

# Work Order Management

## Field Operations and Maintenance for Government Agencies

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Create, assign, track, and close work orders for facilities, infrastructure, fleet, and utilities -- with public request intake and cost tracking in a single platform.

Public works, facilities, utilities, and parks departments all run on work orders. Brixton Work Order Management centralizes every request, assignment, inspection, and repair -- from the public-facing service request portal through field completion and cost tracking.

## Core Capabilities

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- Work order creation from staff, supervisors, inspections, and public requests
- Public service request portal with status tracking for residents
- Preventive maintenance scheduling by calendar and meter interval
- Technician assignment with workload visibility
- Mobile field app: accept, update, and close work orders in the field
- Parts and materials tracking with inventory deduction on close
- Asset linkage: work orders post to asset maintenance history
- Inspection checklists configurable by asset type
- Cost tracking: labor, materials, and parts per work order

## Reporting and Oversight

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- Open work order dashboard by department, priority, and age
- Backlog reports with status by work type
- Cost-per-work-order analysis by facility and department
- Preventive vs. reactive maintenance ratio tracking
- Public request volume and completion rate by service type
- Export any report to PDF or Excel on demand

## Public Request Portal

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Residents submit service requests through a branded public portal -- pothole reports, streetlight outages, park maintenance needs, and any service type you configure. The system assigns a tracking number and sends automated status updates by email. Supervisors see all incoming requests in a triage queue and convert them to work orders with one click.

## Preventive Maintenance

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Define PM schedules for every asset class -- HVAC systems on filter cycles, vehicles on mileage intervals, extinguishers on annual inspection. The system generates work orders automatically when each trigger is reached. Completed PM work orders reset the next-due schedule. Assets that miss their PM are escalated to supervisors.

## Mobile Field Operations

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Field technicians receive assignments on their phones. They view work order details, asset history, and parts lists before arriving on site. In the field, they log time, parts used, notes, and photos. Work orders close from the field, triggering inventory deduction and automatic status updates to the requester.

## What We Configure For You

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- Work order categories and priorities matching your operations
- Public portal branded to your agency with your service categories
- PM schedules configured for your facility and fleet asset inventory
- Parts inventory set up for your standard stock items
- Approval routing configured to your supervisor structure
- Role-based access: Supervisor, Technician, Public Requester
- User training sessions during onboarding

## Platform Specifications

### White-Label Deployment

The public service request portal carries your agency logo, colors, and domain. Status emails to residents come from your agency address. The staff portal and mobile app carry your branding. The mobile app can be published under your agency name on the App Store and Google Play.

<b>Deployment</b>	Cloud-hosted and managed by Brixton Systems.
<b>Access</b>	Browser-based for staff. Public request portal requires no account.
<b>Mobile App</b>	iOS and Android. Full offline capability, syncs on reconnect.
<b>Data Security</b>	AES-256 encryption. Role-based access by department and supervisor.
<b>API</b>	REST API available for reporting and data export.
<b>Reporting</b>	Built-in report library plus custom builder. Export to PDF and Excel.
<b>Uptime</b>	99.9% on Brixton-managed hosting.
<b>Support</b>	Email and phone support. Dedicated onboarding assistance.

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# Ready to deploy Work Order Management?

Brixton Systems configures, hosts, and supports government software for agencies, municipalities, school districts, and counties.

## 01

### Discovery Call

We learn your requirements, workflows, and agency structure.

## 02

### Configuration

We set up the platform to your branding, roles, and data needs.

## 03

### Go-Live

We train your team and support your launch from day one.

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All Brixton Systems products are available for white-label deployment under your agency or company brand.