



Facility Services

Marketing & User Guide

Help your organisation schedule, complete, verify and monitor recurring site services from the field to the web office.



One connected service workflow



Create services and points

Build service types, locations, checklists and scheduled points across your sites.



Schedule the work

Assign the right teams, set frequencies and plan services across multiple sites.



Confirm QR / NFC / manual points

Employees confirm services at each location using QR codes, NFC tags or manual check-in.



Capture issues and photos

Record issues, add photos and comments to evidence service completion and compliance.



Review web reports

Monitor completion, trends and service performance from the web office.

More than just cleaning

Ontouch Facility Services is flexible and can be used for a wide range of recurring site services, including cleaning, hygiene, pest control, waste / bin checks, consumables, housekeeping, public-area checks and general site inspections.



Cleaning



Hygiene



Pest control



Waste /
bin checks



Consumables



Housekeeping



Public-area
checks



Site
inspections



What is Facility Services?

A flexible module for recurring site services.

Ontouch Facility Services helps organisations create recurring service routes, set points and checklists, assign teams, and record proof of completion from the field to the web office.



Used across multiple industries



Cleaning



Hygiene & sanitation



Pest control



Waste / bin checks



Consumables replenishment



Housekeeping



Public-area inspectors



General site inspections

Key benefits for your organisation



Scheduled work

Set recurring routes, assign teams and keep workload on track.



Physical confirmation

Record completion on-site using QR codes, NFC tags or manual checks.



Issue capture

Log issues, add photos and comments for faster resolution.



Detailed reporting

Monitor completion, trends and service performance via the web office.

Edit



Start a facility service in the app

When you arrive at the site, start a facility service by selecting the facility service route, service type, optional sub-type and adding any starting comments. Then tap **Start service** to begin.



1 Select the route

Choose the facility service route for the site, e.g. Sani Bin R1.



2 Choose the service type

Select the main service type, such as Cleaning.



