

AI-Native Facility Operations Platform

From Service Requests to Intelligent Facility Operations

Request Demo →

Download Brochure ↓



AI-Native



Multi-Site Ready



Enterprise Grade



Asentra Command Center



Admin
Super Admin

Today's Overview

Total Work Orders

1,248

↑ 18% vs yesterday

In Progress

342

↑ 12% vs yesterday

Completed

856

↑ 25% vs yesterday

Overdue

50

↓ 8% vs yesterday

Work Orders Trend

This Week



Work Order Status



Top Overdue

[View All](#)

HVAC Repair Tower A - L12	3 days
Water Leak Building B - L5	2 days
Lighting Issue Lobby Area	2 days
Lift Maintenance Tower A - L8	1 day
AC Maintenance Building C - L3	1 day



Work Orders

Manage and track work orders efficiently



Asset Management

Track assets, lifecycle and performance



Preventive Maintenance

Schedule and automate maintenance tasks



Analytics & Insights

Real-time analytics for smarter decisions



Faster Resolution

Reduce response time and improve service quality with intelligent workflows.



Intelligent Operations

AI-powered automation and recommendations for proactive facility management.



Multi-Site Control

Centralize operations across multiple locations with consistency and visibility.



Enterprise Ready

Secure, scalable, and reliable platform built for enterprise operations.

KEY BENEFITS

Why Aseotra

AI-powered capabilities that drive operational excellence and measurable impact across your facilities.



AI-Native



Multi-Site Ready



Enterprise Grade

01



Faster Service Resolution

- ✓ SLA Compliance
- ✓ Reduced Response Time

 **30%** Faster Resolution

02



Intelligent Maintenance

- ✓ Preventive Maintenance
- ✓ Predictive Insights
- ✓ AI Recommendations

 **25%** Lower Downtime

03



Asset Visibility

- ✓ Lifecycle Tracking
- ✓ Better Utilization & Cost Control

 **20%** Lower Asset Costs

04



Operational Intelligence

- ✓ Real-Time Dashboards
- ✓ Multi-Site Analytics

 **35%** Better Operational Efficiency



Increase Reliability

Deliver consistent service across every location.



Optimize Costs

Reduce operating costs with data-driven actions.



Improve Experience

Enhance occupant satisfaction with better service.



Sustainable Operations

Drive energy efficiency and support green initiatives.

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CAPABILITIES

Powerful Capabilities Built for Facility Operations

Comprehensive capabilities that automate processes, empower teams, and deliver operational excellence.

- Service Request**
Capture and track requests from tenants, employees, or systems across multiple channels.
- Work Order**
Create, prioritize, and manage work orders with SLA-driven workflows.
- Preventive Maintenance**
Plan and automate preventive tasks to reduce breakdowns and extend asset life.
- Asset Management**
Track assets, locations, and lifecycle with complete visibility and history.
- Vendor Management**
Manage vendors, contracts, performance, and compliance in one place.
- Workforce Management**
Optimize technician productivity with smart assignment, mobility, and real-time tracking.
- Command Center**
Real-time operational insights, KPIs, and alerts for smarter decisions.

