OPS REQUESTS

CAPTURE, PRIORITISE + ACTION REQUESTS ALL IN ONE SIMPLE TOOL!

TAKE CONTROL OF ALL MAINTENANCE REQUESTS

With the powerful Ops Requests platform, anyone can lodge a maintenance request and stay informed of its progress.

MANAGE WITH EASE

Working in conjunction with MEX/FleetMEX, your maintenance team can categorically sort requests according to a preferred priority schedule.

In the process, weeding out any low priority issues and turning high priority requests into actionable Work Orders.

FIND OUT MORE

USE ANYWHERE, AT ANY TIME

Now available on any type of device, desktop and mobile.

ADD IMPORTANT INFORMATION

Attach photos, videos & forms so a request is actioned correctly.

STAY IN THE LOOP

Monitor your request's status & chat directly with the maintenance team.

ACCESSIBLE TO ALL STAFF

Sold in a pack of 20 users, so requesters don't use MEX licenses.
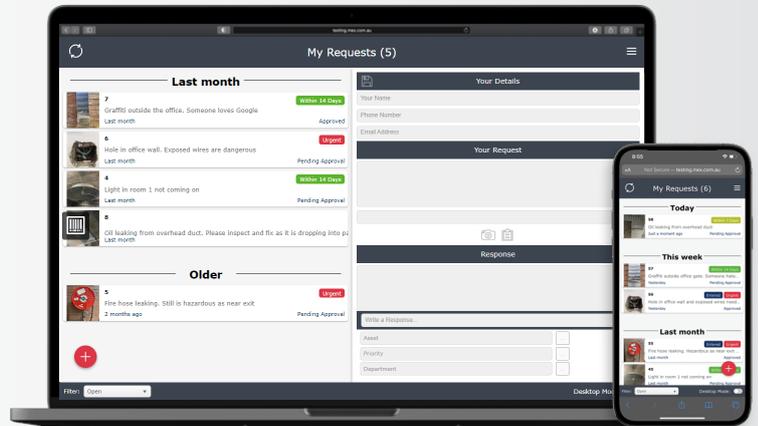
HOW OPS REQUESTS WORKS

Built around a solid communication model to get the job done!

ENTER REQUEST VIA MEX OPS

Use MEX Ops on a browser, mobile phone or tablet. Add all details, photos, videos or fill out a predefined form. Ops saves your request with all the information you need to get it actioned.

CLOSE OFF THE REQUEST

Upon successful completion of the task, an automatic alert is sent to the requester, and the request is promptly removed from the active request listing.

MAINTENANCE ADMIN NOTIFIED

The request is now in the queue and a notification is emailed to appropriate MEX Users. The maintenance team can then chat with the requester to ensure the right result achieved.

CARRYING OUT THE WORK

All important request details are carried over to the Work Order arming the maintenance team with all information to complete the job correctly.

ACTIONING THE REQUEST

Requests can be approved, declined, completed or cancelled at the click of a button. Instantly create a new Work Order or add to an existing one.