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.

Interoffice Request Workflow Model

The following Intra Interoffice 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:
    - High volume of incoming pick-up requests
    - Coordinating timely item retrieval and delivery

- **Assign**
  - Incoming pick-up requests are automatically added to courier to-do lists
  - Prep mail/packages for internal delivery or external shipment

- **Notify**
  - Automatically assign rush pick-ups to meet SLAs
  - Status updates, including current location scans, and external shipment tracking numbers

- **Deliver & Fulfill**
  - Collect signature when delivered
  - Close accountability loop

- **Metrics**
  - Route volume
  - Processing time
  - Pick-up time
  - Quarterly volume comparison
  - Forecasting

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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.

Interoffice Request

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 in the Sender/From and Recipient/To sections and see the rest of the contact information auto-populate.

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.

Remedy incorrectly filled out and submitted forms with editable, post-submission functionality.
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.