

Siveco Group launches Coswin Open, Its web-app for job and service requests

CMMS | Job request | Web-app | mobility

Siveco Group software editor, expert in CMMS solutions for 35 years launches Coswin Open, a web-app for work requests and services accessible to everyone at any time, on any terminal. The editor is, in this way, responding to its customers' expectation to have a simple and intuitive solution that can be used by a non-technical audience.

Coswin Open, the first web-app made by Siveco Group

Usable by all the occupants/users of a building or community, whether they are users of Coswin 8i or not, the Coswin Open web-app allows to report a problem and alerts directly the technical departments concerned so that they can intervene as quickly as possible: an air conditioning not working, a broken down lift, a leak in the bathroom, a maintenance problem with the green area...

Coswin Open is available in several languages, like the entire Coswin software range.

Simplification of work requests

Coswin Open can be accessed very easily via a QR code generated from Coswin 8i. This multi OS and multi support Web-app (PC, tablets, smartphones) only requires a simple internet connection to function.

The creations of intervention, service or work requests are thus simplified and can be enriched with multimedia contents: addition of photos, videos, voice recording... The input of requests is guided, making it easier for the users.

« Following requests from many customers, we are extending the possibilities of our CMMS platform Coswin 8i, with the arrival of Coswin Open. Coswin Open, in a simple, intuitive and guided way, democratizes the relationship between any user and the maintenance services from any mobile device or PC connected to the internet. At a time when service to the end customer is the absolute priority of any organisation, Coswin Open is going quickly to become indispensable. Furthermore, in terms of organisational efficiency, it avoids double entries due to call centre or any request tool not directly connected to Coswin 8i», explains Carlo Fichera, Siveco Group's CEO.

About Siveco Group :

The software editor **SIVCO GROUP** supports companies in the implementation of their Computerised Maintenance Management Systems (CMMS), with its range of Coswin solutions. www.siveco.com

- More than 35 years of CMMS experience and innovation
- A tailor-made offer that adapts to any organisation and line of business
- More than 1700 customers sites, from SME's to major accounts, in France and abroad
- 90 000 Coswin users worldwide (ArianeGroup, Bonduelle, Cérélia, Renault, Unesco, SANEF, Vinci Autoroutes, BNF, Universcience, Sunzil, VICAT, Orano...)

For further information:

Photos, logos, customer testimonials, press kit, organization of interviews on request from:
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