

Handheld technology and remote working maximise the potential of your system for dramatic operational improvements in efficiency within Estates and Facilities departments.

The efficiency and productivity of your engineering and trade staff can be enhanced significantly by the introduction of mobile functionality. Saving time and costs associated with data entry, system administration and ticket printing - MTM can be easily implemented alongside your static fmfirst® system.

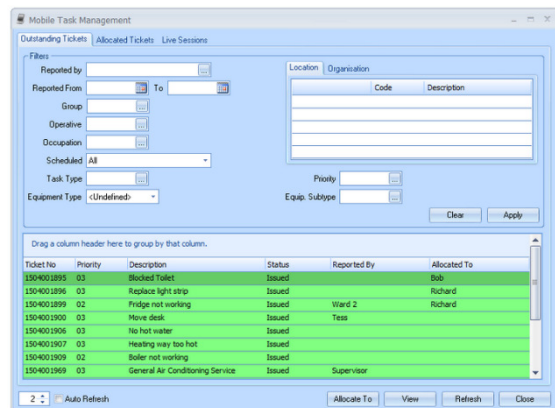
Compatible to industry standard PDAs and 'smart phones' and available as an optional fmfirst® module, MTM gives you the ability to:

- Maintain an accurate level of database information with regular updates
- Enhance Service Level Agreement (SLA) attainment
- Improved communications with remote users
- Reduce errors and eliminate double entry with real time data entry
- Minimise training with powerful, lightweight portable devices that are easy to use
- Dramatically reduce or even eliminate paperwork
- Minimise impact on working procedures with process driven software
- Improve communication with head office while reducing technicians' travel time
- Reduce administration time with live data updates at work location
- Capture of digital signature completes task audit
- Satisfy remote/single worker legislation
- Monitor health & safety with notification of hazards included in MTM task information
- Obtain a permanent record of staff awareness without need to return to base to sign Hazards register

NHS Estates & Facilities managers can realise the benefits of mobile by providing remote workers with the ability to receive full details of a task, wherever they are throughout the estate - without the need to carry paper tickets or seek the use of a central PC terminal.

The MTM system is in two parts – the first part is the issuing of tasks to the operatives using the main fmfirst estates and facilities application. The second part is using the mobile device to log task tickets on and off as required.

The Mobile Task Management Controller View controls the tasks which are sent to the mobile devices.



The screenshot shows the 'Mobile Task Management' application window. It features a navigation bar with 'Outstanding Tickets', 'Allocated Tickets', and 'Live Sessions'. Below this is a 'Filters' section with various dropdown menus for 'Reported By', 'Reported From', 'To', 'Group', 'Operative', 'Occupation', 'Scheduled', 'Task Type', and 'Equipment Type'. There are also fields for 'Location', 'Organisation', 'Code', 'Description', 'Priority', and 'Equip. Subtype'. A table below the filters displays a list of tickets with columns for 'Ticket No.', 'Priority', 'Description', 'Status', 'Reported By', and 'Allocated To'. The table contains several rows of data, including ticket numbers like 150-4001898 and 150-4001899, and descriptions such as 'Blocked toilet' and 'Fridge not working'. At the bottom of the window, there are buttons for 'Allocate To', 'View', 'Refresh', and 'Close', along with an 'Auto Refresh' checkbox.

Ticket No.	Priority	Description	Status	Reported By	Allocated To
150-4001898	03	Blocked toilet	Issued	Bob	
150-4001899	03	Fridge not working	Issued	Richard	
150-4001900	03	Fridge not working	Issued	Richard	
150-4001901	03	Move desk	Issued	Tess	
150-4001902	03	No hot water	Issued		
150-4001903	03	Heating may too hot	Issued		
150-4001904	02	Solar not working	Issued		
150-4001905	03	General Air Conditioning Service	Issued	Supervisor	

MTM is designed to run across a range of industry standard PDA's and 'smart-phones'. This means you decide which hardware device or system is most suitable for your FM department's needs. You also have a choice of connection methods including WiFi and 3/4G connection.

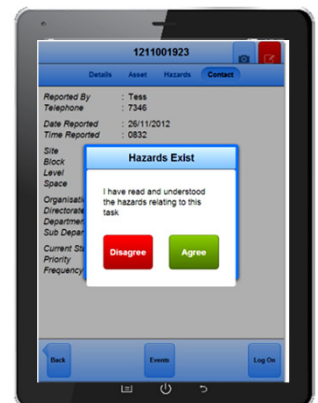
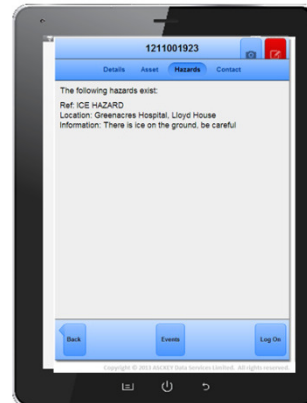
In addition to receiving and logging onto a task, a remote worker can then log off tasks upon their completion, including providing an 'electronic signature'. The full record of these events and timings are then uploaded to the host fmfirst® system for full integration into the standard operating, reporting and auditing processes.

Strategic

- Increase the efficiency of mobile workforces by allocating tasks to remote workers.
- Maintains an accurate level of database information by updating information regularly.
- Enhances Service Level Agreement (SLA) attainment by allowing technicians to receive complete information and instructions remotely in real-time

Mobile Stock Management

PDA operation extends to **Mobile Stock Management**, allowing stock issues and returns, receipts and stock checks to be carried out on the spot rather than via paper list checks and task dockets.



Improved operational efficiency

- MTM allows you to place your resources exactly where they are needed, when they are needed
- Information captured at source reduces error rates and eliminates duplication
- Powerful, lightweight portable devices are easy to use with minimal training
- Paper work can be dramatically reduced or even eliminated

Intuitive software is process driven and has minimal impact on existing working procedures. Improved communication with base reduces technicians' travel time.

Data updates at work location greatly reduces administration time. In addition, the capture of a digital signature completes task audit requirements, satisfying remote/single worker legislation.

Health & Safety

Hazard notices available through PDA. Hazard notice acknowledgement eliminates the need to sign a central hazard register.

Mobile Asset /Asset Condition Surveys

Asset Condition Surveys are much more efficient when carried out with mobile devices. These allow for direct, live data entry, eliminating the need to prepare manual check lists which need to be transcribed back to central Asset records.