

The fmfirst® web module provides low cost access to FM system functionality to a wider range of trust staff. fmfirst® web provides a web page interface to elements of the system needed by general trust staff and trades staff. Web access can be granted to all staff with the added benefit of it not requiring a user count for the main system.

Helpdesk – Task Creation/Tracking

Any member of staff may create, modify or cancel maintenance tasks for their own area of activity. View current task status, with a task request history related to the member of staff making the request.

The fmfirst® web home screen provides an 'at a glance' summary of current tasks relating to the users location. Web access provides remote staff with the ability to create and track ad-hoc and planned maintenance tasks. Staff are able to logon to maintenance tasks and update task details remotely without the need to return to base.

Task Management

Trades Staff – Task Logging/Feedback

Trades staff may access tasks allocated to them from any Web Browser equipped PC or mobile device. Via simple interactive web entry, staff are able to:

- list current tasks
- remotely access current tasks
- enter task related data
- create and track ad-hoc and planned maintenance tasks
- record time spent and material/stock used

Web access gives trades staff instant access to task information including associated documents and hazard warnings. Where a hazard is identified, trades staff members are able to create an on-line acknowledgement of the hazard when logging on to acquire task details. Saving time (compared with the usual process of referring to a central hazard register) hazard alerts make a major contribution to Health and Safety requirements for hazard awareness.

Asset Management

fmfirst® web provides real time access to a list of assets relating to a user's own area of activity. From this list any asset may be viewed in detail, including any associated documents such as

maintenance manuals, or extended maintenance instructions. From the asset detail, a help desk task can be easily created.

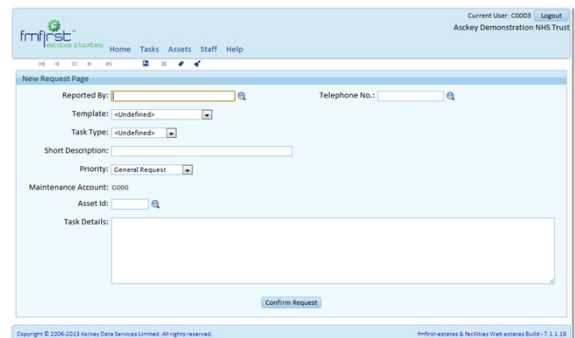
The provision of Asset/Task related data and documentation including Hazard Warnings through fmfirst® web, provides further opportunity for reducing non-productive time.

Qualifications

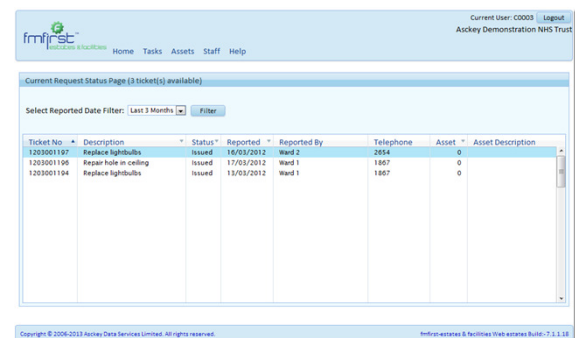
NHS Trusts are responsible for large amounts of specialized and complex equipment that may be used in highly critical clinical situations.

It is therefore essential that equipment is maintained to a high standard and by specifically qualified trades staff only. The Qualifications area of the system makes it possible to register all staff qualifications and associate an Asset with a required qualification. Staff are able to access and maintain their own qualifications.

Create web request



Web request status



Ticket No.	Description	Status	Reported	Reported By	Telephone	Asset	Asset Description
1203001197	Replace lightbulbs	Issued	16/03/2012	Ward 2	2654	0	
1203001198	Repair hole in ceiling	Issued	17/03/2012	Ward 1	1867	0	
1203001198	Replace lightbulbs	Issued	13/03/2012	Ward 1	1867	0	

fmfirst® web	fmfirst® for
Help-desk task creation/tracking	<ul style="list-style-type: none"> • Improved site wide communication • Increased visibility and control for informed decision making • Remote access for instant access to specific task detail • Efficient task distribution based on availability and location • Independent user task maintenance within specified area of responsibility • Live task history available at any time with controlled, secure user access • At a glance summary of current tasks relating to user location • Remote creation and tracking of ad-hoc and planned maintenance tasks • Improved efficiency and reduced travel times • Live data for improved reporting accuracy
Task Management Trades staff task logging/feedback	<ul style="list-style-type: none"> • Access from any Web Browser equipped PC or mobile device • Simplified and interactive web entry with minimal training • Accurate recording of time, stock/materials used • SLA objectives monitoring for staff performance and related task costs • Shared data access including task information, associated documents and hazard warnings • Instant whole site hazard notification linked to a specific task/location • Health and Safety compliance for proven awareness of hazards
Asset Management	<ul style="list-style-type: none"> • Direct access to your vital assets specific to user's specific area of activity • View of current associated documents eg. maintenance manuals, instructions or warranties • Linking help desk tasks to specified assets • Instant notification of Hazard Warnings for reduced non-productive time
Qualifications	<ul style="list-style-type: none"> • Assign only appropriately qualified staff to a task • Qualifications/training verification

Intuitive – Flexible – Innovative – Targeted – Secure