



CAFM+SERVICE DESK



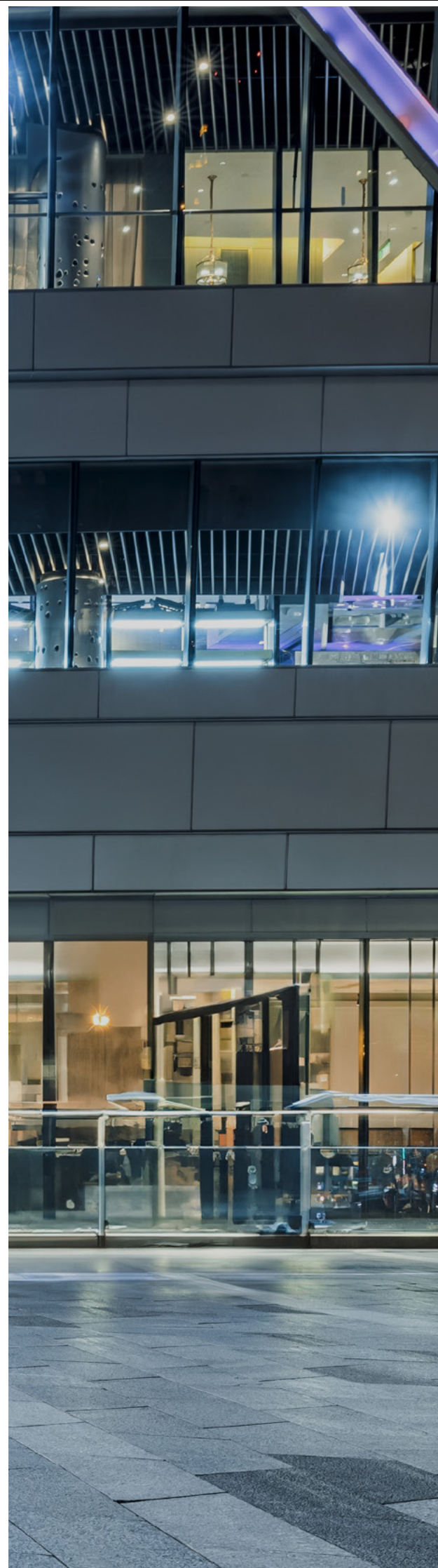
Powering better buildings

Take control of your facilities with our powerful and intuitive CAFM system. Streamline operations, automate tasks, and gain complete visibility over your assets and maintenance activities.

This is a CAFM service backed by a team of experts: our 24/7 Service Desk provides trusted support whenever you need it. They can log issues, assign contractors, and make sure jobs get done by the right people, in the right timeframe.

We give our clients the team and technology they need to manage their assets and deliver outstanding experiences around their built environment. Embedded in your business, we own jobs from start to finish and take full control of your service providers.

This empowers you to focus on unlocking the potential of your assets. Simplify facility management and optimise your performance with software you can rely on and people you can trust.



Our in-house, 24/7 Service Desk is a unique part of the CAFM offering.

Our CAFM platform is supported by a dedicated, in-house 24/7 Service Desk that takes full ownership of tasks from initiation to completion, ensuring nothing is overlooked.

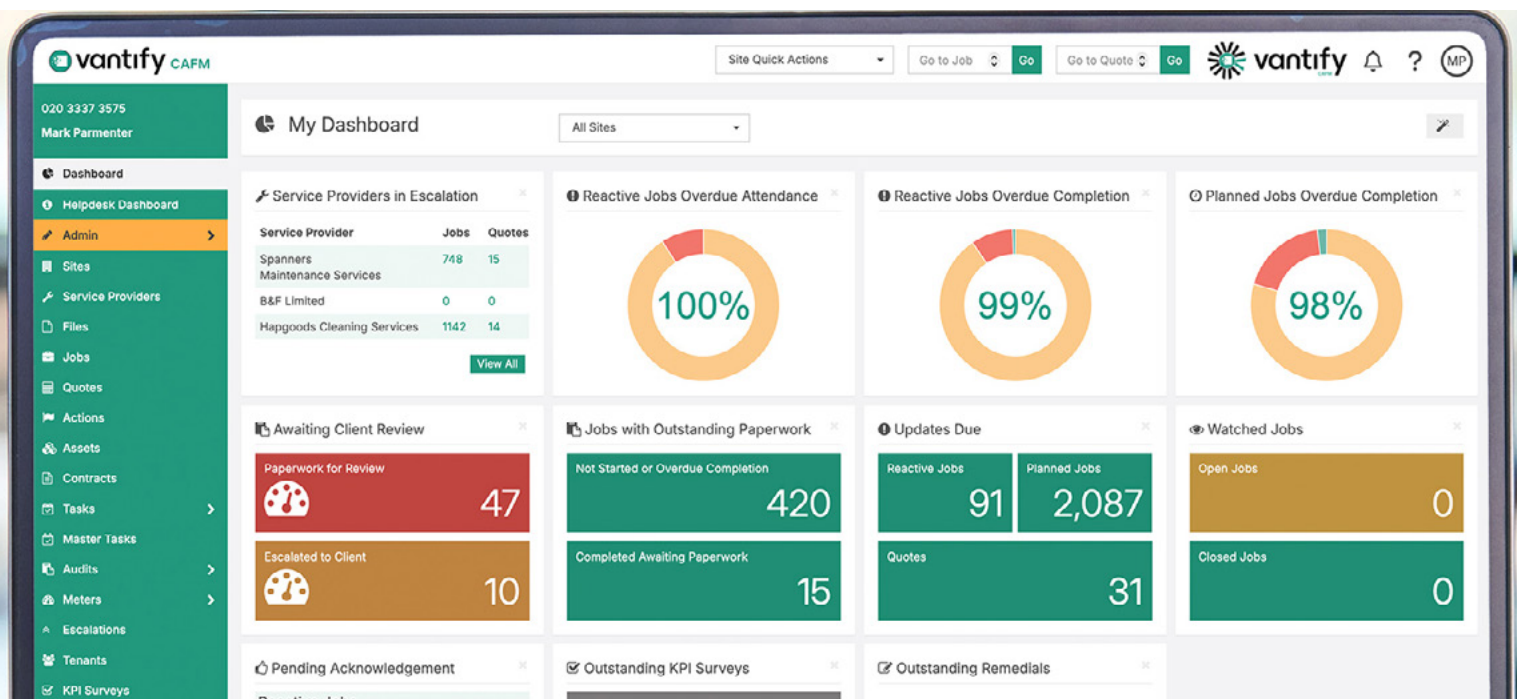
We allow you to store all your documentation, track actions, and see comprehensive audit trails so everyone stays informed. Our solution ensures you can build high-performing assets while we do the hard work.

