SCLogic’s Intra platform helps large facilities design, execute, and measure asset and service workflows. From last-yard package tracking and receiving logistics to maintenance and IT support service requests, Intra is configurable to target your facility’s unique and everyday accountability pain-points. SCLogic’s 22-year focus on in-building logistics informs every aspect of our platform.

**Challenge us.**

**Concierge Request Workflow Model**

The following Intra Concierge Request workflow is an example of how an organization might use the Intra platform to streamline and prioritize web requests, dispatch service workers, confirm request completions, and measure productivity.

**Request Variables**

Managers think about:
- Internal task list such as restocking, conference room setup and clean up, and visitor approvals

**Assign**

- Conference room tasks automatically added to maintenance sweeps
- Assigned jobs are sent directly to operator handhelds

**Notify**

Email/text notifications for request:
- Received
- Approved
- Denied
- Visitor arrival confirmation

**Fulfill**

- Track time spent on conference room tasks by scanning the location barcode at start & finish
- Scan visitor badges upon entrance

**Metrics**

- Visitor duration, location, past visiting history
- Response times
- Exceptions
- Conference room reset benchmark
Handling the logistics of your requests

Every Intra Enterprise client is deployed individually with an isolated database and application server instance. This way you get what you need in a workflow logistics tool, not what someone else thinks the general population needs. Ask us about it, it matters.

Consolidate multiple concierge processes into one with cascading logic, simplifying the inherent complexity of managing numerous request forms as well as improving the user experience. Select your desired request type and the corresponding remainder of the form will automatically appear.

Individualize and differentiate your request forms with customizable header text, colors, and graphics.

Select internal or external delivery addresses with conditional field formatting—simply pick a name and see the rest of the contact information auto-populate.

Enable the date/time picker for conference room preparation or visitor arrival to ensure the necessary steps in your logistics process are appropriately tagged in the system, supporting SLA requirements and highlighting items that are at risk of missing designated timeframes.

Build a form that suits your process and brand with configurable text fields, highlight colors, and more.
How your workflow fits on Intra’s **in-building logistics platform**

**A Home Base to Fit Everyone**
Intra’s web portal provides customized access to items, service requests, reports, searches, and more based on user permissions. Connect and share data with legacy facilities/HR/Finance applications using our IntraKit API and open them to your users.

**Manage Your Services**
Intra gives you the power to build, view, approve, fulfill, and move processes through to completion for all the in-building logistics you manage.

**Insight You Can Use**
Use the data that Intra collects to create metrics that give valuable, real-time statistics on daily operations, SLAs, trends, and more. Use pre-loaded reports or create your own, customizing not only individual reports but entire dashboards with rich, interactive graphs and charts that can be viewed privately or displayed on your department’s main floor.

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**Mobile software for the mobile workplace**
Intra’s mobile applications give couriers the ability to collect service point proof-of-completion/delivery, managers the visibility to track and fulfill items and requests, and users the power of modern request forms that are editable, allow attachments, and send automatic email/text notifications.