



NEXT GENERATION RISK MANAGEMENT

SASSI® HELP DESK

The SASSI® Help Desk has been specifically designed to meet the needs of building managers and their tenants. It is totally integrated with the other application within SASSI®.

FEATURES

Tenants can create help desk requests on-line

The building management can register all tenants on the system. Once they are registered, tenants can make help desk requests using a simple intuitive web interface. They can request work to be carried out, problems such as faulty facilities or after hours' service.

Requests appear immediately on building management's desk top

As soon as the request is saved, an email alert is sent to the relevant building manager and it will appear on their SASSI® desktop.

Work requests can be assigned on-line to contractors

The building management can issue a work order to a contractor on an authored list or engage another contractor to do the work.

The status of requests can be viewed from any-where

In real time the tenant, building management and the contractor can view the status of the request.

Contractors can update work progress on-line

As the work progresses, contractors can update the status in the system, so building management and tenants are kept fully in the loop as well as the contractor's management.

Broadcast notifications

The Help Desk has an email broadcast facility by which notifications can be sent by building management to all tenants, contractors, management employees or selected individuals by email.

Comprehensive reports

There is a comprehensive reporting function, by which users can get information and statistics on all the work requests.