

AssetWorks for Building Managers

Oct. 15, 2025





Agenda

- FP&M's customer service strategic initiative
- General introduction to AssetWorks
- Common functions for Building Managers
- Questions



FP&M Customer Service Initiative

Deliver Exceptional Customer Service

that anticipates and manages customer expectations through transparency and proactive communication.





FP&M Customer Service Initiative

- Establishing consistent processes and practices
- Encouraging collaboration
- Leveraging technology
- Using data to make strategic decisions



What is AssetWorks?

- Integrated work management software system
- Also – the software company's name



Why does Physical Plant use AssetWorks?

- To manage and coordinate Physical Plant work orders and projects
 - To manage finances related to work orders and projects
- *It enables us to run our business all in one integrated software package*



AssetWorks System Overview

- **ReADY** is AssetWorks' outward-facing platform where campus users submit work requests. Requests entered in ReADY are then reviewed and approved by the Physical Plant Customer Service team.
- **AiM** is the internal system Physical Plant uses to manage work orders once they've been approved in ReADY. Physical Plant staff track, assign, and complete work using AiM.
- **BIRT** is the reporting tool within AiM that allows users to view information about the status of work orders and other information relevant to building managers.
- **Work Order Subscription** is an optional feature that building managers can use to receive email updates on work orders in their buildings.



ReADY Demo

- When submitting new requests, more information is usually better:
 - Notes
 - Images
 - Conversations/emails



How to gain access to AiM

- Prerequisite: a signed approval slip from a Dean-level employee or higher in your division.
 - Go to ReADY and click on “AssetWorks Access Request” and fill out the form.
- The approval slip is available through the same Access Request ReADY form.





Customer Call Center

- First line support for troubleshooting issues with ReADY and AiM
- PPCS processes new ReADY requests and will reach out to you if there are questions.
- Contact information at end of presentation



AssetWorks Features and Tips for Building Managers

- Customer Work Order Detail Report – (Report 1007)
- Building Work Order Summary – (Report 1003)
- Work Order Subscription Report (New Building Manager home screen)



Important resources

- [ReADY](#) – to submit requests for access to AssetWorks or submit work order requests
- [AiM](#) – to access reports
- [FP&M Knowledgebase](#)
- PPCS Contact:
 - Email: ppcustomerservice@fpm.wisc.edu
 - Phone: (608) 263-3333
- [*facilities.fpm.wisc.edu/facility-manager-tools*](https://facilities.fpm.wisc.edu/facility-manager-tools)



Contact information

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