

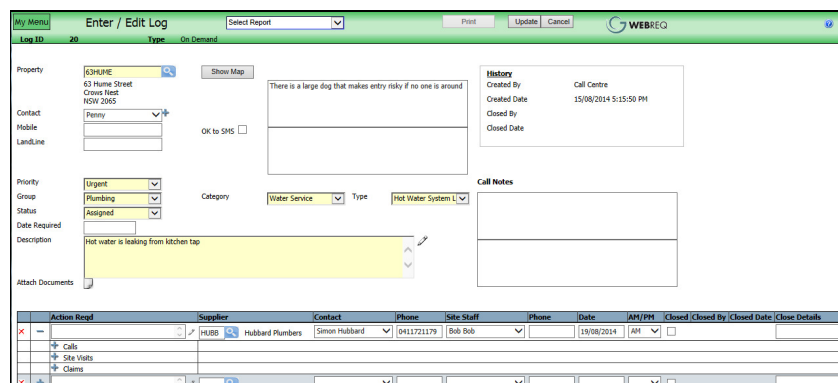
WebReq Facilities Management

WebReq's Facilities Management module caters for all aspects of the Fault Reporting/Repair process via Service Logs.

Service Logs are entered, allocated, actioned, updated and available for reporting on by the relevant user(s) at each step of the process, as follows:

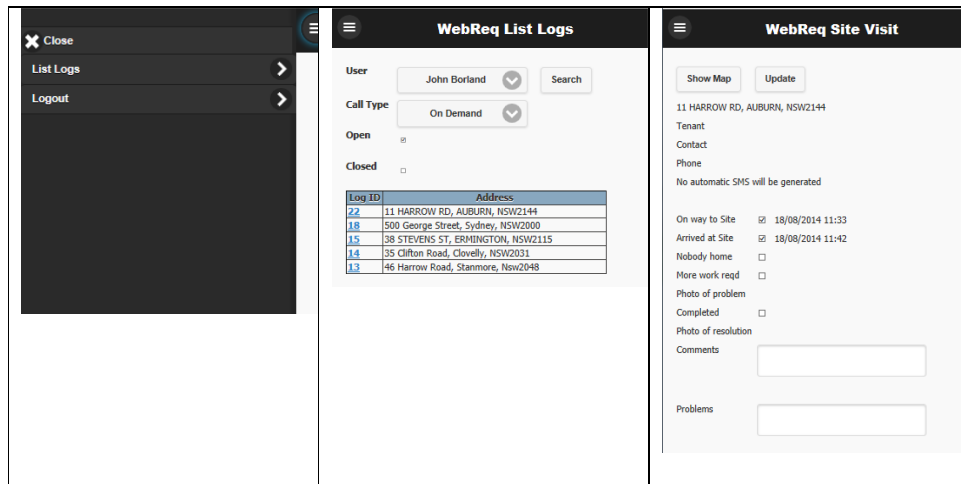
- Create/Update a Service Log
 - Select relevant property via lookup on Property Register
 - Select relevant Log Priority based on the Type of Fault being reported
 - Assign description of work to be undertaken based on a Log Group, Log Category and Log Type
- Allocate log lines to one or more trade sub-contractors as appropriate.
 - Automatic email to each relevant sub-contractor to notify them of the log, including link to Google maps for property location and identification
 - Automatic preferred supplier by trade by Post Code
- Sub-Contractor assigns the log to a Site Technician
- Site Technician schedules the work (day; am/pm)
- Resident is automatically informed via SMS of the scheduled visit
- Automated SmartPhone SMS notifies resident when Site Technician is in transit
- Site Technician enters updates on status of work (via SmartPhone, including photos) Multiple visits can be recorded against a log before the task is marked as Complete.
- On completion of the task, Site Technician updates log status to Complete (via SmartPhone, including before/after photos)
- Creates RCTI (Recipient Created Tax Invoice) to pay the sub-contractor for completed work per agreed schedule of rates
- Inspections and Surveys are used to monitor the performance to the contract, and to manage and report on Sub-Contractors who were allocated the work.

Throughout the process, a single WebReq Log record is being maintained, regardless of who updates the record and the hardware used to update the Log (SmartPhone, PC etc)



Action Req'd	Supplier	Contact	Phone	Site Staff	Phone	Date	AM/PM	Closed	Closed By	Closed Date	Close Details
X	HUBB	Hubbard Plumbers	Simon Hubbard	Bob Bob		15/08/2014	AM				
X											

Sample screens from the mobile phone Site Technician View are shown below. WebReq screens can still be accessed when the Smart Phone is off line.



WebReq also provides a structure for publishing standard documents to be used. These may include terms and conditions of working in the contract, Process flows etc. These documents are available via a web dashboard that is open to anyone with a WebReq log in has have available.

Key Features of WebReq's Facilities Management:

- Quick and easy to learn
- Built in Work Flow and Communication management
- Can be used anywhere, any time
- Eliminates paperwork
- Allows supporting documentation to be attached electronically to any part of the Log entry
- Automated Audit trail of each step in the process
- Smart Phone Site Technician screen (including photo attachment)
- Automated interfaces to financials
- Company policies are enforced
- Numerous detailed and summary reports via industry standard Microsoft Reporting Services.
- Highly flexible data analysis capability

For contact details, visit www.webreq.com.au or email us at sales@webreq.com.au

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