

OVERVIEW OF THE FRITZ CMMS MAINTENANCE MANAGEMENT SYSTEM

OUR BACKGROUND

Development of 'Fritz CMMS' and its forerunner 'Facility Exec' software was first started in 1989 with the aim of providing a quality maintenance management software tool for the Healthcare, Hotel, and FM Industry.

THE PRODUCT

Computerised Maintenance Management Systems (CMMS) were once seen as only a works order system. Given today's global competitiveness CMMS's are taking on a whole new meaning. Organisations are now more focused on innovative ways in how to reduce costs, improve quality and increase responsiveness.

As a result, many companies are discovering the benefits of Fritz. A powerful tool which not only assists in bottom line financial returns, but can also be used to highlight improvements and accomplishments, communicate needs, and align the maintenance departments direction with the organisations overall strategy.

Maintenance providers are expected to contribute to the organisations strategy in areas such as improving product quality and better use of existing resources. Fritz CMMS will assist in achieving these outcomes.

Fritz CMMS provides your staff with current, detailed information that helps keep the critical maintenance areas of your business performing at the optimum level. Fritz provides instant retrieval of your maintenance requirements and up to date statistical information across a broad range of disciplines. The program will assist you in better utilising personnel resources and improving labour productivity. Fritz also enables you to meet your regulatory requirements, providing a controlled environment in which all aspects of maintenance can be documented.

The Fritz software application can run on a variety of stand-alone or networked platforms. We can assist you in providing interconnectivity between all building sites, enabling easy access to work requests throughout your facility.

We at VirtualTec can assist in the conversion of data from a manual or outdated computer maintenance system into Fritz.

DEVELOPMENT ENVIRONMENT

Fritz is a windows based system, which operates under any of the current MS Windows versions. You can run the Fritz system on a stand-alone or Server based system. Fritz uses a proprietary client-server database. All licensing requirements of the database are included within the cost of the annual licence fee. There are no restrictions to the number of users that can access either the "Full Fritz" version, or the "Remote Job Requesting" module.

APPLICATIONS

The program is suitable for a wide variety of industry frameworks. The following list is an indication of some of these.

- Hospitals
- Nursing Homes
- Hotels
- Building Services
- Environmental Services
- Social Clubs
- Government Buildings
- Councils
- Parks and Gardens Management
- Sporting Clubs
- Airports
- High Rise Offices
- Retirement Villages
- Mining
- Resorts
- Schools



FRITZ CMMS – A PROGRAM PROFILE

The following synopsis highlights a number of the modules currently available on Fritz.

RESPONSIVE MAINTENANCE

Responsive Maintenance is generally recognised as unplanned repair work. It is usually reported by requisition slip, telephone, fax or remotely requested via other computers connected to your network.

The Work Request Receipting module will capture the information relating to the responsive maintenance whether or not the job is related to an asset. If the request is asset related, the information is recorded against the designated item. Data relating to the person / department or company requesting the work and issuing the job slip is also recorded. When the work is completed, the Works Order is returned and the relevant information such as the work duration, cost is recorded. This can be achieved by a person typing in the relevant information or by using a barcode scanner, enabling a technician with little computer skill to complete the task.

In this way, a full mechanical repair and maintenance history is kept for each item of equipment at a designated site. Using this information, Fritz is able to generate a variety of comprehensive reports. These show times and materials used for all jobs, the technician assigned and a great deal more.

Billing both internally to departments within your organisation and externally for outside contracted work is available.

If you provide maintenance services to various departments within your company, or provide contracted support to external companies, reports detailing all costs associated with work carried can be easily generated. Fritz can also monitor departmental spending to ensure that work is completed within budgeted guidelines.

PROGRAMMED WORK & MAINTENANCE

Fritz includes a comprehensive Programming system. This module allows you to nominate the type and frequency for regular tasks.

Work required to be performed daily, weekly, monthly or on a given date can be scheduled. Any maintenance work on buildings, equipment or plant could be nominated. All planned services on a designated site can be recorded. The system will issue job schedules to ensure that all planned tasks are undertaken within the appropriate time frame. When completed, the job slips are returned for input back into Fritz.

Inspection report information is captured and a variety of reports can then be produced.

Schedule Recurrence

How often is the task performed?

Daily
 Weekly
 Monthly
 Yearly

Every 3 months

on day
 on the Third Monday

Range of Occurrence

Start: 29/07/2005 end by: 31/12/2007

(Note: End date can be extended later, by using the "Extend Dates" Button)

End before (or at) 500 occurrences.

