



SE Request

Service Request Management

Managing the entire request lifecycle

Overview

SE Request is a system focused on Service Request Management. It offers resources designed to manage the entire request lifecycle, from its opening to its finalization. It offers approval controls, service effectiveness analysis and searches and reports that give users a quick overview of all requests.

SE Request streamlines teamwork through a powerful mechanism called Team Workflow that controls pending items and automatically notifies those individuals responsible for the service via e-mail. This guarantees managers and their teams simple and effective control over their objectives and priorities, thereby optimizing compliance with deadlines and results.

Through a single central database that stores all information and documents, SE Request automates the request lifecycle based on all service demands by the company's different departments. In this way, the entire daily work routine completed by the teams is recorded and monitored.

The software also ensures optimized teamwork productivity through a practical task control mechanism known as Team Workflow, which sends an e-mail to those responsible for to-do tasks at the right moment, and authorizes information related to the solution for the same. This mechanism ensures full team commitment when it comes to fulfilling the established deadlines.



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▶ Features

Request Process

- Automation of process requests for:
 - Document creation and review;
 - Execution of Maintenance Work Orders (WO);
 - Calibration Record;
 - Opening of new Initiative for Portfolio analysis;
 - Project initiation and change process;
 - New Training;
 - Changing Item, Asset and Supply information;
 - Process Review.
- Monitoring of deadlines and sending tasks to those responsible;
- Productivity and quality optimization of requests through the use of checklists.

Configuration

- Configuration of level of satisfaction;
- Definition of responsible teams for fulfilling the request.

Management Viewing

- List of requests per period;
- Request reports;
- Query not only data and status of requests, but also data and status of the respective "objects" (Document, Item, Project, etc.).

