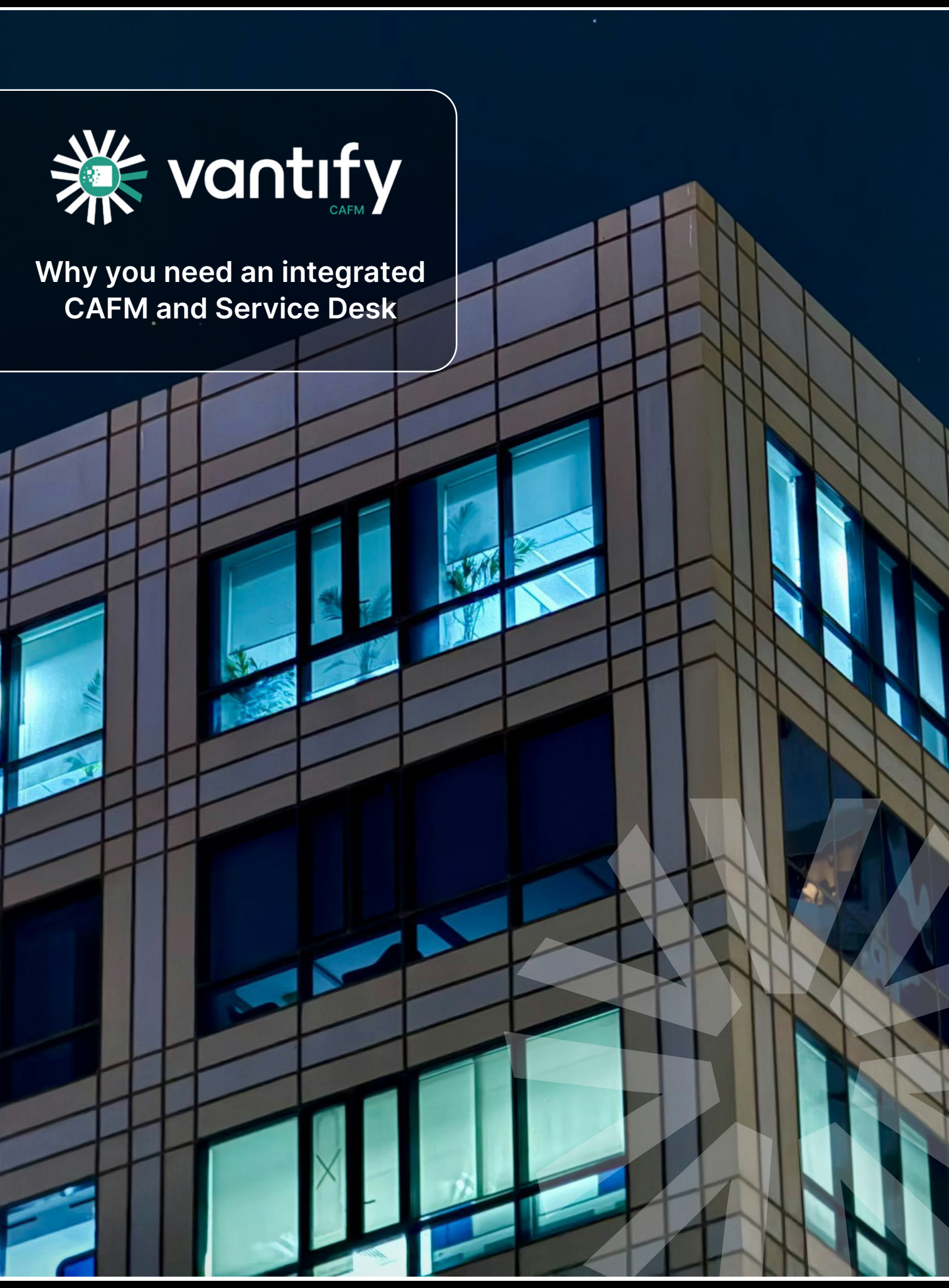
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CAFM

# Why you need an integrated CAFM and Service Desk



**Compliance. Connected.**

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# Why you need an Integrated CAFM and Service Desk

whistl

*It's peace of mind for myself too, with the Service Desk monitoring jobs & updates, and notifying me if I haven't seen it yet, is a great help, especially when I am travelling or busy.*

**Samuel Urmston,**
Regional Facilities Manager, Whistl

Facilities management doesn't stand still. Reactive problems, compliance obligations, and multi-site complexity mean the margin for error is narrow. That's why serious Facilities Managers don't just need any CAFM system, they need one that's connected to everything else.

That's why Vantify delivers one vantage point for connected compliance.

But technology alone isn't enough. Keeping buildings running smoothly 24/7 requires people behind it. That's where the Vantify Service Desk comes in: handling calls, coordinating Service Providers, and keeping operations moving. Not an outsourced call centre, but a team embedded in your operation, who feel like part of your business.

vantify CAFM



# What problems does a Service Desk solve?

The idea behind a service desk is to track jobs from start to finish, ensuring that nothing gets dropped. It takes ownership of any building issues that may occur, supporting tenants and giving FMs peace of mind.

