

PROOF OF CONCEPT

Elogs CAFM+ Service Desk



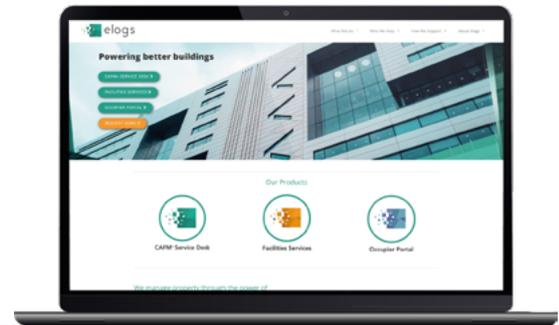
CAFM+ Service Desk

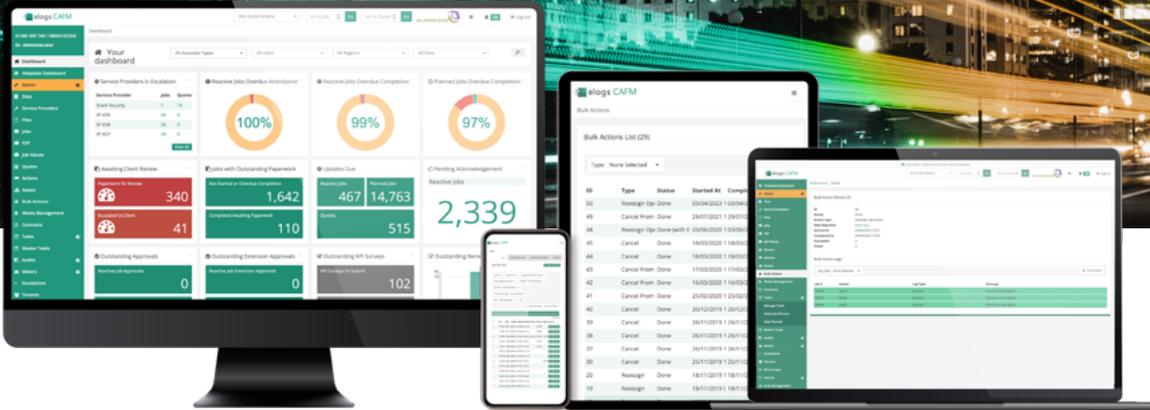


Facilities Services



Occupier Portal





Powering better buildings

We manage property through the power of people and technology, giving our clients the freedom to unlock the potential of their assets.

At Elogs, we enable our clients to maximise their buildings performance by providing support around the clock. With our team of experienced problem solvers and our unrivalled CAFM platform, you gain full control of your facilities performance.

We give our clients the team and technology they need to manage their assets and deliver outstanding experiences around their built environment. Embedded in your business, we own jobs from start to finish and take full control of your service providers.

This empowers you to focus on unlocking the potential of your assets.

Freedom the Elogs way.



20k
Properties



>1million
Tasks Managed per year



8/10
Largest European
property firms use Elogs



10k
Active Users per annum



1,450+
Service Providers
tracked



24/7
Service Desk coverage



What is Elogs CAFM+ Service Desk?

Elogs CAFM+ Service Desk is backed by an in-house, 24/7 Service Desk who proactively own jobs all the way, ensuring that nothing gets dropped.

