



# EXPERIENCE A MODERN, SEAMLESS AND MOBILE-FIRST SERVICE REQUESTER

In the world of asset maintenance, the service request is often the starting point for streamlined operations. Whether you're managing complex facilities or critical assets, the ability to efficiently capture and address maintenance requests is key to keeping everything running smoothly.

Maintenance Connection, Accruent's Computerized Maintenance Management System (CMMS) and Enterprise Asset Management (EAM) cloud solution, brings unparalleled value to service requests by offering advanced tools and simplified workflows to optimize time usage and overall performance. It also provides superior user experience and helps to increase adoption across an organization.



### Driving Adoption and Ease of Use

A modern, intuitive, and mobile-first interface designed to make reporting issues as simple as tapping a few fields on a mobile device.



### Optimizing Time Usage and Workflows

By capturing detailed asset data, priority levels, and maintenance histories in one place, the platform helps to streamline workflows and reduce guesswork.



### Adapting to Leaner Practices

Technology that helps to eliminate unnecessary steps, standardize processes, and ensures clear, data-rich requests, that empower teams to work smarter, not harder.



### Boosting Resource Allocation and ROI

The continuous improvement of mindset leads to better resource allocation and more reliable asset performance—essential for maintaining a competitive edge.

# INNOVATIVE TOOLS AND INTERFACES FOR SUPERIOR SERVICE REQUEST MANAGEMENT



## Designed With the Customer in Mind

An innovative, configurable, and user-friendly interface delivers a superior user experience and will help to foster greater organizational adoption. The web-based user interface is compatible with any device, ensuring compatibility across various operating systems and devices. It increases scalability, reduces technical constraints, and boosts maintenance efficiency across diverse departmental and organizational needs.



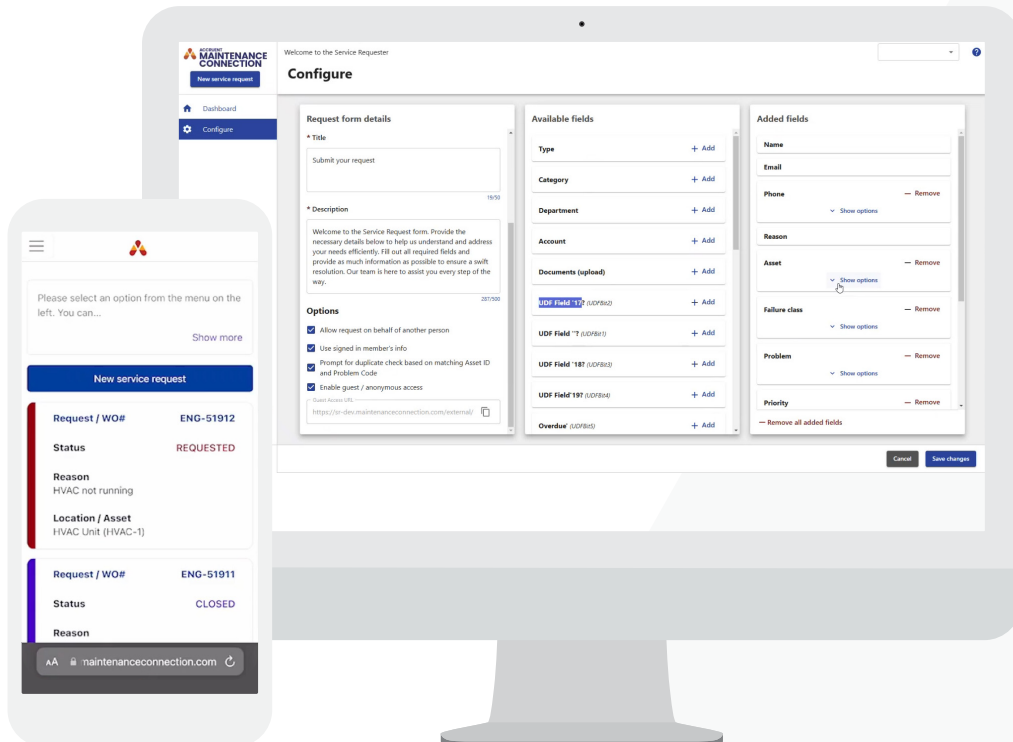
## Mobile-first

The advanced mobile capabilities allow users to capture photos directly from their devices and seamlessly add them to their requests. It also features a new type-ahead search function that suggests results for assets and equipment, enhancing usability. Additionally, request initiation via QR codes or QR forms streamlines real-time requests and simplifies asset discovery, reducing processing time and enhancing data accuracy.



## Enhanced Form Control and Usability

The system allows for building simple or complex forms with controlled visibility for internal and external guests, enabling guest users to report issues more quickly and efficiently. Its flexible tools enhance usability and customization, helping to meet diverse service request needs across the organization.



# TAKE THE NEXT STEP TOWARD OPERATIONAL EXCELLENCE

Modernizing service request management minimizes downtime, enhances efficiency, and supports data-driven decisions. Clear requests mean faster repairs, freeing technicians to focus on high-value tasks. Maintenance histories unlock insights for preventive strategies and smarter asset management. With skilled labor deployed strategically, teams work smarter, not harder. The result? Proactive maintenance, better investments, and a lasting competitive edge.

If you want to achieve real, measurable results, it starts with a well-structured service request approach. Accruent's Maintenance Connection CMMS/EAM solution equips teams with the clarity, speed, and confidence needed to align maintenance operations with broader business goals.

## SPEAK TO A SPECIALIST



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