biznez
MAINTENANCE

biznez MAINTENANCE is a Workflow Web based customer service and support software solution for Maintenance Operations and Management developed with **biznez aware BPM suite.**

It is the outcome of cumulative experience from several maintenance and support process management solutions implemented for small, medium and large service providers such as IT companies, banks, and organizations with great demands in supporting operational users.

Intrinsic to its BPM architecture, **biznez Process Designer** allows the implementation of different strategies and customize the way the system progresses issues through their life cycle.

Maintenance and support requests/tickets are submitted and managed by authorized users through:

Web access

From anywhere in the world through a standard Web browser. Users, based on role permissions, report issues straight to the system by filling standard or custom electronic forms created with the **biznez eForms Designer**.

E-mail interface

Report new issues by email that are automatically turned into trackable records of support requests/tickets.

Automatic and customizable e-mail notification ensures that all team members are tied into the issue and change tracking process. As change requests are updated, e-mail messages indicating the changes are sent automatically to the appropriate stakeholders.

Telephone

Maintenance and support requests can also be submitted by telephone.

Clients call the help-desk, where the requests/tickets operators are **biznez MAINTENANCE** WEB environment users.

They open the activity folder of the client, fill up the fields in the electronic document/form according to the description they, orally, receive and start running the troubleshooting process.

Biznez MAINTENANCE, successfully handles all necessary terms and conditions that deal with organized and effective professional services support.

itbs
IT & BUSINESS SYSTEMS

By putting roles, rules and transaction jobs, we manage needs, commitments and obligations that deal with the parties, either they concern contractual terms and conditions, or ad–hoc implementation of non contractual demands that need additional process management and ratification of costs.

biznez MAINTENANCE, provides full control and process management for maintenance allocation to subcontractors, in several levels.

Problem/trouble analysis is carried out by the help desk operators who are in charge to decide whether the troubleshooting should be dispatched.

The requests are routed to subcontractors through **biznez MAINTENANCE -** in case they are users of it - or by e-mail, if not.

Time shots, instances, activities and jobs are monitored and kept into the system in order to be able to produce response time alerts.
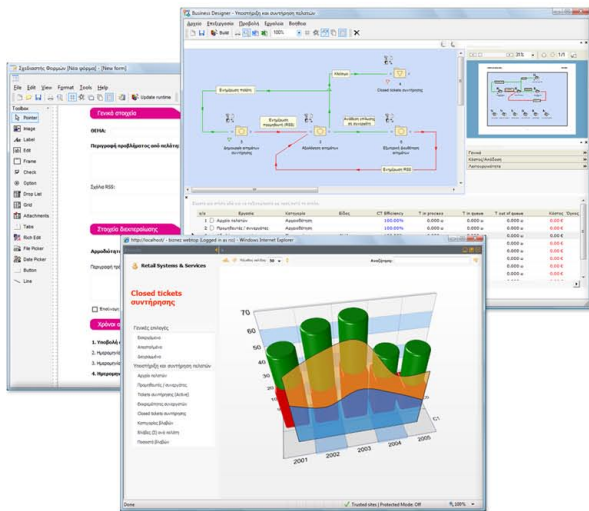
When troubleshooting is done, the system produces, automatically, e-mail notifications, informing clients about trouble and dispatch.

Reports

Reports are produced through combination of information and parameters that are set or produced in the electronic documents (forms) of the system.

The authorized users can select from a table (pop-up window) parameters and information to be combined and create the relevant report. The combinations are, practically, unlimited.

Combinations of 2, 3, 4, …, 50 and more parameters participate at creation of reports.

Most usual reports are:

- o Troubleshooting per client or per installation
- o Troubleshooting that is made by subcontractors, per client or per installation
- o Response times of service provider against clients
- o Response times of subcontractors against service provider

- o Total dispatching time (or time between instances) from the submission of the maintenance request to:
    - o problem analysis,
    - o troubleshooting by the contractor
    - o Troubleshooting by subcontractors
    - o information about trouble and troubleshooting
    - o close of maintenance ticket/request.

- o Spare parts use per item, client, installation as also warehouse notifications and stock balance control.

biznez MAINTENANCE solution, with process designer and documents designer tools of **biznez AWARE BPM suite**, can easily be adapted to special features and needs.

It enhances full control in management and administration of incidents and requests, for internal or subcontracted services and provides electronic taxonomy.

It reduces functional and production costs, and provides well organized and documented services according to management procedures, best practices, and administration control.

biznez MAINTENANCE, is actually used by several enterprises and large number of users. It supports more than 20.000 clients dealing with maintenance services requests.