Ask James
The Facility Master

Lower workload, faster service, more control of FM processes

Ease of use, a clear overview and intuitive selfservice for end-users are important capabilities of the FM App. The solution offers maximum transparency in the flow of requests, disruptions, bookings and reports and makes them much easier to manage.

Managing one or more office buildings involves a varied and intensive set of tasks. Effective software is crucial in order to plan and deal systematically with the increasing flow of different operations, bookings, disruptions and enquiries, including in the financial aspects. How do you achieve that? Fruition Partners provides the answer with the FM Application. The new standard in FM software, developed on the flexible and powerful ServiceNow platform.

Order management

The core of Ask James is powerful order management. Requests, bookings, disruption reports etc. can be sent to Ask James via the user portal or the Facility Management helpdesk. Based on the type and location of the request or disruption, they are forwarded to the correct service provider automatically or after approval by the FM coordinator. For each order different suborders can be sent to different service providers, while you maintain a clear overview. The app offers also an 'event' option which provides a comprehensive overview of multiple orders related to a specific event.

Space/art management

Ask James offers extensive building management for space allocation and the charging of costs. Employees can book a meeting room via the Ask James portal or directly in Outlook. The meeting room booking can include catering and devices such as a projector or flipchart. In case of conflicting bookings a conflict report is issued allowing the end-user to enter an alternative. The digital planning board and the floor view show which rooms have been booked and by whom. The FM coordinator can see conflicting bookings and intervene if necessary. To manage your art collection with Ask James, you can see the location of the artworks, their dimensions, value and condition, info about the creator and more...

Visitor registration and parking management

Ask James offers the possibility of registering visitors and requesting access passes and parking spaces. The system shows the number of free parking spaces. Integrations with external systems to update the parking space availability can easily be established.

Floor design

Rapidly create your own interactive floorplans. The app converts DXF files from AutoCAD and lets you easily mark a room or area and add information, after which the space is clickable.

Integration

Ask James is developed on the Service Now platform which makes it possible to integrate the app with HR and other core functions. This makes it a powerfull end user portal for all kinds of services such as ordering catering, raising questions to HR, reporting a software problem.

Future

We started the development of Ask James with several hospitality functions and integration with Exchange, including an Outlook plug- in. In the near future we will:

- Deliver additional services for FM such as maintenance of buildings and supporting modules like contract-, equipment- and inventory management.
- Improve workplace and space management
- Provide dashboarding capabilities
- Focus on access management, sustainability, landscaping and other services like vendor portals mobile apps etc

Benefits of Ask James at a glance

- Excellent service for end-users thanks to smooth, transparent order flow
- Less pressure on FM coordinators thanks to automated processes
- User-friendly FM portal for employees
- Easy interfacing with Outlook
- SaaS solution facilitates smooth cooperation with service providers and suppliers

- Easy visitor registration and parking management
- Flexible setup for specific roles in FM
- Advanced, graphic space planning and management
- Event planning
- Professional management of art collection
- Easy integration with IT service desk and IT portal

About DXC ServiceNow Strategic Business Group

Professionalism, enthusiasm and positive energy are the key to delivering successful IT transformation. That is what we believe and what we stand for. With a broad range of services, solutions and best practices we help you turn your IT department into a coherent, agile unit that can always meet business demands. For more information or a no-obligation demonstration Ask James visit our website www.dxcservicenowbusinessgroup.com.

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