

Press just once to benefit in several ways

Service on demand

Press just once and an order is sent to Facility Management: Service on demand allows you to make facility management highly efficient!

Here's how it works

You install our "Service on demand" buttons at service-intensive points such as document destruction containers, water dispensers and coffee machines or in meeting rooms.

Instead of these points requiring constant checks, the building users notify you when a service is required simply by pressing a button. The service provider or FM employees can then service that area only when it is really necessary to do so.

All benefits at a glance

With "Service on demand", you benefit in a number of ways:

Building users are demonstrably more satisfied, because employees always arrive "right on cue". At the same time, the platform offers you complete transparency on all services provided and types of malfunction. This enables you to ensure optimum planning and use of your resources.

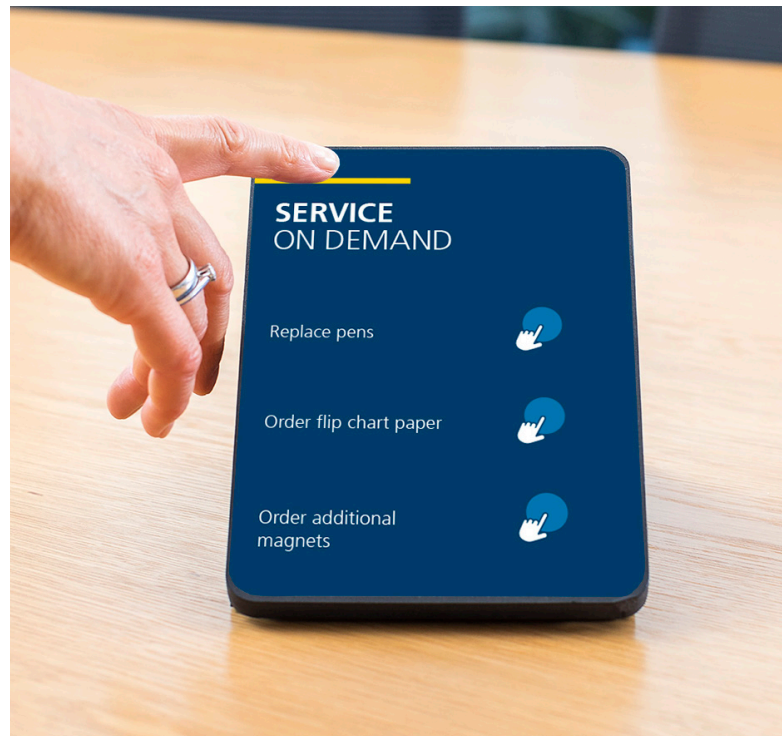
The advantages for you:

- Cost savings of up to 30% while maintaining quality levels
- Simple and efficient incident reports at the touch of a button
- Increased customer satisfaction thanks to the wow factor
- Transparency on the service provided and end-to-end control
- Versatile in use
- Quick and easy to implement

The underlying technology

We use LoRaWAN (long range wide area network). Integration is simple and does not depend on the existing infrastructure:

- Thanks to LoRaWAN (Swisscom LPN) there is no interference with the customer network (WLAN). This means that the system does not give rise to any corporate security concerns.
- The battery-operated smart buttons can be installed anywhere



Lightly touching the button is enough to trigger an order.

Here's how it works

All orders are reported to Facility Management by SMS or e-mail. Facility Management can process orders directly by smartphone via a web-enabled application and, if necessary, send an order to a contractual partner (such as a coffee machine partner).

The information that the contractual partner needs is already stored in the app. Thanks to Service on demand, all orders can be tracked throughout the entire process.

Our success stories with Service on demand

The Service on demand product is already being put to successful use by various companies. Learn more about the personal experiences of our customers and the added value achieved: www.swisspost.ch/service-on-demand.