

MOBILEERP

Engineering Maintenance Management System

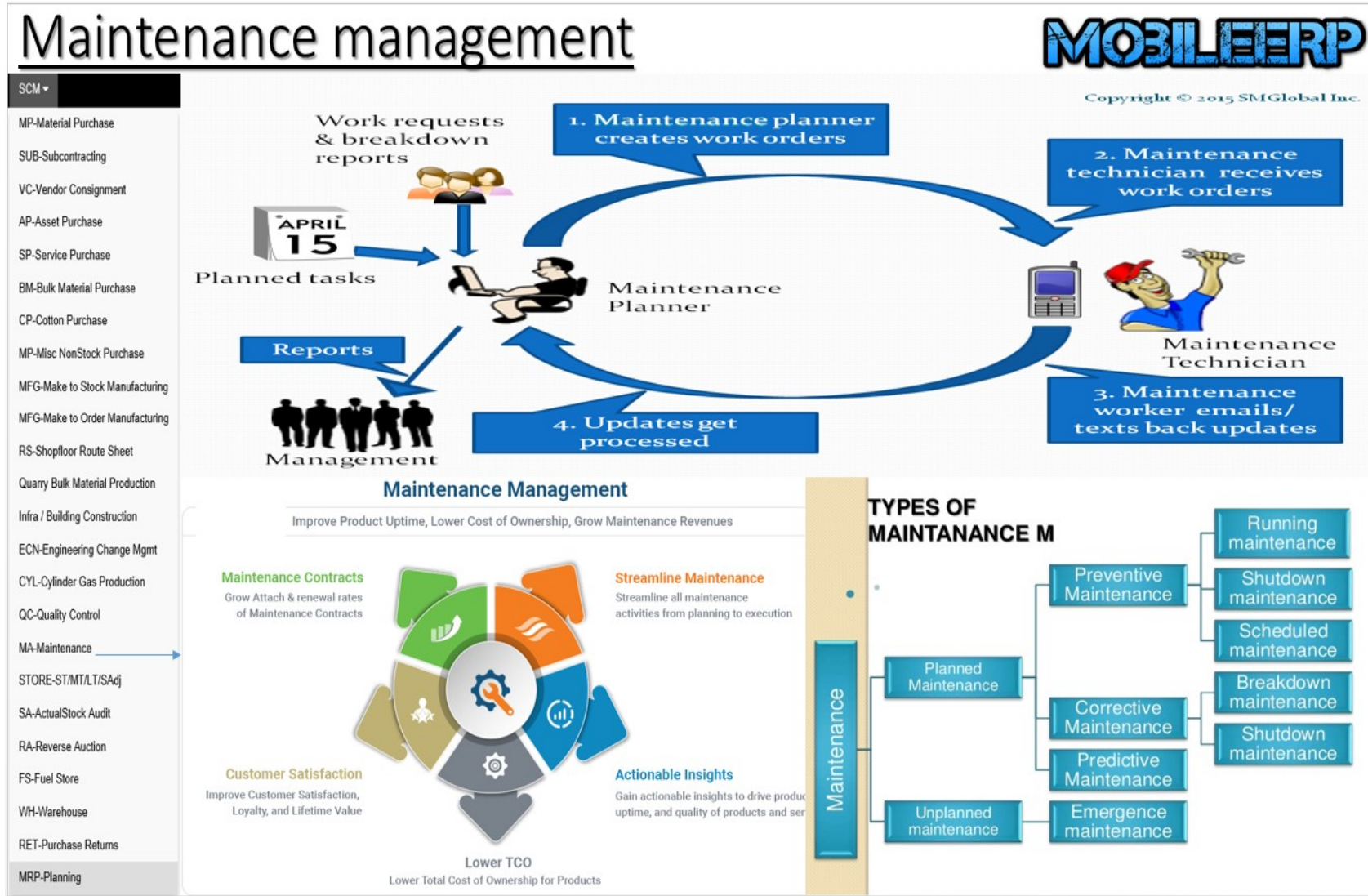
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Maintenance Management System



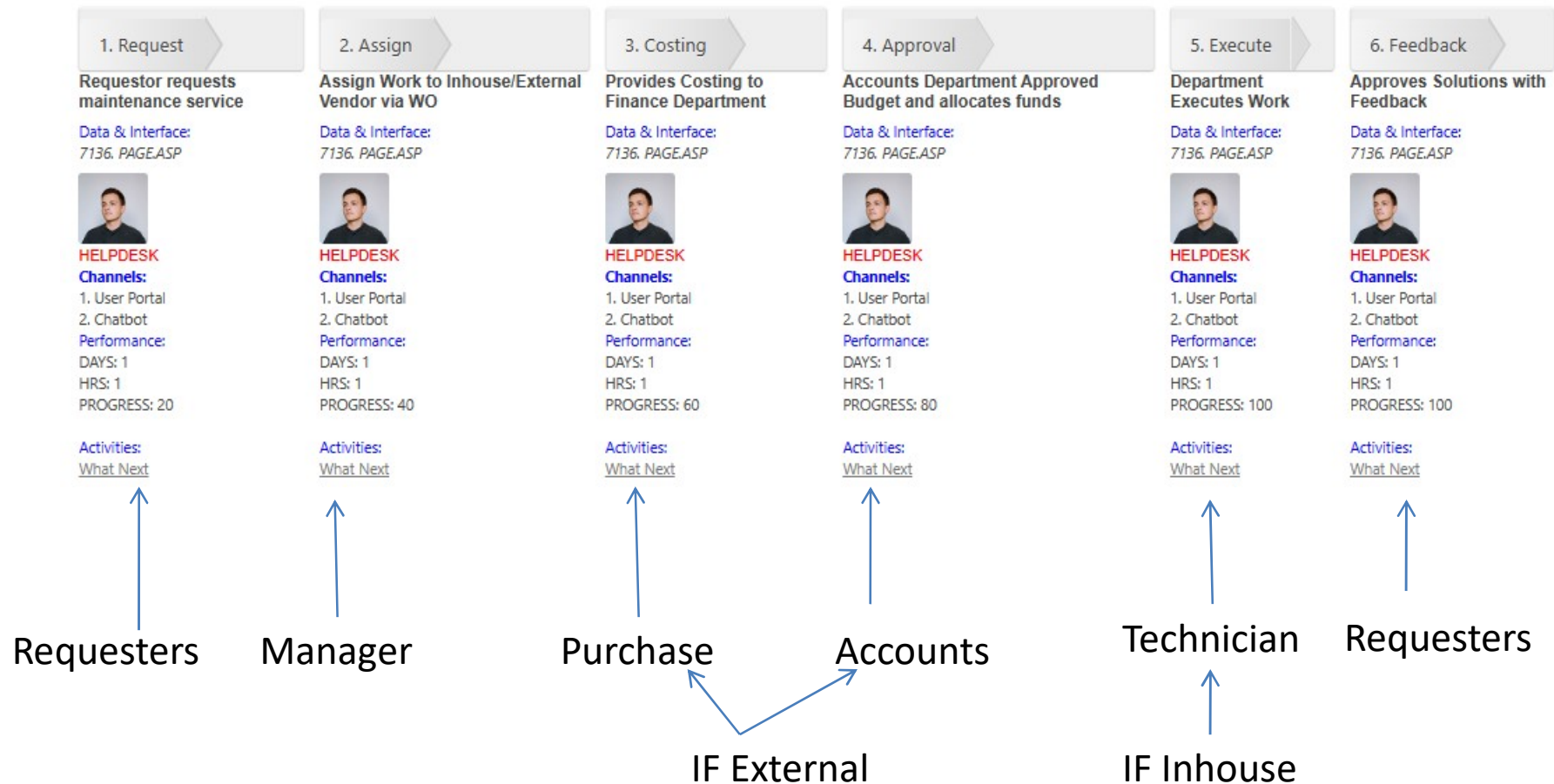
- SCM ▾
- MP-Material Purchase
- SUB-Subcontracting
- VC-Vendor Consignment
- AP-Asset Purchase
- SP-Service Purchase
- BM-Bulk Material Purchase
- CP-Cotton Purchase
- MP-Misc NonStock Purchase
- MFG-Make to Stock Manufacturing
- MFG-Make to Order Manufacturing
- RS-Shopfloor Route Sheet
- Quarry Bulk Material Production
- Infra / Building Construction
- ECN-Engineering Change Mgmt
- CYL-Cylinder Gas Production
- QC-Quality Control
- MA-Maintenance
- STORE-ST/MT/LT/SAJ
- SA-Actual Stock Audit
- RA-Reverse Auction
- FS-Fuel Store
- WH-Warehouse
- RET-Purchase Returns
- MRP-Planning

