



The Changing Workplace

Service Request

ONE SOURCE FOR SIMPLIFIED WORK SPACE CHANGE REQUESTS

What You'll Learn About Inside

Service Request

Benefits

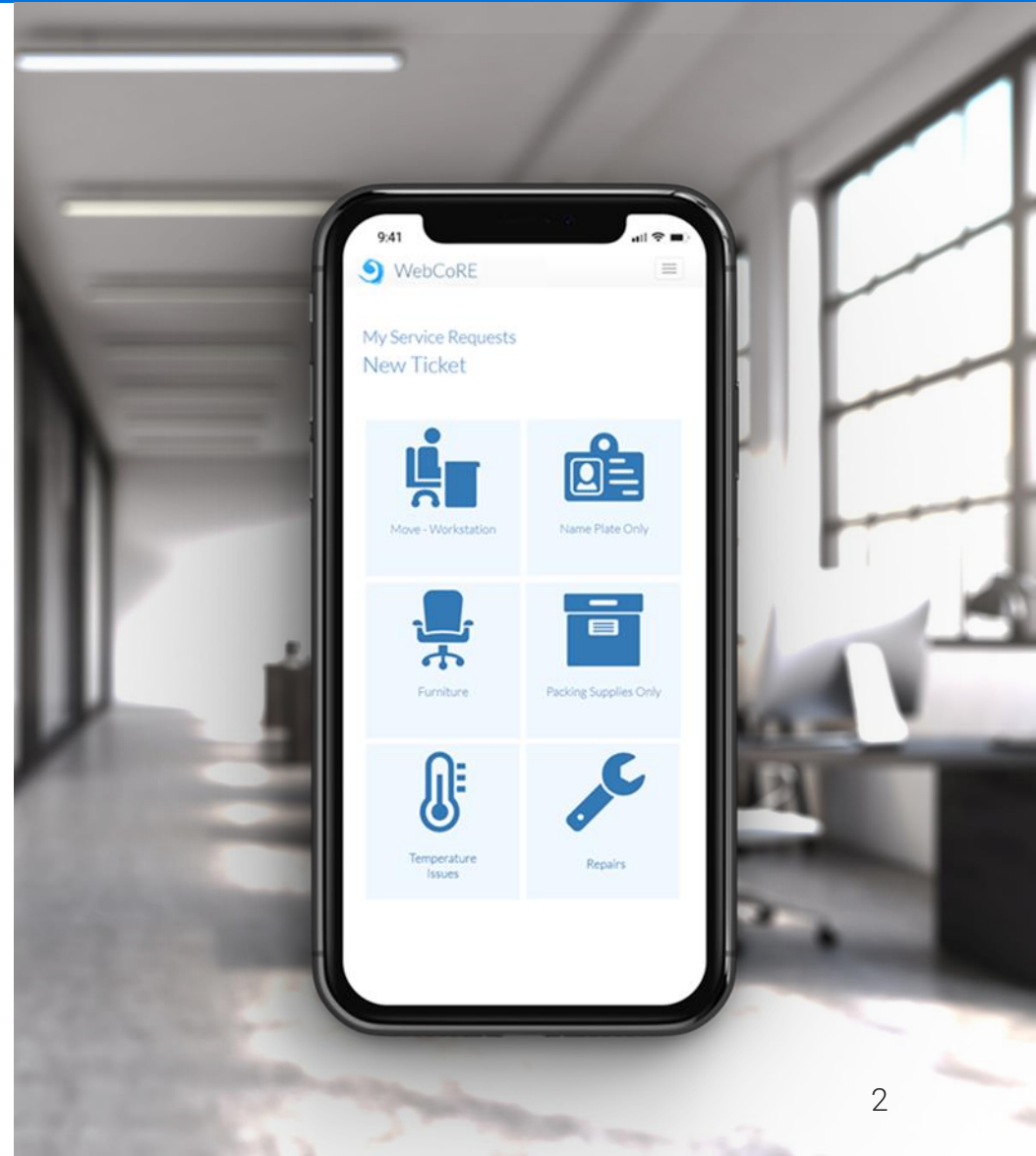
Features for CRE Users

- Service Request Dashboard
- Service Request Menus

Features for CRE Teams

Reporting

About The Changing Workplace



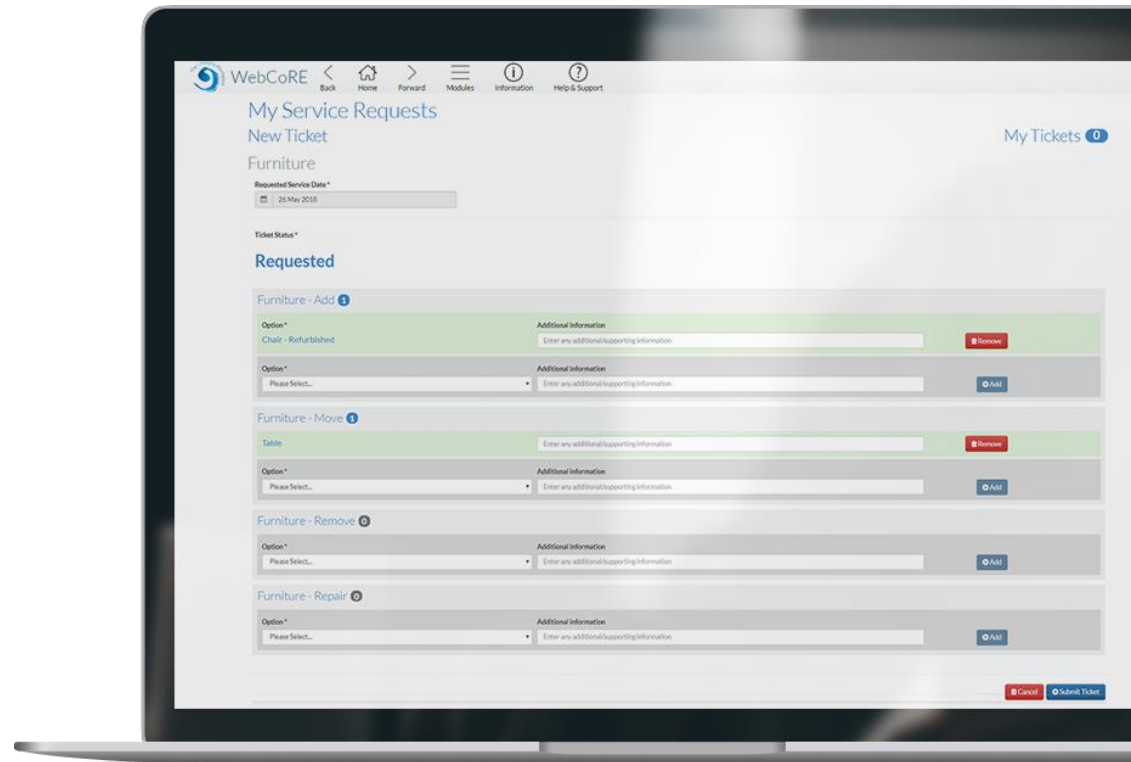
Service Request

The Service Request module is a communication portal connecting CRE Users to the CRE Team

CRE Users use Service Request to raise change requests

Backend integrations and controls ensures requests comply with permissions

CRE Teams can restack closed tickets - maintaining accurate space data - and view associated cost reports



Benefits

- The step-by-step wizard enables CRE Users to easily complete requests
- Automated processes:
 - Ticket submission to appropriate teams
 - Completed service requests updates relevant data in WebCoRE
 - Stakeholder communication
 - Complete chargeback accordingly
- On-demand reporting to review associated metrics
- Automated scheduling/ communication maintains workflow according to SLA's
- Visual-based elements enable end-users to select locations best suited for their needs
- The status and communication history can be stored within the ticket for ease-of-access

