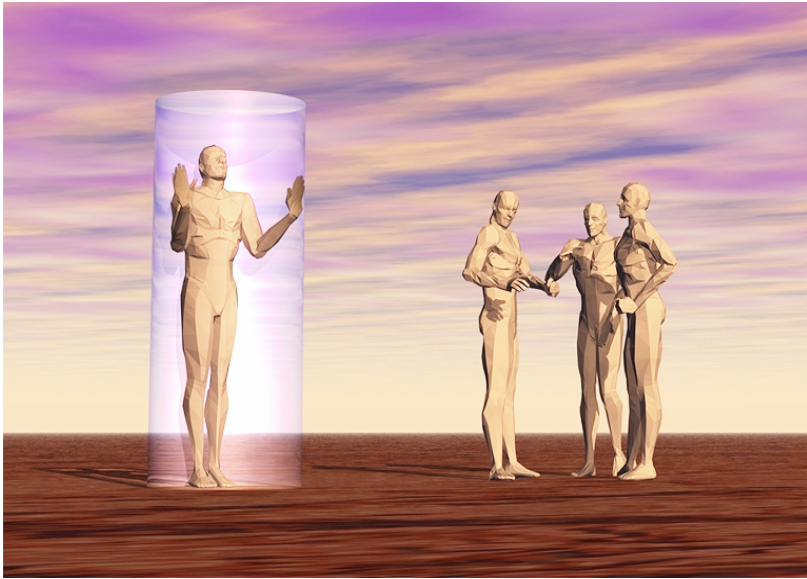


Service Visits



*Preventative maintenance;
minimising down time; right
spares, right time, right place;
keeping it running smoothly ...*

pegasus
OPERA II

*Client
Systems*

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Our Touchpoint range of software has a number of vital administrative functions built into it – contract administration, service call management, costing and invoicing, generation of targeted marketing lists, campaign evaluation for instance – but its Planned or Preventative Maintenance facilities provide support for a vital role, namely keeping a customer's equipment and systems running smoothly.

When it is appropriate to schedule one or more visits where specific spares and/or skills and/or tasks are known to be required, Planned Maintenance profiles to reflect this can be established.

Against a contracted item a profile can be used or a schedule set up from scratch. In either case, a planned time can be set and amendment of all details in either case is supported.

With PM visits scheduled, the next step is to list and release the visits themselves.

Listings of imminent scheduled calls, typically for a month in advance, can be taken to indicate the likely load per engineer or region, per month. This same process can also be used to automatically generate the calls.

Generated calls are allocated initially to the preferred or regional engineers for the dates scheduled, or to the service manager for allocation, and will automatically appear in the Calls Diary along with outstanding breakdown or PM visits.

Distribution of calls to engineers in a manual system will often be achieved by giving engineers a list of their calls for them to make their own arrangements for the visits. Alternatively, calls can be arranged centrally and released to engineers as for breakdowns.

To support allocation, engineers' current loading is again available, and integration with the Opera II stock module means the spares requirements can be checked before a PM visit is undertaken.

With the Mobile Data Service module, Telepathy, installed, calls would be transmitted.

It is important to manage all calls efficiently and effectively, with clear determination of any next step that is to be taken.

Progressing a call then follows the same procedure as for breakdown calls, described in the Service Calls flyer.

As for breakdown calls, PM visits are closed with fault and result codes to assist analysis, and calls can be recalled if necessary – again with analysis. In addition, if a further visit is scheduled, then its date can be confirmed, allowing it to be rescheduled if necessary based on current attendance.

The Empathy Planned Maintenance module and Pegasus Opera II system ...

Working in time ...

... WITH YOU