



■ COMPANY PRESENTATION

People who handle your maintenance tickets.

A team that takes your requests, logs them in your tool and follows them through to closure.



■ WHAT WE DO

We handle the maintenance tickets for your spaces.

Fixfy gives you a team of people who handle the maintenance tickets for your spaces: they take each request on the channels and during the hours we agree on, log it in your tool and follow it through to closure, keeping the person who reported it informed.

The team uses AI to summarise and categorise cases; a person decides and replies.

A service run by people

You hire a team of operators who handle your requests. The tool is yours.

Maintenance only

We know what a work order is and whose job it is, and we follow each case until it's closed.

Through to closure

We follow every ticket until it's closed and tell the person who reported it.

■ ABOUT US

From day one, a person answers.

Fixfy was founded in 2019, helping people who had just suffered damage at home. That is where our way of working comes from: a person answers, follows the case through and keeps the person who reported it informed. Over time we have added measurement, digital tools and continuous improvement.

■ 2019

We started by answering the phone to people who had just suffered damage at home

■ WHAT MATTERS

How it ends: calling back and giving updates without being asked

■ MEASURE

How long it takes to answer, to pass the case on and to resolve it

■ TOOLS

Channels in one place, with SiGO as our technology provider

■ CONTINUOUS IMPROVEMENT

Team guides and a dashboard for each service

■ TODAY

AI already helps us summarise and categorise. Next: spotting repeated requests and drafting replies

What the team does for you.

01

Request intake

We take requests by phone, email, chat, WhatsApp or web form, during the hours we agree, and open the ticket with what's needed to act: what, where, photos and urgency.

02

Ticket management and follow-up

We categorise and prioritise by your criteria, pass the ticket to whoever you choose and track it until it's closed. We flag what gets stuck and what is coming due.

03

Updates to the person who reported it

We tell them how it's going, in plain words, and tell them how it was solved when it's closed.

04

A tidy system

Complete tickets, duplicates merged, categories up to date. What keeps happening gets counted, so whoever runs the space can decide what to prevent.

■ HOW WE WORK

A person in charge of every request.

The team works in your tool and uses AI to summarise and categorise. A person on the team reads every request, decides what to do and replies.

There's always a person

A person on the team reads every request, decides what to do and replies.

AI as the team's tool

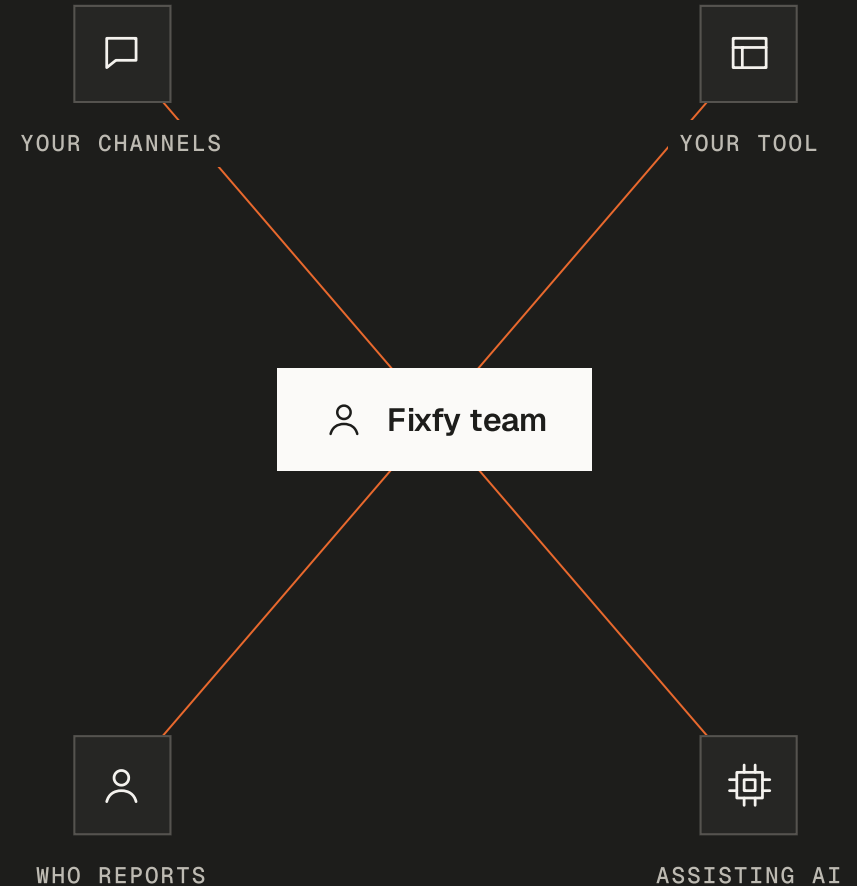
It summarises cases and suggests category and urgency. A person checks it and decides.

