



TOPdesk

FACILITIES

TOPdesk *Facilities Management*

Streamline your facilities tasks with TOPdesk

Service Management Simplified

TOPdesk develops, sells, implements and supports software which organisations can use to efficiently organise their services. Our vision is to provide user-friendly and affordable service management solutions for every type of organisation, which is moreover quick and easy to install. Whether this is in the area of automation, facilities and technical management, complaints registration, service desk or service support, with TOPdesk you can support all your employees, business relationships, consumers and citizens.

TOPdesk is available in various sizes: lite, Professional and Enterprise. It is thus geared towards smaller organisations as well as large multinationals. Moreover the modular build-up of the application means a solution is available for everyone.

TOPdesk software has been around since 1993. When developing the product, we pay very careful attention to the wishes of the client. The application is available in five languages and is used by organisations around the world. Our products have been implemented more than 2700 times world wide. TOPdesk is market leader in the Benelux. The TOPdesk Head Office is situated in Delft and branches are located in both London and Kaiserslautern (Germany).

TOPdesk for facilities management in brief:

- + Call management
- + Asset management
- + Reservations
- + Property management
- + Stock & purchase
- + Small and large maintenance
- + Key management
- + Projects
- + Contracts





Process-based working with TOPdesk

Whether it concerns maintenance, repairs, reservations, stock, purchasing, key management or catering, a facilities department provides services for organisations on a daily basis. Advanced overviews of calls, persons, objects and locations play a large role in this. Service management software is vital for a professional facilities department.

Suitable for every organisation

TOPdesk Facilities management has been developed especially for facilities departments. TOPdesk helps facilities departments to organise their services. The software enables you to process questions, complaints, maintenance and malfunctions. All this is offered at a competitive price. There is a suitable version of TOPdesk for every size of organisation. TOPdesk for Facilities management is available as **TOPdesk Professional** and **TOPdesk Enterprise**.

Processes

Working according to processes save both time and money. For this reason TOPdesk works with processes. Together these processes describe the facilities procedures of your organisation, allowing the facilities department clear insight into the daily state of affairs.

Modular

TOPdesk is built up of modules. Numerous possibilities are already offered in the basic application. You can then choose the additional processes and functionalities that you require. In this way you do not pay for any components that you do not intend to use.

Workflow

In TOPdesk you can work from a personal workflow. In this workflow all assigned tasks including calls, structural problems, activities and projects are displayed according to priority. You can also easily view the workflow of other members of your team.



100% web-based

The application is available from every workstation via a web browser. Via this user-friendly work environment both the front and back offices have access to a central application with a central database. Even when your facilities service desk is dispersed across several locations, everyone will always have access to the relevant data.

Shared Service Centre

TOPdesk can be implemented across a range of different departments within one organisation. You can implement TOPdesk for every department where questions and calls arrive, such as the facilities department, the IT service desk and the HR department, in order to increase the efficiency.

You can take this a step further with TOPdesk by setting up a so-called *shared service centre*. Various types of calls can then be registered in TOPdesk by one central service desk. By setting up a central registration point you can bring about clarity for colleagues who have questions, problems and requests.

Your entire organisation in one application

The people in the organisation make use of the buildings and assets. It is important that the primary company processes can be carried out without disruption. A facilities department ensures that an organisation can function smoothly.

Systemise your organisation

Facilities management enables the registration of all persons, assets and property that is relevant to your service. In TOPdesk you can record all this information in an orderly fashion. Assets include inventories, keys, parking lots and remaining facilities.

These data form the basis for working with TOPdesk. You wish for example to know which facilities a call concerns and who the caller is. All facilities processes in TOPdesk make use of these support data.

Mutual connections

The registration of persons, assets and property is only beneficial when relationships have been established. In TOPdesk you can therefore group them and connect them with each other. You can then gain an overview of the structure of your organisation at any time. Assets can be found for example in the same room or in the stock and may belong to a person or group of persons such as a department.

