

Tips for Selecting a Maximo Work Request Tool

Does your organization want to improve customer experience and public perception? Are you struggling to address maintenance, cleanliness, or equipment issues quickly and efficiently?

If so, your organization may want to implement a work request tool that seamlessly integrates with your IBM Maximo software. Maximo allows licensees an unlimited number of requestors, which gives your organization the ability to empower anyone to provide valuable feedback on their customer experience for free!

There are several work request tools that integrate seamlessly with Maximo, but they are not all created equal. Here are some of the features and functionality you may want to consider when assessing a new work request tool:



Does it allow you to take advantage of IBM's **unlimited requestors**?

If a work request tool only allows authorized community members to submit requests, you'll be missing out on valuable feedback from public visitors or non-facilities employees who do not have a Maximo account.



Does it feature a **wizard-based interface** with answers your organization prepopulates to ensure you have enough information to address the issue?

If not, your requestors may end up providing incomplete information which could result in frustration for your maintenance team.



Is it **QR code** driven?

The best request tools allow your organization to attach Maximo asset and location data to each of the QR codes located throughout your facility. This means your technicians can spend less time locating problems and more time fixing them.



Are work requests **geo-referenced**?

If work requests do not include integrated location data, this could mean problems linger longer.



Is this tool **accessible via a smart device**?

Rather than forcing your requestors to stand around at kiosks and touch public smart devices to provide feedback, the best tools can be accessed via a quick QR code scan with a smart device. This allows requestors to quickly fill out a work request with all the pertinent data your team needs to address the issue while seamlessly continuing their journey through your facility.



Is the interface **simple and easy-to-use**?

If the tool requires a user manual to get started, your adoption rates may suffer.



Are updates to the work request tool **automatic to users**?

Web-based request tools are automatic for all users, eliminating the lag of an app-based tool which requires users to wait for software updates specific to their iPhone/android/etc. Web-based request tools are often favored by IT departments who do not need to constantly manage updates.

If you have questions about the process or benefits of implementing a Work Request tool, contact sales@edatai.com to learn more!