Process flow Diagram of system

Request > Assign > Costing > Approval > Execute > Feedback

Business Process Design Master

MRP Maintenance Management [QuickModeler](#) - [GraphicModeler](#) - [GraphicViewer StageReport](#) - [ProcessMap](#)



Request > Assign > Costing > Approval > Execute > Feedback

Step 1. Requestor request service via requestor self service

ERP Workspace CRM DMM SDM SCM MFG SMS PMS EPC EAM MMS HCM PAY TCM FRM GST ORG DTM QMS

Dashboard Selfservice Department MAINREQ Unplanned Predictive Corrective Preventive IOM WO FieldService Budget Claims Concept

Maintenance Request Allocate Inhouse External Technicians Help All others...

Request for Maintenance/Support

Ticket/Issues Summary

Raised	Solved	Pending
10	8	2

Request Date : 22/09/2023
Requestor Name : Ashish Kantawala

Required Service For:: Civil Work
Service Required:: Painting
Reason for Request:: Product Damage
Maintenance Type:: Unplanned - Emergency
For Location:: HO
For Department:: Admin
For Asset Code:: 3423

What's the Issue:
Mention your problems...

Send

List of My Requests

Search: Requests Find

#	Request for	Request To	Date
123	Civil Work	EHS	1/9/2023
124	Mechanical Work	Manufacturing	11/3/2023
125	Computer Work	IT	10/1/2023

Status of Request

Request Status

#	Type of Request	Details	Date
123	Civil Work	Painting	1/9/2023

Stakeholders	Details	Done Date
Request	Sent to EHS	1/9/2023
Assign	EHS Assign Work to Inhouse/External Vendor via WO	2/9/2023
Budgeting	EHS Provides Costing to Finance Department	2/9/2023
Approval	Accounts Department Approved Budget	2/9/2023
Execution	Inhouse Department Executes Work	2/9/2023
Feedback	Approves Solutions with Feedback	Pending

Feedback can be given within 3 days or once a month

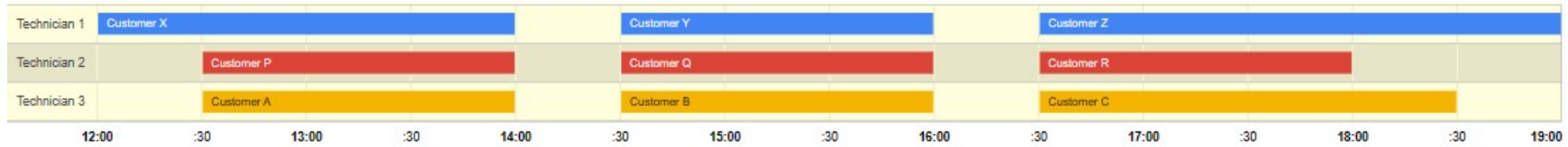
1. Will add column for Priority e.g. urgent, high, low etc.
2. Need to add employees list who will provide service in which department
 - e.g. Member of civil department

Request > Assign > Costing > Approval > Execute > Feedback

Step 2a. Service Manager allocates Service Technicians

Manager sees work load of Technicians and accordingly reallocates the work with budget and time frame

Field Service Management - Dated: 21st Sept 2023 - Hourly View



ERP Workspace CRM DMM SDM SCM MFG SMS PMS EPC EAM MMS HCM PAY TCM FRM GST ORG DTM QMS

Dashboard Selfservice Department MAINREQ Unplanned Predictive Corrective Preventive IOM WO FieldService Budget Claims Concept

Maintenance Request Allocate Inhouse External Technicians Help All others...