Register now or later

In TOPdesk you can register persons or assets at any time. You can import the data once-off or at set

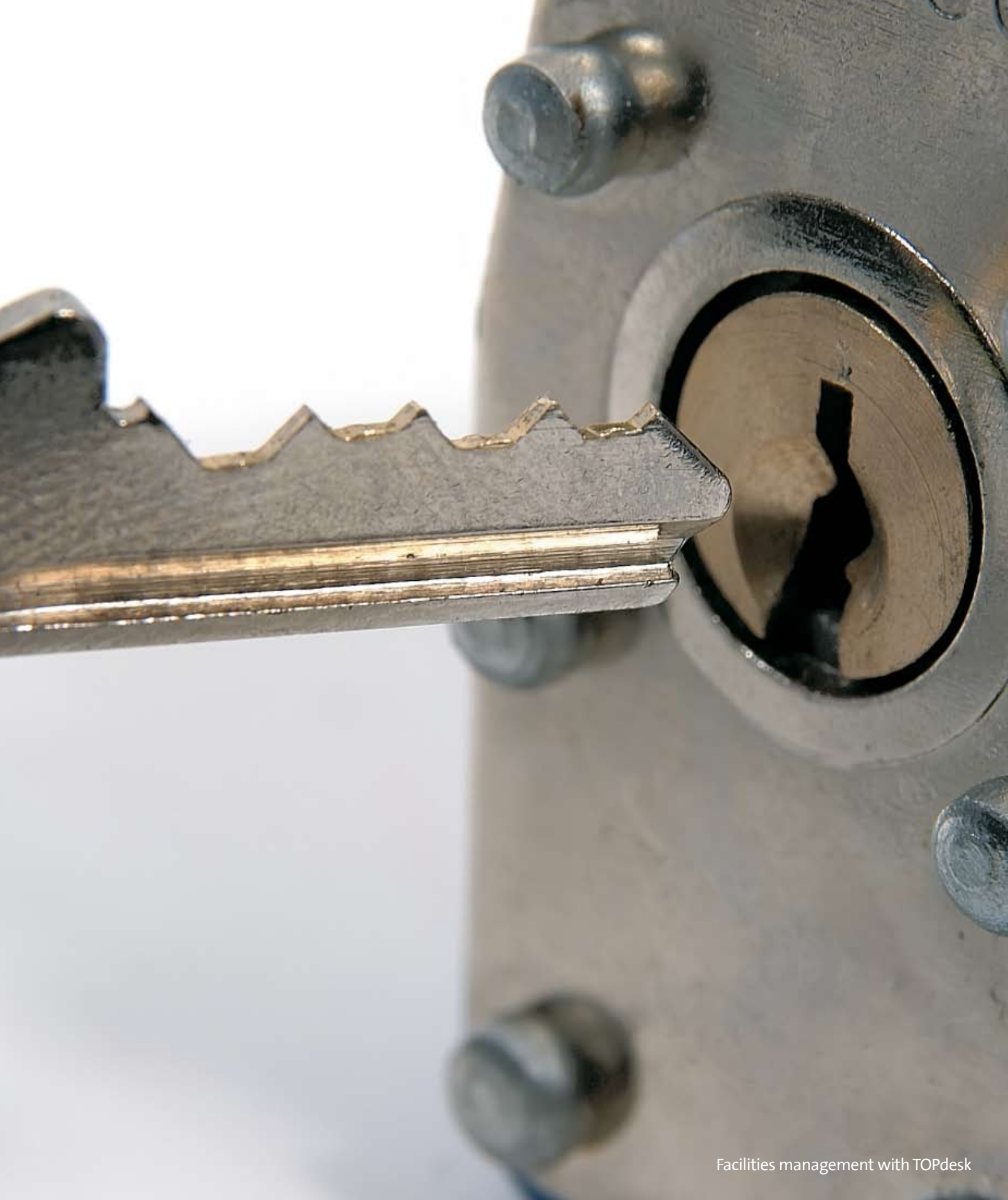
times from another database. When you answer a call, you can also register any new data.

Always the relevant documents at hand

In TOPdesk you can link documents to registered persons or objects as desired. These documents are then saved on a central server and are accessible for everyone at every workstation. As a result anyone can always view for example maps, process information, technical manuals or sent letters / emails.

Sharing knowledge

Knowledge that has been built up over the years is valuable. It would be a waste if this was to go missing or to only be available to a select group of persons. For this reason TOPdesk is equipped with an advanced Knowledge base, in which you can record, classify and publish knowledge. You can determine who may have access to which knowledge. In this way you can share part of your knowledge with colleagues via your intranet.

