



Building Maintenance



What is it?

The NetComTracer Building Maintenance module is a web-based Enterprise Building/Asset Maintenance tool that provides an entire array of advanced functionality that fully covers the needs for managing maintenance operations. This module targets to companies that have extensive building maintenance activities.

Solution Technical Overview

The NetComTracer information system combines the following characteristics:

- Functionality
- Performance
- Reliability
- Manageable security
- Extensibility
- Expanded integration possibilities

Preventive Maintenance Workflows & Management

The NetComTracer Building Maintenance system manages corrective and preventive maintenance tasks, performed by a contractor, concerning buildings.

Building Maintenance includes an efficient trouble ticketing implementation for provisioning and handling of information regarding a company's Building Maintenance corrective maintenance procedures and tasks, according to their needs.

Additionally, the Building Maintenance system manages preventive (regular) maintenance tasks. The preventive maintenance schedules have been agreed upon with the contractor and are described in the relative contracts.

The scope of BM Preventive Scheduling & Tracking implementation is the provisioning and handling of information regarding a company's Building Maintenance preventive maintenance procedures including Scheduling, Approval, Contractor's Reporting, and Tracking.

The entities involved in this process include:

- Buildings
- Building equipment and equipment categories
- Contractors
- Contracts (SLAs)
- Preventive maintenance tasks and their periodicity
- Potential extra costs per task
- Replacement parts
- Responsible staff per contract

Communication through a modern and efficient B2B way of the Organization resources and the external collaborators (i.e. contractors) is implemented.

General Management Functions include:

- User friendly display of all tasks and visits.
- Authorization levels – only persons with proper authorization level can approve schedules.
- Create / manipulate certifications to vendors for materials, parts, and visits completed.
- Flexible task scheduling mechanisms.
- Illustrative print previews of the schedules.
- Massive notification mechanisms.
- Massive approval / disapproval mechanisms.

Completely Browser-based

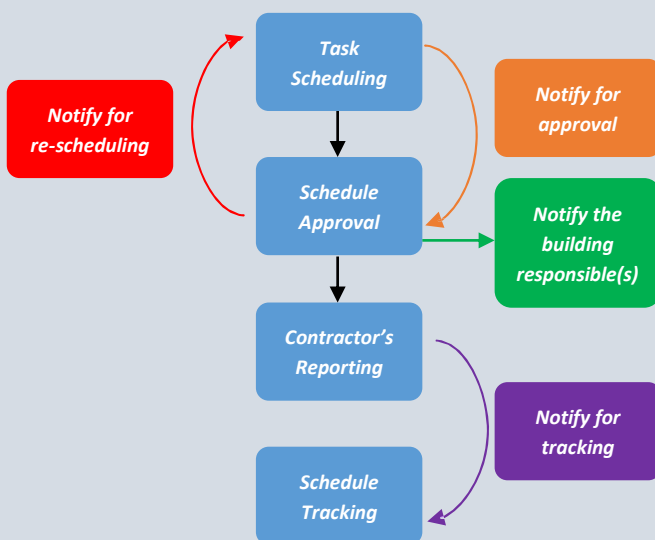
The application forms are lightweight to enable the accessibility over GPRS and thin clients. Devices like PDAs or mobile phones could be supported.

The system supports Application Security, Windows NT authentication as well as the forthcoming SSO (Single Sign On) platform. For covering of the reporting needs, SQL Server Reporting Services is used. The reports have the ability to be exported at least at the formats of Excel (XLS), Adobe Acrobat (PDF), Extended Markup Language (XML) and standard HTML.

Functional Overview

Workflows and procedures that are covered are:

- Corrective trouble ticketing
- Detailed contract declaration
- B2B interfaces for both corrective & preventive
- Task scheduling (Batch scheduling)
- Schedule approval
- Contractor's reporting
- Schedule tracking
- Certification provisioning



User Management & Audit Trail

Multiple users can use the system. Each user's authorization is based on CRUD (Create – Retrieve – Update Delete or none) diagram for each GUI screen implementation. Information that can be stored in this sub-system will be: Action, date time and user name.

Report will be dedicated to each audit trail actor for his own functions.