## Out of Hours Issues

Out-of-hours incidents don't wait for business hours. A pipe burst at 2am, a failed alarm, a heating system down in January - these need an immediate response, not a voicemail.

The Vantify Service Desk operates 24/7, so your team doesn't have to. Emergencies are handled, Service Providers are mobilised, your tenants get resolution, and FMs get the notification in the morning.

The result: faster resolution, stronger tenant relationships, and a property portfolio that runs without you carrying it on your own.

## Keeping FMs informed

When using Vantify CAFM and Service Desk, facilities managers stay informed across everything occurring within their properties. If the Service Desk resolves a tenant issue overnight, the FM receives a notification from the CAFM the next morning, providing a full record of what happened, when, and how.

Across a large portfolio, that visibility matters. The Service Desk takes ownership; the CAFM gives you the audit trail. Together, they reduce unnecessary site visits and free your in-house team to focus on higher-value work. Ultimately, this saves time and money, keeping your people and your buildings performing at their best.

## Finding a service desk that can react quickly

Response time isn't a nice-to-have. When a tenant has a problem, every minute counts. When calling the Vantify Service Desk, 96% of calls are answered within 20 seconds. And 98% of emails receive a response within 4 hours.

In facilities management, having a Service Desk who can react to these problems quickly promotes positive relationships with tenants as well as maintaining your business's reputation



# What are the main benefits of CAFM and service desk?

The integration of CAFM and Service Desk creates a single source of truth. Communication is streamlined, records are complete, and the FM is always informed. Tenants, both residential and commercial, have fewer reasons to complain. And when issues do arise, they're resolved faster.

When nothing gets dropped operationally, Facilities Managers can focus on the bigger picture.
The core benefits:

- Driving efficiencies within your business.
- Streamlining facilities management.
- Improving tenant relationships.
- Enhancing professional reputation in the industry.
- Reducing administrative burden on in-house teams.

With jobs, assets, PPMs and Service Providers all in one platform, Vantify CAFM and Service Desk gives property managers and FMs the operational oversight they actually need.

The Vantify Service Desk takes ownership of out-of-hours issues 24/7, so problems are dealt with the moment they arise. From routine maintenance faults to urgent safety incidents, the Service Desk team handles the full range of issues that cannot wait. Common problems include: broken windows, alarms going off at night, and heating issues.



# Why is an integrated service desk better than an outsourced approach?

You could buy a CAFM system and a Service Desk separately. Many do. But disconnected tools create disconnected outcomes: different teams, different data, no continuity.

Outsourced service desks spread their expertise thin. Agents rotate across products, industries, and geographies, which means whoever picks up your call may have little context on your system, your tenants, or your sector.

The Vantify Service Desk is in-house, UK-based, and works exclusively on Vantify. Nothing else. That singular focus builds the kind of product knowledge and process fluency that only comes with repetition. Our team do not work from scripts. They apply knowledge built through years of hands-on experience with the platform, which means they can diagnose faster, escalate appropriately, and resolve with confidence.

The team knows the system inside out because it is the only system they work on. The result is faster resolutions, fewer errors, and a team that drives jobs through to completion with the same urgency you would.

# How does Vantify CAFM and Service Desk work?

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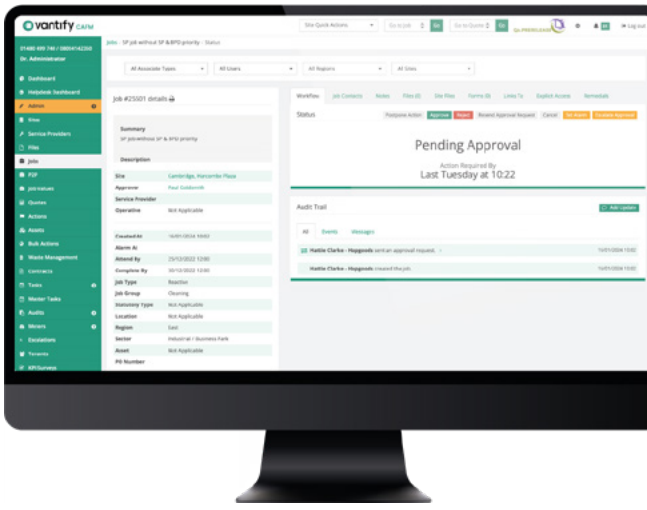
> *"It prevents jobs being delayed, reduces risks, and keeps operations running smoothly."*

**Samuel Urmston,**
Regional Facilities Manager, Whistl

Vantify Service Desk helps people solve problems by taking calls or emails and raising requested jobs on the CAFM system. Once a job has been raised, our team will communicate with the clients, the facilities managers, the surveyors, and the Service Providers to ensure the work gets completed as quickly as possible.

