



## fm24 help desk

Delivering a first class, bespoke help desk solution for your needs

### The service

Macro's management has over 20 years of international experience, delivering help desk services to clients. We offer a 24/7 global service 365 days a year, with back-up facilities for all areas. Our operators are fluent in many languages including English, Arabic, Hindi and Tagalog. This service can either be part of an integrated managed services solution or a fully independent help desk requirement.

### Product

We use a state-of-the-art, fully integrated, Computer Aided Facilities Management (CAFM) system with Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) being monitored and controlled in real time.

## Benefits to the client

We can monitor all your business assets through CAFM, by planning and creating a central repository of all your data.

### Key features are:

- Planned preventative maintenance scheduling/control
- Life cycle analysis
- Financial analysis
- Risk analysis
- Bar coding

By fully utilising the CAFM system we are in a position to report on all aspects of your operation, enabling you to make correct business decisions.

### Report capabilities include:

- Call volume analysis
- Call performance analysis against predefined service levels
- Asset performance and history
- Financial analysis against predefined budgets

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## How Macro works

We have the skills and knowledge to fully utilise the latest CAFM software – Concept – which has been produced by the region's leading CAFM provider, FSI.

### What we offer:

- A fully integrated system
- Call logging/allocation
- Asset management
- Full financial control
- Stock/procurement control
- Remote access capability
- Extensive reporting functionality
- Property management/leasing
- Building management systems integration
- AutoCAD integration
- Full service level and key performance indicator monitoring/control
- Mobile solutions
- Real-time dashboards
- Facility booking

### Contact

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## one of our clients

Macro provides independent Help Desk services at Emirates International Property Services (EIPS)



Macro has provided a 24/7/365 help desk and asset management service for Emirates International Property Services (EIPS), providing EIPS with reports of help desk activity on a real time basis, through a single point of contact. Using a state-of-the-art Computer Aided Facilities Management (CAFM) system Macro has been able to support EIPS in asset management, resource utilisation, stock management, utility consumption management and reporting.