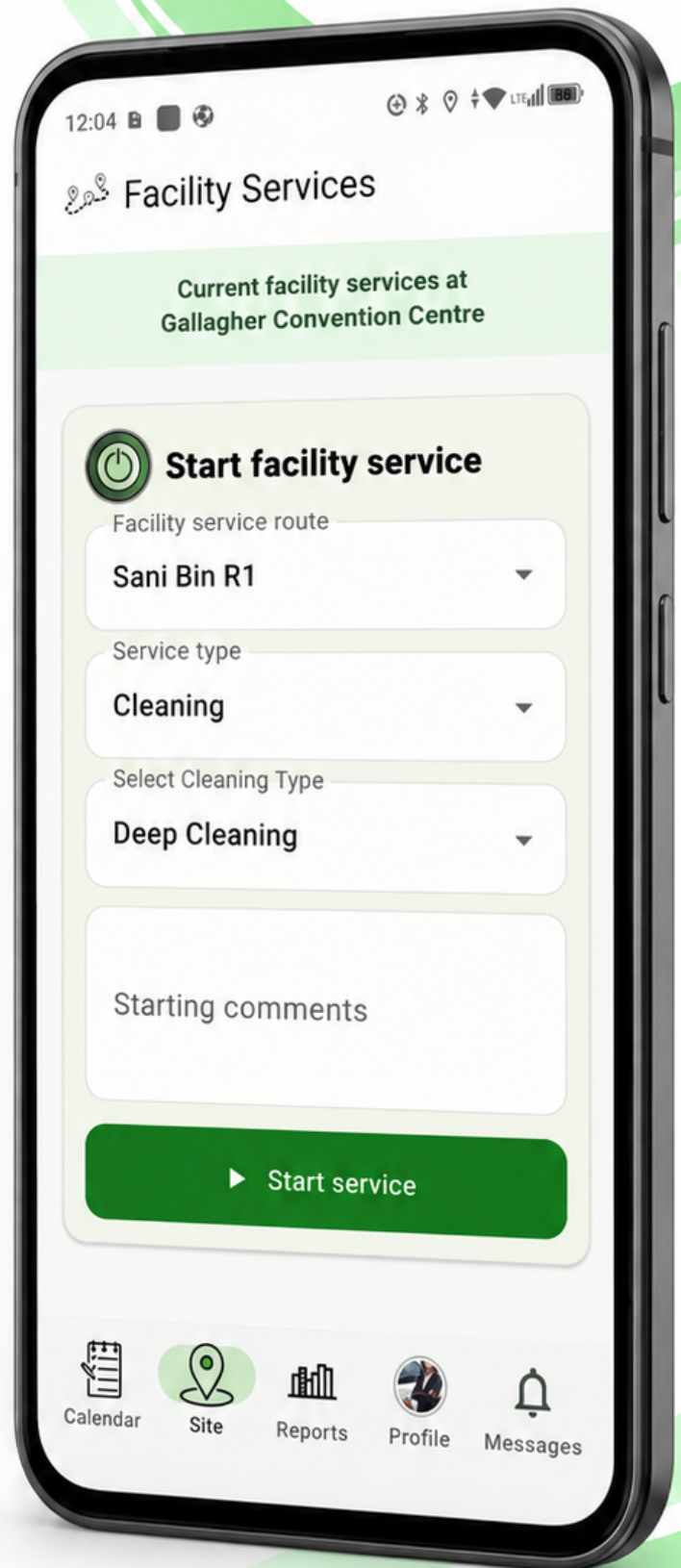
3 Add starting comments

Include any relevant notes before you begin, for example key instructions or areas of focus.



4 Tap Start service

Once you're ready, tap **Start service** to begin the facility service.





Complete service points on site

Employees work through each service point on their mobile device, confirming required points with QR or NFC where configured, using manual completion where allowed, adding comments and issue flags, then save or complete the service.



QR confirmation

Scan QR codes at each location to confirm service points where configured.



NFC confirmation

Use NFC tags to confirm service points where configured.



Manual completion

Mark service points as complete manually where allowed.