In your tool, not another one

We work inside the one you already use (SiGO, Reparant or another CMMS), once we've agreed access and which tasks we take on.

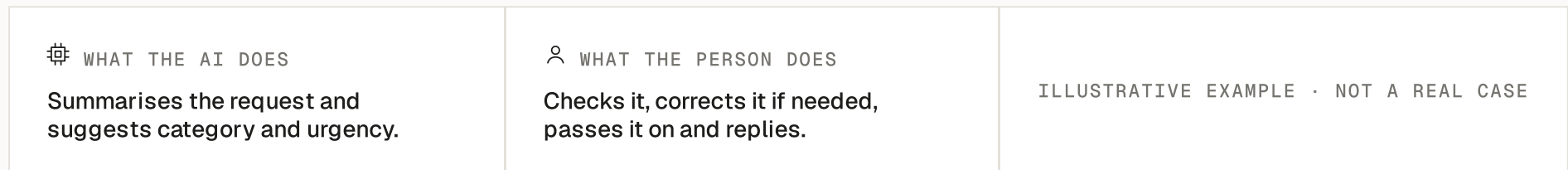
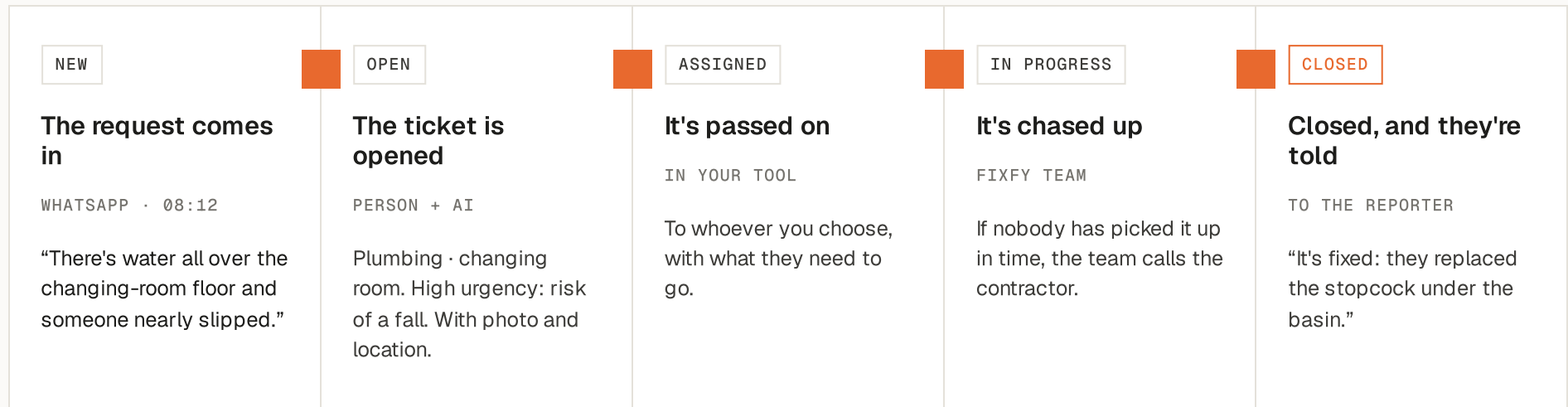
Your name, your channels

The person reporting talks to your organisation; we respond on your behalf.



