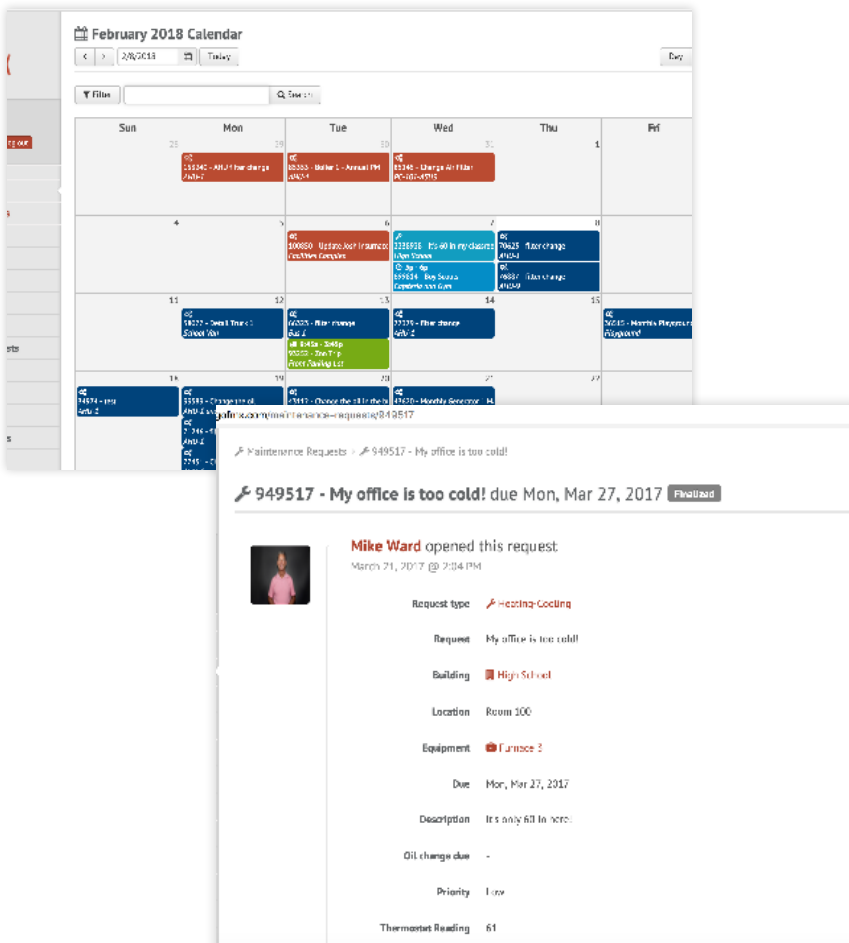


# Improve work-order completion rates with the FMX Maintenance Request module

Organizations frequently judge the success of their facilities department by their work-order completion rates. But facilities managers often receive so many requests it is almost impossible to keep track of them all, let alone complete them in a timely fashion. So facilities managers spend their time responding to the latest (or loudest) request, causing their work-order completion rates to slow to a crawl.

Facilities management software like FMX can help you stay on top of work orders and:

- Streamline work order submission
- Improve communication with building occupants
- Prioritize tasks based on need
- Easily respond, assign and resolve work orders
- View each and every task your team members are working on
- Never misplace work orders again
- Keep track of time and money spent



## Benefits of FMX

- Easy to use
- Tailored to your needs
- Unlimited:
  - + Information storage
  - + Requesting and vendor users
  - + Lifetime customer support
- Accessible from anywhere on any internet-enabled device
- Import and export your data at any time

## What customers are saying

"I receive an email for every FMX work order that goes into the system, so I can expedite urgent requests. Before, I never knew where requests stood, so FMX now keeps me more informed. That gives me a sense of security."

—Brad Cosenza, County Administrator  
Ross County Board of Commissioners

## What can you do with the FMX Maintenance Request module?

**Receive work orders from occupants:** No more paper work-order forms or impromptu hallway chats required; occupants can submit maintenance requests through FMX in minutes, and your maintenance team can focus on completing work orders instead of receiving them.

**Assign work orders and set due dates** for your staff and outside vendors. You can even automatically assign work orders to specific users based on their trade (i.e. plumbing specialist) or the building they work in.

**Keep your staff on task** through automatic notifications. Your maintenance team will know immediately when a work order is submitted or updated.

**Set up automatic notifications for occupants** when their requests are responded to, assigned and resolved.

**Communicate directly with occupants:** To ask for additional details, alert them to a delay in completing the request, or provide a reason why you've declined their request.

**View your daily schedule:** With FMX's simple calendar display, you and your staff will always know what you need to accomplish that day.

**Look up details about how a request was resolved:** You can easily pull up past requests and view histories for each user, location, building, piece of equipment, and request type (i.e. HVAC).

**Set user permissions:** FMX makes it easy to define each user's role and what they are allowed to view and change in your system.

**Communicate directly with vendors** by adding them as users in FMX. You can assign them tasks, set due dates and exchange information about a task all through FMX.

**Upload photo and file attachments:** Use photos to easily identify equipment items and their locations or provide context for work orders. You can also store important documents such as operating manuals and asset warranty information.

**Log worker hours and calculate labor costs** associated with each work order, piece of equipment, or building. You can even calculate the labor costs associated with a request type (i.e. all HVAC requests) for a given period of time.

**Compile reports and view interactive dashboards:** FMX's reporting feature can assist you with audit preparation and budget planning. You can view your total costs by request type (i.e. HVAC), total costs per building, average equipment cost per work order, which pieces of equipment had the highest maintenance costs and labor hours, and much more.

### Learn more about FMX



Schedule a demo

[gofmx.appointlet.com](https://gofmx.appointlet.com)



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