



Acing accessibility for requesters

How a large healthcare provider, operating with thousands of staff and multiple sites, improved accessibility of the system for users.



Getting efficiencies out of a facilities management solution starts with users logging jobs in the system. Providing an accessible, easy-to-use solution is paramount.

With thousands of users across multiple facilities, this facilities team should have had eyes everywhere. However, with an outdated system that failed to meet modern expectations, it was cumbersome for users to log requests. Requesters needed to find a workstation to log a request that relied solely on a text description.

A large number of requests were being raised outside of the system, via email or phone.

When the team made the decision to migrate to FMI Works they were surprised when within a few weeks of migrating, they found they were receiving less emailed requests than before.

Over the coming months, the facilities team saw user adoption soar. Better user adoption meant better visibility over the system, reduced risks through better maintenance of facilities, and improved rapport with the broader business.



Your requesters can provide incredible value if supported in the right way. Empowering them with an easy-to-use platform provides a better experience for all involved.

—Andre Morton, Customer Services Manager, FMI Works

How to get started

To implement a solution that will grow and evolve to suit your changing needs, speak to our team today.

A user adoption success story

This healthcare facilities team wanted to put their facility users first, by providing a better experience for requestors. Since moving to FMI Works, this client has enjoyed:



Improved user adoption of the system



Reduced the number of requests coming in via phone and email



More timely requests, with facility users able to submit a request from their mobile



Improved rapport with facility users, seen as proactive problem solvers, rather than the complaints department

Talk to an expert

