Digital Services Workflow Model

The following Intra Digital Services 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.

Intra Enterprise - The In-Building Logistics Platform

SC Logic’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. SC Logic’s 22-year focus on in-building logistics informs every aspect of our platform.

Challenge us.

Request Variables
- High volume of incoming requests from all over
- Varying urgencies - from 2 hours to next week

Assign & Fulfill
- Automatically assign rush jobs to meet SLAs
- Easily identify potentially late jobs

Delivery
- Incoming requests or deliveries are automatically added to sweeps
- Prep for jobs for internal delivery or external shipment

Metrics
- Departmental spending
- SLA exceptions
- Print volumes
- Employee performance

Signature Collected
- Collect signature when delivered
- Close accountability loop
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.

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

Combine the functionality of separate print, copy, and scan forms into one with cascading logic, streamlining and simplifying the end user submission process.

Customize sections of the form to your print shop’s offerings with tailored field headers, dropdowns, radio buttons, and more for a form that fits like a glove.

Give your users a clear, quality experience with descriptive high-resolution images, avoiding confusion, simplifying the decision making process, and increasing overall user acceptance and satisfaction.

Break down the numbers in real-time with a built-in live price quote tool, letting users know exactly how much their job will cost and allowing managers to quickly run reports detailing departmental spending.

Keep document submission error-free with drag-and-drop file attachments. Include a Special Instructions field to allow users to provide further instruction on their request.
How your workflow fits on an 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.