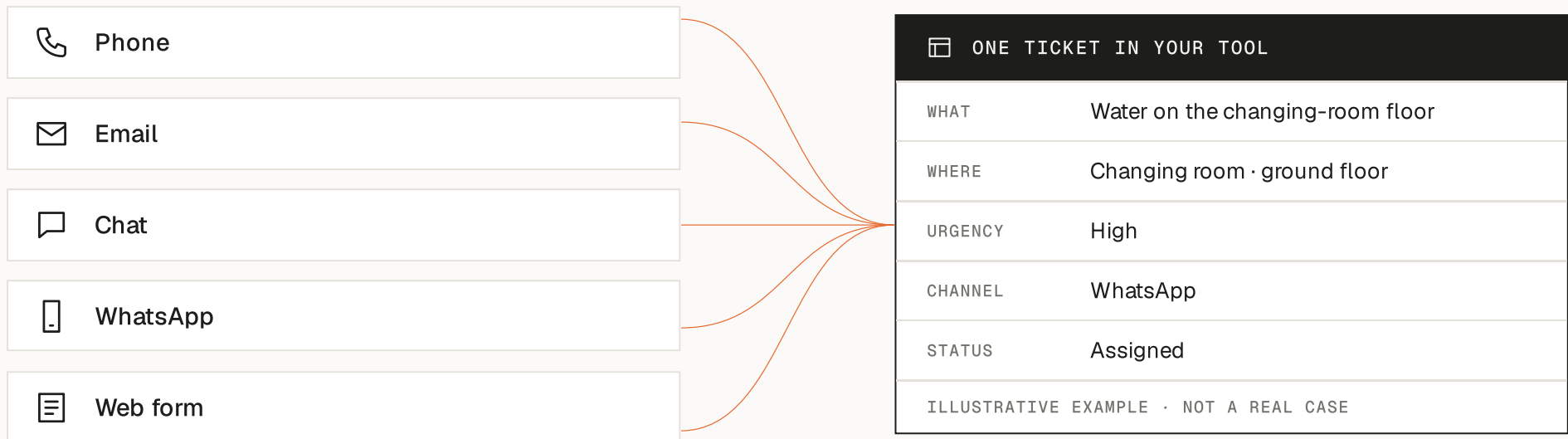
■ TAKES ■ LOGS ■ FOLLOWS ■ INFORMS

From the request to “it's fixed”.



CHANNELS

We take requests on the channels we agree with you.



Everything ends up in one place, your tool, logged the same way whichever channel it came through. During the hours we agree.

We respond on your behalf: the person reporting is talking to your organisation.

For those who own the space and those who maintain it.



Space owners and managers

Owners and managers of buildings, residential blocks, offices, shopping centres, sports facilities, hotels, care homes and public spaces. They receive requests and need someone to handle and follow them.

EXAMPLE REQUESTS

Lift out of service

Leak in the entrance

Light out in a corridor



Contractors and maintenance managers

Companies that receive the jobs and need someone to organise them, talk to the client and chase every order to closure, without adding to their technicians' workload.

EXAMPLE REQUESTS

Order nobody has picked up

Client asking for an update

Visit to be scheduled

■ TOOLS

We work in the tool you already use.

We don't ask you to switch systems. The team works in yours, with your categories and your rules, once we've agreed access and which tasks we take on. If you don't have one yet, we suggest SiGO.



The CMMS you already use

We look at it together before starting.



Reparanet

We work inside it, with the access we agree.



SiGO

Our technology provider. We suggest it if you don't have a tool yet.

Other tool names belong to their owners and are mentioned only to say where we can work.



■ GETTING STARTED

Let's talk about your tickets.

Write to us and we'll tell you how we'd do it in your case.

1

We talk

You tell us about your spaces, the requests you get and what you'd like to change.

2

We look at your tool

We review your CMMS, your channels and how work is shared out today.

3

We agree how

Hours, channels, urgency criteria and who to pass each case to.

4

We start

The team starts handling requests and we review with you how it's going.

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■ FIXFY

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