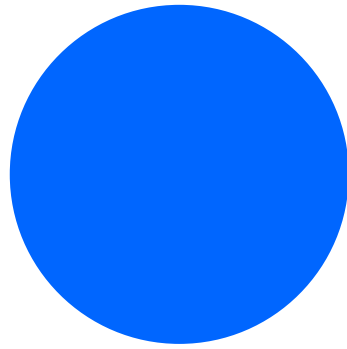




**Work Order  
Management**

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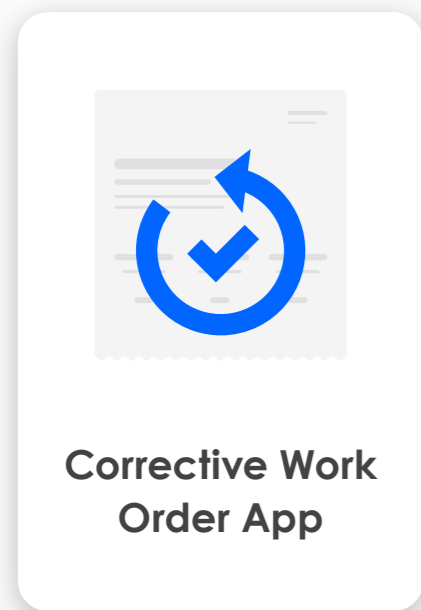
# How iviva simplifies maintenance.

- Improves productivity by automating & digitalizing entire maintenance business process workflow
- Easy reporting and tracking of faults by occupants increasing their satisfaction
- Reduces downtime of equipment, systems and services
- Better workforce management reducing ideal time and improved human resource usage
- Reduce maintenance costs and optimize return on asset and increase lifetime
- Empowers facility management staff in improving their processes continuously by
  - Maintenance business process performance tracking
  - Service level tracing
  - Exception reporting

