, who is notified.

SYSTEM

Pauses for the vendor's part

When the engineer needs a replacement lock from the supplier, the job is set to waiting, and the SLA clock pauses.

SYSTEM

Escalates if it stalls

If the job sits untouched past its limit, a reminder goes to the coordinator and the job is escalated.

VENDOR ENGINEER

Fixes and closes the job

The engineer fits the lock, records the work and closes the order. The branch sees the update.

SUPPORT MANAGER

Reviews repeat faults

A weekly scheduled report lists branches and equipment with repeat faults and SLA breaches for follow-up.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Reporting	Phone, email and chat to whoever answered	QR scan or web form, against the equipment
Assignment	Worked out by hand	Routed by category to the owning team
Tracking	Scattered lists	One queue with status for every ticket
Escalation	Only when a branch complained	Automatic when a job waits too long
Follow-up	Branch managers calling for updates	Status visible on the ticket

06 How it rolled out

1

Support practice reviewed. The team studied how faults were reported and assigned, and where tickets were lost.

2

Tickets and routing set up. Past support records were moved in, and categories, routing rules and SLAs were configured for each support function.

3

Branches and teams trained. Branch staff learned to report by scan; support teams to work and close jobs.

07 The results

- Every fault is a tracked ticket with an owner from the moment it is reported.
- Jobs reach the right team or vendor without manual sorting.
- Escalations happen automatically when a job waits too long.
- Branch managers follow their own tickets instead of calling for updates.

08 Why it worked

Reports name the equipment
Scanning the label removes guesswork about which branch and which unit, so the right team goes first time.

Fair measure of response
Pausing the clock while a vendor sources parts shows where delays really sit.

Routing set without code
Categories and rules were configured by the support team, so they can adjust them as needs change.

09 Looking ahead

With every branch fault reported against the equipment it concerns and routed to the team that owns it, the bank's support team resolves issues 32% faster and branches spend less time chasing.

The history built from these tickets shows which branches and which equipment fail most, which gives the bank a sound basis for service contracts and replacement plans.

See it on your own assets

A 30-minute demo, set up for a bank or multi-branch financial institution.

The client's name is withheld for confidentiality. Results are as reported by the client.

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