



Business Services

FACILITY SERVICES CALL CENTER SERVICE

Committed to quality and responsiveness

For over 20 years, the Facilities Call Center, located and fully staffed in Arizona, has delivered premier service and savings to customers globally. By outsourcing the receipt of facility service calls to Accruent, customers can rest assured knowing each call will be answered promptly and professionally without disrupting a highly-paid engineer or technician, allowing them to focus on their core duties. Companies that have historically staffed their own call center have come to realize the cost advantage of using shared resources.

SUPPORT SERVICES AND BENEFITS

International Support

- Phone numbers can be established for each country serviced to avoid international dialing and call charges.
- Multi-lingual support available around-the-clock via a telephone interpretation service offered in more than 240 languages and dialects
- Manage global work orders from a central system, entered by a reputable Facility Services Representative
- Handles over 150,000 calls annually

Benefits

- Optimize property and facility maintenance costs by reducing response time on work requests
- Ensure the highest level of customer service, in a flexible 24/7 operating environment
- Guarantee impacting, critical issues are directed to service provider or escalated appropriately
- Dedicated 800-number for each customer
- Configurable priority levels, multiple dispatch methods

LEASE ADMINISTRATION SERVICES

Effective, reliable support to organize lease related business requirements

Accruent's Lease Administration team is comprised of seasoned Lease Administrators using market-leading technology and processes to deliver significant savings for customers around the world. The goal is to provide customers with comprehensive, accurate, and timely lease administration to ensure all essential lease information is available at the user's fingertips.

SCOPE OF SERVICE

- Lease Abstraction
- Reconciliation
- Bill Pay
- Invoicing
- Desktop Audit Service

OCCUPANCY ADMINISTRATION SERVICES

Professional Space Planning Services

CAD drawing management and administration services assist organizations in controlling information throughout the real estate lifecycle. The team of qualified CAD Administrators provides high-quality CAD drawing services without the hassle of outsourcing, all while adhering to a strict 24-hour to five-day SLA.

SCOPE OF SERVICE

- Poly lining, move/add/change, and vacancy reporting
- Drawing updates
- Allocation calculations and tracking



SHAPE

Develop the strategies



DRIVE

Bring the strategies to life



MANAGE

Keep the organization running



CONTROL

Optimize Performance

Contact Accruent Today to Get a Demo and Learn More

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About Accruent

Accruent is a global software company that helps organizations achieve superior performance by transforming how they manage their physical resources. Its innovative, industry-leading cloud-based software and services enable organizations to optimize all stages of asset management from capital planning through to IoT-based monitoring and control. With a proven track record across two decades, Accruent has created the only integrated SaaS-based framework and reporting platform for full lifecycle physical resource management. Over 7,000 global customers depend on Accruent solutions to drive out hidden costs, extend asset lifecycles, protect their brands, ensure compliance and deliver on the missions of their organization. Headquartered in Austin, Texas, Accruent operates in 149 countries serving customers in government, healthcare, education, retail, telecommunications and manufacturing.