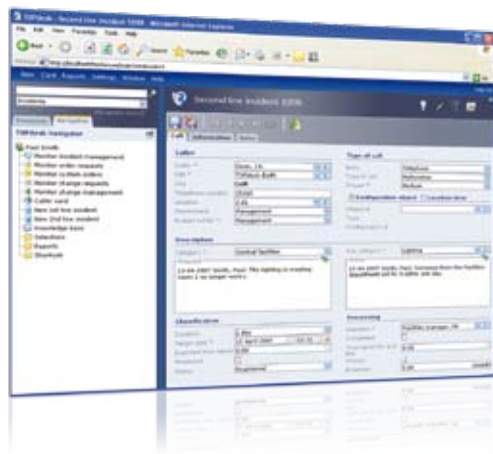


Managing calls and assets

A good registration of all assets in your organisation is vital for managing the inventories in your organisation. This, in combination with the quick and efficient processing of calls, makes your facilities department proficient.

Call management

Call management, together with Asset management, forms the foundation of TOPdesk. The handling of calls regarding for example a request for repairs is an important task.



Front office

In Call management a distinction is made between front office and back office. In the front office the facilities registration point logs the call. TOPdesk offers helpful resources which simplify the process of registering and handling calls.

Registration in no time

Calls can be registered in less than no time. Familiar data (such as name and address), as well as dates and times are filled in automatically. Calls are assigned to the relevant category based on pre-defined keywords. When a call cannot be addressed

directly, it can be transferred to a specialist in the back office with just a click of the mouse.

To simplify this process even further, TOPdesk searches for possible standard solutions when you are registering a call. The application also automatically suggests relevant items from the Knowledge base.

Work orders

Once a call has been registered it is sent to the back office. The appropriate engineer is then sent to resolve the call. This person finds the tasks that are assigned to him or her in a workflow (to do list) or via work orders. On the basis of the target dates, priority and impact, the specialist can easily plan the tasks to be carried out.

Keep employees up to date

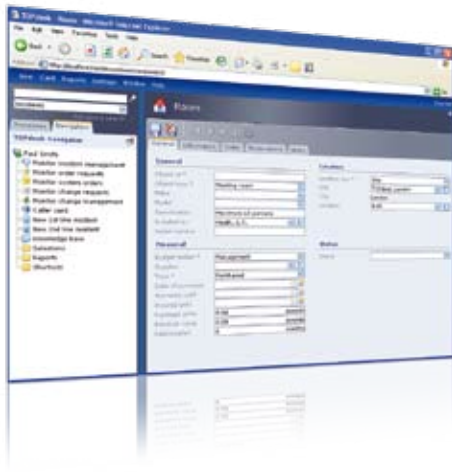
When a call cannot be resolved instantly, the caller wishes to know the status of their call. Using TOPdesk you can always keep a caller automatically up to date via the intranet, email or text messages.



Asset management

In Asset management you can record the complete inventory of your organisation. All company assets can be registered here, including installations, keys, vehicles, meeting rooms, coffee machines, etc.

In TOPdesk you can register all these objects and rooms, the mutual relationships and where the object belongs,



for example a person, workstation or location. Various processes may also be applicable to these objects, such as distribution, lease and maintenance.

Key management, Fleet management and Room management also fall under Asset management. Key management for example concerns the registration and management of keys, master keys, lock cylinders, key cards, etc. In Room management you can record rooms and link these to persons or locations. All types of processes can then be made applicable to these rooms, such as a plan for cleaning or maintenance.

The assets registered in Asset management form the basis for the additional TOPdesk modules.

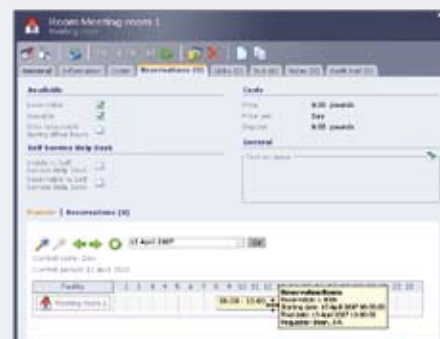
Self Service Desk

Do you wish to simplify the process of logging a call for your colleagues or clients? The Self Service Desk allows you to offer a front office available 24 hours per day via a web interface.



