

## Product Information / Enterprise Mobility

# Mobile Facility Services

### Challenges at Facility Services

Service providers – whether in-house profit centres or external partners – face new challenges, when it comes to the maintenance of buildings, assets or infrastructure. While customers' expectations in terms of quality are constantly rising, the relevant services need to be delivered more efficiently, in order to lower the costs.

Both requirements can be met only by re-structuring and process optimisation.

### The solution: A special tool for managing Facility Services

With S&T's modular mobileFacilityService Software-Suite, the employees have a powerful and easy-to-use tool that runs on mobile platforms. It is also equipped with an easy feature enhancement and update mechanisms. Further included functions amongst other things are:

- Ticketing
- Planning of recurring maintenance orders
- Remote access to data sheets, floor-plans, manuals, etc.
- Compliant documentation of carried out jobs
- Embedding in the existing IT infrastructure

mobileFacilityService increases the overall availability of services for objects or systems, thereby also improving customer satisfaction.

### The Desktop Client for resource planning

Service providers are daily challenged in their quick reactions to unexpected events, such as system failures or technical defects, as well as in meeting extensive maintenance orders on a regular basis. Such requirements can be met with S&T mobileFacilityService in the shortest possible time with maximum quality. The coordinators and dispatchers have a powerful tool for ensuring the utmost efficiency in personnel planning and material provision.

Not only does the tool allow for planning in advance, it also reacts flexibly to unforeseen changes occurring in daily business. The field service staff is thereby always automatically up to date. The features include:

- Generation and planning of work orders for regular on-site actions, such as inspection, repair, renewal, object survey and surveillance
- Support of planned shut down or stopping of plants and subsystems



### BENEFITS

With the Mobile Facility Services Software-Suite you can:

- Increase efficiency and quality
- Increase customer satisfaction
- Avoid administrative workload and redundant data recording
- Reduce maintenance costs
- Optimise planning and scheduling
- Extend the usage period of assets
- Carry out repairs faster
- Optimise personal resources and material consumption

- Planning of necessary manpower through an easy drag-and-drop user interface
- Access to assignments, orders, status and capacity reports
- Real-time contact with the mobile workers
- Tools for reporting and efficiency analysis

## Mobile Client for the manpower

Everyone, who is active in mobile action needs an easy-to-use application, which is an efficient assistant during Facility Services performance, and which can be used without unnecessary effort and long introduction periods.

mobileFacilityService provides all mobile device functions that are needed on-site. The whole process from order confirmation to the documentation of carried out jobs can be managed with the intuitive and operable mobile device surface. This includes amongst other things:

- Performance of scheduled orders
- Handling check lists, protocols and workflows
- Ascertaining on-site failures or unplanned jobs (e.g. repairs)
- Ascertaining objects or systems with a barcode, RFID or image recognition
- Documentation of activities, carried out jobs and repairs
- Documentation of accomplished check lists
- Documentation of consumed time and material
- Availability for almost every service profile

## Integration Possibilities

All mobile recorded data can be integrated into existing backend-systems, if needed, thereby providing a consistent workflow without having to change the existing one (e.g. SAP, Microsoft Dynamics AX, NAV, CRM, Infor, etc.).



## About S&T AG

The publicly quoted company S&T AG (Security Code Number: A0X9EJ ISIN: AT0000A0E9W5) as a system house and manufacturer of IT systems is one of the leading IT solution providers in Central and Eastern Europe, with around 1,600 employees, branch offices in 19 Central and Eastern European countries and an extensive portfolio of proprietary technologies.

As a well-known solution supplier, S&T AG's core business includes amongst other things the development, implementation and operation of customer-specific solutions as well as outsourcing, integration and consultation within the IT field. In addition, as a well-known IT manufacturer, S&T scores points with a broad portfolio of proprietary products, which range from PC and server hardware and mobile solutions to hardware and software based special systems, such as highly professional security appliances.

Well-known customers in most diverse branches trust S&T's IT-solutions and professional services, respectively, in the fields of hardware and software, or consulting, integration and outsourcing. The strong regional presence of S&T AG enables an almost region-wide and cross-national service delivery for customers and partners with international orientation in Central and Eastern Europe.

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