



Arantico ServicePro manages 10,000 maintenance requests annually from 300 hospital staff



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

BENEFITS

- Removal of paper maintenance requests
- Allows staff to easily log requests online
- Send jobs directly to the Technical Services team mobile phones using Arantico ServicePro app
- Technical Services team complete job reports easily on mobile phone app.
- Follow-on jobs easily created on mobile phone app or back office.
- Shorter response time leading to higher staff satisfaction
- Better management and compliance reporting

“Because Arantico ServicePro is a ready to use software product it can be setup, configured and in the hand of the end users within weeks and even days”

TALK TO US

T: 0906 492987

E: sales@arantico.com

W: www.arantico.com

CASE STUDY

To reduce the paperwork and provide a greater experience for hospital staff, Kilkenny General Hospital implemented Arantico ServicePro job scheduling and mobile workforce app. This enables 300 staff to easily log maintenance requests and for the Technical Services team to efficiently manage over 10000 annually and exceed staff and management expectations.

The Technical Services department is responsible for utilities (MV/LV/ELV Power, Natural Gas, Oil, Water, Sewerage, Telecom, Medical Gas, Waste, grounds, roads and landscaping); building fabric maintenance and services (passenger/bed lifts, CSSD Equipment, catering/laundry equipment, water treatment, heating and ventilation systems); repair and maintenance of clinical engineering systems and equipment (theatres, ICU, SCBU, CCU and diagnostic departments); and service and maintenance of all life safety equipment(fire alarm and emergency lighting systems, Fire Hydrants/dry risers, portable fire-fighting equipment, fire compartments/doors.)

“The Arantico system has greatly reduced the paperwork and time spent on logging and responding to jobs leading to greater staff satisfactions and easier reporting to management. We are up on 10,000 jobs annually and before we implemented ServicePro it could take days to get service dockets completed and reports available. Now I know when a job is finished, and I can view the updated reports within minutes”

Noel Motherway,
Maintenance Officer



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