Via this central information portal an employee or client can easily register a call or request, or make a reservation via a web browser. They can also follow the status of their calls.

The Self Service Desk also offers a Knowledge base in which users can search for a solution to their question or problem. The Self Service Desk helps to ease the pressure from your facilities department; at the same time you increase the satisfaction of your colleagues and clients!



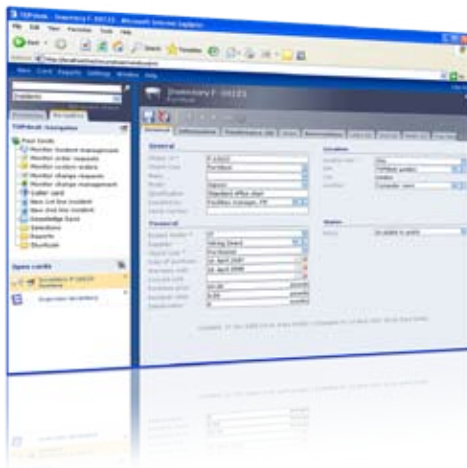
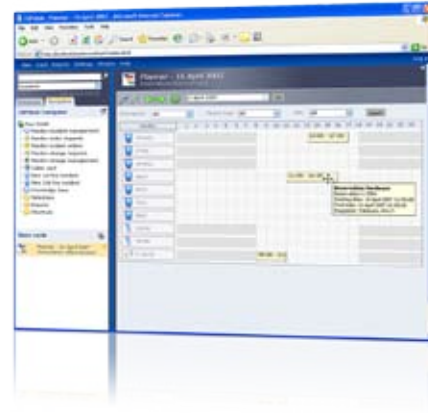


Additional modules

Various disciplines are involved in the Facilities management process. In addition to the basic processes Call management and Asset management, TOPdesk offers many more facilities modules. For every facilities process TOPdesk offers support in the form of a module. The TOPdesk modules are interlocking; as a result the various disciplines in your organisation also fit together.

Reservations

Within an organisation employees make use of facilities such as rooms, laptops, telephones and projectors. Using the Reservations management module it is possible to reserve a range of different objects. When booking a meeting room for example, other facilities tasks can be addressed, such as catering or the number of persons that need to fit in the room. The Reservations management modules is linked with the Asset management process.



Stock and purchase

The Stock and Purchase module allows you to acquire a clear insight into the available assets in your organisation. It is possible to set up a safety stock or a maximum stock; in this way there can never be too few or too many of a certain item. When an item does run out, you can easily place an order in TOPdesk. You can also set up the option for employees to place orders. The entire route can be described in detail in TOPdesk - from placing an order to distribution of the item.

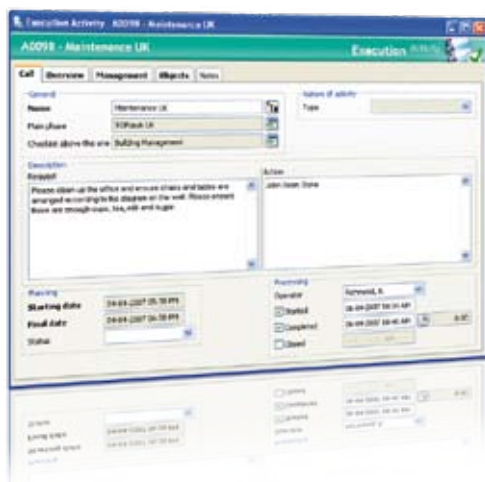
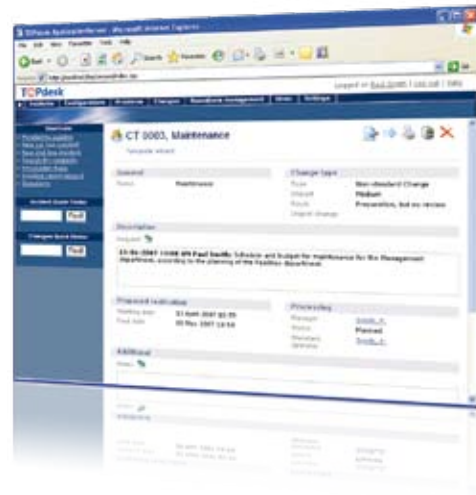
Property management

One of the main targets of Facilities management is to look after the property. In Property management buildings, parking lots, sites and their mutual relationships are recorded. For each room properties are registered that typify the room, such as measurements, the finishing, address, capacity or arrangement. Moreover you have insight into a range of processes which concern these buildings, floors or rooms including persons, calls, reservations, maintenance, relocations and replacements.



