

SERVICELINK DIRECT – CUSTOMER ASSETS AND PLANNED MAINTENANCE

ServiceLink provides complete details of equipment installed on customer premises and can generate planned maintenance visits, for example monthly , quarterly and annual visits.

PLANNED SERVICE WORK GENERATED AUTOMATICALLY

The system will generate the maintenance visits that are due. Once the jobs are generated they are added to the main list of jobs and are monitored, managed and otherwise handled in exactly the same way as any other work, this means that there is one system, one method for handling the different kinds of work.

This mechanism, combined with ServiceLink's main browser, means that services which cannot be completed for any reason are not forgotten about.

FULL SERVICE HISTORY

ServiceLink records details of all completed jobs in the system archive so that there is an easily accessible history of all work done at a given site, or all work done on a specific item of equipment. All of the details about any job are retained in the system's archive, from which they can be easily found and viewed

WORKLOAD FORECASTING

ServiceLink can use the information stored about future planned maintenance work to produce reports showing the manpower required for known work on a month by month basis.

CUSTOMER EQUIPMENT

Details of a customer's equipment are readily available. The amount of detail stored can be down to serial number level if required. There are a number of "tabs" for each item of equipment installed each showing different aspects of the data

INSTALLATION DETAILS

The customer product maintenance screen allows details of when items were installed, tested, who by etc.

SERVICING DETAILS

Items installed on customer premises have service intervals and servicing instructions set up. This information is used by the system for both the planning of service work and automatic generation of jobs.

The length of time that the history is retained can be decided by the user e.g. two years , five years etc.

The build up of any asset can be recorded within ServicePro allowing tracking of individual items within an asset e.g. a new motor .

The image displays three overlapping screenshots of the 'Asset Details' software interface. The top screenshot shows the 'Product' tab with fields for Asset Code (18), Product (3 modules), Description (IDEAL SUP/5 MOD BOIL), Model (IDEAL SUP/5 MOD BOIL), Serial Number (M850), Location (ROOF PLANTRoom), and a checked 'Service Required' box. The middle screenshot shows the 'Notes' tab with fields for Installed (15/02/2000), Defects Liability (15/01/2001), By (James & Smith Ltd), Tested (15/02/2000), and Certificate Ref (2345). The bottom screenshot shows the 'Service' tab with fields for Next Service (01/05/2000), Last Service (01/04/1999), Frequency (12), Time Reqd (6 Hrs), Resource (Not Allocated), and Out of Hours (checked). Below these fields is a 'Service Instructions' section with the text: 'IDEAL STELRAD SERIES 3 BOILER MODULES' and '1. ISOLATE ELECTRICALLY AND GAS SERVICE - REMOVE BURN'.