Service Request App

A service request app that eliminates complexity and accelerates service resolution with precision

A smarter way to log and track service requests

The On Key Service Request Application is the ideal solution for asset and facility managers looking to streamline service requests.

This on-demand application ensures that service staff can be alerted to failures or inefficiencies faster, enabling quicker response times and improved maintenance workflows.

Users can log service requests effortlessly using their phones and a preferred QR scanner—no need for additional apps or software installations.

Technology

The On Key Service Request Application seamlessly integrates with On Key EAMS, Microsoft Azure Active Directory, and QR code scanning technology and is securely hosted on AWS.

Reaping the benefits

► **Ease of use:** A simple, intuitive interface eliminates frustration and allows users to log requests without relying on a designated person or a desktop computer.

► **Realtime feedback:** Users receive live updates on the progress of their requests, reducing duplication and uncertainty.

► **Automated workflows:** Service requests are automatically converted into work orders in On Key, streamlining execution via a built-in Work Planning and Control process that aligns with Service Level Agreements.

► **Smart QR code integration:** The app auto-fills service request forms using information embedded in the scanned QR code.

► **Multiple login options:** Three flexible login methods make it easy for visitors to submit service requests.

Key features

► **QR code-enabled requests:** Scan a QR code on equipment or facilities to auto-fill request details for fast and accurate logging.

► **Instant service request submission:** Log faults directly from your mobile device without needing extra apps or software.

► **Live request tracking:** Get real-time updates on service request progress, reducing duplicate submissions.

► **Automated workflows:** Requests automatically convert into work orders within On Key, ensuring timely execution.

► **Multiple login options:** Access the app via three different methods, making it easy for employees, visitors, and contractors to report issues.

► **Cloud-based and secure:** Hosted on AWS with Microsoft Azure Active Directory integration for reliable and secure access.

► **User-friendly interface:** Intuitive design ensures quick adoption with minimal training required.

► **Seamless integration:** – Works effortlessly with On Key EAMS, ensuring all logged requests feed directly into the asset management system.

► **Comprehensive reporting:** Gain insights into service request trends, response times, and resolution effectiveness.
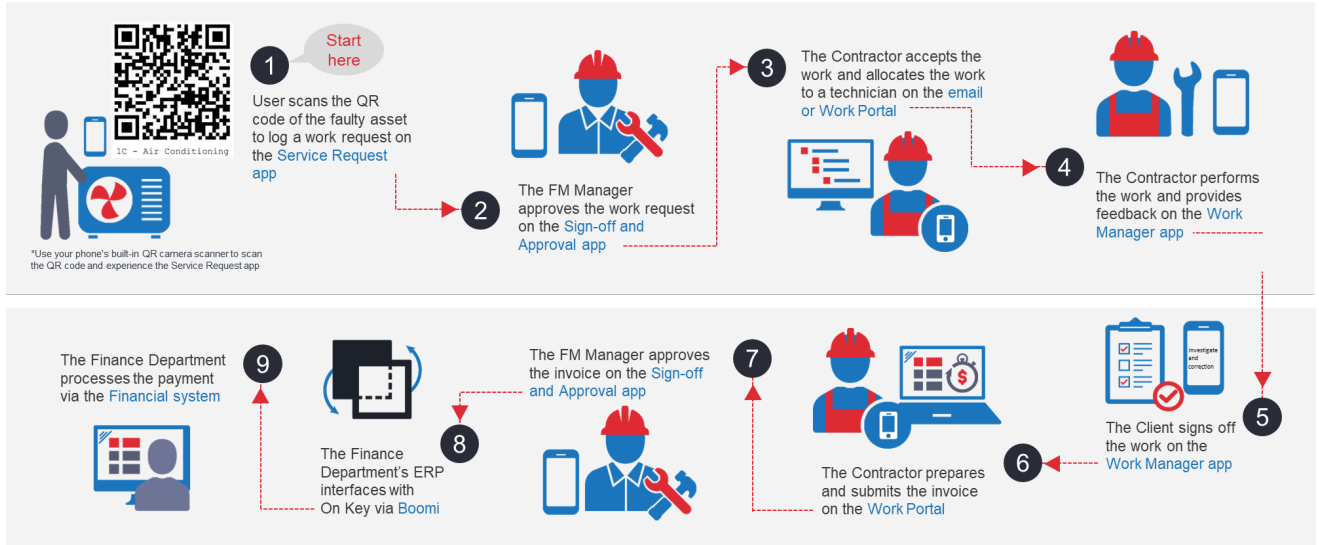
Addressing your concerns

► **Cumbersome logging processes:** Enables instant reporting from the point of origin.

► **Delays between fault detection and request submission:** Service teams receive notifications in real time.

► **Limited access for visitors and contractors:** Provides multiple login methods for easy reporting.
Misallocated work orders: Ensures accuracy with asset-linked requests.

► **Lack of request status visibility:** Users receive updates, eliminating duplication and confusion.