NetComTracer Building Maintenance System Benefits

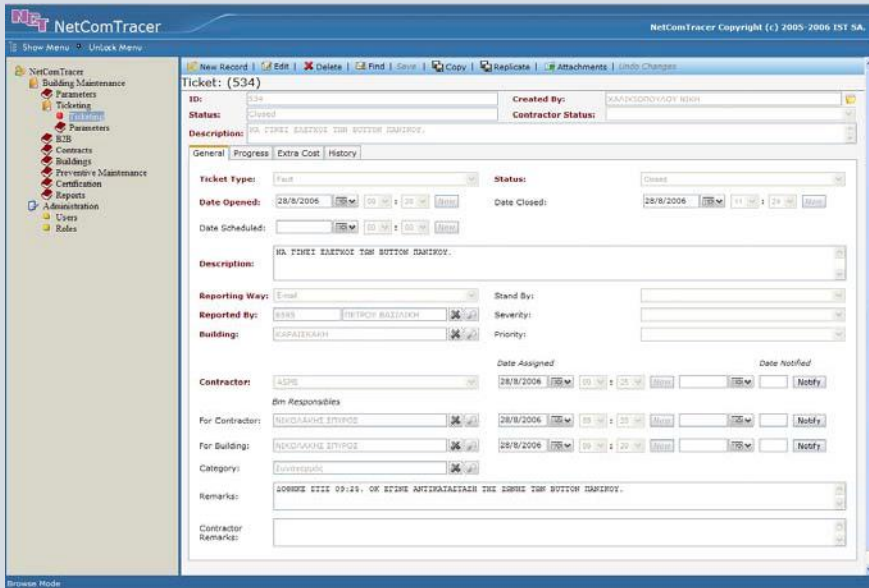
- Take Control of the maintenance infrastructure and progress
- Increase productivity through accurate monitoring of maintenance related tasks
- Increase maintenance projects' reliability
- Reduce operational costs through more efficient value-chain processes
- Reduce administrative costs through automation of manual processes
- More reliable and faster decision support
- "Do-More-With-Less"
- Screen layouts sophisticated design
- Simple user interface
- Hierarchical structures
- Highly customized

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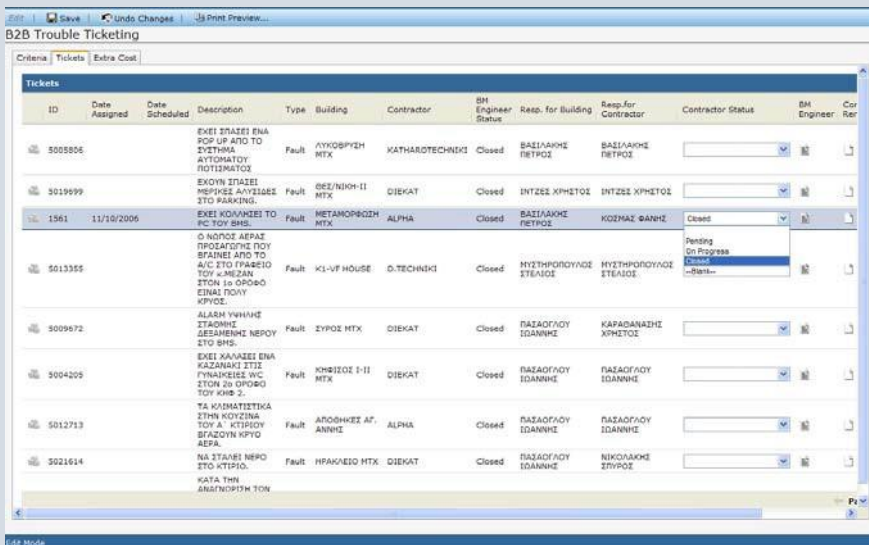
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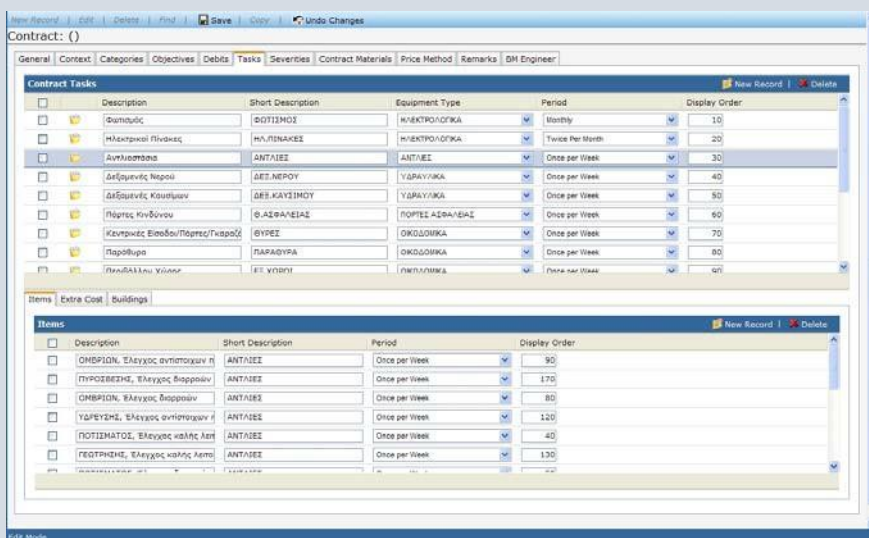
Corrective Maintenance Trouble Ticketing