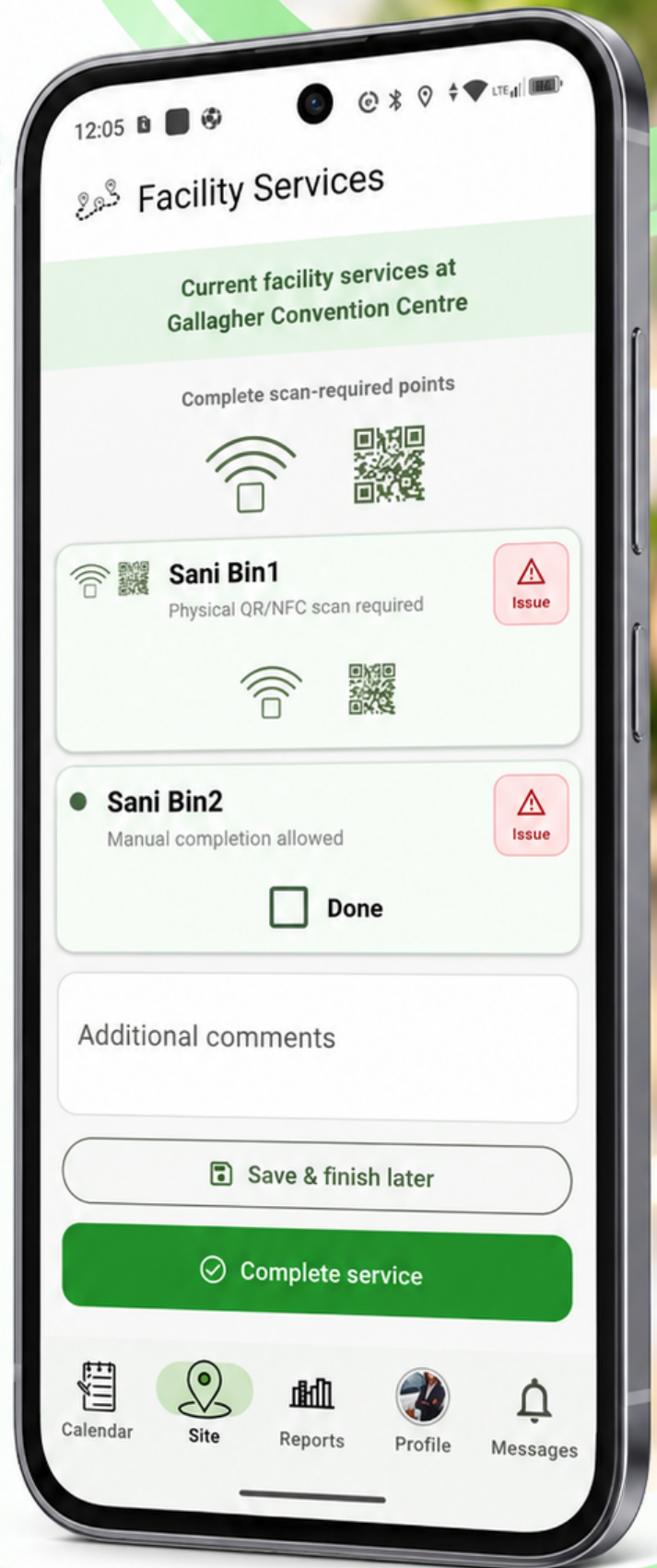
Add comments / issues

Add notes and flag issues if something needs attention during the service.



Save or complete

Save and finish later, or complete the service when all required points are done.