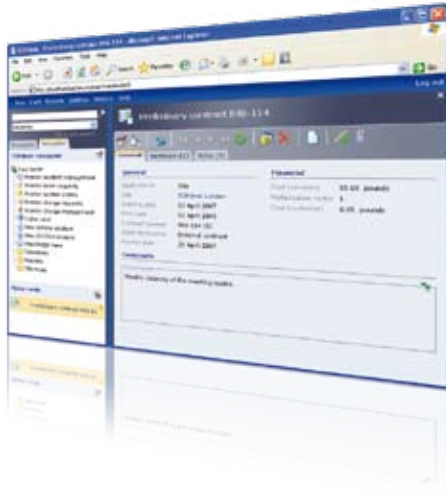
Maintenance projects

The scheduling and execution of maintenance projects, relocations and other considerable projects contains many tasks and involved parties. In addition certain tasks are dependent on the execution of other tasks. Careful planning and budgeting are therefore important components of a large-scale maintenance project. All these tasks can be recorded in TOPdesk.



Recurring tasks

Tasks such as small maintenance jobs, repairs or cleaning services can be tackled using the Operations management module. This module enables you to plan one-off or periodic tasks. These tasks can then be divided up into smaller components by means of work orders. The various parties involved can then carry out their share. A duration can be registered for the tasks that have been carried out so that this can be included in for example an invoice. Operations management is linked with Asset management.



Contract management

In Contract management agreements are recorded. Contracts with external parties and suppliers ensure for example a good insight into the maintenance costs, terms and the agreements that have been made. Internal agreements can also be recorded in Contract management. When you register a call to which a contract applies, you will be reminded of these agreements by TOPdesk.

Projects

Periodic or recurring projects can be quickly and easily created in TOPdesk Project management. Using templates you can easily create new projects. You can make each project as extensive as you wish by dividing it up into phases and separate tasks. By means of graphs you always have an overview of the size and progress of a project.

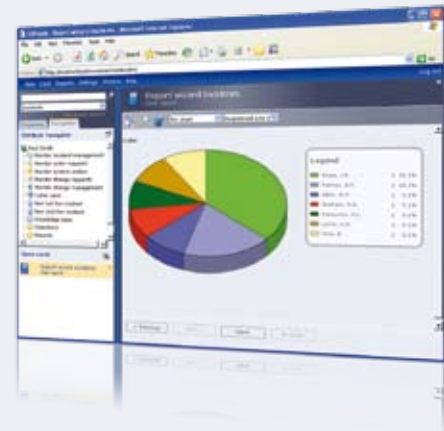
Advanced reports

Reports are essential in order to oversee the progress of the facilities department.

Advanced reports enable you to gain insight into the work of your service desk. In the reports in TOPdesk you can define which data you wish to see.

Around 200 standard reports are included in TOPdesk Professional. This is sufficient for the most frequently occurring reports. Many different types of reports are distinguished between in TOPdesk, including qualitative and quantitative reports, graphic, realtime reports and statistical reports.

Using report wizards you can easily define and save reports yourself step by step. A report wizard is available for each process. Reports can be viewed in both table and graph form.



Reports can also be created in external applications via the export functionality, which is present throughout the entire application. The results can be exported to HTML, Microsoft® Excel or Adobe® PDF. Using external report generators you can generate reports from other applications, such as Business Objects for example.

Overview of processes and functionalities

- + Modular, adjustable, multi-lingual
- + Based on ITIL and MOF
- + Supported by ISO and SOX
- + Work orders per process

CALL MANAGEMENT

- + Register questions and requests
- + Contact moments
- + Self Service Desk; web-based front office
- + Knowledge base
- + Standard solutions
- + CTI link

ASSET MANAGEMENT

- + Register inventories: installations, persons, keys, etc.
- + Room management; catering, maintenance, lease
- + Key management; distribution, collection, mutual relationships

PROPERTY MANAGEMENT

- + Register buildings, parking lots and rooms
- + Property: measurements, address, arrangement, capacity, etc.
- + Overviews of persons, maintenance, inventories, etc.