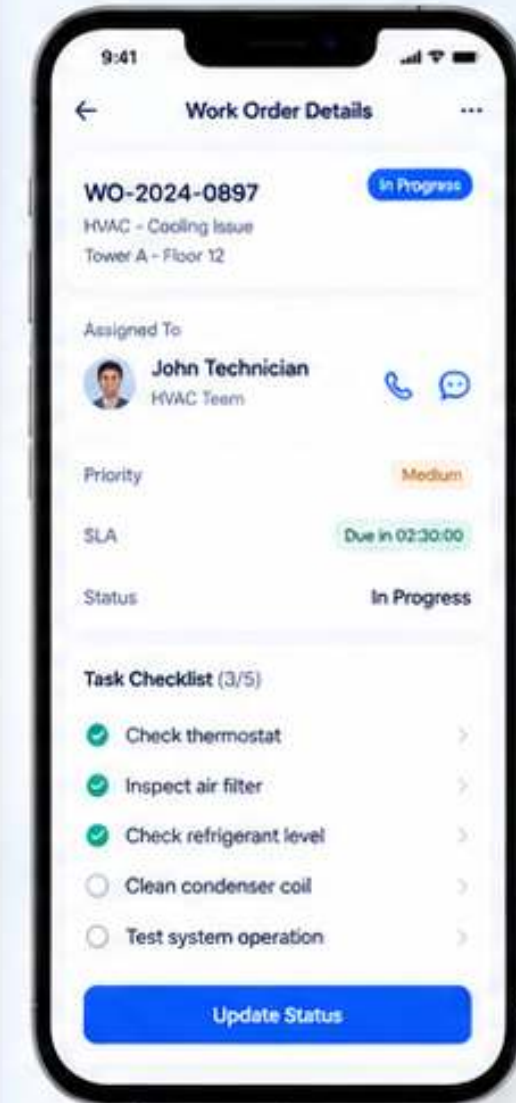


Service Request → Work Order

From request to resolution, simplified and automated.



Request Details	Work Order Details	SLA & Progress
Request ID: SR-2024-0156 Requested By: Michael Anderson Location: Tower A - Floor 12 Category: HVAC Priority: Medium Description: AC not cooling properly in meeting room. Channel: Mobile App Created At: May 15, 2024 10:24 AM	Work Order ID: WO-2024-0897 Assigned To: John Technician Team: HVAC Team Priority: Medium SLA: Due in 02:30:00 Location: Tower A - Floor 12 Asset: AC Unit - AHU 12-05 Due Date: May 15, 2024 01:00 PM	75% On Track Response Time: 00:25:00, SLA: 00:30:00 Resolution Time: 02:05:00, SLA: 04:00:00



- Faster Response**
Automate workflows and reduce response time.
- SLA Driven**
Ensure compliance with SLA monitoring and alerts.
- Mobile Enabled**
Empower technicians with mobile access anytime, anywhere.
- Data Driven**
Make smarter decisions with real-time insights and analytics.

35%
Faster Resolution
With automated workflows

98%
SLA Compliance
Consistent service delivery

25%
Lower Operating Cost
Through efficiency and automation

100%
Visibility
Across people, assets and processes

Multi-Site
Scalable operations across single or multiple locations

Core Platform Modules & Deployment

A unified, modular, and scalable platform designed for modern facility operations.

CORE PLATFORM MODULES

01


Service Runtime

Capture, manage, and resolve service requests across all channels.

02


Work Order Runtime

Create, assign, and track work orders from start to finish.

03


Asset Runtime

Manage asset lifecycle, location, history, and utilization.

04


Maintenance Runtime

Plan and automate preventive and predictive maintenance.

05


Vendor Runtime

Manage vendors, contracts, SLAs, and performance.

06


Workforce Runtime

Optimize workforce scheduling, skills, and productivity.