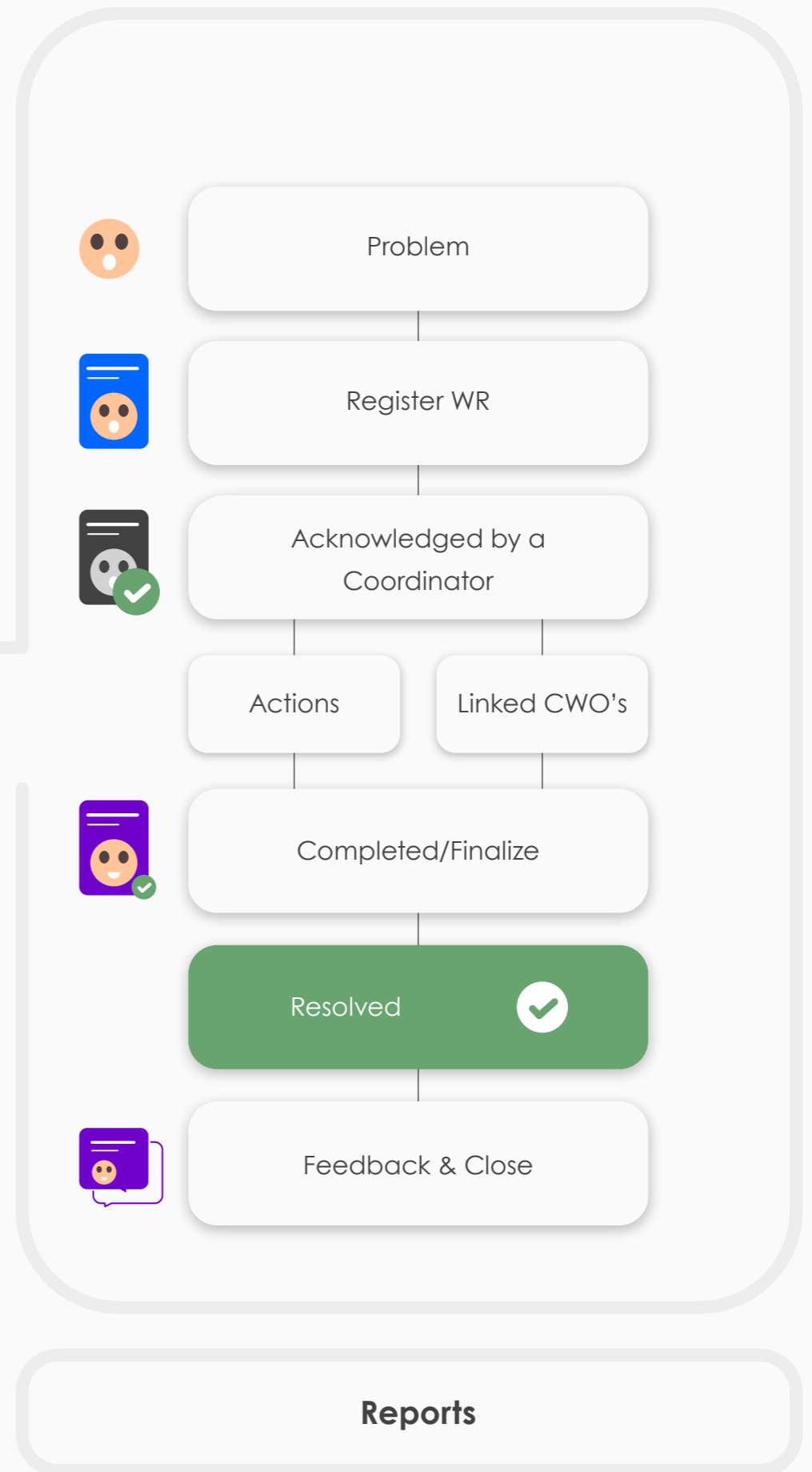
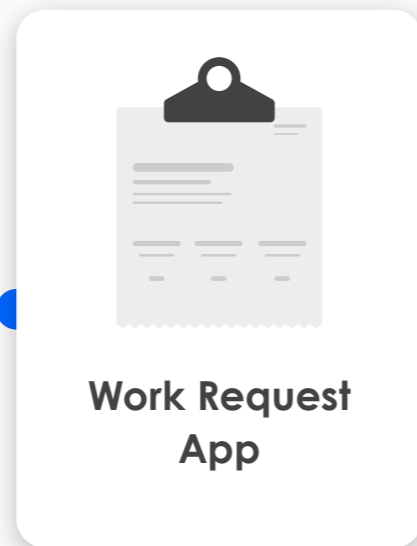


# How iviva Work Order Management helps your workplace

- Seamless access via both desktop and mobile
- Fully integrated work request and corrective work order management
- Comprehensive planned preventive maintenance management for time based and usage based servicing
- Notifications to all stakeholders with regard to progress and exceptions via email/SMS/push notifications
- Ability to fine tune the 'out of the box' workflows as per organization's needs
- Service provider performance reporting
- Service level tracking and reporting
- Seamless integration with iviva Inventory management for inventory reservations for work orders



Linked CWO



iviva /Work Request

## Registering work requests

- Supports creation using desktop and mobile
- Quick registration by selecting from a predefined set of problems
- Supports attachment of photos/images
- Well suited for multi-site multi-location environment

## Managing work requests

- Extensive search facility with multiple filtering options including location, site, priority, status etc
- Manual and auto assignment of "work coordinator" responsible for managing the request
- Allows adding tasks and assigning technicians – suitable for trivial requests
- Allows creation of 'corrective Work Orders' – ideal for complicated requests that need skilled human resources including material
- Configurable messaging templates and extensive notifications to all stakeholders including reminders and escalations

## Reports

- Full work request report
- Work request report based on department, requester etc
- User configurable reports