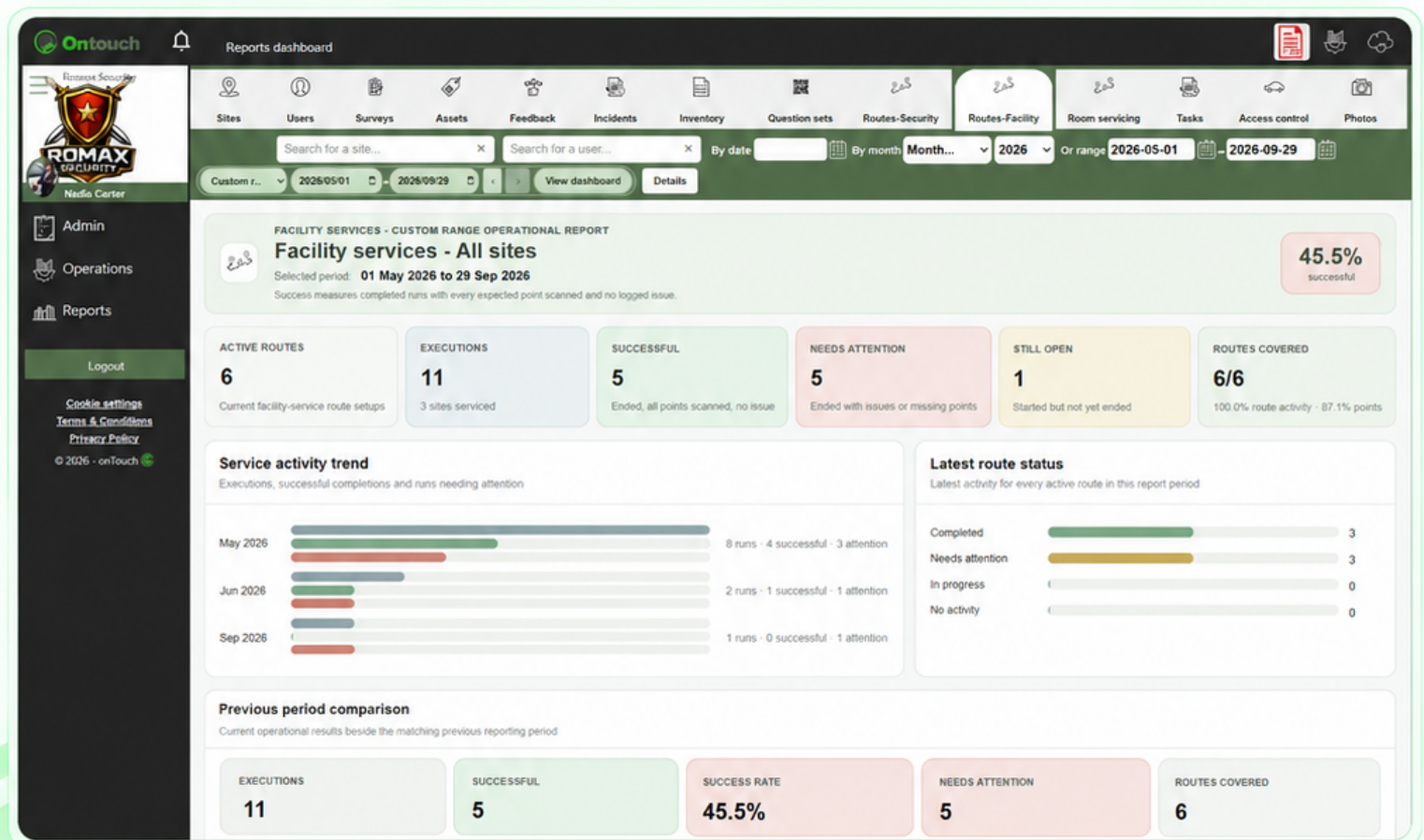


Ontouch



Operational dashboard and trends

Managers can review overall service performance across sites for a selected period, giving a clear view of activity, completion rates and issues.



Key information at a glance



Active routes

See how many facility-service routes are currently set up across your sites.



Executions

View how many service runs were completed and how many sites were serviced.



Successful vs needs attention

Quickly see how many runs ended successfully and how many had issues or missing points.



Still open

Identify runs that have started but not yet ended.



Routes covered

See the percentage of route activity and points completed across your sites.



