Intra Enterprise - The In-Building Logistics Platform

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.

Facilities Request Workflow Model

The following Intra Facilities 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 & Approve**
  - Consolidate multiple requests into one form for expediency
  - Require approvals to control costs and provide visibility

- **Assign**
  - Auto-add tasks to the dispatch screen for quick assignment
  - Apply urgency levels
  - Send assignments in real-time direct to mobile device operators

- **Fulfill**
  - Close the accountability loop via:
    - Signature
    - Location barcode scan
    - Simple status change

- **Measure**
  - Job volumes
  - Time from request to completion
  - Compliance/SLA exceptions

- **Notify**
  - Email/text notifications for request:
    - Received
    - Approved
    - Denied
    - Further explanation required

Build + Configure + Centralize

Facilities Request Workflow
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.

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.

Combine the functionality of multiple forms into one with cascading logic, streamlining and simplifying the end user submission process. Select your desired facility request type and the corresponding remainder of the form will automatically appear.

Build a form that suits your process and brand with configurable text fields, highlight colors, and more.

Support SLA requirements with a date/time picker and urgency levels that ensure items are appropriately tagged in the system and completed within the designated timeframe.

Keep user navigation simple and error-free with drag-and-drop file attachments so users can include photographic evidence of the repair needed. A required field ensures further description will be provided.
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.

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.