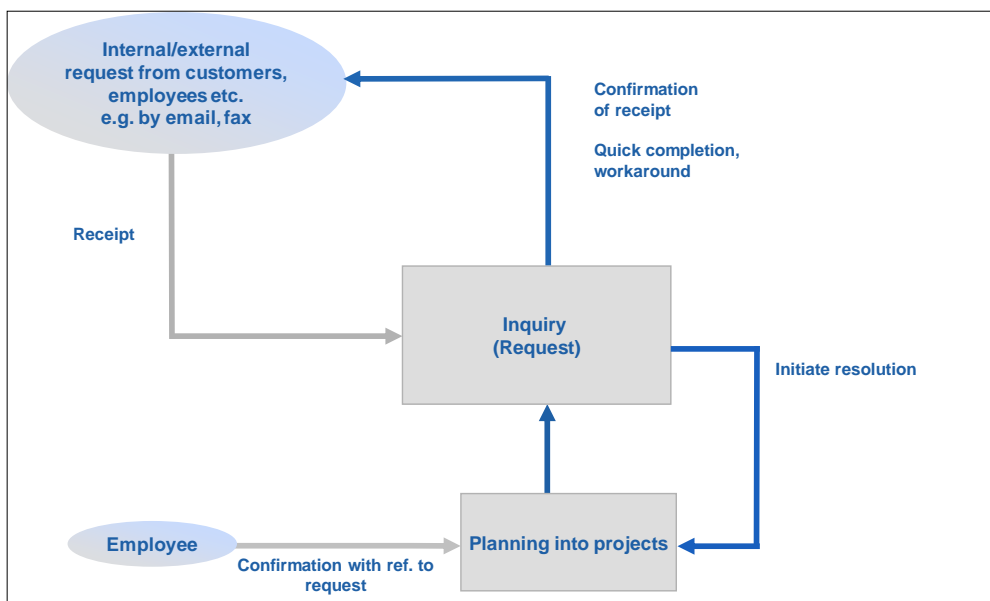


## PLANTA Request: Managing Recurring Inquiries Change Requests

The service or change requests that frequently recur in software development, in the hotline area or in help desk systems can be bundled with PLANTA Request and managed on a project-specific basis.

Inquiries or change requests can therefore be recorded on a company-wide basis, prioritized and their status can be monitored. If the same inquiry is received again, the right solution can be sent from the system directly to the customer, and does not have to be re-formulated each time.

Change requests can be transferred to projects without the need for repeat data entry.



### Your Benefits

- Cost reduction through optimized service processes
- Increase in customer satisfaction through faster processing of inquiries
- Bundling of knowledge, no loss of information
- Short response times through system-supported replies to recurring inquiries
- Detailed and status information on service and change requests are quickly available
- Improved communication with customers and development employees
- Process-oriented user interface based on company workflow
- Lean database architecture
- High performance even with >1000 users
- Open 3-tier client/server architecture
- Intuitive script language Python



## Company Profile

PLANTA Projektmanagement-Systeme GmbH is one of the leading providers of enterprise project management software on the European market. For 35 years, PLANTA has been offering cross-industry software solutions for enterprise-wide project and portfolio management.

Today, PLANTA software is used in the areas of IT, research & development, engineering and plant construction, banks and insurance companies as well as automobile manufacturers and suppliers. With more than 540 company licenses and 50,000 users world wide, PLANTA continues to help its clients meet their project management goals.

## Company-Wide Project Management with PLANTA Software

**Keeping an Eye on Projects**

with  
 PLANTA *Project*  
 PLANTA *Portfolio*  
 PLANTA *Request*

Controlling of all projects in the enterprise from the project idea to the archived project

## Extract of List of Customers



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