Ticket initiation can be performed by authorized users (employees or contractors) having the appropriate privileges. Various types of tickets are supported, thus permitting the use of the ticketing procedure as a communication tool.



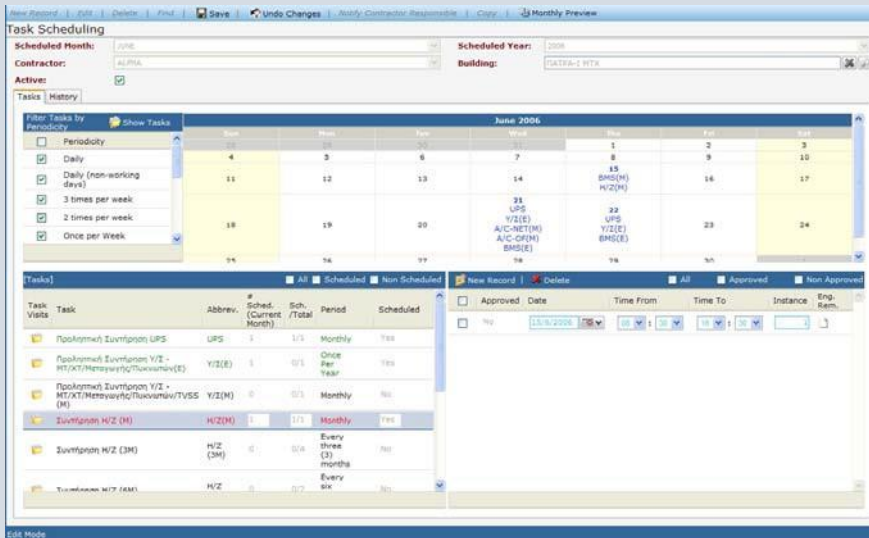
Corrective Maintenance B2B Trouble Ticketing Interface

Contractors have the option to massively update information about the tickets they own.



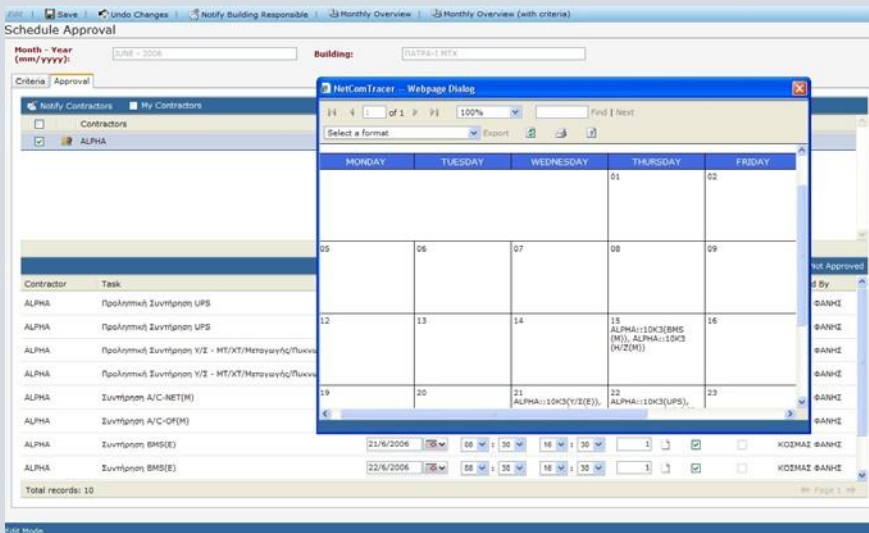
Efficient Contract Management

System uses contracts' information as lookup and supports a unified interface, including management of items, material lists, tasks, and price, depending on the contract's type.



