

REQUEST MANAGEMENT SOLUTION

The Perfect Solution for Capturing Client/Customer Requests, Coordinating Resources, Collaborating on Fulfillment, and Communicating Results

Lucidea's feature-rich Request Management Solution (RMS) offers end-to-end capabilities that take you from request capture, to assignment and resource allocation, to collaboration, documentation, and client communication, and finally to automatic creation of a database for reuse and reporting—all within a single venue.

Key Benefits



ALL-IN-ONE DASHBOARD

Maps to your workflow, delivers shared, updated views, is permissions-based, and customizable.



DESIGN YOUR OWN FORMS AND TEMPLATES

Select only the fields you need, use recognized and relevant terms, match your organizational brand.



STATISTICS & TRACKING

Analyze trends, including resource usage, time spent; map to budgets, expose knowledge or resource gaps, and generate management reports.



CONSOLIDATION

Capture requests, assign handlers, document fulfillment resources and respond to requesters...via one venue. One place to look, one application to manage.

Lucidea's Request Management Solution delivers end-to-end support, whether you are handling research requests, allocating resources (e.g., physical materials or personnel), or capturing the movement of products or components across geographies. The resulting requests and fulfillment database can be mined for efficient reuse, and the application's reporting and trend analysis capabilities enable optimal decision making.

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Capabilities and Impact

LucideaCore Request Management embodies proven knowledge management, database creation, analytics and customer support practices gained over 30+ years of working with clients worldwide for an unrivaled, single venue solution.

INCREASED ACCESS, DISCOVERY AND VISIBILITY

- Effortlessly create a searchable database of requests for reuse
- Dynamic always current Dashboard for snapshots or deep dives

PURPOSE-BUILT WORKFLOWS

- Our intuitive user interface and easily customizable work flows accelerate all aspects of request capture, assignment, collaboration and response

DELIVER KNOWLEDGE ON-THE-GO

- Mobile support allows users to access information whenever they need it, wherever they are, via whatever device they choose

INTEGRATION

- Integrates with email for automated request submission and response, with file attachments, relevant links, notes and comments

CONSOLIDATION

- Replaces spreadsheets, CRM, timesheets and manual entry

REPORTING (EVEN IN REAL-TIME)

- Create your own reports—with no programming required
- Respond to ad hoc requests for statistical information quickly and easily
- Monitor trends, leading to evidence-based decision making

Comprehensive Request Management Capabilities Combined with the Power of the Web

LucideaCore Request Management is designed to combine the most robust customer response and knowledge management capabilities with the power of the Web, for unrivaled flexibility, efficiency, and optimal return on investment.

Examples:

1. Four researchers support a globally distributed team of pharmaceutical sales representatives. One senior account executive is getting ready for an important client presentation; she will be working late into the night and needs to be completely prepared with competitive intelligence and granular technical information. She sends a detailed email directly to the request management system, where it is picked up by the relevant subject specialist who receives an alert. An hour after the requester's email comes in, she receives an email from within the application, with a summary of results, file attachments (PDFs, Word documents and images), plus links to the results of preset searches in external databases. She now has everything she needs to be fully prepared.
2. An interior design firm maintains a vast sample collection of textiles, wallpapers, paint samples, floor coverings, and information on architectural styles and influencers. These are lent out to designers across the region. The person managing the collection inputs requests directly into the application, using a customized Web form, with relevant descriptive fields, images, pricing, usage examples, etc. Requester data, including location, lending period, client information, etc. is logged for easy materials tracking, and for later analytics and reporting. Future users can easily identify designers who specialize in Arts & Crafts interiors, for example, or can ask for samples within a certain price range.

Powered by LucideaCore

LucideaCore is the platform that powers our leading request management, knowledge management, library automation, and collections management solutions. LucideaCore applications are based on proven practices derived from decades of observation, coupled with agile development processes and cutting-edge technology. They enable clients to deliver valuable, user friendly tools enabling access to products, services and resources, offering:

- Universal access to organizational resources anytime, anywhere, on any device
- Integration with existing systems, resource and workflows, maximizing the value of organizational assets
- Design, administration and configuration tools leading to reduced IT dependence
- Confidence that information is seen by the right people at the right time



Lucidea is a knowledge management, electronic resource management, library automation and collections management software and solutions company that provides the infrastructure and sector-specific know-how to help organizations easily collect, organize, and leverage their information assets. Our products improve accessibility and use of resources and content for the people who need this knowledge most—employees, clients and visitors—resulting in higher employee productivity, lower operational costs and increased client and visitor satisfaction. With a global customer base of more than 2,300 active clients in more than 50 countries, Lucidea is the largest provider of KM, library and resource management, and collections management solutions to corporations, law firms, non-profits, museums, archives, and government agencies worldwide.