MobileERP Edit Maintenance Request Page Log Upload Form Print

MAINREQID: 7

REQUESTOR

5 RUSHIKESH D. GOGHARI

MAINTENANCE TYPE

PLANNED

FOR DEPARTMENT

7 QM-QC

WORK TYPE

2 OFFICE WORK

MAINTENANCE REASON

PRODUCT DAMAGE

ASSETID

654

REQUESTDATE

21/09/2023 Cal

SERVICE_REQUIRED

TAGGING

LOCATION

14 MUMBAI OFFICE

PROBLEM_ISSUE

Decides on:
1. In house
2. External

Approve

Save Document

CURRENT PAGE NO: 1 --> || 1

TOTAL RECORDS: 1

ASSIGN EMPLOYEE

6 AJAY G. SHAH (N)

TARGETDATE

22/09/2023 Cal

WORK

EXTERNAL

BUDGET

799

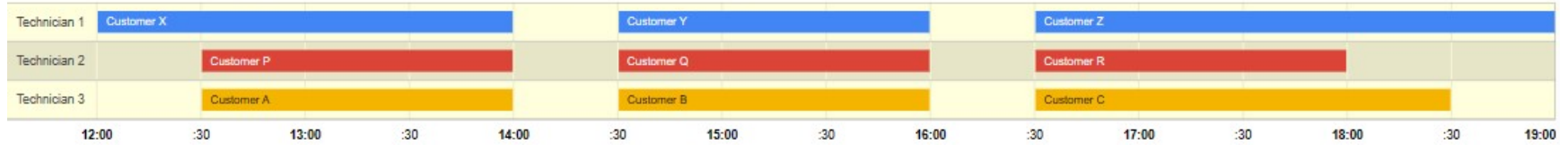
DONE

Action

Delete

Request > Assign > Costing > Approval > Execute > Feedback
Step 2b. Service Manager can conduct meetings, share documents, file incoming emails, prepare checklist etc.

Field Service Management - Dated: 21st Sept 2023 - Hourly View



7. Maintenance Request : ECM-Enterprise Content Management System

Page Checklist Library Uploads Chatter Meetings Emails Case Status Hold Drill Share

+ Plan Meeting with Client or Party

Plan New Meeting:
Phone Meetings by: dd-mm-yyyy @ time: --:--
share meeting link: :
Goal cum Agenda of Meeting:

+ Last Meeting with Client or Party

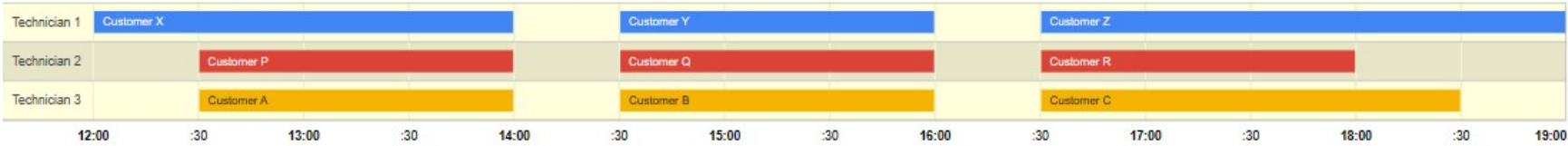
X Past Meeting with Client or Party

Date	Activity	Response	Interaction	Time
------	----------	----------	-------------	------

Request > Assign > Costing > Approval > Execute > Feedback

Step 2c. Service Manager can also generate dynamic case based tickets to various stake holders to do specific work.

Field Service Management - Dated: 21st Sept 2023 - Hourly View



7. Maintenance Request : ECM-Enterprise Content Management System

Page Checklist Library Uploads Chatter Meetings Emails **Case** Status Hold Drill Share

ToDo Unsolved Solved Lifecycle

Inhouse Ticket:

Dynamic Case & Risk Management:
(Identify Risk > Analyse Risk > Mitigate Risk)

Ticket Assigned To: Recurring:
Risk: Type: Status: Impact on: Priority:

Subject/Case/Ticket/Work Title/Description of Risk:

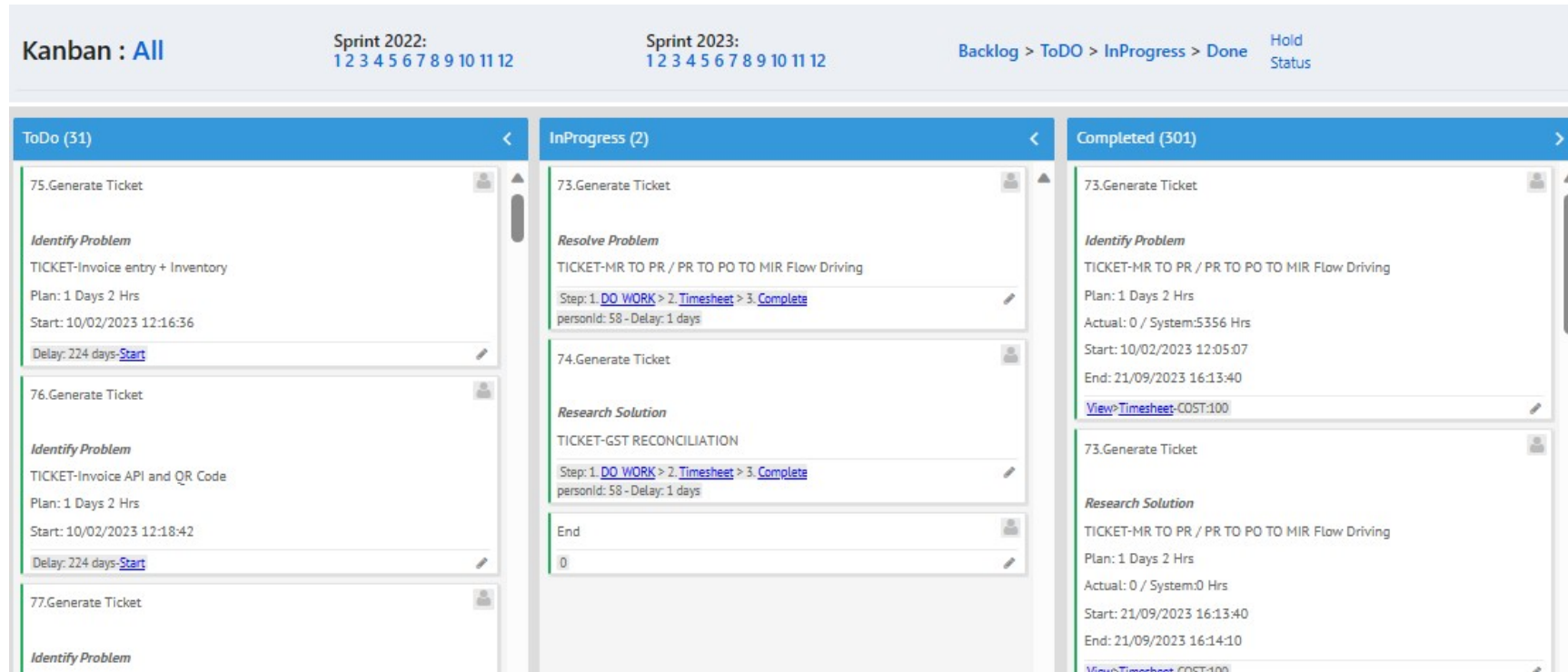
Work ToDo Message/Risk Response Required:

