WORK ORDERS & USER INTERFACES

Glossary of Terms:

ASP
Application Service Provider -- A company that allows you to work on your system via the internet, thus eliminating the need to buy and install software.

Client/Server
Type of software installed on an office network and shared by multiple users.

CMMS
Computerized Maintenance Management System -- A software system for managing maintenance and work order activities.

PDA
Personal Digital Assistant -- hand-held devices.

INTRODUCTION

Let's say you're looking at systems to manage work orders, service requests, and maintenance work. Should you go with a web-enabled system? Subscribe to a web-based ASP? Buy a networked client-server application? What's the best way to compare and evaluate different products in the marketplace when they come on such a wide variety of platforms?

Facility Wizards has solved this problem many times for many clients. This document will simplify the complex choices faced by those considering how to improve the flow of their work order process.

THE USERS

Throughout our software success stories, it has become clear with each maintenance/CMMS system that there are 3 distinct types of users, some of whom work in the Facilities department and many who do not. Each of these groups has a very different set of software needs throughout the work order process, so there's no reason to buy the same interface for everyone. They are:

1) **Requesters** -- people who request work orders and need to know the status of the work being done. Requesters can be anyone in the organization from assistants to executives.

2) **Workers** -- those who actually do the work. Workers can be in-house trades or technicians, or outside vendors and subcontractors.

3) **Administrators** -- individuals who field work requests, set up and manage the preventive maintenance program, and assign work orders to workers. These people are the "gatekeepers" of the maintenance team, responsible for communicating the status of work to requesters and the preparation of periodic reports of work activities to managers and executives.

Facility Wizard Software's Workorderama and its available integrated modular technologies have been developed and individualized to respond to the specific needs of these 3 groups.

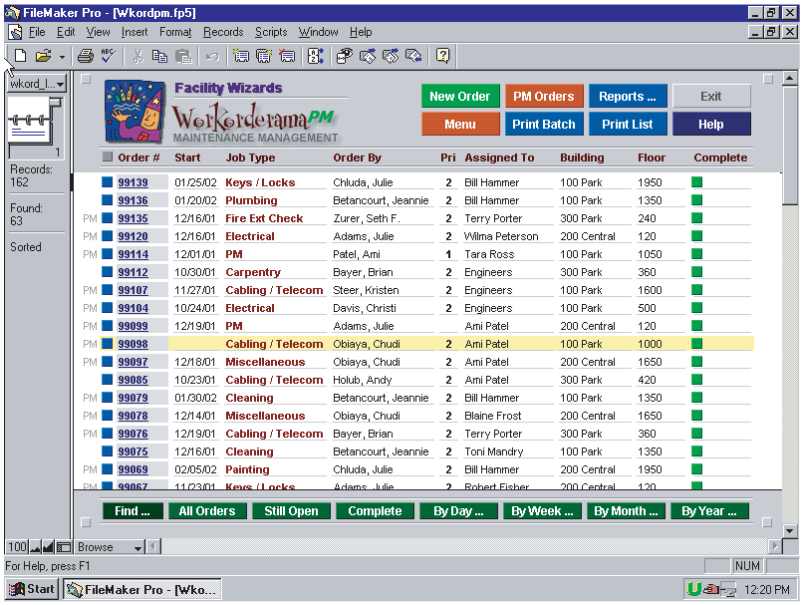
Workorderama™
WORK ORDER MANAGEMENT SOFTWARE

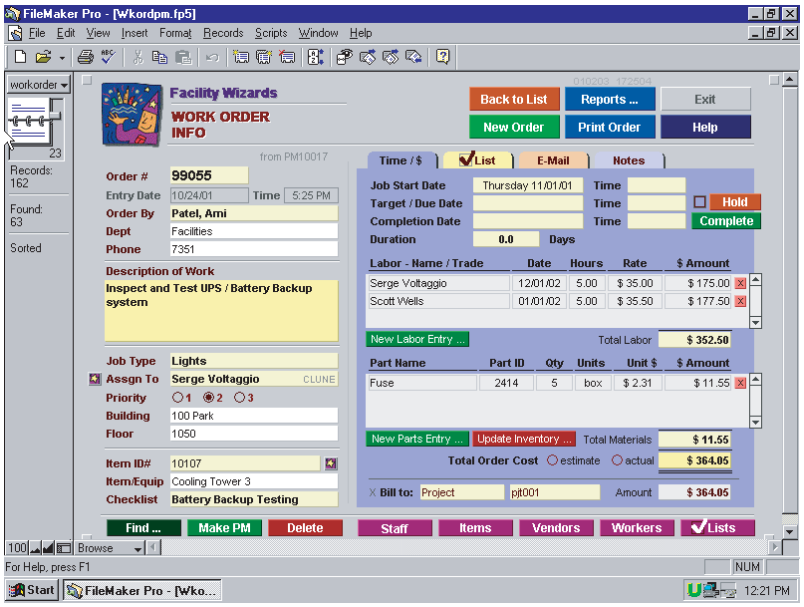
FACILITY WIZARD SOFTWARE

WORK ORDERS & USER INTERFACES

ADMINISTRATORS

Workorderama Administrator Interface - Software or Web-based





Top: The list view of work orders

Bottom: The detail screen with time and materials information

Workorderama is our award-winning application (a program that is installed on your server and PCs) that is ideal for the needs of the Administrators group. It is a powerful and simple-to-use tool for the management and administration of work orders and maintenance tasks.