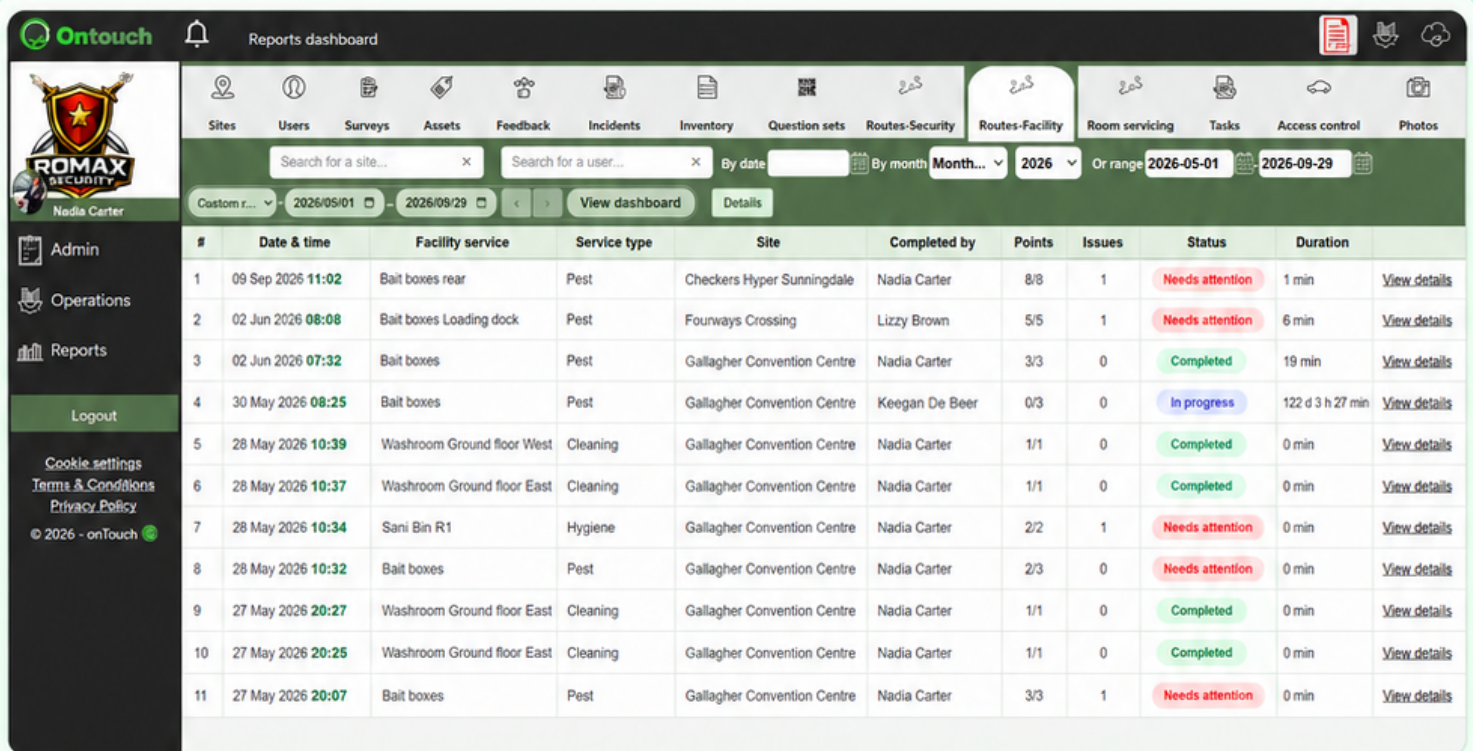
Service activity trend

Track monthly performance with a clear breakdown of executions, successful runs and those needing attention.



Detailed service records

Supervisors can drill into individual service runs and see exactly what happened, giving complete transparency and accountability across your sites.



Ontouch Reports dashboard

Search for a site... Search for a user... By date By month Month... 2026 Or range 2026-05-01 2026-09-29

Custom r... 2026/05/01 2026/09/29 View dashboard Details

#	Date & time	Facility service	Service type	Site	Completed by	Points	Issues	Status	Duration	
1	09 Sep 2026 11:02	Bait boxes rear	Pest	Checkers Hyper Sunningdale	Nadia Carter	8/8	1	Needs attention	1 min	View details
2	02 Jun 2026 08:08	Bait boxes Loading dock	Pest	Fourways Crossing	Lizzy Brown	5/5	1	Needs attention	6 min	View details
3	02 Jun 2026 07:32	Bait boxes	Pest	Gallagher Convention Centre	Nadia Carter	3/3	0	Completed	19 min	View details
4	30 May 2026 08:25	Bait boxes	Pest	Gallagher Convention Centre	Keegan De Beer	0/3	0	In progress	122 d 3 h 27 min	View details
5	28 May 2026 10:39	Washroom Ground floor West	Cleaning	Gallagher Convention Centre	Nadia Carter	1/1	0	Completed	0 min	View details
6	28 May 2026 10:37	Washroom Ground floor East	Cleaning	Gallagher Convention Centre	Nadia Carter	1/1	0	Completed	0 min	View details
7	28 May 2026 10:34	Sani Bin R1	Hygiene	Gallagher Convention Centre	Nadia Carter	2/2	1	Needs attention	0 min	View details
8	28 May 2026 10:32	Bait boxes	Pest	Gallagher Convention Centre	Nadia Carter	2/3	0	Needs attention	0 min	View details
9	27 May 2026 20:27	Washroom Ground floor East	Cleaning	Gallagher Convention Centre	Nadia Carter	1/1	0	Completed	0 min	View details
10	27 May 2026 20:25	Washroom Ground floor East	Cleaning	Gallagher Convention Centre	Nadia Carter	1/1	0	Completed	0 min	View details
11	27 May 2026 20:07	Bait boxes	Pest	Gallagher Convention Centre	Nadia Carter	3/3	1	Needs attention	0 min	View details

Information at a glance

Each record shows key details about the service run, so supervisors can quickly understand what was done and follow up where needed.



Date & time

When the service was completed.



Facility service

The service area or item, e.g. bait boxes, washroom.



Service type

Type of service, e.g. cleaning, pest control.



Site

The site where the service was carried out.



Completed by

The team member who completed the service.



Points

Scheduled vs completed points (e.g. 3/3).



Issues

Number of issues reported during the service.



Status

Current status, e.g. completed, needs attention, in progress.



Duration

Time taken to complete the service.



