SMARTKEY PROFESSIONAL CRM SYSTEM

SMARTKEY FEATURES

SMARTKEY Professional CRM System, for achieving labor saving and improving customer service in an integrated environment effectively managing and controlling information.

IMPROVING THE MANAGEMENT OF A PROPERTY/ ASSET AND AT THE SAME TIME OPTIMIZING OPERATIONS

- Integrates all various process and procedures onto a single, intelligent network-based software solution

- Centralized Repository for all the property's assets, monitoring of budget / expenditure, maintenance records, management reports with KPI etc

- Enhance the response to tenant's feedback/response. Automated tracking thereby improving customer service

- Optimize Operating/Running costs

- Improve Staff Productivity as the system can intelligently search for data more expeditiously. Staff have then more time to focus on other key issues

MAINTENANCE

- In-built PPM Library

- Preventive (Scheduled) Maintenance

- Corrective (Ad-hoc) Maintenance

- Reactive Maintenance & Best Procedures

- Work Orders Management

- Routine Inspection

- Resource Scheduling

- Technician/Labor Managment

- Planning/Scheduling

CORRECTIVE & PREVENTIVE MAINTENANCE MANAGEMENT

- Tool for monitoring maintenance and repair job request
- Storage of equipment data
- Scheduling work orders to perform maintenance jobs – routine/preventive maintenance
- Provide flexible working methods such as managing work through instant work orders, on demand work orders and preventive maintenance work orders.
- Generate periodic reports and queries that include charts, database tables, drawing and images

MAINTENANCE JOB REQUESTS

- Event of equipment failure
- Escalation of job request

WORK ORDERS

- Work orders can be created for every maintenance task
- Estimated and actual costs for each work order
- Estimated and actual labor and spare parts required
- Link external files to print work orders – MS Word, MS Excel, other file format
- Create work orders from customer's job requests
- Resource Scheduling – Scheduling the work for any day, week, month of any year for any equipment, trade or trades person
- Add history at any time during a job
- Create work orders from standard jobs
- Add safety notes and instructions to each work order
- E-mail escalation on work orders yet to start after due date

Re-work /Re-job

- Option to re-open/reprocess a job competed.
- Reason and details of Reworks done
- Staff /Client wise reworks done

HISTORY

- Failure analysis codes
- Downtime and repair time reporting
- Full description of each job done
- Add history without work orders

MAINTENANCE POLICY

- Plan all the work on any preventative maintenance or routine job including all resources. Schedule maintenance by hours, weeks, years, etc

- Create work orders for the created policies when they are due. By running the activator, MMS will select the maintenance policies that are overdue or due in the near future and turn them into work orders for each equipment

- Labor resource requirement and spare part requirement planning

- Provide an area where you can store all your standard jobs. A standard job is a job that is planned (resourced), but not scheduled on a routine basis. The standard job can be turned into a work order when required

CONTRACTS MANAGEMENT

- Contracts storage and retrieval with attachments

- For Scheduled and Corrective Maintenance Service, Procurement, Projects   etc.

- Vendor Details, Contract Details, Terms of Payment, Contract & Warranty   Period, Insurance Details etc

- Service Level Agreement (SLA) for the contract can be defined

- Three levels of Auto Reminders for Contract End, Warranty End

- To link to one or more facilities

- Provision to store Contract Sum and the variations

SERVICE LEVEL AGREEMENTS (SLA)

- SLA or Service Level Agreement can be defined for any job type and priority   combination

- Analysis and escalation can be set against "Status" codes

- Status can be "Response", "Start of Work", "Completion" etc

- Escalation time and the person to escalate can be defined

- SLA's can be linked to a Contract or a Maintenance Policy (or facility) or a Work   Order directly

- SLA analysis and escalation can be done for internal work orders also

RATE SCHEDULES

- Rate schedules can be linked to Contracts

- Revisions to rates are allowed and also cancelled

- Work Orders pick up Trade wise rates for Supplier

- Purchase Orders pick up Item wise rates for Supplier

- Report to list Rate schedules nearing expiry

STORES INVENTORY MANAGEMENT
- Master Inventory list
- Purchase Requisition
- Ordering
- Inward / Returns / Issues
- Min/Max/Levels
- Online Stock updates
- Automated re-ordering / alerts
- Conversion of asset to stores item
- Conversion of store item to asset
- Spare life cycle tracking and scrap management

INVOICING
- Generate invoice for a work order, or for ad-hoc invoicing
- MMS quote cost directly from the work order or use the quoted price on the invoice
- Maintain discounts for each supplier. This will show on all invoices for that customer
- Trade labor costs can be charged out differently to each customer
- Scheduled Corporate Invoicing (Monthly)

SMARTKEY MOBILE

- Smartkey Mobile Online which helps to improve the efficiency of the Maintenance Team by triggering the work orders directly to trades men's mobile device.

- The online version of Smartkey Mobile runs on devices using GPRS / WiFi and connects to the Smartkey server application to access the live data and perform live operations.

- The new Smartkey Mobile Online application work on multiple platforms like iPAD, iPhone, Android, Blackberry.

SMARTKEY MOBILE – FEATURES

Functionalities implemented in the Mobile platform are:

- Work Order Processing
- Inspections
- Inspection and Audits
- Facility Booking
- Visitor Registration
- Live Location Tracking
- Google Map Integration
- Reallocation
- Project Status tracking & Reports

WORK ORDER PROCESSING

- View assigned work orders and Update completed work details
- View assigned work orders and Update completed work details
- Update Consumables utilized against the work order

HELPDESK CALLS

- Record or Report Calls, Requests and Issues ,View assigned calls
- Update findings, call related response Complete assigned calls
- Standard KPIs – Preventive Maintenance Backlog, MTBF (Mean Time Between Failures), Overdue PM Work Orders, Maintenance Cost variance etc
- Provision to drill-down and view detailed report
- To create Custom KPIs and KPI Charts and associate detailed drill-down reports
- Site wise KPIs
- Custom KPIs can be linked to menus and privileges can be defined.
- Provision to auto-refresh to show latest data.
- Gauges, Bar charts, Pie-charts etc available

KEY PERFORMANCE INDICATORS (KPIS)

- Standard KPIs – Preventive Maintenance Backlog, MTBF (Mean Time Between Failures), Overdue PM Work Orders, Maintenance Cost variance etc
- Provision to drill-down and view detailed report
- To create Custom KPIs and KPI Charts and associate detailed drill-down reports
- Site wise KPIs
- Custom KPIs can be linked to menus and privileges can be defined
- Provision to auto-refresh to show latest data.
- Gauges, Bar charts, Pie-charts etc available
- etc.

WEB PORTAL & MOBILE APP

- Customer Registration
- Register a complaint
- Track Invoice and payment
- Customer Dashboard
- Track the Job/complaint status
- Feedback/ Suggestions & Rating