

SC Mobile

Mobile Work Order Management for Multi-site Organizations

What Is It?

The SC Mobile app provides location staff and on-the-go facilities professionals with access to ServiceChannel's robust workflow capabilities directly from their smartphones or tablets. SC Mobile users can make every minute of their day productive and ensure issues are reported and resolved promptly.

Who Is It For?



On-Site/
Location Staff



Facility
Managers



Third Party
Contractors

Benefits

- Stay productive on-the-road with detailed visibility into any work order or proposal that requires your attention
- Speed time to resolution by helping location staff quickly and promptly report issues and underlying details
- Eliminate unnecessary work orders through guided troubleshooting
- Keep location staff informed with visibility into which providers are scheduled, checked in, and checked out



Features

Mobile Work Orders

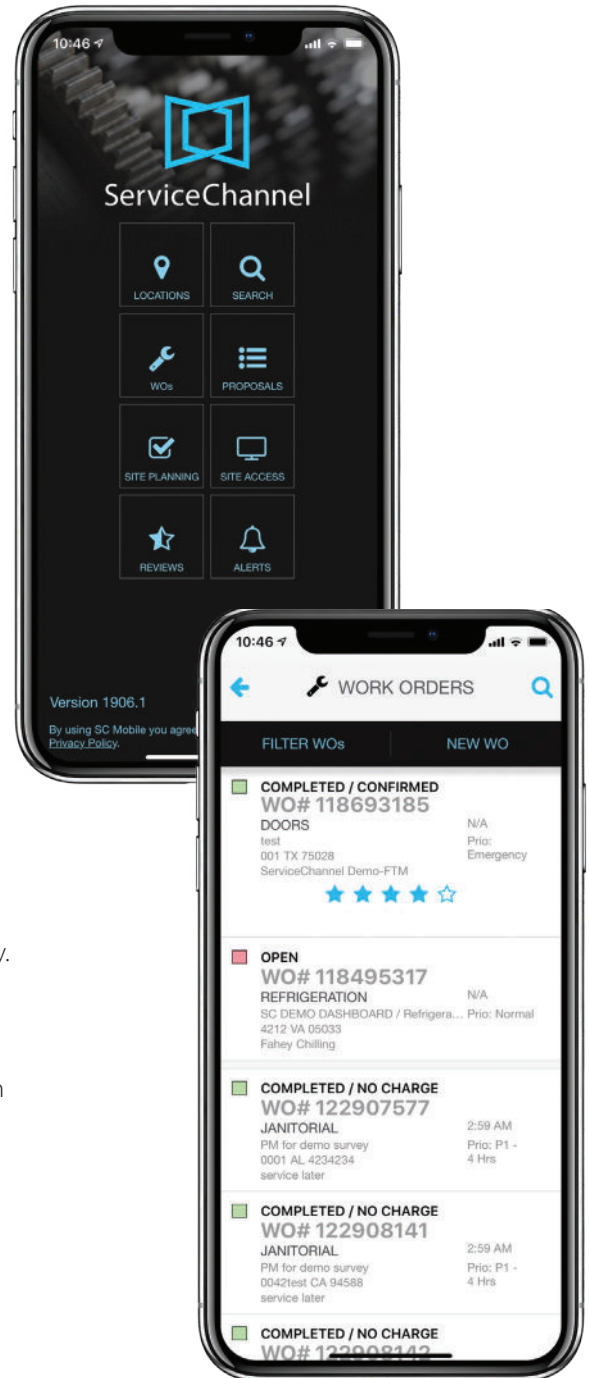
- View any work orders you are authorized to access, and edit work order details.
- Zero in on relevant work orders by filtering work order lists by priority, status, provider, category or trade. Save filter settings to quickly access work orders of interest.
- Enable creation of work orders within a controlled workflow. Capture details such as area, asset type, problem type, problem code and more.

Streamlined Workflow

- Prevent duplicate work orders through automated checking for existing work orders that may be for the same issue.
- Define troubleshooting workflows and instructions that guide location staff through checks and procedures that can resolve issues to prevent unnecessary work orders.

Enhanced Visibility

- Review and approve proposals to keep work flowing smoothly.
- Collect written and ratings feedback from location staff on provider quality when they confirm work order completion.
- Provide mobile alerts to location staff when providers check-in or check-out of work orders at their location.



About ServiceChannel

ServiceChannel transforms facilities management for brands that want to deliver a great customer experience across their physical locations with peak operational performance. Executives and facilities leaders at more than 500 global brands like Bloomin' Brands, Cole Haan, CVS Health, Louis Vuitton, and Under Armour, love the ServiceChannel platform for its marketplace of 50,000 service provider companies, cloud applications, analytics, and intelligence into their multi-billion annual repair and maintenance spend. ServiceChannel is a privately held company funded by Accel, with offices in New York City, Pleasanton, Calif., and London.