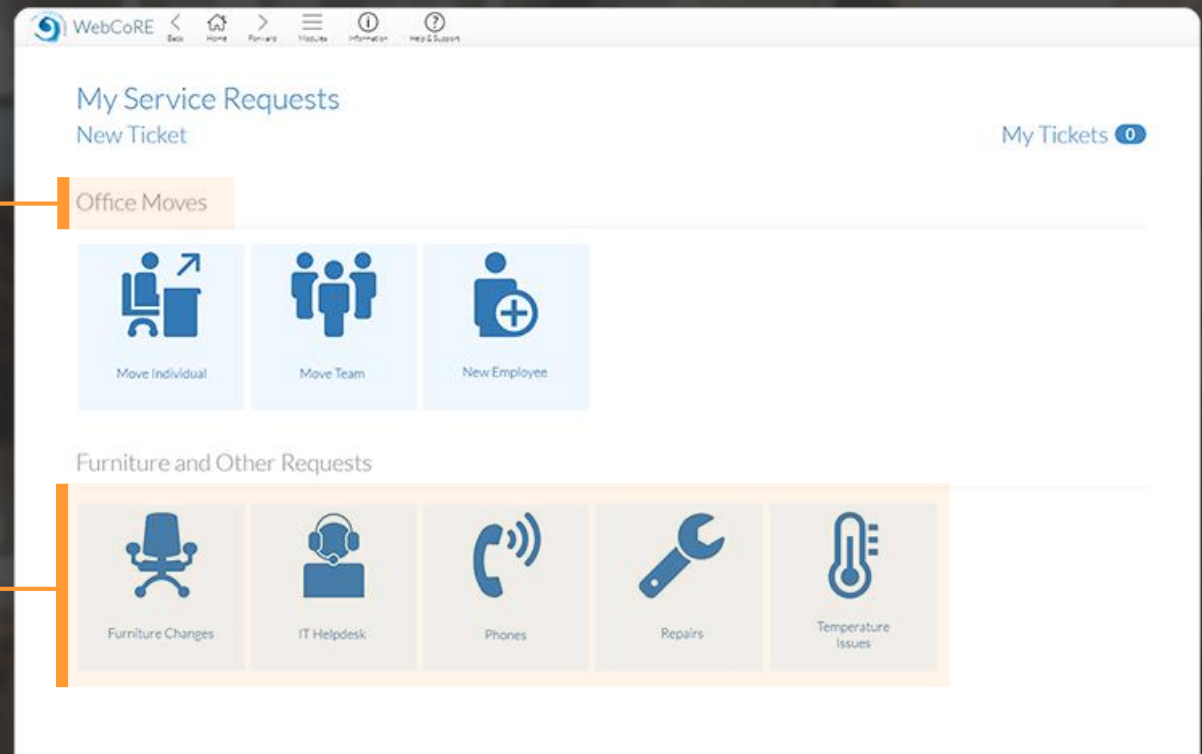


Features for CRE Users

Service Request Dashboard

Separate service categories

Tool has easy-to-use navigation from tiles, free text to drop down menus



Features for CRE Users

Service Request Menus

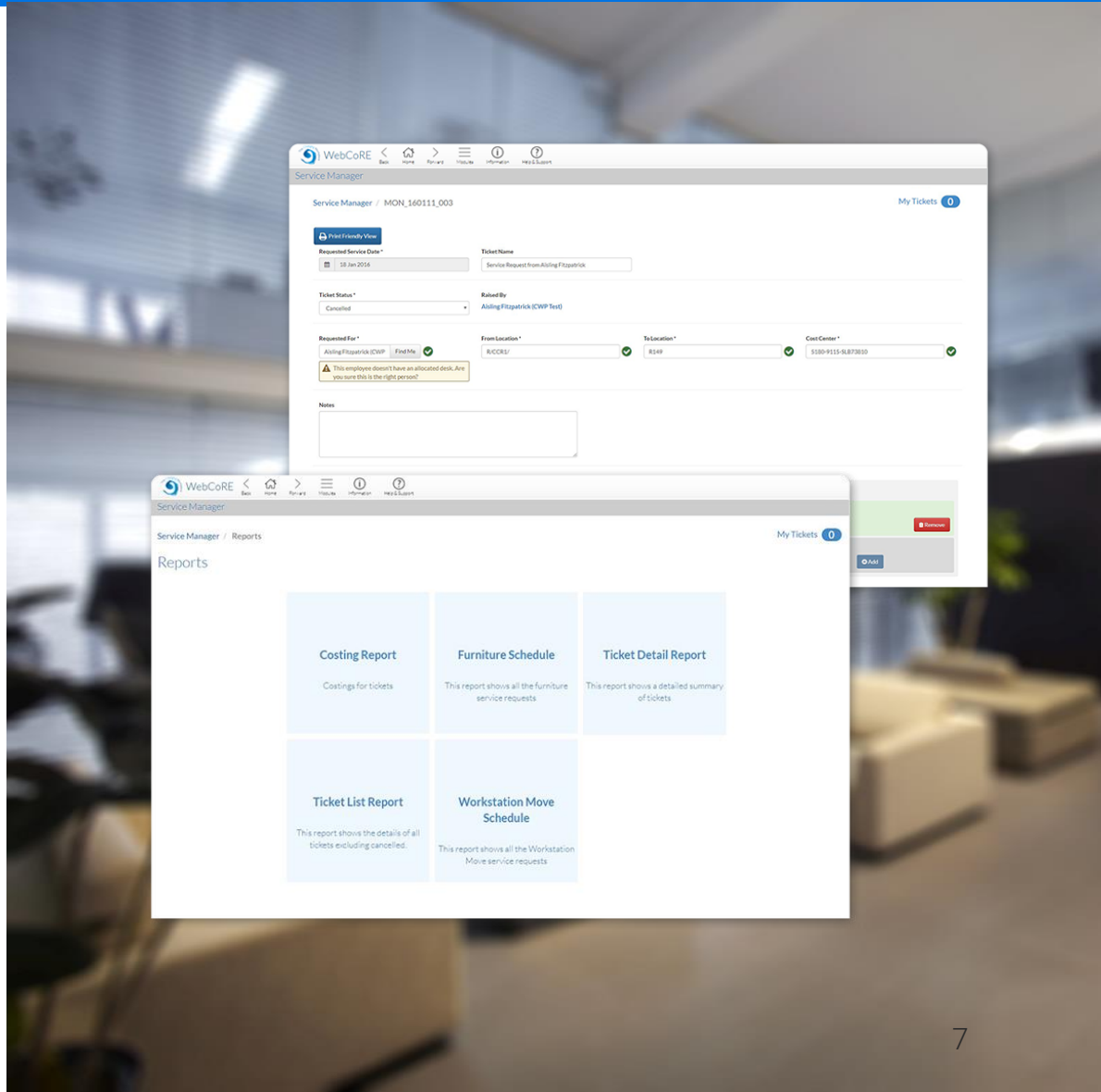
- Wizard-based menu supporting ticket creation (i.e. drop down and text box menu options)
- Set mandatory fields requiring completion before being able to submit a request
- Workflows are controlled by SLA's to ensure tickets follow correct process
- Push notifications automatically sent when a request ticket is raised, scheduled or edited and can be sent on other triggers too (i.e. reminder emails X days before move)

