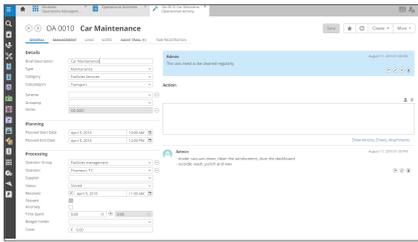


Operational activities are supporting tasks such as switching backup tapes, cleaning various rooms or performing preventive maintenance. TOPdesk's Operations Management module lets you schedule, assign, process and monitor these activities.



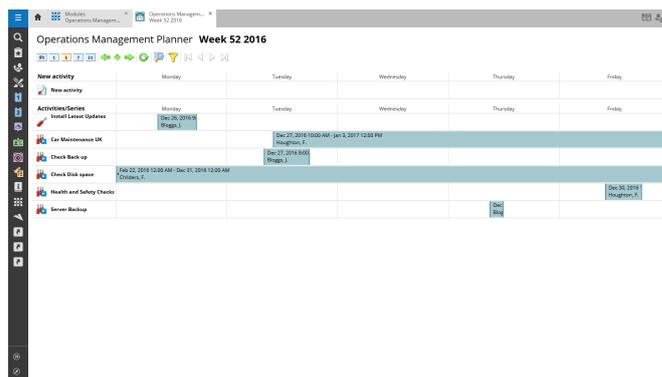
➤ Record and plan activities in TOPdesk

Benefits

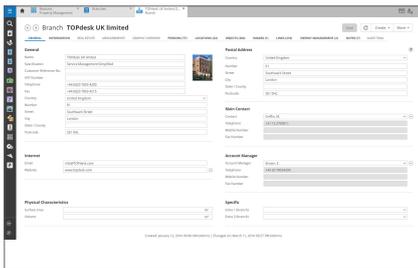
- Register both one-off and periodic tasks.
- Organize your tasks: group activities into sequences and group sequences into schemas.
- Gain insight into company asset management, who is responsible for different tasks and how often maintenance takes place.
- See at a glance which activities are planned and schedule new activities with the user-friendly planner.
- Print work orders for employees in the field.
- Gain insight into the estimated and actual costs and duration of maintenance.

Schedule tasks

The planner in Operations Management offers you a clear overview of all activities planned for a particular period: you can view the tasks planned for days, weeks, months or years. This ensures you always have an overview of who is responsible for performing specific tasks and at what time. Scheduling new activities is also straightforward: simply highlight the desired period and enter the task details.



➤ The useful planner gives you a clear overview of activities



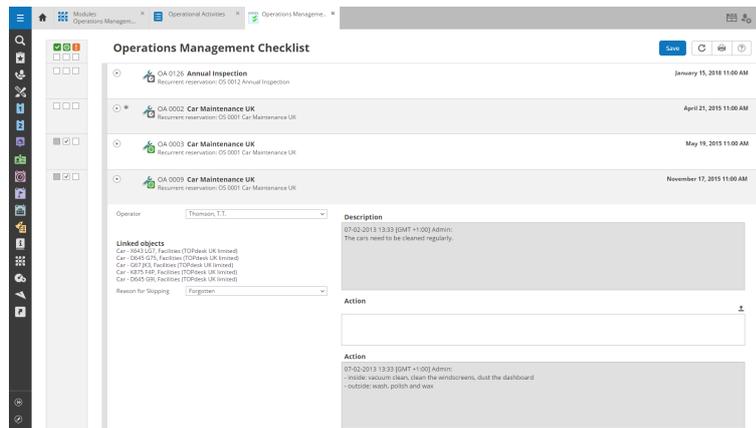
➤ A clear overview of all your properties and the related assets

Automatic recurrence patterns

When you schedule an operational activity, you can make it recurrent by linking it to a series. A series defines the operational activities' recurrence pattern. This lets you schedule monthly activities, for example, ensuring that important maintenance tasks are never forgotten.

Stay in control

Assigning scheduled operational activities to your colleagues could not be easier. TOPdesk's Plan Board shows you which tasks have not yet been picked up, as well as which colleagues are available. Your colleagues see the tasks assigned to them in their own overview. Once they have completed their tasks, they register their actions and any anomaly they may have encountered. Furthermore, the Dashboard makes it easy to monitor the progress of activities: you can see how many activities are scheduled, which ones feature an anomaly and the activities that are behind schedule. This up-to-date management information lets you quickly respond to developments and adjust your planning accordingly.



➤ TOPdesk's checklists make assigning and completing tasks simple

Fewer calls through preventive maintenance

Operations Management is a useful addition to Call Management (also known as Incident Management): managing your organization's periodic tasks helps you manage and minimize calls. You will not only increase the reliability of your company assets but also improve your organization's internal services.