

## **Product Specification**

### **Planned Maintenance**

Routine visits, upgrading of equipment and statutory tests are all tasks that fall under the umbrella of planned maintenance. These planned activities can be scheduled within the system and monitored against real time site visits. Exception reports can then be easily generated

### **Reactive Maintenance**

The Reactive maintenance module allows the reporting and tracking of reactive requests. Reports can be run on the efficiency of the maintenance and the work completed. Using the site terminal, the system is uniquely able to track the work completed and time and date stamp exactly when every event occurred from the initial breakdown to the completion of the work.

### **Lone Worker Protection**

FM Essentials incorporates a facility that offers protection if a worker is alone. When the lone worker signs into the system to start the work a telephone number will need to be entered. If the worker has not returned within a specified time the call centre and building management will be notified. It also allows the building management to know who is on site at a particular time.

### **Risk assessment management**

This feature allows you to upload onto the database all your risk assessments, which are then easily viewable by all those working with the equipment or location related to that risk assessment. The feature also allows you to quickly view and update the risk assessment. This considerably reduces the potential health and safety liability for landlords, tenants and managing agents, especially on so-called "unmanned sites."

### **Helpdesk**

FM Essentials includes a helpdesk facility. The helpdesk allows reactive and planned requests to be raised and issued to the appropriate departments within the company. All departments can communicate through the system to allow everyone to view the progress of the request.

### **Maintenance Auditing**

The management and planning of Maintenance Audits are scheduled within this feature. On completion of Maintenance Audits by third parties, defects can be split for the attention of the Managing agent or Maintenance Contractor for action. You are also alerted if your maintenance audit becomes out of date.

### **Safety Certificate Tracking**

All safety certificates can be stored against individual assets. Histories of all safety certificates are saved in the system and can be easily accessed. Reminders can be set to alert staff when a safety certificate is due to expire.

### **Statutory Reporting**

FM Essentials has the facility to import statutory reports from insurers. They are easily viewable and the system will alert you when they are overdue. It enables time constraints on all defects to be audit trailed to completion

### **Data Links to Plant Equipment**

This module allows our application service to interface with third party remote monitoring companies and equipment to accept alerts from items of plant or equipment.

### **Management Reporting**

The Reporting function allows a variety of reports to be generated. Users can tailor their reports by choosing several options and reports can also be exported to excel.

### **Contract Management**

All contract summaries can be saved and viewed to allow easy access when locating and updating.

### **Financial Records and Budgeting**

All financial records and budgeting information are held against each piece of equipment within the system. Individual budgets can be set up and tracked easily. FM Essentials also allows you to precisely analyse how much the piece of equipment or services has cost to maintain over a specific time.

### **Call Centre**

This module presents an easy to use interface for the contractors call centre. Operators set an expected time of arrival for their representative to arrive on site in response to a site request and enables the progress of the request to be monitored in "real time". Upon receiving new site requests the call centre is alerted via an audiovisual alert.

### **Asset Register**

Organisations can set up and maintain an asset register for each site within their defined organisational structures. The asset register, in conjunction with contracts, reflects the "real world" workings, maintenance and management of each asset.

### **Work Orders**

Work Order numbers provide a unique reference number for each job undertaken. Work Order numbers can be defined and organised against divisions, divisional sites or key accounts, providing a facility where Work Orders can be easily monitored and audited.

### **Quotation Handling**

By having the various fm parties on the system, FM Essentials has the facility to request quotes from other parties through the system. A correspondence trail of the quote history is saved in the history