CONTRACT MANAGEMENT

- + Contracts and SLAs

MAINTENANCE PROJECTS

- + Plan and budget for maintenance, relocations, etc.

- + Templates
- + Gantt charts / graphs
- + Meetings

STOCK AND PURCHASE

- + Order requests and distribution of goods
- + Management of stock and safety stock
- + Bookkeeping process flow information

RESERVATIONS

- + Reserve rooms, and additional catering for example
- + Lease and distribution of items
- + Overview availability

RECURRING TASKS

- + Repairs, small maintenance tasks and checks

PROJECTS

- + Structure projects

DECENTRAL INSTALLATIONS

- + Autonomous service desks

SHARED SERVICE CENTRE

- + Seamless integration with IT and HR department

REPORTS

- + Extensive reports on all processes
- + Make KPIs and bench-marking measurable
- + Design your own reports
- + Control of quality and agreements

Technology for the future

As your organisation grows you want your software to grow with it. You do not want to be limited in user possibilities and technology. TOPdesk helps you to grow. TOPdesk is prepared for the future.

Easy to install

TOPdesk is easy to install alongside your existing applications and databases. The software can easily be adjusted to your situation. Our Consultancy department will guide you during the migration to TOPdesk. They will ensure a smooth migration of data and working methods.

Quick, reliable and user-friendly

TOPdesk's Self Service Desk is available from every location via a web browser. Local installations and problems when updating are a thing of the past.

We recognise the importance of a user-friendly work environment. TOPdesk was not revealed as the most user-friendly application in the Top Tools 2005/2006 survey for nothing.

Integration with other applications

TOPdesk's Integration department can help you during the migration by means of the periodic copying of data from existing databases. For instance data from staff files, CRM applications or

configuration databases on the basis of among other AD, NDS, Beaufort, MS Excel, MS Access, SQL and Oracle can all be copied. We can also look after the integration with applications that you already use.

Return on investment

Total Cost of Ownership (TCO) and Return on Investment (ROI) are terms frequently referred to in the facilities world. Investments and future costs must be made measurable against future cost savings and benefits. By introducing TOPdesk as a service management solution, direct benefits can be gained in the operation and management of systems and applications in your organisation, for example by making things such as vacancy, stock or availability measurable.

The hidden benefits of TOPdesk can be gained by making management decisions on maintenance contracts founded through up-to-date information in the TOPdesk database. Finally the efficiency of registering and sharing knowledge in TOPdesk increases, for example when training new staff or recording knowledge for frequently occurring problems.

More information?

Would you like to find out more about TOPdesk for Facilities management or any of the other TOPdesk products and services? Please do not hesitate to request more information at www.topdesk.com or call us on +44 20 8846 8516. We will show you what TOPdesk can mean for your organisation.

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Services

Supplying software involves more than simply the delivery of a CD-ROM. Software is of little use without an application fine-tuned to the wishes and requirements of the user. When implementing TOPdesk software we will help you every step of the way - from the implementation of the software and the training of your employees, to providing ongoing support in the use of the application.

Implementation

You will not be left alone during the implementation of TOPdesk. Our Consultancy department will be there to assist you. The consultant will help you to integrate TOPdesk within your existing infrastructure and with your current work procedures. The implementation of TOPdesk will take place based on your specific wishes.

System integration

Do you have particular wishes with regard to service management software? Perhaps TOPdesk does not entirely comply with these wishes? Our System integration department will design and implement bespoke work solutions for you. This can include creating a link from TOPdesk to your staff administration, creating a new logic for company specific applications

or adapting the TOPdesk interface to your corporate image.

Courses

Get a new employee started or refresh your knowledge with one of our courses. Your employees will soon become TOPdesk experts. We offer many different courses, including those for the use of TOPdesk at a basic and advanced level.

All courses are held on location.

Maintenance service

If you have a TOPdesk maintenance service, you may during your daily work activities moreover count on the support of our own help desk. Likewise you will receive the newest updates of the TOPdesk software.