Cyclic Method: PERPETUAL

Carry out work from week 1 to week 53

Print Date

Print the works order 7 days prior to the job start date.

Generate Dates Close

ASSET / EQUIPMENT REGISTER

Fritz provides an asset register that takes the guess work out of facility management. Using one of the many comprehensive reports, tracking the history of all work performed is now simple. Alternatively, use your favourite report generator to produce customised reports. Some standard reports include: Assets under service, labour hours and maintenance costs pertaining to each asset, asset locations and tracking.

The asset register imports bitmap images of the asset for easy identification.

Programmed maintenance tasks can be scheduled against the asset to keep your equipment at its optimum performance level.

The Asset / Equipment Register records areas, buildings, plant and equipment owned by the site, which may require maintenance. Some Fritz users enter each room as an asset which enables a history of work performed on a room to be easily assessed. Others use the asset register to track the recurrence of essential maintenance performed on specific equipment. Tracking of warranty and contractual agreements can be logged, making for easy identification of equipment that is to be supported by external contractors.

Histories of each can easily be added as required, giving speedy reference information for service personnel and contractors etc.

A parent/child relationship can be maintained within the Asset Register. There are a host of other options available within this module to cater for a wide variety of industry requirements.

CONTRACTS MANAGEMENT

The Contracts module allows you to monitor and record all work carried out under a contract agreement.

Details of the scope of works and costs associated with each contract can be recorded as required. Reviews of contractual arrangements on all equipment can be generated to ensure that equipment is being maintained.

A review of contracts held with various companies can easily be carried out as you access records containing details of service agreements, dates of service, and cost of the agreement.

Details of insurances, including Professional Indemnity, Public Liability, Risk Insurance and Work Cover Insurance are all able to be recorded.

The tracking of site visitation approval can be automatically monitored insuring that people entering your site are working on the appropriate equipment, have the necessary insurances, and have attended any necessary site induction training. Proof of identity and accompanied access visits can also be insured by using the related "Future Attendance" and "Contractor Entry" modules.

PRODUCTIVITY

Reports are provided which show Department effectiveness and efficiency.

Records of Employee details, including training, issue of tools and clothing can be detailed. This provides more efficient management of staff.

Investigate the growth potential of your staffing requirements through workload projection reports.

Statistics of all incoming and outgoing work are comprehensively detailed in a variety of formatted reports.

COMMUNICATIONS



Fritz enables you to easily communicate with both internal and external providers of Maintenance, Cleaning and IT Services. When job requests are entered within "Fritz Remote" the information can be directed to the desired Department or external provider by means of a printed works request, email, or directed to a blackberry type phone system. The ability to direct requests to a paging system is currently being designed. Automated emails can inform requesters of receipt of request and notification of completion if required. Separate databases for Engineering, Housekeeping and IT can be maintained while using

the one 'Fritz Remote' application as the primary source to log requests. All that is needed on each desktop is a short-cut to the application which usually resides on a server. This makes deployment of the application throughout your organisation a breeze.

REPORTS

Comprehensive reports are provided. By utilising standard report formats, many different reports can be generated using the filtering capabilities within each report. You can write your own reports using your favourite report writer, or if required, we can assist you in the training of your personnel in the use of the Crystal Report Writer. All the standard reports that you will need have been pre-programmed into the system.

CATALOGUING (LIBRARY) SYSTEM

A mini cataloguing system keeps track of all your plans, catalogues and manuals. A folder can be produced giving the location of any of the above items.

EMPLOYEE DETAILS

Comprehensive records can be maintained on all your staff. Details including salary, personal information, annual leave, courses attended and completed, equipment issued and returned, charge out rates and much more can be recorded for future reference.

WHY THE NAME FRITZ CMMS?

The phrase "On the Fritz" is a common American expression meaning that something is out of order." The Air-Conditioner is on the Fritz again". In Australia and England the equivalent saying would be... "it's on the blink". The acronym C.M.M.S. is a generic term with stands for Computerised Maintenance Management Software (or System).

THE FUTURE

These modules are a sample of what you can expect to see in Fritz. We are adding to and upgrading Fritz on a regular basis.

As more are developed they will be integrated into Fritz. The Fritz Development team are serious about the future of maintenance procedures in all industries. We are committed to Research and Development and will continue to maintain Fritz at the forefront of technology. This is achieved by working closely with Facility Managers, Engineers, and Maintenance Personnel in a variety of different industries.

We listen to what our clients are saying, and ensure the suggestions and developments from other clients are passed on to you as part of our regular support program.