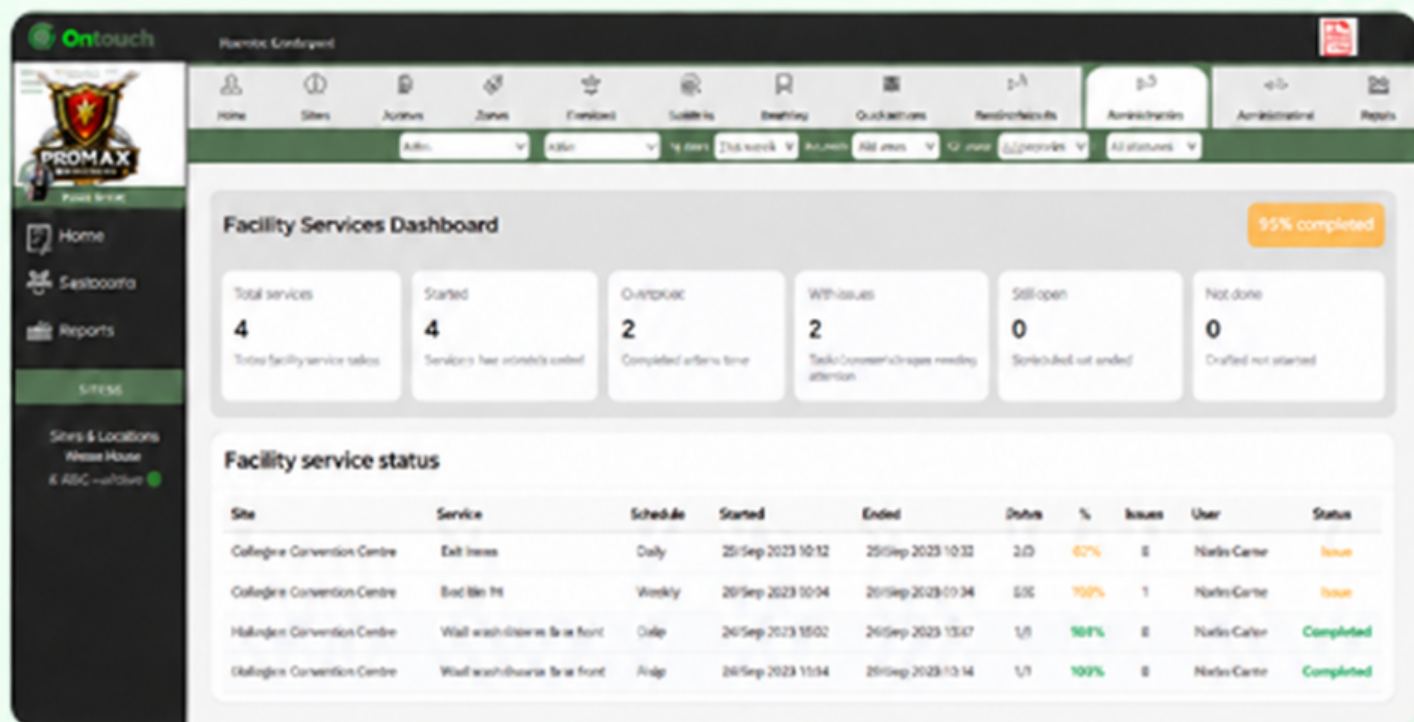
View details

Open the full record to see checklists, photos, comments and more.



Monitor current service status

The Facility Services dashboard gives you a quick, live-style view of all services across your sites — see what's completed, what's been started, where there are issues and what's still open.



Dashboard insights at a glance



Total services

See the number of active facility service statuses across your sites.



Started

Shows how many services have been started in their schedule period.



Completed

Track services that have been completed with no issues.



With issues

Identify services with points, comments or images that need attention.



Still open

See services that have started but not yet ended.



Route status

Use the progress indicator to quickly see overall route completion (e.g. 50%).



Smarter site services with clearer proof of work

Ontouch Facility Services connects scheduling, field completion, physical confirmation, issue capture and reporting in one workflow — giving you a simpler, more reliable way to manage recurring site services.

Key benefits



Better accountability

Clear ownership, time-stamped completion and verified service points.



Faster issue response

Capture and flag issues on-site so they're resolved quickly.



Proof of service completion

Photos, QR/NFC scans and checklists provide reliable evidence.



Flexible use across industries

Adaptable for cleaning, hygiene, pest control, waste checks, consumables, housekeeping and more.



