



everything HelpDesk®

The Academic Preventive Maintenance Solution

Helping you stay one step ahead with Ticket Templates

GroupLink Corporation



The Challenge

Have you and your maintenance department heard questions like these before?

- Why do these machines keep breaking down?
- Why are the oil changes on the fleet never done on time?
- What was the name of the part we need to fix that pump?
- How was I supposed to know the filters on the air handler needed to be replaced?
- Do you remember the last time we greased the bearings on the sump pump?
- Is our Preventive Maintenance program tied to our help desk?



The Challenge

Are you tired of wasting valuable time and resources trying to answer these questions and organize your preventive maintenance?

Let GroupLink's *everything* HelpDesk® help you stay one step ahead of your preventive maintenance with Ticket Templates!



The Solution

Key Ticket Template Benefits

- Avoid the costly expenses of equipment failure by always being one step ahead.
- Clearly outline the steps and tasks to complete each Preventive Maintenance task directly in the Ticket.
- Quickly define the time intervals for the task to be completed on by using the Scheduling Utility.
- Automatically launch the Preventive Maintenance Ticket when task is due for completion.



The Solution

- Track any needed repairs or comments in the History record.
- Tie your defined asset to the Preventive Maintenance Ticket.
- Attach images, pictures, or notes for your fixed assets.
- Handle anything from lawn care, inspections, license renewals, cleaning schedules, to oil changes, street repairs, and administrative tasks.
- Automatically launch the next task when the previous one is completed with the Ticket Template Workflow intelligence.
- Makes any type of Facility User more efficient, whether your skill set is going mobile or printing out the Tickets and turning them in. The solution does it all.



Ticket Templates

Avoid the costly expenses of equipment failure by always being one step ahead.

With *everything* HelpDesk's Ticket Templates, Preventive Maintenance has never been easier.

Here's How!



Scenario

Oklahoma City's School District has Preventive Maintenance tasks that need to be performed for every school building in the district. They have the tasks divide into monthly groups that need to be sent to the Technicians at the start of every month so that they can be completed and reported to their supervisor by the end of the month.

To get started the preventive maintenance supervisor will log into the HelpDesk and create a Ticket Template for the preventive maintenance tasks for each building in the school district.

The supervisor will put in the building's name for the Ticket Template name, then check the Mark as Private checkbox so that end users can't launch the Preventive Maintenance tickets.

Scenario

Ticket Template Name: Mark as Private:

Tickets | **Recurrence** | **Work Flow**

Logan High's PMs

- January's PMs
 - Air Handler Filters
 - Grease Sump Pumps
 - Test Smoke Detectors
 - Check HVAC Actuators
 - Check Thermostats
 - Bathroom Maintenance
- February's PMs
 - Rod the Chillers
 - HVAC Filters on 2nd
 - Grease Intake Fans
 - Check Heat Tape
 - Order Rock Salt
 - Check Dampers
- March's PMs
 - Grease Water Pumps

New Ticket

Contact Information

Contact :

Phone : (None)

Email : mnielson@grouplink.net

Address : 123 Fake St
Anytown ,
US

Ticket Info

*** Location :**

*** Group :**

*** Category :**

*** Category Option :**

*** Assignment :**

Priority :

Status :

Est. Compl. Date :

Asset :

Description

*** Subject :**

CC :

BC :

Note : The monthly tasks will be automatically created and sent to the technician on the first of each month. The tasks need to be completed and turned into your supervisor by the end of each month. If you have any questions or need further assistance please contact your supervisor at district.

Thanks for all your hard work.

Attachments : (1MB file size limit)

Notify? Technician User



Scenario

Next the supervisor will create the tree diagram or the hierarchical flow of the tickets representing the preventive maintenance tasks for that building.

The top level ticket will be a ticket giving an overview of what is expected with the preventive maintenance tasks for Logan High School.

The next level created will be an overview of the preventive maintenance tasks for the 12 different months of the year.