With 1 or 2 mouse clicks, you can see the answer to "how many work orders are open?", or "when was that job completed?", or "show me all of last week's work orders".

Within seconds, you can run professional reports detailing many aspects of work order activities, such as cost and time analysis, monthly summaries by job type, and bar charts. Many of the features found in Workorderama are almost impossible to develop in a standard ASP-type system.

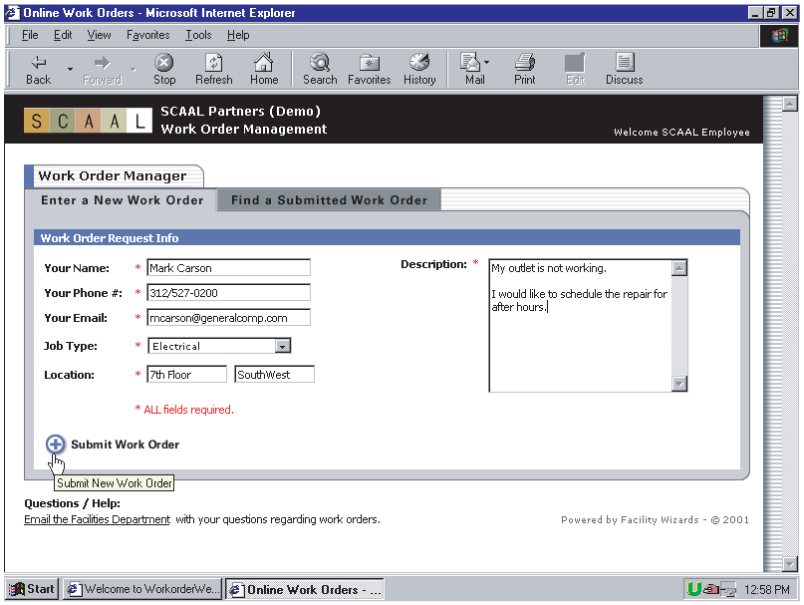
Administrators typically need the power, reporting tools, and flexibility of the Workorderama application. The other 2 types of users, Requesters and Workers, have smaller, more targeted sets of needs that are much different than those found in the full-featured program.

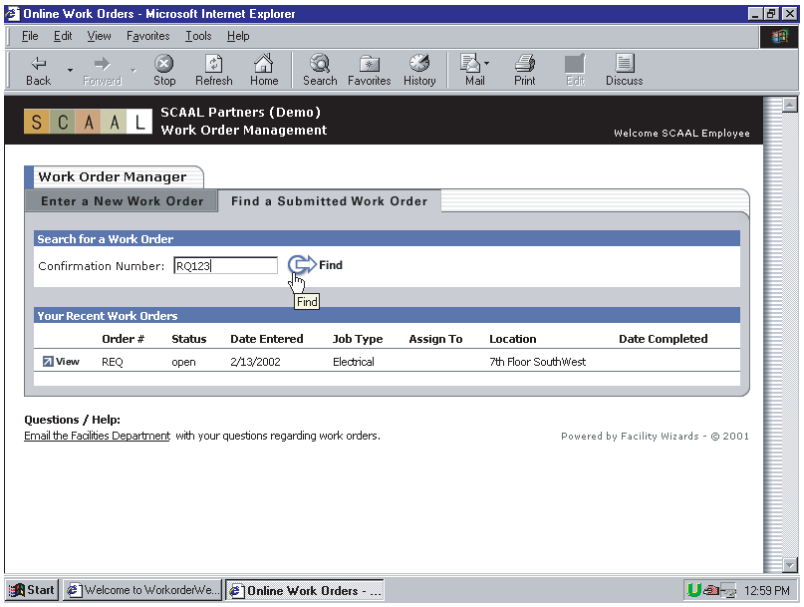
WORK ORDERS & USER INTERFACES

Our Web Access technologies include 2 modules that are custom-tailored for the needs of Requesters and Workers. Not surprisingly, we call them the Requester Interface and the Worker Interface. Here's how they work:

REQUESTERS

The Web-Based Requester Interface





Top: The Requester's work order entry form

Bottom: Requesters can see a list of their work orders or search for others by confirmation number

Requesters can be anyone in your company. They may be really smart individuals, or they might not be the sharpest pencil in the box. They should have a tool for submitting work requests that is easier than picking up the phone. The tool should not require any training or explanation. It should be obvious and simply intuitive for Requesters to (1) click on a link (or 'Favorite') in their web browser; (2) type in a few words describing their request; and (3) click a button to submit the order. Facility Wizards' Requester Interface is exactly that. 1-2-3.

