

Managed FMHelpdesk™



With our managed FMHelpdesk service you get access to a skilled facilities helpdesk that co-ordinates service requests between your building occupiers or clients and your contractors. Our service frees up your own staff to focus on the core areas of your business, allowing you more flexibility and saves you both time and money.

Example of our Flexible Service Cost:

- Typical one-off charge for database creation* £795
- Our base call centre charge is from £1 per hour
- Cost per incident (an incident will have many calls)* £5

*Database creation charge may be higher depending on your portfolio size. All prices quoted exclude VAT. *£5 is based on a minimum of 300 incidents per month.

24/7/365 Continuous Coverage

We can handle your helpdesk in-hours, out-of-hours or 24/7/365 depending upon your requirements. Simply divert your existing contact number to our intelligent call handling system and our skilled operators will process service requests in your company name, it's as simple as that.

Of course we need to setup your contracts on our helpdesk software application by firstly uploading master data onto our database covering items like buildings, contractors and work types along with details of service level agreements. Once all the data is applied to our system we are then ready to act as your own personalised helpdesk. If a problem then occurs in your building, callers are routed from your telephone number to our central helpline number to report the fault, providing contact details and a description of the fault or issue.

These details are then processed by our experienced FM helpdesk operators through our software, prioritised and passed electronically and/or verbally to your contractors. The fault is then monitored within the time-parameters set by the service level agreement and the work is chased to completion by our skilled operators, with the audit trail recorded for your protection.

We know that every business wants value for money, therefore we have a simple to understand charging structure. With costs from £1 per hour per contract for our call centre service and from £5 per incident (an incident will have many calls), we think this represents good value for money and offers predictability of charges to your business.

Benefits & Features:

- FMHelpdesk service allows us the capability to run your entire facilities operation; logging calls from your building occupiers or clients on our own FM software, creating work orders in your company image.
- SLA monitoring service provides independent monitoring of contractor performance and proactively deals with all SLAs.
- Low initial setup cost and per-incident pricing means you can chose to use our managed service as an extension of your business.
- Our polite and experienced staff will take calls in your company name.
- We own the incident to completion or handover.
- Full incident audit trail.
- Handover and call analysis reports.