My Case/Tickets

ID	Raised By	Solve By	Date	Subject	Message	Delays	Action
115	ASHISH G. KANTAWALA	ASHISH G. KANTAWALA	22/09/2023 16:23:02	NEED QUOTE FOR PAINTING	NEED QUOTE FOR PAINTING	0	<input type="button" value="Done"/>

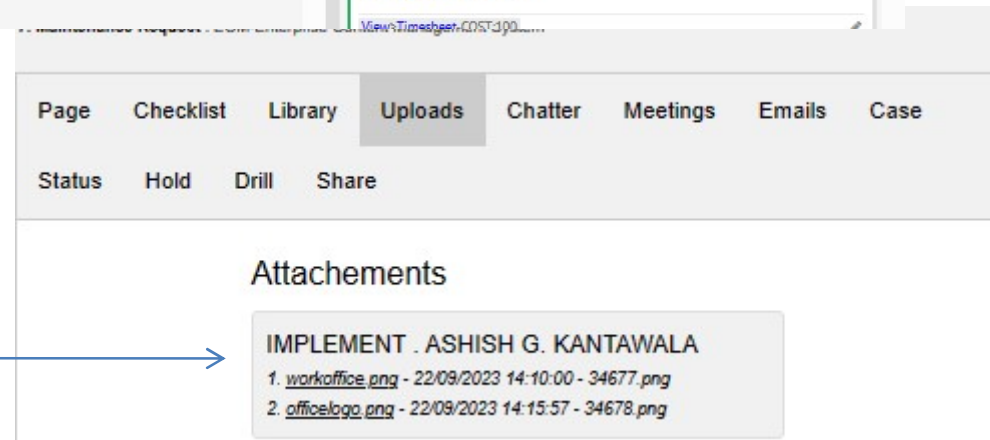
Request > Assign > Costing > Approval > Execute > Feedback

Step 3. If External service required then Purchase sees the request, collects quotes, send comparison for finance to approve



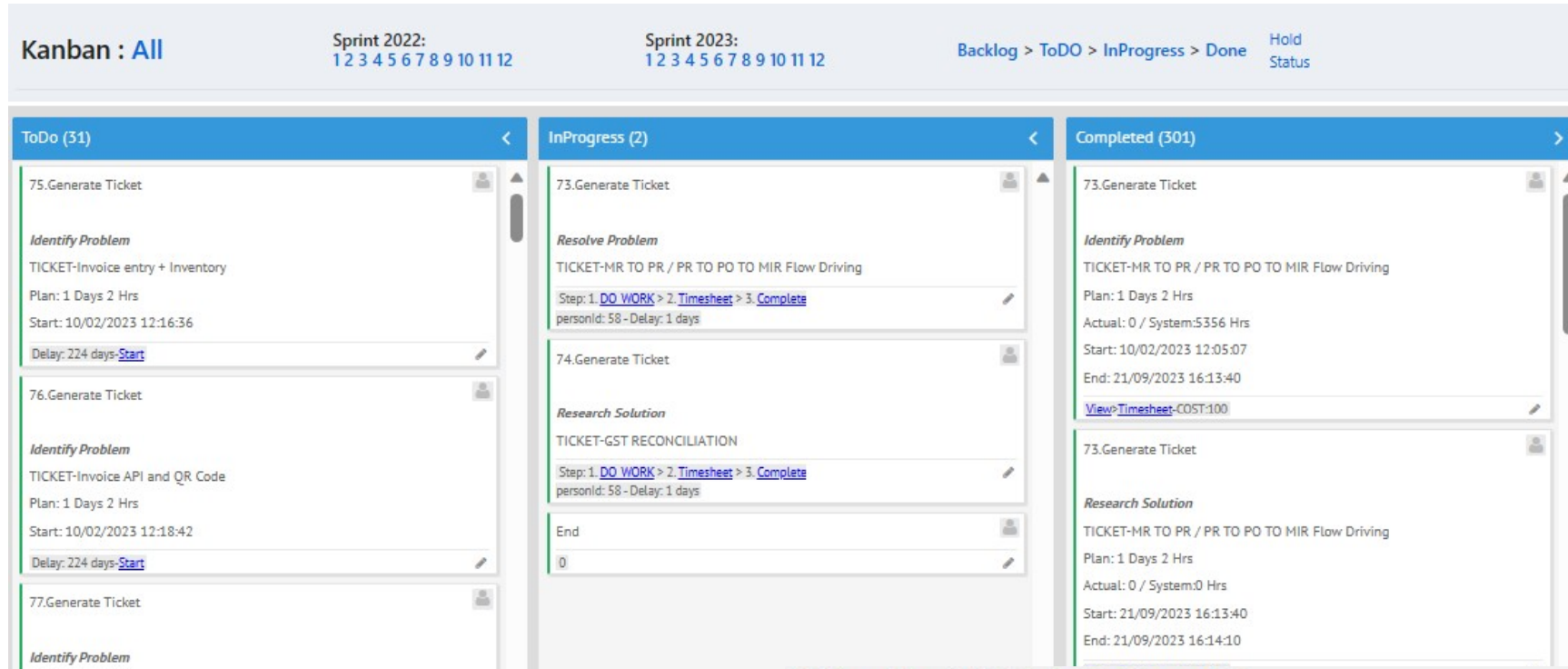
Purchasing, Costing, PR, PO outside scope of this project