Under each month's preventive maintenance ticket will be individual tickets representing each preventive maintenance task for that building for that month, as well as all of the individual steps and instructions to complete each maintenance task. The Ticket can also be assigned to a specific technician. Pictures and other helpful documents such as past P.O.s for belts or parts can be added to the ticket for each task.

The whole process can be created, saved, and edited at anytime by the supervisor. Then the whole process can be tied to a scheduling system that can launch the Ticket Template at a specific time interval.

Scenario

Ticket Template Name: Mark as Private:

Tickets | **Recurrence** | **Work Flow**

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Recurrence pattern:

Daily

Weekly

Monthly

Yearly

On

The of

Range of recurrence

Start:

End after: occurrences

End by:



Scenario

To launch the Ticket Template at a specific time interval the supervisor clicks on the Recurrence Tab and clicks on the Yearly Option to launch the Tickets in the Ticket Template every year on the First of January.

It is setup to occur in a time range, from 01/01/10 to 01/01/15.

To have the next months preventive maintenance tickets launched after the previous month's tickets are complete the supervisor can use the Work Flow Tab to create the work flow for the preventive maintenance Ticket Template.

Scenario

Ticket Template Name:

Mark as Private:

Tickets | **Recurrence** | **Work Flow**


Logan High's PMs

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 - Check HVAC Actuators
 - Check Thermostats
 - Bathroom Maintenance
- February's PMs
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 - Grease Intake Fans
 - Check Heat Tape
 - Order Rock Salt
 - Check Dampers
- March's PMs
 - Grease Water Pumps

Step 1 These Tickets will be launched when the Ticket Template is submitted or when it is run off of a scheduled date from the Recurrence Pattern.

January's PMs
Air Handler Filters
Grease Sump Pumps
Test Smoke Detectors
Check HVAC Actuators
Check Thermostats
Bathroom Maintenance

When these tickets reach this status launch step 2 tickets:

Step 2 [Add New Step](#) 

February's PMs
Rod the Chillers
HVAC Filters on 2nd
Grease Intake Fans
Check Heat Tape
Order Rock Salt
Check Dampers



Scenario

With work flow the supervisor chooses which Tickets they want created when the Ticket Template is initially launched every January. The supervisor chooses to have all of January's Tickets launched.

The supervisor chooses to have February's PM Tickets launched in Step 2 when all of January's PM Tickets in Step 1 are changed to the Closed status.

The supervisor can walk through each month's PM Tickets from the tree diagram and have each new month's PM Tickets launched when the previous month's PM Tickets are all closed and resolved.



Summary of Benefits

Using GroupLink's Ticket Templates for Oklahoma City School District's preventive maintenance program provided a solution that not only automated their preventive maintenance program, but it quickly paid for itself with huge returns on the initial investment by:

1. Lowering the Total Cost of Ownership for the help desk.
2. Ridding the District of the need for a separate preventive maintenance software program from their help desk.
3. Allowing the Facilities department to spend its time performing preventive maintenance tasks instead of trying to manage them.
4. Creating an audit trail that can be used for future analysis and reports that the Facilities department can use to make better decisions about equipment purchases and the man hours needed to properly maintain them, saving thousands of dollars yearly.



Summary of Benefits

Remember

1. The application not only perfectly organizes and tracks your Preventive Maintenance Program but is also provides a smooth solution for your IT help requests.
2. End users can fill out a Ticket to request IT support, as well as track their requests from the same place. This will help resolve questions such as:
 - Why do our users never fill out the appropriate paper work to request help?
 - "Hey can you help me?" phone calls.
 - How can I possibly have enough time in the day to call back and update the user on their request?
3. Track your Assets with eHD's powerful Asset Tracker.



Next Step

Thank you for viewing GroupLink's demonstration of *everything* HelpDesk™
The Academic Preventive Maintenance Solution.

The product has much more functionality than we were able to show, so we hope you'll **join us for a free online demonstration**. We want to answer your questions and get your input.

To schedule a personalized online demonstration, contact us at info@grouplink.net or (801) 335-0702.

Thanks!