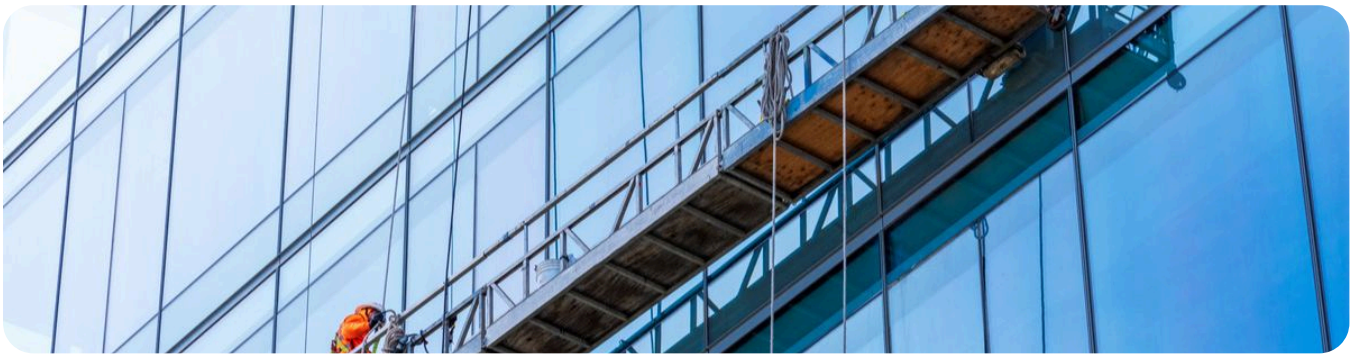
Facility Management · Global

A tower facilities team moved from manual tickets to tracked, planned maintenance

A facilities management company running a multi-floor tower replaced manual issue reporting with tracked requests, rule-based assignment, reports and preventive maintenance plans.



AT A GLANCE

INDUSTRY
Facility management

SITE
Multi-floor tower

USERS
Authorized staff raising requests

PREVIOUSLY
Manual ticketing, reactive repairs

FEATURES USED
Work · Maintenance · Insight

01 The client

The client is a facilities management company responsible for maintaining a multi-floor tower. Its aim is a well-kept building and a smooth experience for the people who work there.

Authorized personnel report maintenance issues, and in-house maintenance teams fix them. Before the change, that whole chain ran on manual processes.

02 The challenge

Maintenance issues were reported and tracked by hand. Details were lost, nobody clearly owned a problem, and the team only fixed things after they broke.

- Manual reporting caused delays and errors in capturing what was wrong.
- No clear owner for each issue, so some were left unattended.
- No central channel for updates between reporters and maintenance teams.
- No reports on trends, response times or recurring issues.
- Reactive maintenance led to breakdowns, downtime and disruption for occupants.

03 What they set up in Asset Infinity

The company moved issue reporting and maintenance into Asset Infinity, with every issue a numbered request and recurring work planned ahead.

Work

Requests with a number and a priority

Authorized staff raise requests through a simple form. Each gets a unique number and priority, so nothing reported is overlooked.

Work

Assignment by rule

Requests are routed to the right maintenance team by predefined rules, matching the work to the team's skills, with less manual handling.

Maintenance

Preventive plans

Recurring maintenance for the tower's equipment is planned and scheduled, so problems are found before they disrupt occupants.

Insight

Reports on volumes and response

Reports show request volumes, response times, resolution rates and recurring issues, and measure each team's performance.

04 How it works day to day

Here is what happens now when something goes wrong in the tower.

AUTHORIZED STAFF

Report the issue

From the web or mobile app, staff describe the problem, add a photo and choose a priority. The request gets a unique number.

SYSTEM

Routes it to a team

Predefined rules assign the request to the right maintenance team, which is notified straight away.

MAINTENANCE SUPERVISOR

Assigns the job

The supervisor turns the request into a work order for a technician with the right skills.

TECHNICIAN

Fixes and updates

The technician posts updates and notes on the work order, which the person who reported it can follow, then closes it when the issue is resolved.

SYSTEM

Raises planned work

Preventive plans create work orders for recurring maintenance on schedule, before equipment fails.

SYSTEM

Chases what is waiting

A request left untouched triggers a reminder, so it cannot be forgotten.

FACILITY MANAGER

Reviews performance

Reports show volumes, response times, resolution rates and recurring issues by team, guiding resources and preventive plans.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Reporting an issue	Manual, with paperwork and errors	A numbered request with priority
Ownership	Unclear, some issues left unattended	Assigned to a named team
Assignment	Manual, prone to errors	Routed by predefined rules
Communication	No central channel for updates	Updates and notes on each request
Insight	No data on trends or response times	Reports on volumes, response and resolution
Maintenance approach	Reactive, after breakdowns	Planned preventive work

06 How it rolled out

1

Request form and categories. The team set up how issues are reported, their categories and priorities.

2

Teams and routing rules. Maintenance teams and the rules that assign requests to them were configured.

3

Preventive plans added. Recurring maintenance was scheduled so the team could move away from purely reactive work.

07 The results

- Less paperwork and fewer delays in reporting and fixing problems
- Clear ownership of every reported issue
- One channel for updates between reporters and maintenance teams
- Data on trends, response times and resolution rates
- Fewer unexpected breakdowns and less downtime from preventive work

08 Why it worked

Easy to report

A simple form for authorized staff meant issues were reported fully and early.

Ownership built in

Every request belongs to a team from the moment it is raised, so nothing drifts.

History drives planning

Recorded requests show recurring problems, which become preventive plans.

09 Looking ahead

With every issue a tracked request and recurring work planned ahead, the company knows who owns each problem, how quickly it is fixed and where problems keep coming back.

The reports built from this history let the team plan resources and preventive work for the tower, rather than waiting for the next breakdown.

See it on your own assets

A 30-minute demo, set up for a facilities management team.

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

Book a demo

Start a 14-day free trial