1. Purchase uploads Quotations, Comparison for accounts for budget approval



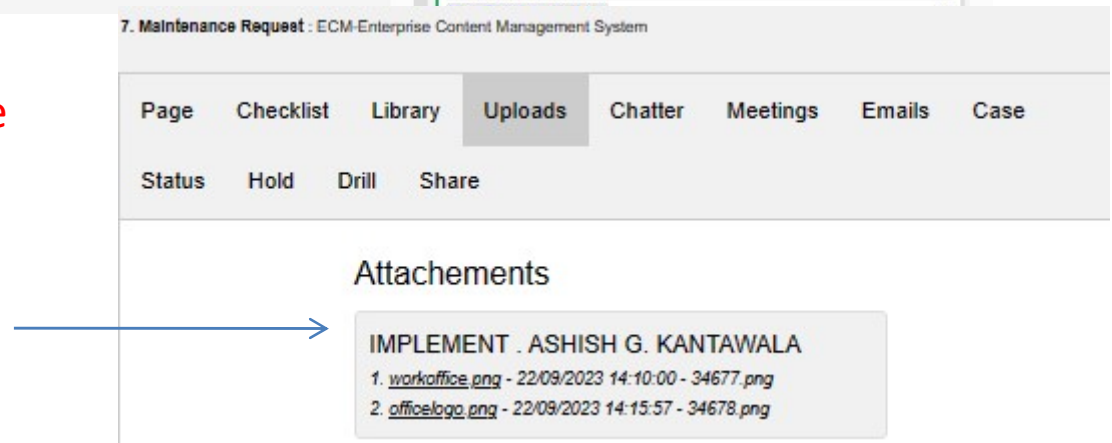
Request > Assign > Costing > **Approval** > Execute > Feedback

Step 4. Work is approved by finance department after seeing the necessary costing w.r.t budget and payment terms



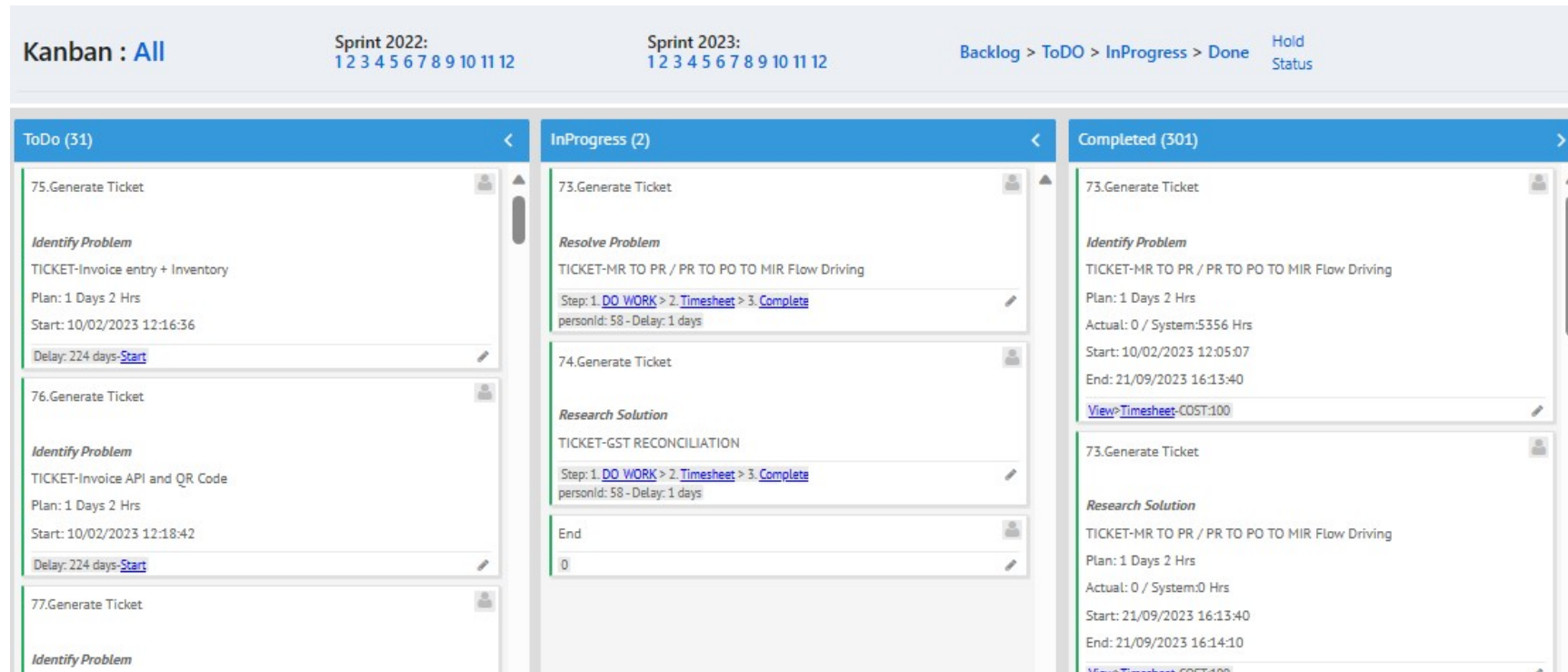
Finance, accounts, payments etc. outside scope of this project

1. Uploaded Quotations, Comparison shown to accounts for budget approval and advance payments



Request > Assign > Costing > Approval > **Execute** > Feedback

Step 5a. Service Provider see list of pending tickets available for him to execute in its todo list and decides to start work on that ticket. Start time and end time of inprogress ticket is counted as actual time of execution of ticket. Total time is counted for process.



Uploaded photo gives proof of work done by service provider



Attachments

- IMPLEMENT . ASHISH G. KANTAWALA
- 1. [workoffice.png](#) - 22/09/2023 14:10:00 - 34677.png
- 2. [officelogo.png](#) - 22/09/2023 14:15:57 - 34678.png

Request > Assign > Costing > Approval > **Execute** > Feedback

Step 5b. Service Provider accepts the request via provider self service and executes work as required and updates the system about work done with photo upload

Work For Today

Ticket/Issues Summary

Raised	Solved	Pending
10	2	8

CUSTOMER	APPOINTMENT	CHECKIN	CHECKOUT
CUSTOMER X Repair	12 TO 14	In	OUT
CUSTOMER Y Diagonise	14 TO 16	In	OUT
CUSTOMER Z Install	16.30 TO 19	In	OUT

CUSTOMER	APPOINTMENT	ACCEPT	REJECT
RAYMOND Format	2/2/2020 10 TO 12	ACCEPT	REJECT
LEE COOP Replace	2/2/2020 13 TO 16	ACCEPT	REJECT
MARTIN Checking	4/2/2020 16 TO 18	ACCEPT	REJECT

Inventory For Today

Required: MATERIAL QTY:

MATERIAL TOOLS	NEEDED QTY	HAVE QTY	TAKE FROM STORE
SCREW DRIVER KIT	1	0	1
AC GAS CM	70	20	50
SCREW 2 INCH	50	20	30
DRILL MACHINE	1	1	0
WIRES 6MM METERS	10	20	0
BOLTS 3MM	100	200	0

