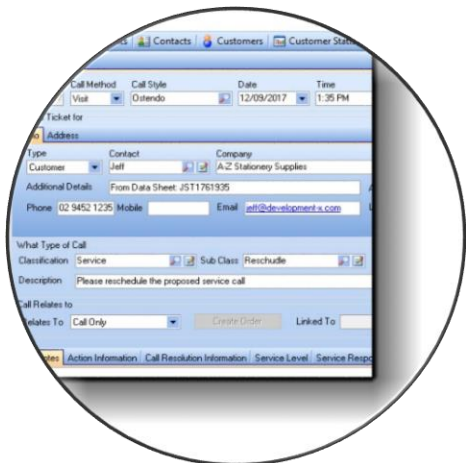
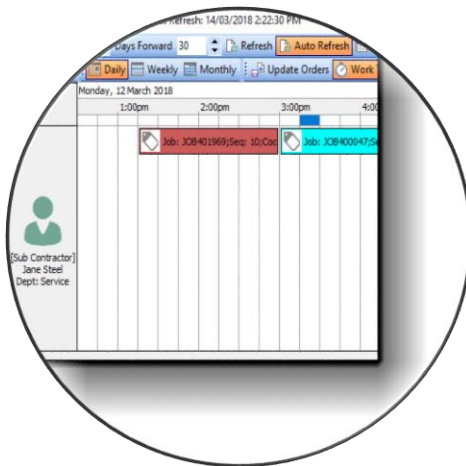


- Ostendo Servicing is designed to record historical, current and future servicing requirements of Assets. These Assets can be either 'Internal' (Company Assets) or 'External' (Customer Assets).
- Asset servicing can be split into two forms, Preventative (Scheduled) and Re-Active (Adhoc)
- Preventative Maintenance can be configured by any of the following methods:
  - **Defined Service Plan** where servicing is required for specific dates that do not have a regular pattern
  - **Recurring** where servicing is regular eg: First Monday of every month
  - **Predictive** where the service period is based on a reading (or usage) as well as a timed event. Eg: every 1000 hours or 3 months whichever comes first
- Preventative Maintenance jobs can be created on mass based before their due dates. The style and any planned contents of the job can be controlled by a job template linked to the asset.
- Re-Active Jobs maybe created at any point in time and linked to an Asset.
- The use of Mobility allows for multiple Assets at the same site to be serviced in an Adhoc manner. i.e. The Assets that are to be serviced at the user's discretion. i.e. There maybe 10 assets on the customers site, however the service person can manually select some or all of those assets to service as required for the visit. This is useful if you are not using full preventative maintenance features in Ostendo.
- Alternatively, you can create a Preventative Maintenance job in advance with multiple Assets already pre-defined and group them by a Service Type. i.e. Service All Photocopiers at a customer's site.
- Full Job History is recorded for each Asset (both Preventative & Re-Active).
- Any form of electronic document / image can be linked to an Asset or Job order for it.
- Unlimited Date / Time stamped, and categorised History Notes logged against the Asset.
- Asset Tracking allows you to record the physical location changes of an Asset. Further to this, Assets can be moved from one Customer to another. In this case the service history is maintained.
- Warranties maybe linked to an Asset. These warranties are user defined, therefore you can create your own combinations i.e. 6mth Parts and Labour or 12mths Labour only etc...
- Equipment maybe defined at a lower level within an Asset. i.e. Asset = Customer Site whereas the Equipment could be each Fire Extinguisher. Equipment information includes:
  - Name



- Type
- Serial No
- Manufacture Date
- Refurbish Date
- Last Check Date
- Next Check Date
- Expiry Date
- Location
- Model Info
- Notes
- Reading

- Assets themselves may also have Readings i.e. Machine Hours. These readings may be recorded via Mobility and auto update the reading on the Asset.
- Assets maybe defined in Service Zones. This way you can group or deploy your work based on the Service Zone of the Asset: i.e. geographical location
- Optional Customer Confirmation of Asset to be serviced prior to generating a Job. This could take the form of an email using custom wording, or letter or just a phone call.
- Asset Origination. This displays reference information of how this asset was initially created. i.e. Automatically created from Ostendo, triggered from a Sales Issue or Job Issue as opposed to being manually created from historical records
- Optional standard Mobility (Android & IOS) functions allowing for:
  - Issuing of Materials to a job
  - Timesheet entry for individuals or Teams or Sub Contractors
  - B2B Capability allowing a customer portal to log jobs
  - Real Time Inquiries for your own staff as well as your Customers/Sub Contractors
  - Creation of Job Quotes / Orders
  - Scanning Capability
- Configurable Mobility functions for Compliance, QA or any data capture relating to job orders allowing for any of the following:
  - Checklists
  - Photos
  - Audio Notes
  - Signatures
  - Typed Notes
  - Order Status Update
- Deployment of service jobs to Subcontractors using Mobility. This allows you to send jobs directly to subcontractors, allowing them to record their time and claims. Timesheets are returned to Ostendo for approval and posting, whilst an optional buyer created invoice can be raised. This allows job costs to be posted in advance of the suppliers invoice, thereby allowing you to raise invoices on your customers without delay.