

## Web and Mobile



### CAFM Net

CAFM Net our web-based product provides the ability to deploy core CAFM Explorer Functionality to a large number of Users via an Intranet, Internet or even an Apple iPad. There are several components that make up the web based product; The Help Desk, Contractor and Engineer Management and Room Booking which provides a simple and easy to use solution for Net Users.

#### Key features include:

- Quick and easy to deploy via a web browser.
- Simple, fast fault reporting and automatic generation of reactive work orders in the Help Desk.
- Ability to track fault progress and estimated completion times.
- On-line Room Booking tool to book meetings and associated catering and equipment requests.
- Simple to use calendar for the searching and management of bookings.
- Catering and equipment requests automatically generate associated work orders in the Help Desk.
- Contractors and Engineers are able to manage own work requests.
- Configurable screens to limit access to specific Help Desk information.

### Web-Based – Help Desk

The Web-based Help Desk solution enables your organisation to manage and deliver support services to your employees and customers through a central web-based Help Desk. The CAFM Net Help Desk is very similar to our end User CAFM Net application however Users will have the following functionality:

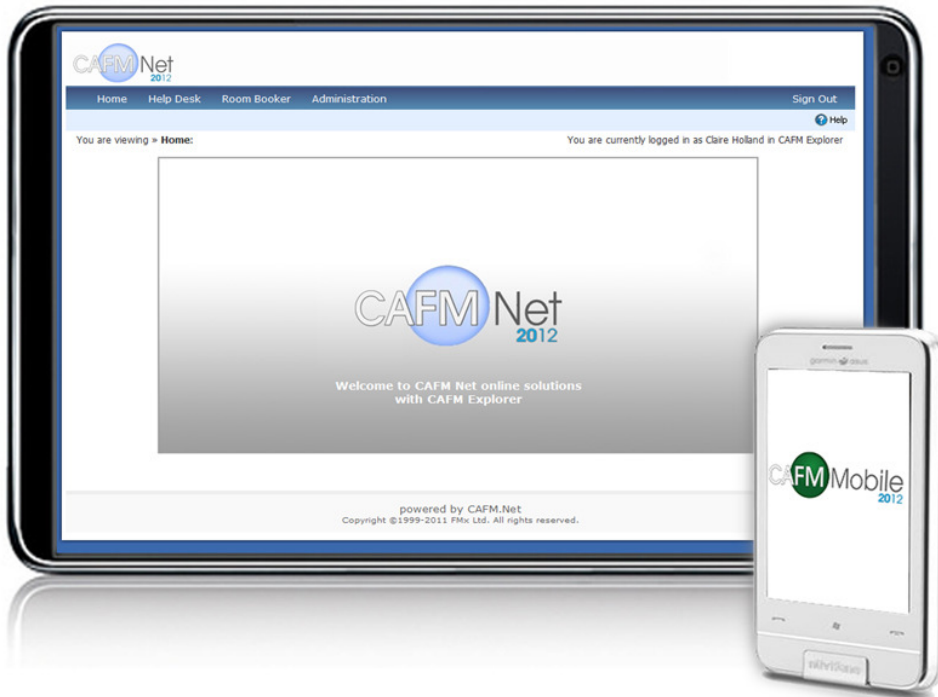
- Log, Assign and Issue Work Orders.
- Add Notes, Link Assets and Add Costs to Work Orders.
- Place Work Order On Hold and take Off Hold.
- Resolve and/or Complete Work Orders.
- Add Documents to Work Orders.

## CAFM Mobile

CAFM Mobile greatly enhances the efficiency of a Maintenance Team by enabling Work Orders to be issued to a Trades Person's mobile device. CAFM Mobile is a valuable tool providing the ability to communicate Work Orders quickly and efficiently to Trades People or Contractors on site.

### Key features include:

- Real time communication to field based personnel thus improving workflow, reducing administration and costs whilst increasing productivity.
- Automatic job creation and instant distribution of Work Orders to appropriate Engineers
- Signature capture on Windows Mobile 6.5, Apple iPhone, iPad, and Android 2.0+
- Ability to add notes, assets, costs and labour time.
- Retrieve Work Orders assigned specifically to the Engineer.
- Retrieve and Accept Work Orders assigned to their related Trade Code(s)
- Use Start functionality to indicate that they have commenced work on Work Orders assigned to them and option to record travel time.
- Place Work Orders assigned to them On Hold and Take Off Hold.
- Resolve and/or Complete Work Orders assigned to them.
- Asset tracking for monitoring equipment locations and conditions surveys.
- Enforcement of appropriate risk assessments and standard operating procedures by ensuring questions and safety instructions are read before an Engineer starts work.



Home Help Desk Room Booker Administration Sign Out

Search Reset Issue Resolve Complete Help

You are viewing > **All Help Desk Faults:** You are currently logged in as Claire Holland in CAFM Explorer

Main Search Filters Assignment Filters Advanced Filters

Work Order No:  Type:

Main Contact:  Group:

Status:  Asset:

Source:  Reactive  Planned  All

Drag a column here to group by.

Logged Date	Work Order No	Main Contact	Details	Status	Internal Required Response	External Required Response	
<input type="checkbox"/>	26/07/2011	00006290	Claire Holland	Printer out of ink.What colour cartridge?	Notification Due	27/07/2011	27/07/2
<input type="checkbox"/>	26/07/2011	00006288	Claire Holland	Light - Flickering/What kind of light - Fluorescent tube/Bulb:Where exactly is light located:	On Hold	26/07/2011	26/07/2
<input type="checkbox"/>	25/07/2011	00006286	Lucinda Prior-Palmer	Air Conditioning - Too Cold/Which unit?/What is the temperature on the display?	Notification Due	25/07/2011	25/07/2
<input type="checkbox"/>	25/07/2011	00006285	Claire Holland	Printer out of ink.What colour cartridge?	Completed	26/07/2011	26/07/2
<input type="checkbox"/>	16/06/2011	00004588	Wayne Rooney	Telephone Maintenance.	Open	25/07/2011	01/08/2
<input type="checkbox"/>	16/06/2011	00004582	Lydia Tomlinson	Air Conditioning - Too Cold/Which unit?/What is the temperature on the display?	Open	25/07/2011	25/07/2
<input type="checkbox"/>	16/06/2011	00004581	Claire Holland	Toilets - Leaking/What exactly is leaking ? - Pipe/Toilet/Washbasin:	Open	25/07/2011	25/07/2

Columns to Export 7 Records Found Export to Excel

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If you would like to book a one-to-one product demonstration with one of our Account Managers, please email us or telephone using the details below. If you would like to take a quick tour of CAFM Explorer, please visit our website and click watch a demo, alternatively you may also register to watch one of our webinars which covers various topics of CAFM Explorer. Reserve your seat on our website.