

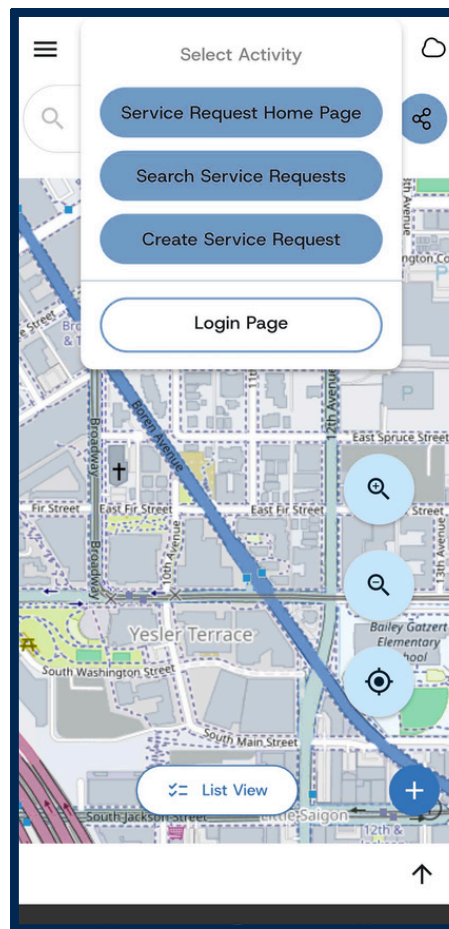
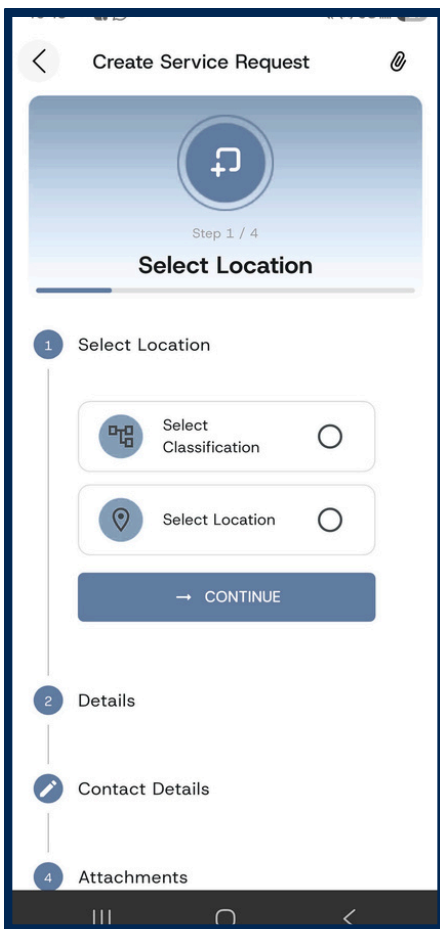
UX SERVICE REQUESTOR

SOLUTION BRIEF

A modern, intuitive way for users to report and track service requests.

PRODUCT OVERVIEW

Built on the Mobile Informer UX Suite multi-platform native app framework, the solution enables organizations using IBM Maximo to extend service request capabilities to employees, tenants, contractors, customers, and field users through a guided mobile experience. With a step-by-step reporting wizard, image capture, and real-time request tracking, users can quickly submit issues from the field while service teams gain greater visibility and faster response times.



BENEFITS

- Simplifies service request reporting**
- Enables rapid issue capture from the field**
- Expands service request access beyond Maximo users**
- Improves visibility into reported issues**
- Reduces service desk workload**
- Keeps users informed through broadcast notification**

KEY CAPABILITIES

Field Issue Capture

Create requests directly from mobile devices and attach photos.

Guided Request Submission

Wizard guides users through location, category, and issue description.

Request Tracking

Track request status and provide contact information for follow-up.

Bulletin Board Messaging

Broadcast alerts for outages and known issues.

Purpose-Built for IBM Maximo

Integrates directly with Maximo Service Request processes.

No Maximo Account Required

Submit service requests without a Maximo or MAS login.

GET MORE FROM INFORMER UX SUITE MOBILITY

Empower your field teams with speed, reliability, and confidence. Informer UX Suite Mobility delivers true offline-first execution, real-time data accuracy, and enterprise-grade security - so your teams get the job done right the first time.

Scan the QR code now to explore Informer UX Suite for Mobility—and connect with our team to schedule your demo or get answers to your questions.

