

## ASD Maintenance Management System (Help Desk)

### Overview

ASD MMS software is a Computerized Maintenance Management System, affordable and easy to use. Businesses in any industry can manage work done by personnel on equipment for corrective and preventive maintenance, tracking personnel time, and equipment costs. Businesses in any industry can manage work done by personnel on equipment for corrective and preventive maintenance, tracking personnel time, and equipment costs. With ASD software, prevent equipment failure. In addition, ASD MMS enables users to control all the operation of the help desks, maintenance, and job scheduling in an efficient way. It provides better internal control and overall performance.

### Main Features

1. Follows up maintenance calls cycle and maintenance report.
2. Keeps all machine historical information and customers' machines.
3. Deals with the maintenance contract and machines warranties.
4. Deals with the machine repair work (i.e. parts, time, and employees).
5. Calculates the cost of maintenance for each machine and customers machines.
6. Keeps track of all employees schedule work and work flow (i.e. job scheduling).
7. Controls the workshop assets (i.e. under services machines).
8. Tracks every customer interaction.
9. Ensures that no complaints, service calls or inquiries are lost or ignored.
10. Understand customer concerns by using real time standard and user-defined reports.
11. Monitors your performance using metrics such as average time to close cases, case volume by service/ branch, and more.
12. Customized email and SMS messages to clients and employees for any update, event, and alerts.
13. Every technician has his own account -and privacy as a result- so that he can care about his work orders only; taking into consideration the capability of the system administrator to reassign work orders if needed.
14. Creation, allocation and re-allocation of work orders through engineers in a very simple way.
15. Tracking progress for the completion of work orders through different phases, hence paying more attention to delayed or unresolved work orders, and giving precise status updates to customers.
16. Keeping records of any work order and interaction with the customer gives possibility for greater and more accurate follow-ups with any future related case.
17. Ability to categorize customers into groups so that they can be serviced according to specific pre-defined Service Level Agreements.
18. Keeping records of any machine covered by warranty, so that servicing machine would be carried out with a higher priority and with no-credit. Alerts for warranty expiry dates are also there to notify the service engineer.
19. It is integrated with all ASD packages (Accounting & Inventory, ERP, Asset Management and HR).

## Main Modules

- **Maintenance Calls (order) Management:**

Corrective, unplanned, work orders are assigned to capital machines with maintenance tasks, personnel, and scheduled linked. The work order is closing by work report, whereby customer's comments, financial data, employee's data, and parts are stored with work orders and works reports on closing by.

- **Scheduled Maintenance (Preventive Maintenance PM):**

Preventive maintenance events (PMs) are scheduled by linking machines and tasks to a master calendar. Users are warned when PMs are due and once the PM is completed the next scheduled maintenance is created automatically.

- **Work History:**

All history of work completed, either planned or unplanned, is maintained in the ASD database. This history is available to users for review. History records are maintained as long as the user wants to maintain them. History records are the source for many management reports.

- **Management Reporting:**

There are over 100 management reports included. Managers can get reports on machines, current work in process, work history, maintenance schedules, and employees. Reports types are comprehensive, list and graphical reports. The report manager provides high level abilities to filter, sort and arrange the reports. All reports can be viewed, printed, exported electronically to other applications, or emailed.

## Benefits

### **Improved Customer Loyalty:**

A systematic process of handling compliance reporting, service requests and complaints leads to loyal customers and an improved reputation for your business. ASD MMS gives managers consistent and categorized information needed to focus resources effectively. This information also facilitates root cause analysis that supports identification of the most cost effective approach for implementing corrective actions.

### **Enhanced Productivity:**

Of Existing Staff Automatically routing new issues and escalating overdue cases ensures that no customer issue will go unanswered. A complete audit trail or case history that includes phone calls, emails, notes, resolutions, corrective actions, follow-up tasks, and more, enables your employees to exceed customer expectations and internal service objectives.

### **Take action to retain the most profitable customers:**

Managers can use Trend and Ad-hoc reports to analyze and understand the root cause of the most frequently cited customer issues.

*The MMS package is implemented and functioning in HP service centers.*

## Technical Features

- ASD MMS had three-tier architecture. Its is built on JAVA as a development tools for the presentation layer (User Interface, Front End) , any Relational DBMS (example Oracle 8 or later, MS SQL Server 7 or Later) for the database layer (Back End), and report engine.
- ASD MMS runs on any operating system such as UNIX, Linux, Microsoft Windows (95, 98, 2000, XP, NT) and OS2, Platform independent.
- Security, Access to the system is controlled through a tight security system, whereby each authorized user has a unique user ID and password that permits her/him to use specific access rights on the different options of the system.
- Multi-user, multi-tasks, and Internet enable.
- Integration: The system can be easily integrated with all ASD products and suits, such as finance, inventory ...e.t.c.

## Who uses this system?

- Offtec: since year 2000 until now.
- CMC: HP service center.
- InterTrade:



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File Machine Work Preventive Maintenance Troubleshooting Management Reports About 5/2/2007 9:25 User : SA

Maintenance Report

P.Code: A

Sorted By: Main Report No.