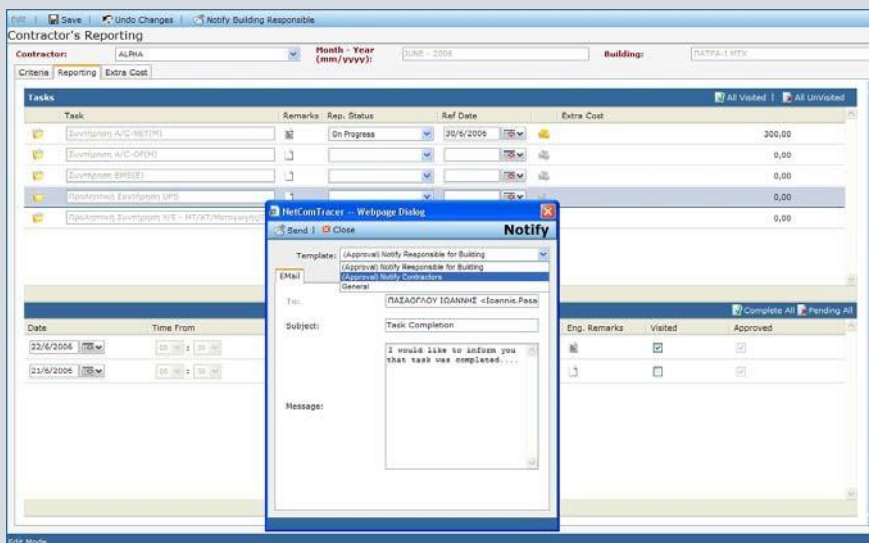
Preventive Maintenance Scheduling

The Contractor and/or any other Responsible are able to compose the Monthly Schedule for the Tasks that have to be scheduled for a specific building, according to the corresponding contract.



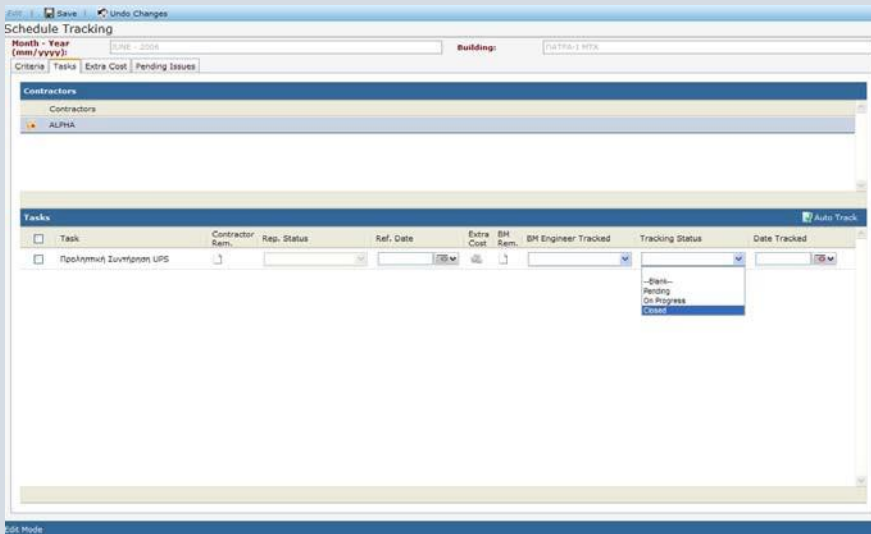
Preventive Maintenance Schedule Approval

The responsible personnel are able to fully or partially approve a monthly schedule for a specific contractor and building.



Preventive Maintenance Contractor's Reporting

The Contractor is able to report all Tasks completed (having visited the building in accordance with the Schedule approved). Additionally, the Contractor is able to report any extra cost occurred during a scheduled visit, on a Task basis.



Preventive Maintenance Schedule Tracking

The responsible personnel are able to track the Tasks that the Contractor has reported as Completed (Visited = True). Additionally, they can fully or partially approve any extra costs reported by the Contractor, and declare any pending issues on a Task basis.