The screenshot displays the WebCoRE user interface for creating a service request. The top navigation bar includes links for 'Back', 'Home', 'Forward', 'Tickets', 'Information', and 'Help & Support'. The main header area shows 'My Service Requests' and 'New Ticket'. The 'Requested Service Date' is set to '26 Nov 2015'. The 'Requested' section lists three categories: 'Furniture - Add', 'Furniture - Move', and 'Furniture - Remove'. Each category has a 'Please Select...' dropdown and an 'Add' button. The 'Move - Workstation' form is currently active, showing a 'Request Category' of 'Move Crew *' and a 'Request Detail (Select to include)' of 'Move Staff Engaged'. The 'Comments' section has a text area and a 'Comments' button. The 'Number of Packing Systems needed *' is set to '1', and the 'Signage *' is set to '1 system = 2 boxes + 1 dolly'. The 'Phone Services *' section has a 'Please Select...' dropdown and a 'Comments' button. The form is titled 'Move - Workstation' and includes a note: 'We need a few details before we can arrange your move. By default, your answers will apply to all people moving, but you can change them for individuals if required. Please choose the appropriate values from the drop-down boxes.' The bottom of the form has 'Cancel' and 'Next' buttons.

Features for CRE Teams

Review Service Requests

- Ticket review to ensure all details are captured and in-line with permissions
- Automated stakeholder communication
- Data changes updated at source once ticket closed
- Automated chargeback process
- Metrics captured creating drillable reports examining trends, request types & costs
- Standardized and configurable reports available to review metrics



Reporting

- Reports capture data on:
 - Service type required
 - Location (building, floor, business group)
 - Costs and assignee
 - Inventory levels
 - Asset value depreciation
 - Restack SLA adherence
- Report types:
 - High-level dashboards
 - Usage & chargeback billing
 - Client-defined KPI achievement
 - Dynamically loading text bites
 - Tabular graphs
- Reporting metrics are configurable to client requirements
- Because of the scope of CWP's reporting we'd recommend a demo



About The Changing Workplace

The Changing Workplace was founded in 2000 after developing our portfolio management platform, WebCoRE

WebCoRE's tools are used to capture and blend metrics outlining how facilities are being used compared to how they were planned

Data visibility and platform capabilities enable users to take affirmative action creating and enabling strategies aligning with expectations from users and governance

WebCoRE is used to manage over 200 million square feet with over 20k active users across 140 countries

Offices in America, Europe and partnerships in several strategic locations globally



£7.8_b

of unused space consolidated
over 20 years



200_m

Sq ft managed



140

Countries with WebCoRE
presence



23.3 %

Turnover reinvested in R&D
annually



20_k

Active WebCoRE
users



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