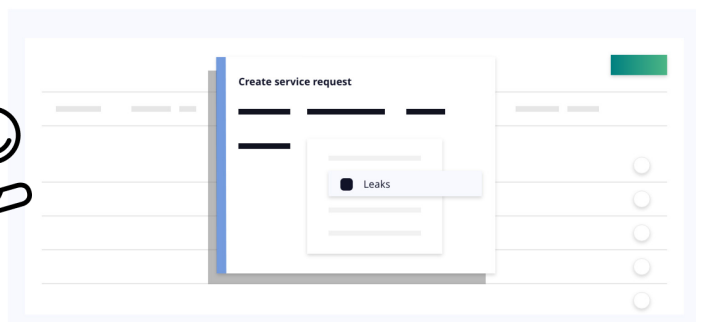# GemEx

Service Requests

AT A GLANCE

Submit and manage requests in your building with ease. Respond to and track requests in real time, maximising your organisation's capability to handle service requests in an efficient and professional manner.

Key Features

- Automated Routing
- Track Progress
- SLA Management
- Analytics & Reporting
- QR Codes
- Task Assignment
- Categorise requests

WHAT IS POSSIBLE

- Equip employees with digital forms for submitting detailed requests via the app.
- Option to attach photos to provide visual context for requests.
- Employees can initiate requests by scanning QR codes instantly including fault details.
- Capability to assign tasks to appropriate personnel for resolution.

MAKE REQUESTS EASILY

Take the stress out of running your property portfolio. Equip and empower employees, and create a safe and efficient workplace.

BENEFITS

1 **Efficient service requests processing**
Reduce manual paperwork and administrative overhead, with automated workflows and notifications, requests are handled promptly.

2 **Improved Communication**
Facilitate clear communication between employees and service providers through centralised request management.

3 **Cost Savings & Trust**
Minimise downtime through proactive maintenanc , reducing operational costs associated with unplanned downtime.