Map View

7. Maintenance Request : ECM-Enterprise Content Management System

Page Checklist Library **Uploads** Chatter Meetings Emails Case

Status Hold Drill Share

Attachements

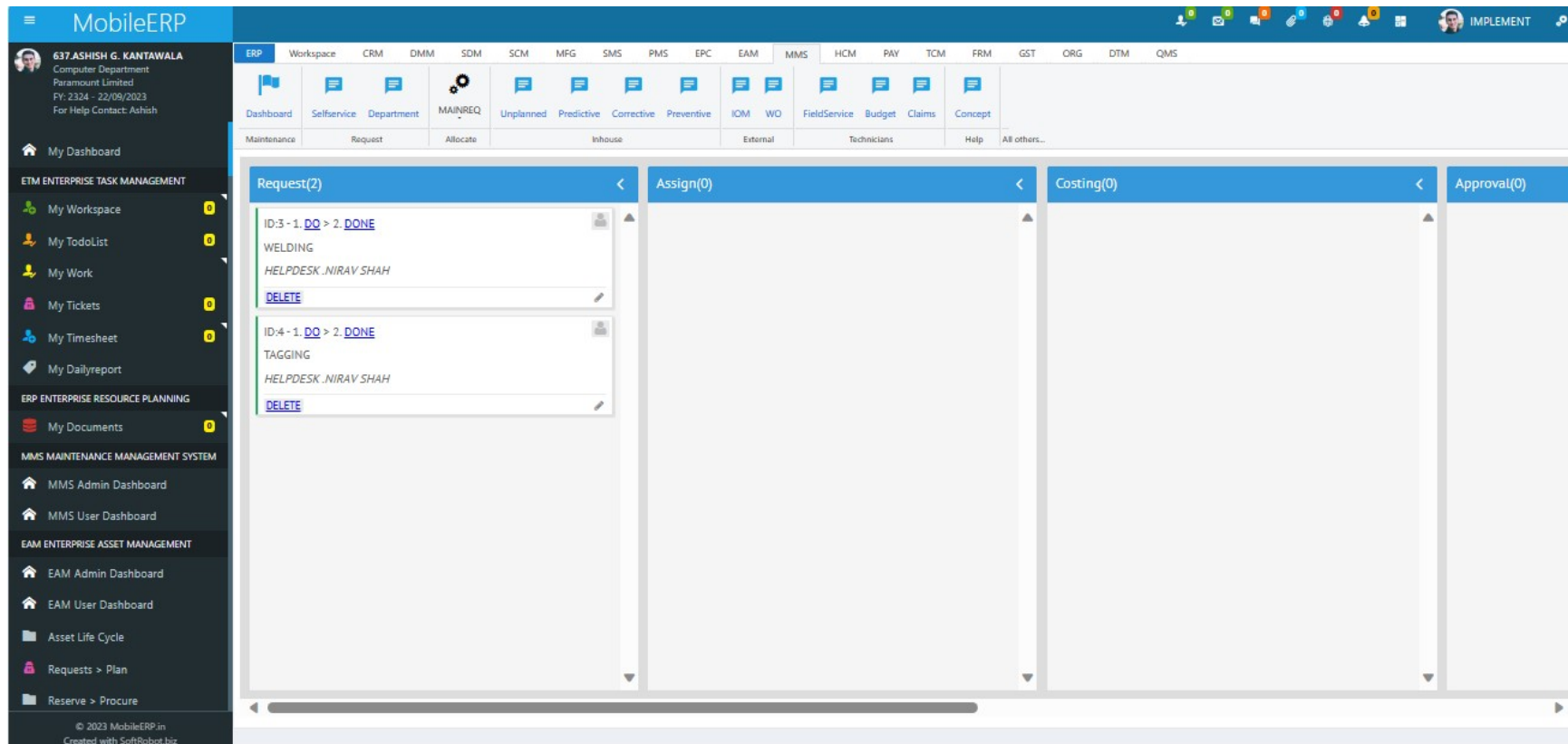
IMPLEMENT . ASHISH G. KANTAWALA

- workoffice.png - 22/09/2023 14:10:00 - 34677.png
- officelogo.png - 22/09/2023 14:15:57 - 34678.png

Uploaded photo gives proof of work done by service provider



Management will see Work Pipeline Kanban



Managers can execute or move work pipeline in absence of Service provider or particular employee who is absent, on travel or who do not have access to system.

Management will monitor Progress

For month/year: (also for all)

7136. MAINREQID Process Mining Investigation Report as at 22/09/2023 for Month/Year 9/2023

#	Department	SYSTEM	PROCESS	STARTDOC	DATAENTRY	RESPONSIBLE	CT	AVGCT	AVGCOST	FREQUENCY	IMPLEMENT	PROJECTID	CASES	AVG COSTS	AVG CYCLETIME	
27	Technician	MRP Maintenance Management	Req/Approve/Alot/Feedback	MAINREQ	MAINTENANCE	Jaspalsingh H. Dhiman	6	1	0	232	False		0	7	\$29000	172d

#	DOCID	MAINREQID	REQUESTDATE	REQUESTOR	SERVICE_REQUIRED	Requestor requests maintenance service	Assign Work to Inhouse/External Vendor via WO	Provides Costing to Finance Department	Accounts Department Approved Budget and allocates funds	Department Executes Work	Approves Solutions with Feedback	DRILL
PROCESS					Start	Request	Assign	Costing	Approval	Execute	Feedback	End
LEADTIME					1d	1d	1d	1d	1d	1d	1d	6 Days
PROGRESS					20%	40%	60%	80%	100%	100%	100%	Drill
RESPONSIBLE					HELPPDESK	HELPPDESK	HELPPDESK	HELPPDESK	HELPPDESK	HELPPDESK	HELPPDESK	Click
1/2	2	21/09/2023	RUSHIKESH D. GOGHARI	PAINTING	Delay: 0 days	Delay: 0 days	Delay: 0 days	Delay: 0 days	25/09/2023	27/09/2023	27/09/2023	Show
2/3	3	21/09/2023	RUSHIKESH D. GOGHARI	WELDING	22/09/2023	23/09/2023	24/09/2023	25/09/2023	26/09/2023	27/09/2023	27/09/2023	Show
3/4	4	21/09/2023	RUSHIKESH D. GOGHARI	TAGGING	22/09/2023	23/09/2023	24/09/2023	25/09/2023	26/09/2023	27/09/2023	27/09/2023	Show