Status:  Not Confirmed,  Confirmed,  Cancelled

Total: 22

P.Code	MR.No.	Customer	Technician	Ref. Person	Date	Status
A	1127	مدرسة صور باهر	Ashraf Fashafsheh		06/01/2006	Not Confirmed
A	1125	بنك الاسكان - رام الله	Ashraf Fashafsheh		06/01/2006	Not Confirmed
A	1120	CCS_Ramallah	Ashraf Fashafsheh		01/01/2006	Not Confirmed
A	1119	Ericsson Radio Systems	Ashraf Fashafsheh		01/01/2006	Not Confirmed
A	1232	بنك الاسكان / الاقليمية - رام الله	MAZEN NAZZAL		31/05/2006	Confirmed
A	1222	بنك القدس - عينيا	MAZEN NAZZAL		04/02/2006	Cancelled
A	1221	البنك التجاري الفلسطيني - رام الله	MAZEN NAZZAL	Basem Maraqah	31/01/2006	Not Confirmed
A	1233	البنك التجاري الفلسطيني - غزة	Saed Al- Agah	sdasd	02/09/2006	Not Confirmed
A	1230	البنك الاردني التجاري - رام الله	Salameh Salameh	Watheq	08/05/2006	Not Confirmed
A	1124	CCS_Ramallah	Salameh Salameh		06/01/2006	Not Confirmed
A	1123	Tri Fitness	Salameh Salameh		06/01/2006	Not Confirmed
A	1122	Tri Fitness	Salameh Salameh		06/01/2006	Not Confirmed
A	1121	البنك العربي	Salameh Salameh		01/01/2006	Not Confirmed

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File Machine Work Preventive Maintenance Troubleshooting Management Reports About 5/2/2007 9:34 User : SA

List of Orders

P.Code: A

Sorted By: Maintenance Order

Status:  Opened,  Pending,  Cancelled,  Closed

Total: 42

MO.No.	Machine Type	Comp. No.	Customer	Technician	Status	Date
763	Switch	Z	بنك فلسطين المحدود - غزة	Mahdi Badawi	Opened	10/10/2005
761	Server	Z	PALTEL - Gaza	Saed Al- Agah	Opened	20/10/2005
684	Laptop	Z	Ericsson Radio Systems	Najwan	Pending	01/10/2005
664	Tally 661 Printer	832	البنك التجاري الفلسطيني - غزة	Saed Al- Agah	Opened	27/09/2005
649	ALPHA ES45	1320	بنك فلسطين المحدود - غزة	Mahdi Badawi	Opened	22/09/2005
608	Tally 661 Printer	832	البنك التجاري الفلسطيني - غزة	Saed Al- Agah	Opened	12/09/2005
590	ALPHA ES45	1320	بنك فلسطين المحدود - غزة	Mahdi Badawi	Opened	07/09/2005
571	Server	Z	CCS_Ramallah	Mahdi Badawi	Opened	05/09/2005
483	Laptop	Z	PALTEL HELP DESK-Nablus	Najwan	Pending	15/08/2005
478	Tally MT361 Printer	564	بنك القدس - بيت لاهيا	Najwan	Pending	14/08/2005
475	Printer	Z	بنك القدس - رام الله	Najwan	Pending	14/08/2005
400	Others	Z	JAWWAL-Ramallah	Najwan	Pending	30/07/2005
355	Others	Z	PALTEL-Nablus	Mahdi Badawi	Pending	19/07/2005
238	Others	Z	PALTEL-Nablus	Mahdi Badawi	Opened	22/06/2005
94	Server	Z	PALTEL - Nablus	MAZEN NAZZAL	Pending	25/05/2005
14	PC IBM 300 PII	391	Housing Bank - Al-Thahria	Mahdi Badawi	Opened	28/12/2004
12	Sumanber Enterprise Edition	1090	Palcehnician Central Bureau of Statistics	Muhammad Al-Kateh	Opened	20/12/2004

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The Expire Contracts and Warranty

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The Expire Contracts and Warranty

Print Date : 05/02/2007

From Exp Date : 1/2/2005 To : 28/2/2007

From Customer : 0 To : ZZZZZZZZZZZ

From Technician : 0 To : ZZZZZZZZZZZ

#	Contract	Customer	Machine	Cost	Beg.Date	End Date
189	A-40	بنك القدس - رام الله	510-PC Digital Venturis FX-2 PI	0.0	01/06/2005	30/06/2005
190	A-40	بنك القدس - رام الله	511-Monitor DIGITAL	0.0	01/06/2005	30/06/2005
191	A-40	بنك القدس - رام الله	995-ROUTER CISCO 2600	0.0	01/06/2005	30/06/2005
192	A-35	Centre Elections Commission لجهة الانتخابات Ramallah	1152-UPS APC 700VA	0.0	08/07/2004	08/07/2005
193	A-35	Centre Elections Commission لجهة الانتخابات Ramallah	1153-UPS APC 700VA	0.0	08/07/2004	08/07/2005
194	A-35	Centre Elections Commission لجهة الانتخابات Ramallah	1154-UPS APC 700VA	0.0	08/07/2004	08/07/2005
195	A-35	Centre Elections Commission لجهة الانتخابات Ramallah	1155-UPS APC 700VA	0.0	08/07/2004	08/07/2005

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