

Facilities Management with Customized Service Portal for a US based Real Estate Investment Trust Company



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aspire 
SYSTEMS
attention. always.

ABOUT THE CUSTOMER



Our Customer owns and operates a diversified mix of high-quality retail shopping centres. Headquartered in Illinois, the client's primary business functionality involves generating long-term stakeholder value through ownership and management of retail-driven assets.



CHALLENGES



The client had both the IT and Facilities requests addressed in the Request Fulfilment module. They had employed a Service Desk to handle and manage the requests and issues and was using ServiceNow built by Aspire. A CMS portal was also in place to enable their end users to raise requests. In order to cope up with, and resolve the large chunk of day to day Facilities Request by the employees, a dedicated Facilities team was set up and was in operation. The following were the Business and Technical Challenges faced by them:



Business Challenges:

The extent of effectiveness of the deployed facilities ticketing system was inadequate to manage the number of requests that were being raised on a daily basis. So, the client was in dire need of a dedicated facilities ticketing system for handling the end to end facilities requests. They also desired a platform that enables the end users to raise and track their requests through a user-friendly interface.

Technical Challenges:

The existing RITM setup could not categorize and differentiate the IT and facilities requests succinctly, thereby creating an indispensable need for its betterment. The reporting abilities for facilities requests were not sufficiently comprehensible. Moreover, the existing CMS portal was incapable of accommodating the facilities requests data by default.

THE SOLUTION



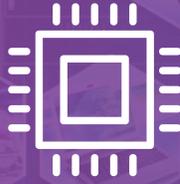
Aspire's staunch ServiceNow team analysed the current scenario, and understood the requirements. A Facilities Management Module, along with appropriate customizations was proposed as a solution. Besides the proposal documentation, Aspire also developed a requirement document in order to assist the development.

The Facilities Catalog was redesigned to ensure that it was in adherence to the client's current set of facilities service offerings. Auto-assignment rules were proposed and implemented, which enabled the incoming requests to be assigned directly to the concerned fulfillers thus enabling faster fulfilment rate. Additionally, both the Facilities Requests and Facilities Move Requests were implemented as a part of the client's requirements. Workbench Features were enabled for the fulfillers of the facilities team to facilitate the tracking and completion of requests.



Moreover, the existing CMS portal which was less user-friendly was revamped and changed to a Service Portal to enhance the user experience, and to accommodate the new changes in the setup. The implemented Portal could accommodate the facilities management catalog and also had the capability to track the requests. In this pure offshore model, the recommended ITIL industry best practices were followed. The ServiceNow recommended best practices were also followed during the implementation.

TECHNOLOGY SNAPSHOT



Platform - ServiceNow

RESULTS & ROI



Through the implemented solution, a single system of record for both IT and Facilities Requests was achieved. The customized approach resulted in process refinement in dealing with the facilities requests, and in separating them from the other IT Service Desk requests. The accommodation of Facilities Service Management in the Service Portal increased the end user satisfaction by providing a better, enriched experience. The reporting abilities aided the team in understanding their current ticket trends. Auto-assignment rules accelerated the rate of the process by bringing in a massive reduction in response time.



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ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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