

iFMS Facilities Management System

iFMS improves customer service level and service quality of your facilities and property management operations using mobile device technology. It supports a proactive management approach that involves preventive patrols and inspections, SLA monitoring and escalations and aims to avoid potential problems even before they surface.

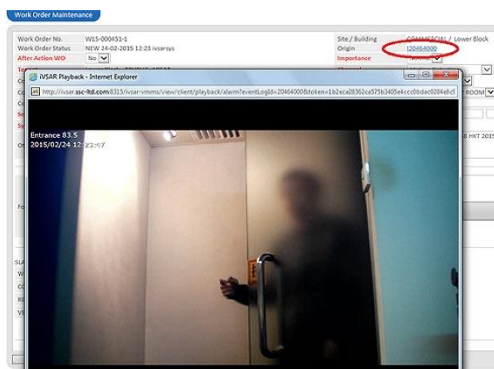
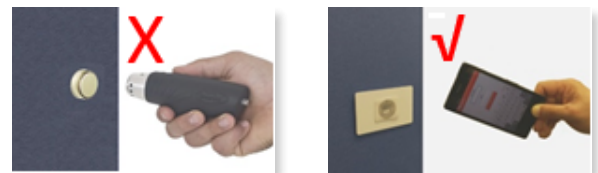
Benefits

- **Improve Customer Service**
 - Service Level Agreements (SLA) monitoring
 - Real-time reporting and escalations of SLA misses
 - New work orders are sent via mobile devices for immediate assignment
 - Improvements in service calls completion and responsiveness.



- **Improve Mobile Workforce Productivity**
 - Utilization of state-of-the-art mobile devices to save return-to-base trips
 - No data loss even in network dead spots
 - User-definable patrol forms design and fast deployment to mobile devices
 - Efficient patrol scheduling, assignments and monitoring.

- **Improve Cost Effectiveness**
 - Better parts inventory management
 - Paper savings by mobile device for work orders and patrol forms
 - Cost savings with NFC replacing iButton with encrypted data protection.



- **Provide Integration Possibilities**

iFMS's integration capabilities have been tested with the following types of systems:

 - 3rd party Customer Relationship Management systems
 - Surveillance and advanced security systems
 - Building automation and control systems.



Patrol No.	P15-000100
Reference Date	24-02-2015
Form	Arcade Patrol / Main Tower / 巡邏
Staff	Staff 438 (comamic)
Plan Start/End	24-02-2015 11:10 / 24-02-2015 11:40 (30 minutes)
Actual Start/End	24-02-2015 11:00
Patrol Status	Cancelled 24-02-2015 11:01 comamic
Cancel Reason	身體不適
Cancel Remarks	

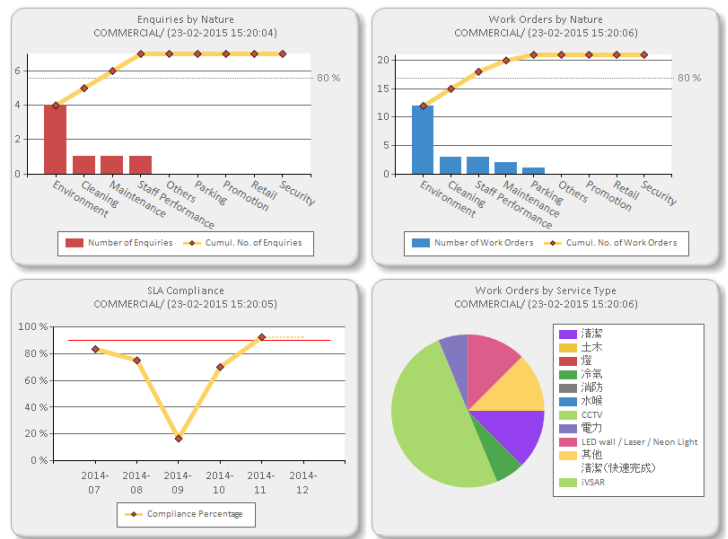
D座頭鐘 / 控制室
(No visit)
(Tag read not required.)

• Ensure ISO Compliance

- Detailed logging of patrol activities, assigned employees, site location details, scheduled and logged timestamps, cancelled patrols with reasons
- Cross-reference feature for linking of re-do work orders.

Key Features

- Customer service hotline support
- Work order processing with mobile app:
 - dispatch workflow by service type
 - timestamped photos and audio
 - photos picked from gallery
 - highlight the high severity and re-do
 - copy to create a new work order
 - input of expenses with photos for receipts
 - fit for hotel users:
 - o reminder notification within minute(s)
 - o person-in-charge for listed floor/rooms
- Patrol processing with Android app:
 - user definable patrol forms
 - pre-generate patrols by copy functions
 - capture readings of meter/device
- Preventive work scheduling
- Parts inventory management
- Flexible user administration
- Multiple language support and revamped user interface
- Reports and dashboards



For enquiries, please contact:

Strategic Systems Consultants Limited

Unit 401, 4th Floor, Lu Plaza, 2 Wing Yip Street, Kwun Tong, Kowloon, Hong Kong

Tel No.: +852 2389 3217
 Fax No.: +852 2345 8093

E-mail: enquiries@ssc-ltd.com

iFMS™ is a trademark of Strategic Systems Consultants Limited. All other product brand names are trademarks or registered trademarks of respective companies. Screen images in this document are for illustration purposes and may differ from the actual product/system. Product specifications and capabilities are subject to change without notice.