## Weblets and analytics

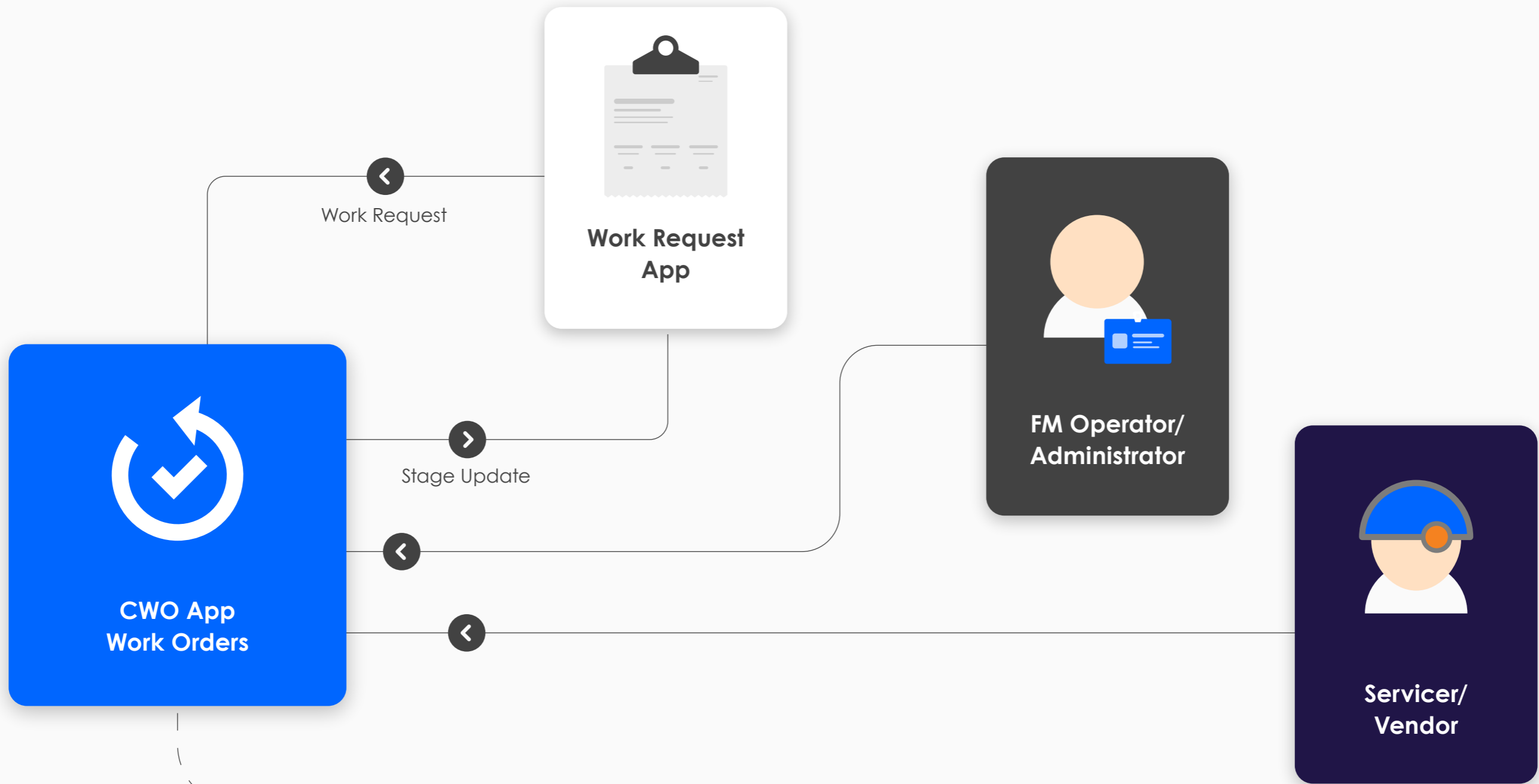
- Recently created work requests
- Work requests raised by logged in user
- Work requests coordinated by logged in user
- Pending actions assigned to the logged in user





# Additional functionality with integrations.

- Work request registration can be automated by listening to a trigger from an external system. Integration to the external system is required



- Configure CWO prerequisites
- Register Twos
- Manage CWO/Related operations
- Reporting



## Creating corrective work orders

- Allow creation of work orders via desktop and mobile
- Create as part of servicing a work request raised by an occupant or to perform a corrective maintenance task discovered by facility management staff
- Can specify 'expense codes' for the work order to facilitate proper cost allocation for accounting purposes
- Add faulty asset to record & track maintenance history
- Allow selection of service contract so that service provider performance and workload can be tracked

