

LINX Request Management

Missing piece that solves your Business Puzzle



125,000+ users

simplifying Operations



LINX Request Management at work

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED

Linx gives your organisation the ability to transform operations management into a powerful analytics focused customer centred operation. Using the most advanced technology our request management software can provide comprehensive services to a range of organisations focusing on improving customer service processes. The system facilitates request logging through an easy-to-use interface and bestows the user with the ability to leverage its analytical power to view data in a more meaningful way.

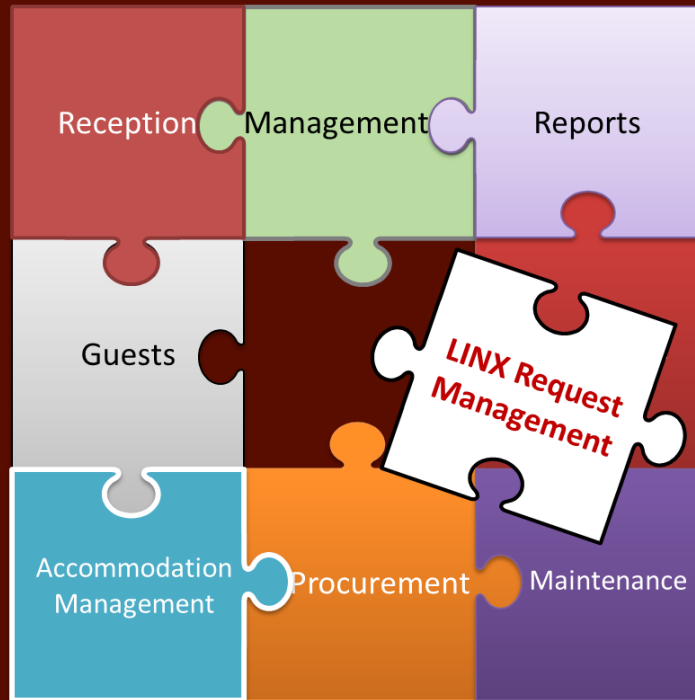
flexible solutions for your business needs

All organisations are looking for ways to transform themselves into true customer-focused organisations and interestingly in a recent survey, 75% of the organisations who were interviewed stated that their top 3 priorities was to improve customer management, business process and overall efficiency. All of this can be achieved through building intelligence around your request management process. This software was developed with same ideology in mind and serves as a "store front" or the "front office" for all organisations. Wondering how this model can suit all organisations? This ability is one of the biggest strengths of our product. We understand every business

With over 125,000 users utilising this software for their day to day requests

KEY BENEFITS

- Simplify business interaction
- Reduce costs
- Simple and easy to use interface
- Helps to focus on a 3C approach
 - Customer centric
 - Customer friendly
 - Customer Satisfaction
- Improved response time of requests
- Easily track and escalate requests
- Superior customer service
- Balance cost and efficiency
- Easily set and Manage SLAs



As business owners you know what makes a business successful. Happy customers, customer focused employees and good process to make business efficient.

Using Linx software now you can measure how your staffs are performing and help them to be better at providing service to customer

We all know if we cannot measure we cannot manage. The reports we provide will help you to measure key information about your business and make more informed decision

We help to transform your organization from being reactive, manual and task-oriented, to pro-active, automated and service-oriented organization.

Creating better dialogue and communication between the business and customer



Who is benefiting from this ?

- We have more than 125,000 people using this software for their day to day requests
- The organisations using our software are providing better services to their customers
- They have reduced significant operations cost and are making informed decisions

125,000+ users

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Services

- ◇ Business process consulting
- ◇ ITIL process consulting & implementation
- ◇ Enterprise Architecture consulting
- ◇ Data Migration/Management consulting
- ◇ Usability consulting
- ◇ Product Development
- ◇ Web Development



LINX MANAGEMENT



Key Contacts

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KEY INDUSTRIES

HEALTH CARE

HOTEL & ACCOMODATION

AGED CARE

SOCIAL ORGANISATION (for tracking financial payment)



Who is using this?

- We have more than 110,000 people using this software for their day to day requests
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What value does this add to my business?

Efficient Process

Faster response time

Seamless information flow

Ability to measure success : through reports

High customer satisfaction

Communication Management

Improve cost effectiveness

Cutting edge Technology

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Creating better dialogue and communication between the business and customer

Provide the latest technology to customer and be the forefront of your industry

125,000+ users

simplifying Operations



KEY FEATURES

- Payment Invoice Tracking
- Easy to Use Maintenance Request
- Users can track their jobs and payment
- Easy to route jobs to the right team
- All notifications send through one tool
- Easy to Audit the history of tasks

REFERENCE CUSTOMER



An example is a volunteer goes to a store and purchase emergency supplies. This is done using their own money out of their own pocket. The volunteer wants to be reimbursed quickly. However, with a manual system, invoices can be missed; information may be incomplete, factors that can slow down payment processing.

Issues addressed:

Manual posting of invoices – Solution: Our tracking system allows invoices, receipts etc to be attached directly to the request through the web page.

Missing information – Solution: Each request category has specific questions/information that needs to be filled in. Specific attachments are also specified.

Emails being lost – Solution: Requests are logged and tracked within our system. The end user is given a reference number that they can then use to track and provide more information.

Operators bombarded with phone calls and emails as to where a job is at – solution: By having the request tracked through the web page, the end user can see where the request is up to without having to phone/email anyone. The end user can also request a progress update directly through the web

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KEY FEATURES

- Improvements to the Procurement Process
- Automation of processing of Access Request Forms
- Field technicians being able to view and update jobs
- Users being able to update personal

REFERENCE CUSTOMER



How it works for Health Industry

The Front-End for your Service Catalogue, the Self Service Center improves the Procurement Process, automates the processing of Access Request Forms, allows Field Technicians to view and update jobs online, allows Users to update personal details and update asset and configuration item details.

< NEED TO PUT TOGETHER MORE DETAILS HERE>

details

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Aged Care

KEY FEATURES

- Communication
- Green Energy focused
- Easy to Use Maintenance Request
- Self Help Videos
- Booking Functions
- Mobile Interface
- Improve care

REFERENCE CUSTOMER

We provide the following key features specific to Aged care

Mobile interface – the residents can use their smart phone to take pictures of any issues (e.g., leaking pipes) and send them through. As well, they can make bookings for the BBQ area and tennis courts on their mobile phones.

Communication (office to unit / unit to unit) – The receptionist can send a message saying that there is a parcel to be picked up. As well, important messages (such as cleaning will take place) can be sent – and tracked to see who has read the messages.

News, events, photos, Videos can be uploaded – can reduce printing as flyers do not needed to be printed out and placed throughout the accommodation.

Easy to use Maintenance Request – E.g., if the resident has a leaky pipe, they can log a maintenance request. This is then sent directly to the maintenance team – the receptionist does not need to be involved.

Booking functions

[details](#)

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