Our team operate as a part of yours, customer-facing, informed, and accountable. You keep focus on your strategic priorities.

**We do the legwork.**



# What makes Vantify CAFM and Service Desk unique?

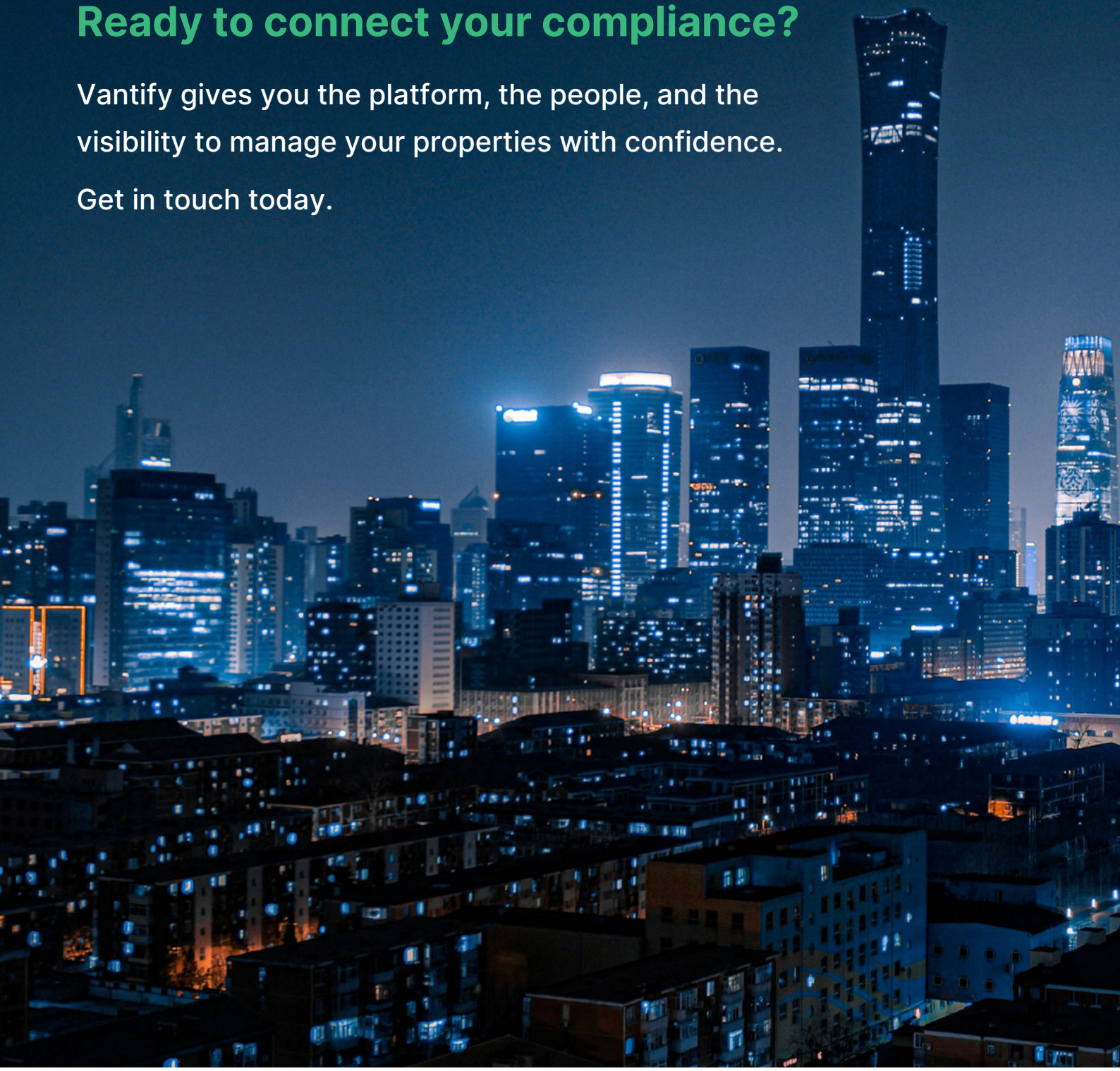
Vantify is one of the few providers who offer a truly integrated CAFM and Service Desk. Every action is traceable and auditable within the platform, giving you complete transparency across your portfolio.

By choosing Vantify, you not only get an advanced CAFM platform, but also a dedicated team who care about your problems and are deeply committed to solving them. Unlike an outsourced approach, our Service Desk team are genuinely invested in your success and accountable for outcomes, not just call volume.

## Ready to connect your compliance?

Vantify gives you the platform, the people, and the visibility to manage your properties with confidence.

Get in touch today.



# Discuss your needs today

0203 337 3575
enquiries@vantify.com

Registered Office, 20 Grosvenor Place, London, England SW1X 7HN

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