07


SLA Runtime

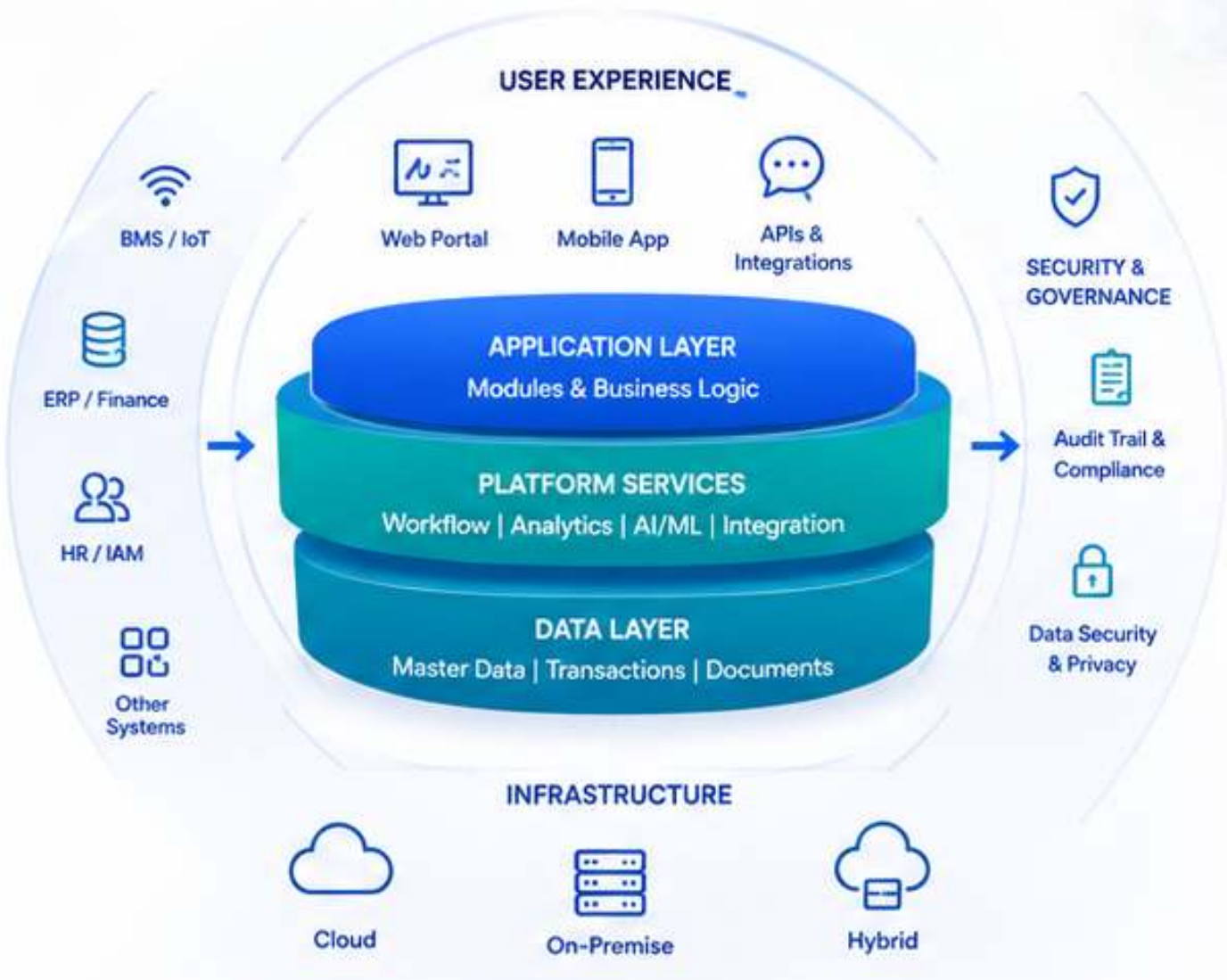
Define, monitor, and ensure SLA compliance with real-time alerts.

08


Notification Runtime

Deliver real-time notifications and escalations.

ASENTRA PLATFORM ARCHITECTURE



DEPLOYMENT OPTIONS



Cloud

Fully managed cloud infrastructure for agility, scalability, and lower TCO.



Hybrid

Flexibility to run and integrate across cloud and on-premise environments.



On-Premise

Complete control and data residency within your infrastructure.

**BUILT FOR
ENTERPRISE
OPERATIONS**



Modular & Scalable

Start small and scale as your operations grow.



Open & Integrated

Pre-built connectors and open APIs for seamless integrations.



AI-Powered

Intelligent automation, insights, and recommendations to drive efficiency.



Data-Driven

Real-time data and analytics for informed decision making.



Secure & Compliant

Enterprise-grade security with compliance and audit readiness.

INDUSTRY CHALLENGES

Asentra Facility Operations Challenges

Facility teams face increasing complexity, rising expectations, and limited visibility across people, assets, and operations.