Once the work request has been submitted, the Requester receives a tracking number that gives them 24x7 access to the current status of the job. In addition, Facility Wizard Software enables the system to automatically send custom-tailored emails at various stages of the work process. Typically, the Requester gets email notification of (1) receipt of the request; (2) generation of a Work Order number and assignment to a worker; and (3) order completion.

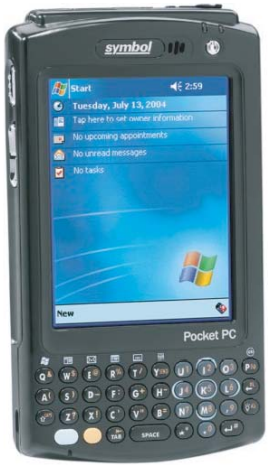
The bottom line is that well-designed technology can dramatically increase the level of communication and service you provide to your end-users.

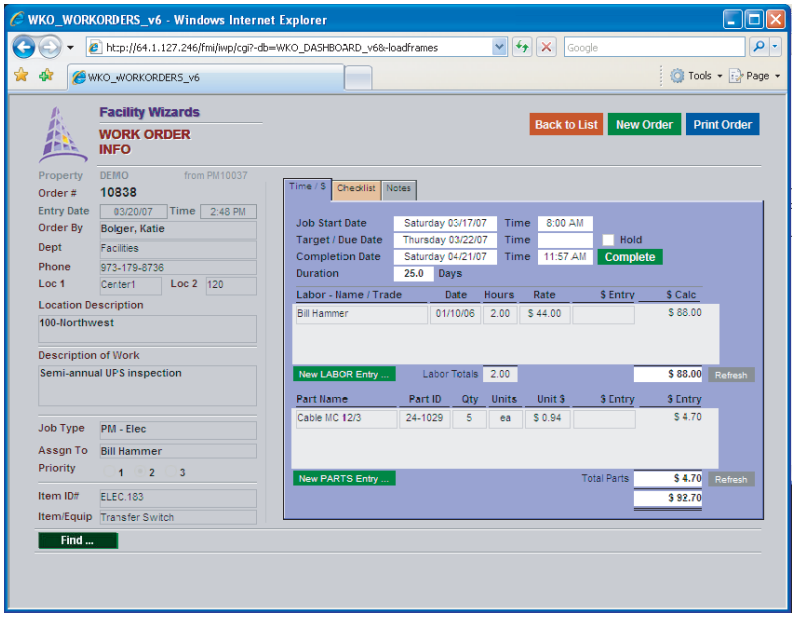
WORK ORDERS & USER INTERFACES

WORKERS

The Worker Interface - Web-Based or Mobile Device

Let's face it. Workers hate paperwork. After their morning cup of coffee, they want to focus on getting things done. They want to know what jobs are assigned to them and when they're finished, they want to move on to the next one. The Administrators want to know 3 things: (1) when was the work done; (2) how many hours were put in, and (3) what parts and supplies were used.





Worker-Interfaces shown above allow entering, viewing, & completing work orders, as well as adding notes, time & materials

Top: Symbol© PocketPC© (left) and BlackBerry© (right) mobile Worker Interfaces

Bottom: Browser-based worker interface

Workorderama facilitates the traditional process of printed work orders which go from outbox to inbox. Facility Wizards' Worker Interface streamlines the process with more simple technologies that can eliminate paperwork and speed up communication within the facilities/maintenance team. The Worker Interface lets the Workers immediately see (and print out if necessary) open work orders assigned to them. Many times, closing a work order is one click away. When there are hours and supplies to track, they just enter them on the screen and the database is immediately updated.

The Worker Interface can be seen from any web browser, but we realize that if these guys are doing their job, they are on the move, in the shop, in a truck, on the roof, or somewhere actually doing the work, and not near a PC. That's why we've developed the Worker Interface for mobile devices. From anywhere workers can check assignments, enter hours, and close out orders with a few taps on their PDA screen. It takes about 15 minutes to learn, and from then on, about one minute to check on or close out each task, while instantly updating the Workorderama database for the Administrators.

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SUMMARY

The most important thing that we've learned is that there are some interfaces that work well on the web, some that work better on a mobile device, and some things that need more full-featured functionality. The Workorderama suite of products developed by Facility Wizard Software are all about doing it the right way. Putting the right tools in the right places for the right people at the right time (and at the right price).

FACILITY WIZARD SOFTWARE

Workorderama™

Asset Maintenance + Work Order Tracking

FACILITY WIZARD SOFTWARE

4147 North Ravenswood
Chicago, IL 60613

PH: (773) 832.0200
FX: (773) 832.0202

www.facilitywizard.com
info@facilitywizard.com

SYSTEM REQUIREMENTS

WINDOWS
Windows 2000 and XP
Windows Server 2000 or 2003

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