REPORT RUN DATE AND TIME: 22/09/2023 15:53:48

WHITE=PLAN DATE / RED=IN TODO / YELLOW=IN PROGRESS / GREEN=DONE - DELAYS SHOWS DELAY IN DAYS FOR COMPLETED TASKS

STEPS	1	2	3	4	5	6
PROCESS	Request	Assign	Budgeting	Approval	Execute	Feedback
TASK	Requestor requests maintenance service	Assign Work to Inhouse/External Vendor via WO	Provides Costing to Finance Department	Accounts Department Approved Budget and allocates funds	Department Executes Work	Approves Solutions with Feedback
LOCATION	Office	Office	Office	Office	Office	Office
UPDATE USER RIGHTS	NIRAV SHAH	NIRAV SHAH	NIRAV SHAH	NIRAV SHAH	NIRAV SHAH	NIRAV SHAH
DEPARTMENT(DID)	Computer(7136)	Computer(7136)	Computer(7136)	Computer(7136)	Computer(7136)	Computer(7136)
PROGRESS	20	40	60	80	100	100
ALLOWED LEADTIME	1 Days 1 Hrs.	1 Days 1 Hrs.	1 Days 1 Hrs.	1 Days 1 Hrs.	1 Days 1 Hrs.	1 Days 1 Hrs.
Delay Days	0	0	0	0	-	-
System Mins.	1	1	1	1		
Claimed Mins.	1	1	1	1		
Delayed Cost	0	0	0	0		
System Cost	0	0	0	0		
Claimed Cost	0	0	0	0		
STATUS	Done	Done	Done	Done	Pending	Pending
PLAN DATE	23/09/2023 11:43:29	24/09/2023 11:43:29	25/09/2023 11:43:29	26/09/2023 11:43:29	27/09/2023 11:43:29	28/09/2023 11:43:29
ACTUAL DATE	22/09/2023 14:18:40	22/09/2023 14:18:46	22/09/2023 14:18:57	22/09/2023 14:19:05		
DELAY	0 Days	0 Days	0 Days	0 Days		

Management or Manager can see Reports Dashboards

ERP Workspace CRM DMM SDM SCM MFG SMS PMS EPC EAM MMS HCM PAY TCM FRM GST ORG DTM QMS

Dashboard Selfservice Department MAINREQ Unplanned Predictive Corrective Preventive IOM WO FieldService Budget Claims Concept

Maintenance Request Allocate Inhouse External Technicians Help All others...

Maintenance Management System Sharepoint Dashboard

Setup via System Manager

Manager who defines system..

Location / Vendor / Department / Project

Types: All / IT Assets / Machines / Vehicles /

Assets: All / IT Assets / Machines / Technicians

Work/Reasons/ Employees / Users / Rights

Maintenance Manager

Manager who manage requests..

- Allocates Responsibility against Request
- Send Request to Inhouse Maintenance/AMC
- Send Request to External Vendors
- Send Requests to Technicians

Maintenance Requestor

Employees requesting Service...

- Unplanned Request 3
- Predictive Request 2
- Corrective Request 6
- Preventive Request 1

Maintenance Service Providers

People providing services

- Inhouse Ticket based Services
- External Workorder Contracts
- Technician based Field Services
- External Vendor against AMC/CMC

Unplanned

Emergency Maintenance etc.

Vehicles	3
Machinery	13
Non Moving	2
IT Assets	13

Predictive

Planned maintenance etc.

Vehicles	23
Machinery	3
Non Moving	9
IT Assets	9

Corrective

Breakdown, Shutdown etc.

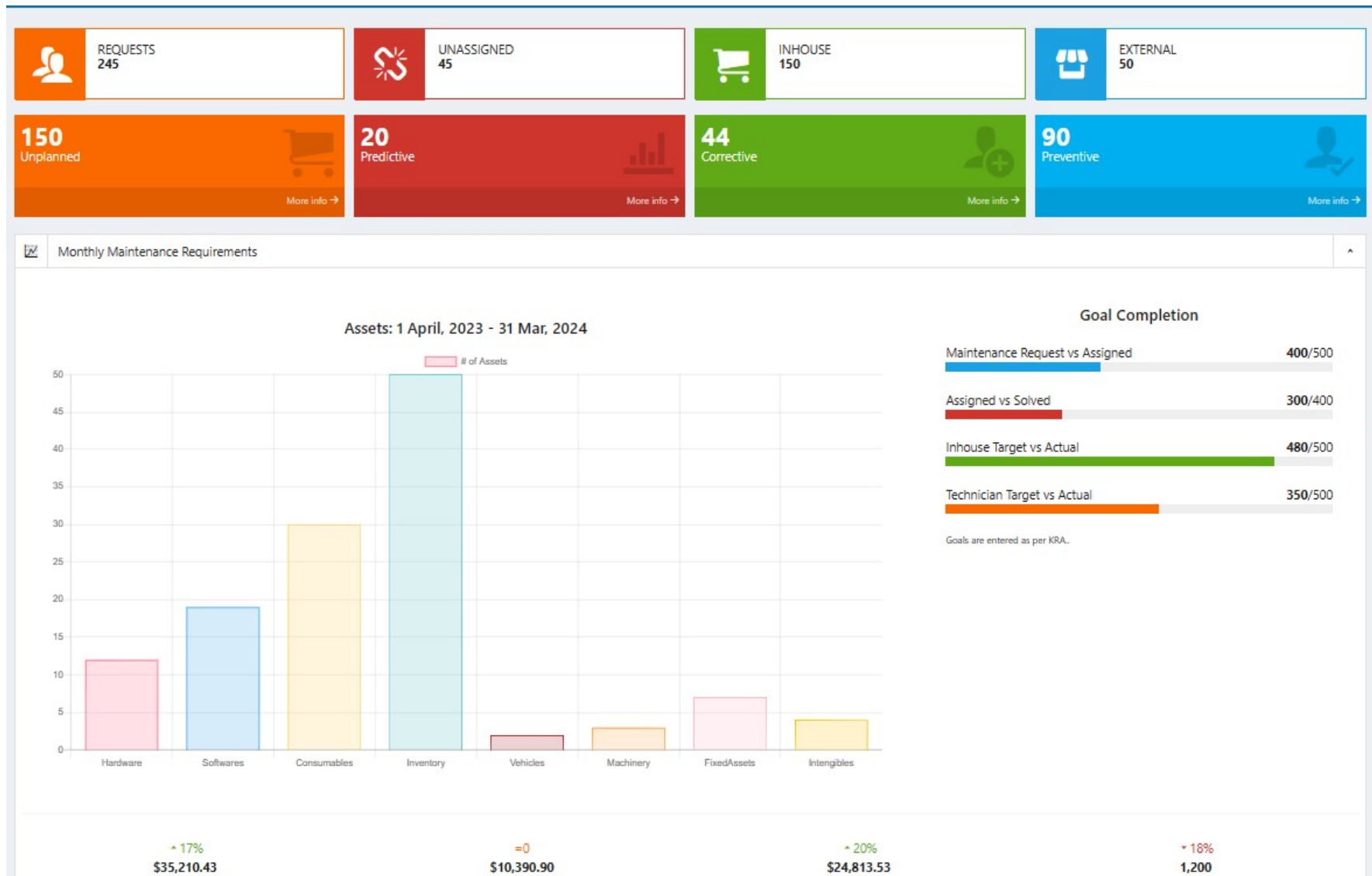
Vehicles	4
Machinery	6
Non Moving	0
IT Assets	4