-  High Volume Service Requests
-  Manual Work Orders & Processes
-  Asset Visibility Issues
-  SLA Violations & Delays
-  Preventive Maintenance Gaps
-  Multi-Site & Multi-Team Complexity



Challenge

Facility operations are often fragmented, reactive, and manual—resulting in inefficiencies, higher costs, and lower occupant satisfaction.



Impact

Increased downtime, higher operational costs, dissatisfied occupants, and reduced productivity.



Asentra Solution

An AI-native platform that unifies people, processes, and assets to proactively manage operations, improve efficiency, and drive measurable results.

THE IMPACT



Longer Response & Resolution Time
Delays in addressing issues affect comfort, safety, and productivity.



Higher Operational Costs
Inefficient processes and unplanned work lead to cost overruns.



Poor Asset Utilization
Limited visibility leads to underutilized or redundant assets.



Low Occupant Satisfaction
Recurring issues and poor communication reduce trust and satisfaction.



Compliance & Risk exposure
Missed maintenance and incomplete records increase compliance risks.



Complexity Across Locations
Inconsistent processes and disconnected teams hinder scale and control.



Asentra helps facility teams move from reactive to proactive, from fragmented to unified, and from cost center to value driver.



Faster Resolution
Resolve issues faster with automation & AI.



Lower Cost
Reduce cost through smart work execution & planning.



Better Asset Performance
Improve uptime and extend asset life.



Happier Occupants
Deliver a better experience for occupants & tenants.



Stronger Compliance
Maintain compliance with complete visibility & audit-ready data.



Scale with Confidence
Standardize operations across sites and teams seamlessly.

BUSINESS VALUE

Asentra Business Outcome

Delivering measurable business outcomes that improve operational performance, reduce costs, and enhance occupant experience across your facilities.

Operations Overview

Work Orders

2,487

↓ 18% vs last month

On-Time Completion

92%

↑ 15% vs last month

Assets Up & Running

98.6%

↑ 12% vs last month

SLA Compliance

95%

↑ 14% vs last month

Work Order Trend

Completed Overdue

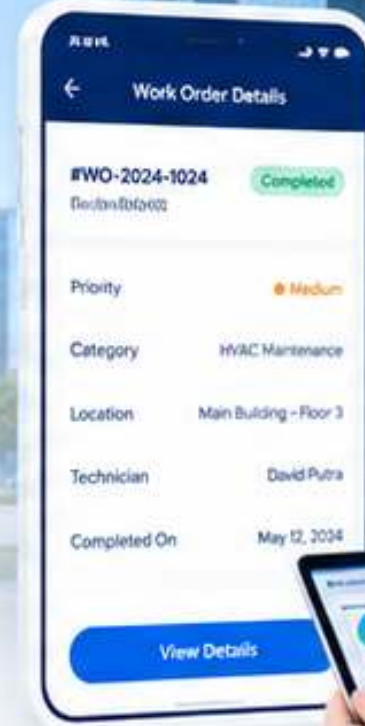


Cost Savings

Rp 2.4B

Total Savings

↑ 22% vs last month



Faster Response & Resolution

Automate workflows and enable real-time collaboration to resolve issues faster and improve service reliability.



Lower Operational Cost

Reduce manual work, optimize resource allocation, and prevent downtime to lower overall operational expense.



Better Asset Performance

Extend asset life, reduce breakdowns, and ensure higher uptime through proactive maintenance.



Happier Occupants

Deliver a better, safer, and more comfortable environment that increases occupant satisfaction.



Stronger Compliance & Risk Management

Ensure adherence to standards and regulations while reducing risk with complete visibility and audit-ready data.



Data-Driven Decision Making

Leverage real-time insights and AI analytics to make smarter decisions and drive continuous improvement.



MEASURABLE IMPACT

Asentra helps facility teams achieve better results, faster and smarter.



30-50%

Faster Response
Time



15-30%

Lower Maintenance
Cost



20-40%

Increase Asset
Uptime



25-35%

Higher Occupant
Satisfaction



90%+

SLA Compliance
Achievement



100%

Visibility Across
All Operations