Pro-Manage - Facilities Service Management

Designed for use by our customers

Multi-Location Facility Management can be a challenging and cumbersome task. The collection and reporting of trouble incidents, project status, and asset data can provide extremely valuable analytics if the information can be logically accumulated, reported and accessed.

Pro-Manage – Facilities Service Management is designed to provide valuable insight for Facilities Managers for the complete lifecycle of services that are utilized in the field on a daily, weekly, monthly and project basis.

Each Source One Facilities Service engagement; be it a minor incident or project, utilizes, Pro-Manage to collect, track and report on metrics that our customer chooses. Pro-Manage provides you with the unique ability to develop useful set of analytics for the things that matter to you!

Notify
Record
Report

Incident Management – Real Time Notification

Immediately after an incident ticket is opened, Pro-Manage generates a dispatch request to the local designated services office for the client. The Client, is notified by text or email to the designated Client contact (Store Manager, Facilities Manager) and the Source One Project Manager.

On-going notifications include:

- Tech acknowledgement notification
- Onsite arrival notification
- Service completion notifications
- Open ticket escalation alert

Manage with Facts

Process Improvement

With Source One's commitment to the collection of granular incident and component level performance details, we can provide you with the data and analytics for process and performance improvement. Part of our commitment to Transparency!

Through the analysis of this data Source One is able to constantly improve upon asset performance, as well as service performance and accountability.

Remediation Tracking and Accountability

Since each service professional and trade is accountable for their segment of the estate, repair frequency reports can used to consult with the service professionals and trades on their performance or to identify unforeseen issues with a specific component outside the house, back of house and front of house.

Process and Performance Outcomes

- Identify Service and Maintenance Success by tracking the underlying cause of a trouble when the trouble is repeated. *Integral to measuring technician performance and accountability.*

- Field Level Fault Isolation based on historical data across facility assets on component by component level. Enables Source One to determine problems at a very granular level and consult with you about additional remediation recommendations.

- Improvement to preventative maintenance measures.

Pro-Manage - Record and Report

Asset Management

Facility assets are a large and costly part of operations. Effectively tracking assets condition, remediation's and service intervals is an important aspect of Facilities Management. Having the software to track the Lifecycle is one thing, but does your service partner have the tools to perform this function effectively? Are you missing this in your current vendor relationships?

Source One tracks all inventory that is in service and part of our agreement with you. Every engagement; be it a service call or a project, is recorded and reportable. Each of our service technicians and trades are responsible for detailing all tickets (including photo documentation) and projects for future analysis and reporting.

Reporter

Pro-Manage Reporter allows for the analysis on all data points that are collected. Standard reports can include weekly service performance reports, monthly remediation and activity reports and asset condition reports. **Additional reports can be built by consulting with you and based on any of the collected data that is stored in the Pro-Manage Database.**

Reports can include:

- FOH/BOH/OTH (Outside the House) Assets based on your defined metrics.

- Service and Maintenance Activities across whole enterprise in a given time frame, specific facility, region or by trade activity.

- Component level trouble tickets across the whole enterprise or specific stores trouble tickets.

- Utilize Historical Data to identify high frequency troubles by locations or components within a specific store

- Reports on trouble tickets that maintenance entitlements do not address.

- Service only incidents by component or trade

- and More

Let's Get Started

For more about S1 360 Services and how Pro-Manage can help you and please contact Source One at (608) 222-6320 or email us at sales@source1net.com