On Key Service Request App

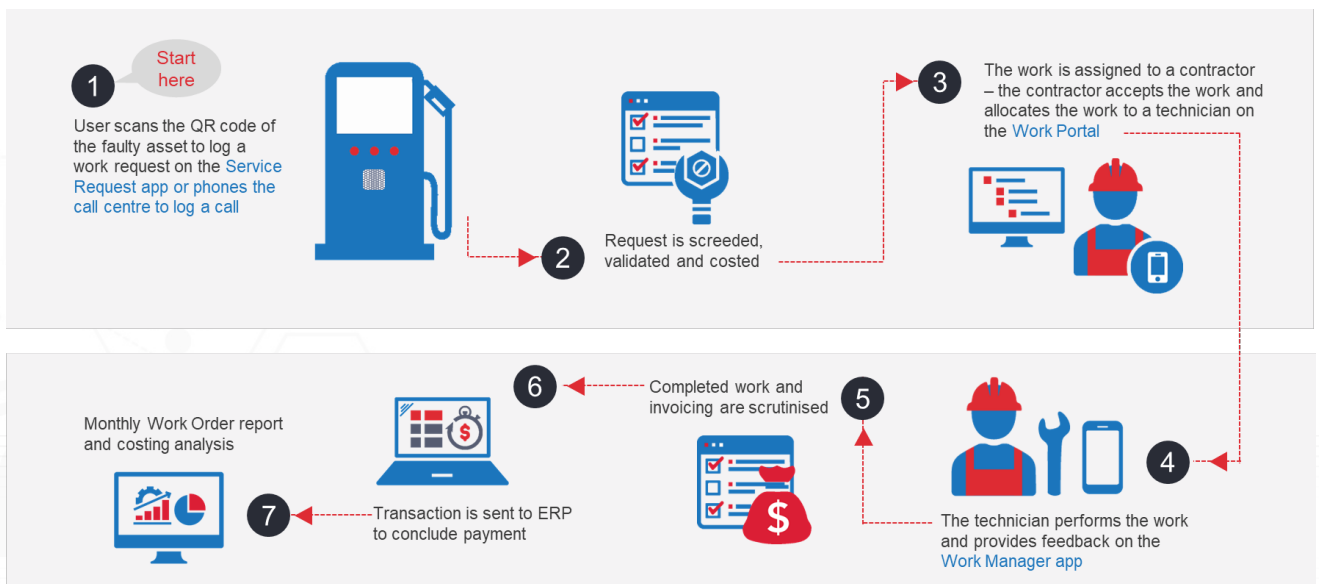## Simplified and efficient end-to-end work management

Application example | Digitalised facilities management

Pragma, an engineering company with several facilities across South Africa, uses the Service Request App to log service requests related to rooms and sub-assets. Below is an illustration of their specific workflow, which includes vetting current requests logged against the specific room or sub-asset.

1C - Air Conditioning

*Use your phone's built-in QR camera scanner to scan the QR code and experience the Service Request app

Start here

1. User scans the QR code of the faulty asset to log a work request on the Service Request app

2. The FM Manager approves the work request on the Sign-off and Approval app

3. The Contractor accepts the work and allocates the work to a technician on the email or Work Portal

4. The Contractor performs the work and provides feedback on the Work Manager app

5. The Client signs off the work on the Work Manager app

6. The Contractor prepares and submits the invoice on the Work Portal

7. The FM Manager approves the invoice on the Sign-off and Approval app

8. The Finance Department's ERP interfaces with On Key via Boomi

9. The Finance Department processes the payment via the Financial system

### Application example | Digitalised contractor management

Pragma, an engineering company, uses several contractors across South Africa to perform maintenance for their clients. They use the Service Request App to log service requests related to client assets. Below is an illustration of their specific contractor workflow, which includes vetting current requests logged against the specific room or sub-asset.

Start here

1. User scans the QR code of the faulty asset to log a work request on the Service Request app or phones the call centre to log a call

2. Request is screeded, validated and costed

3. The work is assigned to a contractor – the contractor accepts the work and allocates the work to a technician on the Work Portal

4. The technician performs the work and provides feedback on the Work Manager app

5. Completed work and invoicing are scrutinised

6. Transaction is sent to ERP to conclude payment

7. Monthly Work Order report and costing analysis

On Key Service Request App

From shop floors to solar farms, keep assets running with effortless service requests

Application benefits in every industry
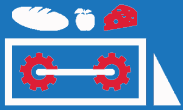
Manufacturing

- ▶ QR code equipment tagging: Enables operators to log faults directly at the machine, reducing production downtime.
- ▶ Integration with maintenance schedules: Ensures service requests align with planned maintenance for better resource management.
- ▶ Work Order prioritisation: Helps classify issues based on production impact, ensuring critical problems are addressed first.

Facilities and Retail

- ▶ Multi-tenant and visitor access: Allows tenants, employees, and visitors to report issues easily without IT access barriers.
- ▶ Automated contractor dispatch: Assigns work orders directly to in-house teams or external service providers.
- ▶ Live facility status dashboard: Provides real-time visibility on service requests across multiple locations

Mining and Minerals

- ▶ Harsh environment adaptability: Designed to work in rugged, high-dust, or high-moisture conditions.
- ▶ Work request categorisation: Helps distinguish between routine maintenance and emergency breakdowns.
- ▶ Integrated inspection logging: Links pre-shift safety checks with service request workflows.

Oil and Gas

- ▶ Safety and compliance alerts: Log service requests for critical safety issues for immediate action to prevent environmental hazards.
- ▶ Regulatory reporting: Captures maintenance data needed for compliance audits and inspections.
- ▶ High-risk zone support: Enables service logging from hazardous areas using mobile-friendly, hands-free scanning.

Renewables

- ▶ Remote site request logging: Enables field technicians to log service requests directly from wind farms, solar plants, or hydro stations.
- ▶ Offline functionality: Allows issue reporting in remote locations with automatic sync when connectivity is restored.
- ▶ Asset performance tracking: Links service requests to specific turbines, inverters, or panels for accurate failure analysis.

Transport and Logistics

- ▶ Fleet and facility integration: Supports both rolling stock (trains, buses, trucks) and fixed infrastructure (stations, depots, warehouses).
- ▶ Driver and operator access: Allows frontline staff to report vehicle defects or station issues on the go.
- ▶ GPS-linked requests: Logs service requests with location data for faster response times.