WORKS ORDERS

MOVE, ADDS AND CHANGE MANAGEMENT

Works order management drives and monitors every stage of all network maintenance providing SLAs, automatic emails at custom stages, resource allocation, full history, reporting and it will flag up any scheduled activity that has not been completed.

From any size of job such as inserting a single patch cord to wiring and providing networking to an entire building; Caplum works orders module will manage every step of the way.

Works order process is user definable from a very simple process such as raise, perform and complete to a complex arrangement with user definable stages for multiple departments and sub contractors with fiscal sign off / approval stages. At each stage a custom email can be sent to keep the user up to date with the progress of their works order.

Works orders can have a rigid structure of steps that must be followed in a certain order or can have a relaxed structure to allow simple jobs to be completed quickly and easily ensuring that the works order entry does not take more time than the job itself. The design of the works order process is left to the customer to design what suits their environment best.

Works orders can be assigned to a departmental or personal work queues for completion; or if you prefer can be printed out in a design of your making.

Engineering skill types and availability can be taken into consideration of how a particular job is assigned, to ensure right man, first time on every job.

Works orders can be planned long in advance and the network resources are claimed in Caplum ensuring that no one else uses them or counts on them for their jobs.

Supporting documentation, such as third party plans, diagrams or internal paperwork can be attached to the works order so a complete paperless process can be documented.

Automatic pricing function is built into the works order process to enabled easy onward billing if required.

Tablet and smart phone operation in the field helps works orders flow quickly and easily with no need to return to base to do lots of paperwork at the end of the day, as jobs are being cleared in real time on completion.

Extensive reporting allows full analysis of the moves, adds and changes within your network.

Once completed the works order and any supporting documentation is stored in work order history for further reference or reporting.

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