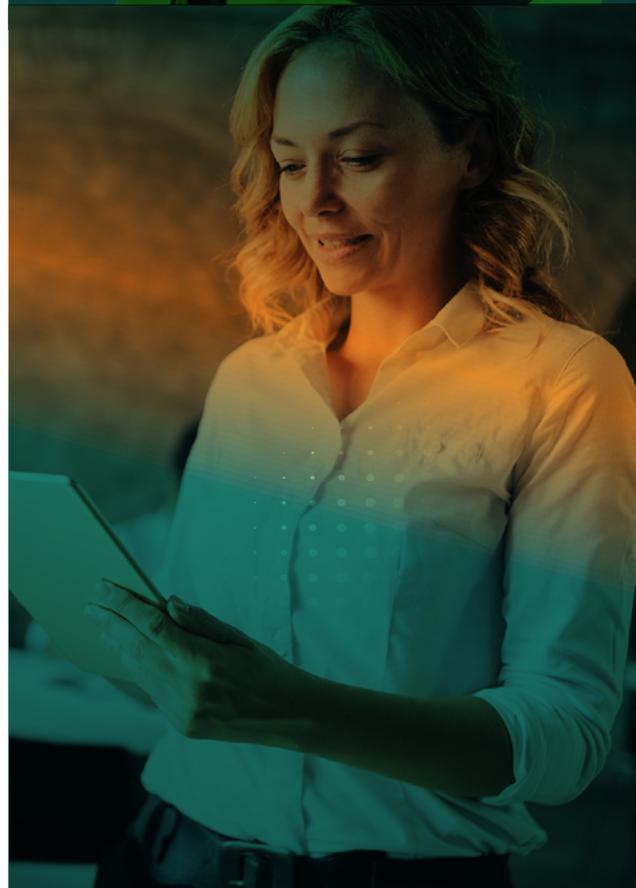
We allow you to store all your documentation, track actions, and see comprehensive audit trails so everyone stays informed. Our solution ensures you can build high-performing assets while we do the hard work.



Key Features

- ✓ Supplier Performance Monitoring
- ✓ Reactive Jobs & Quotes Management
- ✓ Planned Preventative Maintenance.
- ✓ Bespoke Audits, On the Move.
- ✓ Asset Management
- ✓ Exception Reporting
- ✓ Document Management
- ✓ Elogs CAFM is integrated with Prosure360 and Meridian.
- ✓ With UK-wide coverage and 24/7 backup, we've got you covered.
- ✓ KPI Tool
- ✓ Service Provider Summary
- ✓ FM Activity Report
- ✓ Engineering Risk Summary
- ✓ Tenant CRM
- ✓ Monthly Reports
- ✓ Audit Trend Report*
- ✓ Operative Performance
- ✓ Meter Reading Module*
- ✓ Patrols*
- ✓ Spillages*
- ✓ Late Opening/Early Closing*

NB - * Denotes Premium Module



Elogs Service Desk

Our Service Desk sets us apart from other CAFM solutions. The Elogs Service Desk team act as an extension of your company. They log the jobs raised by FM's, dispatch those jobs to your service providers, then track their progress from initial attendance to completion. Our Service Desk will also monitor the integrity of data entered onto the system and proactively chase service providers for regular updates to ensure the job status on Elogs is always up to date.



Our in-house, 24/7 Service Desk is a fundamental part of the Elogs offering.

- ✓ Branded as your Service Desk with a personalised telephone number.
- ✓ Managed in a manner that respects your company's culture and values.
- ✓ Every action taken by our Service Desk team is traceable and auditable in the CAFM system.
- ✓ Round-the-clock support 12 months, 24 hours a day, 7 days a week.

What are the common problems that a Service Desk deals with?

As you can imagine, tenants may call a Service Desk for all sorts of reasons related to the state of the property they occupy. However, based on the experience of the Elogs' Service Desk team, we've found that the most common problems are:

Broken windows:

This can cause a health and safety issue that can be dangerous for tenants. It's important to fix this problem as quickly as possible to ensure occupant safety.

Alarms going off at night:

Of course, this causes a significant disturbance to tenants and their neighbours, so deploying a service provider to swiftly resolve this is crucial.

Heating issues:

If the heating goes off or the boiler stops working during Winter, this can be a major concern for building occupants. Once again, a quick resolution is necessary here.

Facilities managers often struggle responding to these problems out-of-hours. Elogs CAFM+ Service Desk makes this process easier by taking responsibility for these issues and providing solutions 24/7.



Save time and money
with CAFM+ Service Desk
Get in touch today.



Powering better buildings

We manage property through the power of people and technology, giving our clients the freedom to unlock the potential of their assets. Our products include:



CAFM+ Service Desk

Keep facilities and assets operating at peak performance.



Facilities Services

Fabric maintenance managed efficiently, cost effectively, and to the highest quality.



Occupier Portal

Property portal to make facilities management easier.

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