

ConSol Success Story

CONSOL CM IN FACILITY MANAGEMENT



Customer

Johnson Controls IFM Industrie GmbH


Industry

Facility Management


Website

<http://jci.com>

Solution

ConSol  CM



Overview

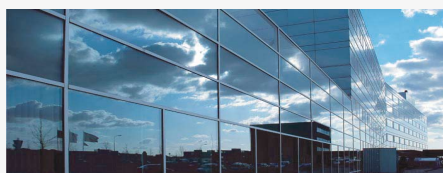
Johnson Controls uses ConSol  CM for facility management and help desk at its customer BASF.

Benefits



- ▶ Central request administration
- ▶ Efficient workflows
- ▶ Transparent processing status
- ▶ Detailed reporting including work time recording
- ▶ Easy to use



Johnson Controls: Automated Workflows



Johnson Controls, a globally active corporation with German headquarters in Essen employs ConSol  's help desk software for managing more than 100 buildings of its customer BASF Ludwigshafen. Thanks to ConSol  CM, Johnson Controls has an **automated task workflow** for the entire facility management at BASF.




Facility Management of 100 buildings

The ConSol  software maps two important organizational units: facility management and help desk. This makes possible the **central administration** of all incoming requests, as well as **detailed reporting**, including the recording of working hours. Moreover, ConSol  CM continually provides an up-to-date overview of which task is being processed at what time and by whom. Thus the software helps Johnson Controls in providing optimal service to its customer BASF.

After seeing ConSol  's online presentation, Johnson Controls was convinced: ConSol  CM is the system for them. The software went live in just three days, without a long test phase. The advantages were immediately evident: The digitized task management system creates more **efficient workflows** and an **improved overview**. Now the necessary

„When ConSol  presented ConSol  CM, we knew right away that this is exactly what we needed. And our expectations have been more than fulfilled:
Within a short time, we had an automated task management system that all of our employees could start using immediately.
The software is so user-friendly that we only needed half a day for training.“

*Volker Kalkbrenner, Project Manager
at Johnson Controls IFM Industrie GmbH*

escalation and reporting options are available with ConSol  CM.

Further steps are planned, including direct mail receipt, automatic data administration, and the installation of a Blackberry client.

ConSol  Software GmbH

Franziskanerstraße 38
D-81669 München
Tel.: +49(0)89-45841-100
Fax: +49(0)89-45841-111
info@consol.de
www.consol.de