## Managing corrective work orders

- Extensive search facility for searching and viewing work orders
- Automatic assignment of service provider based on location, service category & service contract
- Automatic assignment of technicians based on facility management groups
- Scheduling of work orders
- Automatic configuration of default set of tasks based on work order type
- Attach documents and images related to fault for record keeping
- Automatic configuration of safety procedures to be carried out while performing fixes
- Record costs associated with the work performed
- Quotation management for procurement of items and services
- Cost approval management for services rendered by external service providers
- Collaboration and management of tasks across all stakeholders involved in work order management



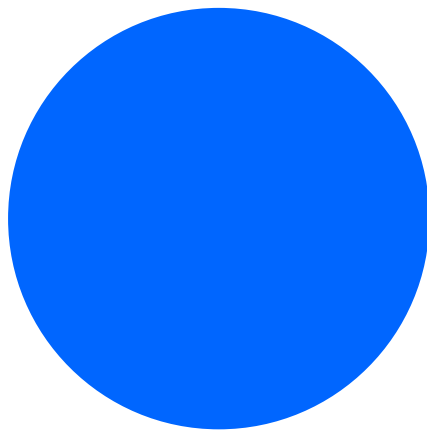
## Reports

- Corrective work order Full Report
- Performance - Servicer Wise Breakdown
- Performance - Service Auditor Wise Breakdown
- Summary - Category and Stage Wise Breakdown
- Summary - Priority and Stage Wise Breakdown

## Weblets and Analytics

- Recently Created Twos
- Supervised by Me
- CWOs by Type
- CWOs by Stage
- CWOs with Expiring SLAs
- Urgent CWOs
- CWOs by Service Category
- Monthly CWO Summary
- CWOs by Priority Level
- CWOs Audit by Me
- CWOs by Service Category
- CWOs Assigned to Me





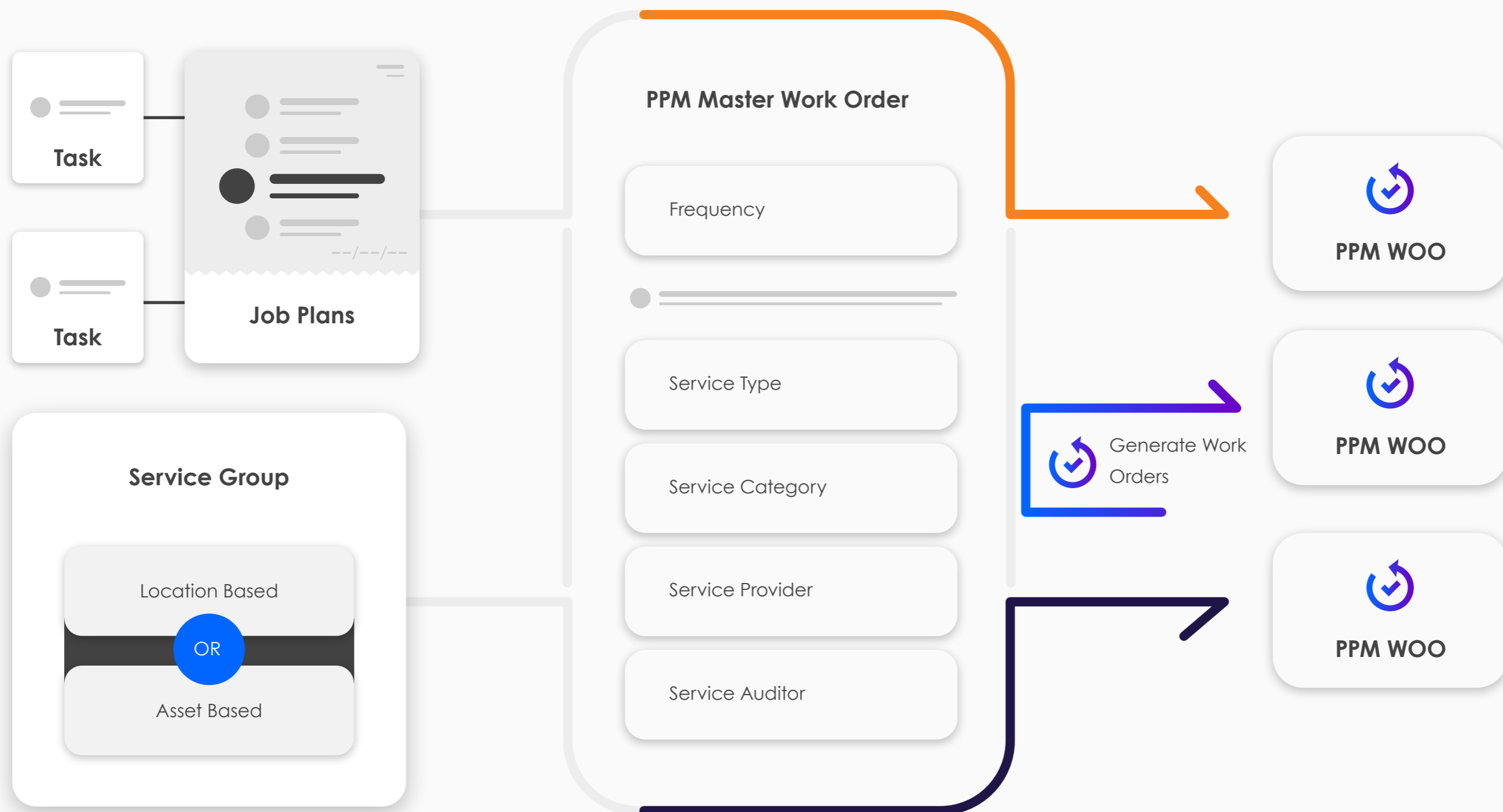
## **Additional functionality with integrations**