Preventive

Running / Scheduled etc.

Vehicles	14
Machinery	16
Non Moving	8
IT Assets	9

Management or Manager can see Graphical Dashboards



Management or Manager can see Reports Dashboards

Locationwise Maintenance

Search: Show entries: 5

ID ↑	Location	Hardware	Software	Other
1	HO-Accounts	30	23	117
2	HO-Purchase	10	73	277
3	HO-Project	5	13	371
4	Mumbai Office	5	13	172
5	Delhi Office	7	43	117

Showing 1 to 5 of 5 entries

Prev 1 Next

Groupwise Maintenance

Search: Show entries: 5

ID ↑	Asset	Stock	InUse	NotInUse
1	Computer	100	63	37
2	Software	100	73	27
3	Routers	50	13	37
4	Switches	50	13	37
5	Printers	50	43	7

Showing 1 to 5 of 5 entries

Prev 1 Next

Assetwise Maintenance


Search: Show entries: 5

ID ↑	Employee	Join Date	No of Assets	Assets Value
1	Aidan	31-12-2017	63	\$7,843
2	Ferris	13-06-2018	28	\$8,877
3	Joseph	06-02-2018	43	\$5,645
4	Troy	11-03-2019	26	\$5,405
5	Kennedy	11-02-2018	60	\$5,780


Showing 1 to 5 of 100 entries

Prev 1 2 3 4 5 ... 20 Next


Requests from members waiting for solutions




Ramesh
Today




Janu
Yesterday




Arra
Yesterday




Kinner
11 Jan




Julia
11 Jan



Marry
11 Jan



Choturam
11 Jan

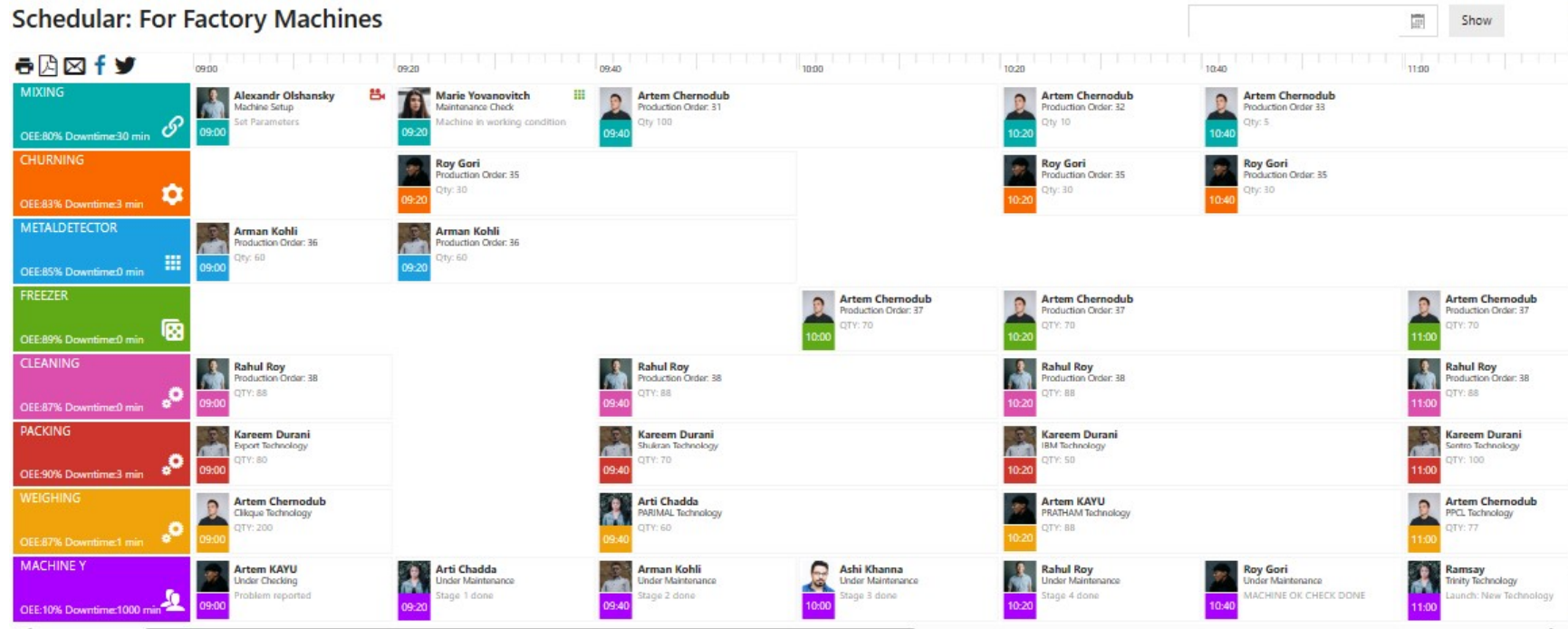


Ustad
11 Jan

[View all users](#)

- IT Asset Typewise in Maintenance
- Locationwise Assets in Maintenance
- Vendorwise Assets in Maintenance
- Departmentwise Assets in Maintenance
- Projectwise Assets in Maintenance

Management or Manager can see Workloads of Service Providers Places wise or department wise in Dashboards



Thank you

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