Key Features

Facilities made easy, with real-time support.

- ⦿ Supplier Performance Monitoring
- ⦿ Reactive Jobs & Quotes Management
- ⦿ Planned Preventative Maintenance
- ⦿ Bespoke Audits, On the Move
- ⦿ Asset Management
- ⦿ Exception Reporting
- ⦿ Document Management
- ⦿ Vantify CAFM is integrated with Vantify Supply Chain and Vantify Risk Manager.
- ⦿ With UK-wide coverage and 24/7 backup, we've got you covered.
- ⦿ KPI Tool
- ⦿ Service Provider Summary
- ⦿ FM Activity Report
- ⦿ Monthly Reports
- ⦿ Audit Trend Report*
- ⦿ Operative Performance
- ⦿ Meter Reading Module
- ⦿ Patrols*
- ⦿ Spillages*
- ⦿ Late Opening/Early Closing*

NB - * Denotes Premium Module



CAFM Service Desk

In-house, 24 hours a day / 7 days a week

Our Service Desk sets us apart from other CAFM solutions. The Service Desk team act as an extension of your company. They log the jobs raised by FMs, dispatch those jobs to your service providers, then track their progress from initial attendance to completion. Our Service Desk will also monitor the integrity of data entered onto the system and proactively chase service providers for regular updates to ensure the job status on CAFM is always up to date.

“

It's peace of mind for myself too, with the service desk monitoring jobs & updates, and notifying me if I haven't seen it yet, is a great help, especially when I am travelling or busy.

Samuel Urmston,
Regional Facilities Manager, Whistl

CAFM Service Desk – In-house, 24 hours a day / 7 days a week

- ⦿ Branded as your Service Desk with a personalised email address and telephone number.
- ⦿ Managed in a manner that respects your company's culture and values.
- ⦿ Every action taken by our Service Desk team is traceable and auditable in the CAFM system.
- ⦿ Round-the-clock support 12 months, 24 hours a day, 7 days a week.

What are the common problems that a Service Desk deals with?

As you can imagine, tenants may call a Service Desk for all sorts of reasons related to the state of the property they occupy. However, based on the experience of the CAFM Service Desk team, we've found that the most common problems are:

Broken windows:

This can cause a health and safety issue that can be dangerous for tenants. It's important to fix this problem as quickly as possible to ensure occupant safety.

Alarms going off at night:

Of course, this causes a significant disturbance to tenants and their neighbours, so deploying a service provider to swiftly resolve this is crucial.

Heating issues:

If the heating goes off or the boiler stops working during Winter, this can be a major concern for building occupants. Once again, a quick resolution is necessary here.

Facilities managers often struggle responding to these problems out-of-hours. CAFM+ Service Desk makes this process easier by taking responsibility for these issues and providing solutions 24/7.

Better together. Only with Vantify.

Every Vantify product connects seamlessly - saving time, cutting costs, and keeping your people and property protected.

Combine Vantify CAFM with:



Vantify Risk Manager: Sync facilities management and health & safety by integrating CAFM Service Desk with Risk Manager.



Vantify Supply Chain: Strengthen vendor relationships and organise service delivery by assigning approved suppliers directly through CAFM workflows.



Vantify Risk Manager: Unlock a complete facilities management ecosystem with centralised data, streamlined processes, and actionable insights for better operational performance.

Onboarding is easy

1

Schedule a consultation

Talk with our experts to identify your unique needs and objectives.

2

Customise your solution

Collaborate with us to develop a solution tailored to your business needs.

3

Onboard your team

Benefit from comprehensive training to ensure a smooth transition.



**Contact us now for
the ultimate CAFM
Service Desk**





Discuss your needs today

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The information contained in this brochure, published June 2025, is intended to provide general information only and should not be relied upon as legal, financial or other professional advice.

William Martin, Meridian, Prosure360, and Elogs have joined forces to create Vantify® - our unified ecosystem that provides a single vantage point for compliance and risk management.