- Work order can be created automatically and dispatched to appropriate personnel in response to an external event



## **It could be an alarm from a critical system that needs attention or it could be an energy over consumption alert from an energy management system**

- Work order can be created automatically and dispatched to appropriate personnel as a response to an external event





# Managing planned Preventive Work Orders

- Defines maintenance tasks and creating 'Job Plans' by combining tasks.  
e.g. 'AHU Maintenance Quarterly' job plan
- Allows creation of 'service groups', by combining assets or locations. Service groups are maintained as individual collections
- Create 'Master Work Orders' by associating 'job plans' & 'service groups'.
- Master Work Order becomes the template for PPM Work Orders
- Automatic generation of 'Planned Preventive Maintenance Work Orders' based on 'master work order' using either TIME lapsed or USAGE reached after last service as conditions
- Automatic calculation of human resource requirement and duration of work orders. This is useful for manpower planning and scheduling of Work Order
- Allows associating 'cost centre' with work orders for purpose of allocating costs to correct cost centre
- Allows assignment of service provider and service auditor for Work Order

## Operations related to a work order

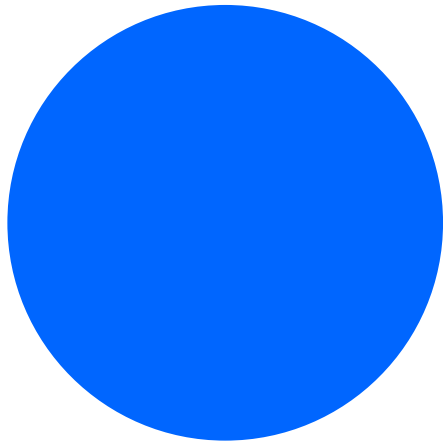
- Search, filter and display PPM WOs
- Technician assignment and notifications
- Rescheduling of PPM WOs
- Add safety procedures

## Reports

- Ability to create custom reports
- Auto generation and dispatching of reports
- PPM summary reports
- PPM detailed reports

## Weblets and analytics

- Upcoming PPM Work Orders
- PPM Work Orders In-Progress
- Overdue PPM Work Orders
- Pending Date Change Requests
- PPM Work Orders Supervised by Me
- PPM Work Orders Serviced by Me
- PPM Work Orders by Service Category



# Additional functionality with integrations.

- Condition based maintenance by integrating with building systems
- Usage based planned preventive maintenance by integrating with building systems

[iviva.com/SmartSpaces](http://iviva.com/SmartSpaces)

Contact Eutech today to find out more about iviva Smart Spaces.



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by Eutech