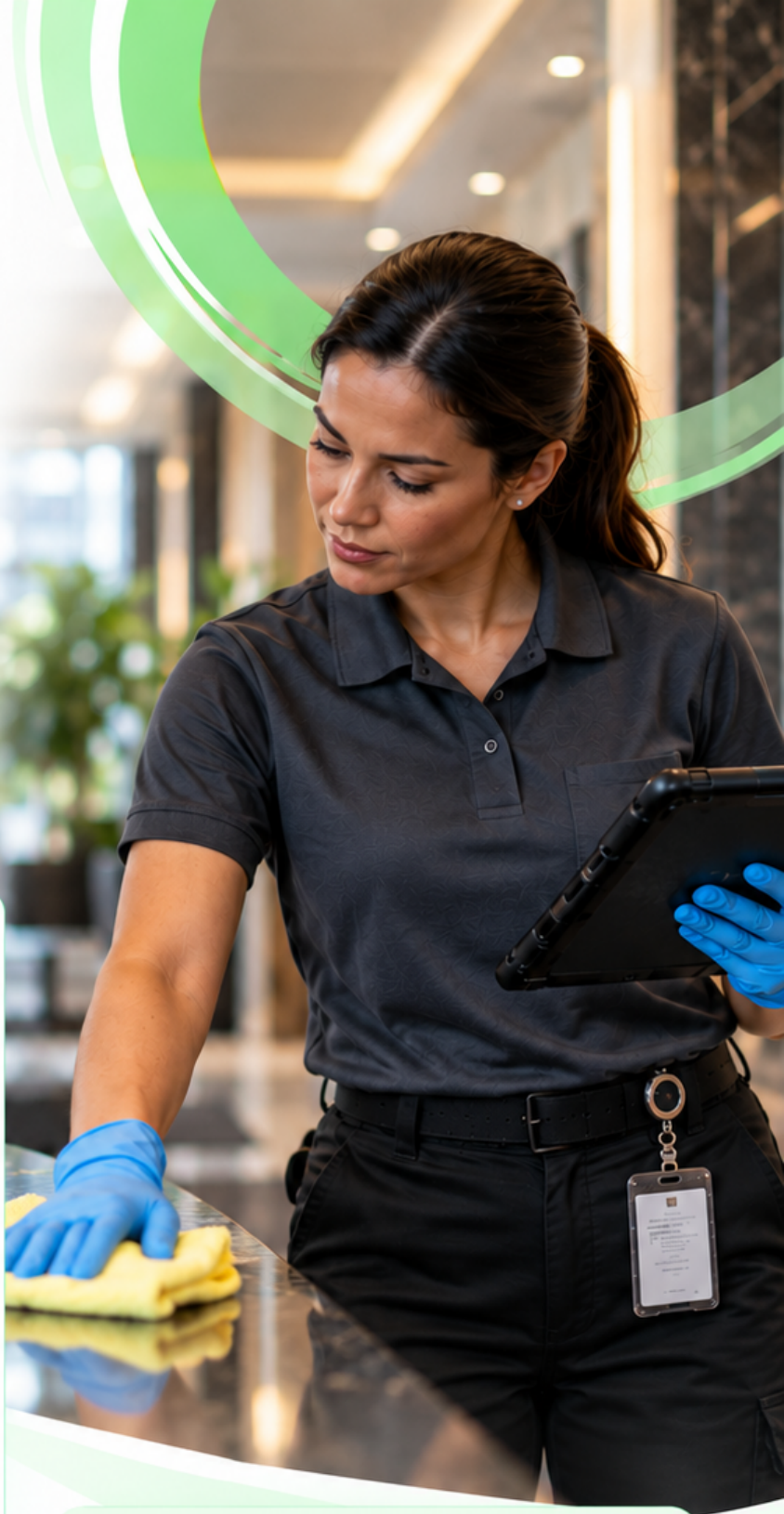
Cleaner reporting

Track trends, service levels and site performance with automated reports.



Better visibility for clients and managers

Real-time updates and transparent records build trust and confidence.



A simpler, more connected way to manage your sites

- ✓ Schedule and assign recurring services
- ✓ Complete and confirm work on-site
- ✓ Capture issues and photos
- ✓ Generate clear, automated reports
- ✓ Keep clients and managers informed