

## Support Center & Maintenance

First Choice On-Demand - Support Center & Maintenance

**Actionable Process** to manage Support Centers & Maintenance. Offering includes Actionable Quantitative Analysis and Reporting.



Most maintenance programs are arduous. **First Choice On-Demand** automates:

- Incident Reports
- Assigning and tracking tasks
- Coordinating vendors
- Handle Work Orders and Purchase Orders
- Match WO's & PO's to invoices
- Rate vendors' performance
- Review & Authorize actions for others to take
- Monitor expenditures and budgets

For example, a DVR could tell **First Choice On-Demand** that a hard drive has failed, creating an Incident Report. This report is sent to a manager for authorization. It compares to budget to ensure authority to spend. It sends a WO to vendor and waits for a response. It takes the response and measures time & budget to resolve issue. If additional authorizations are required, it seeks them. It informs store, management and accounting that the issue has been resolved.

First Choice On-Demand cuts down-time and man-hours used to handle maintenance issues.

Note: **First Choice On-Demand** modules operate together on the same platform.