Facilities & Asset Management Systems

**A Systematic Approach to
Managing Facilities and Assets**

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AsTRON
INTERNATIONAL

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I. Overview

Astron International has a heritage of sensing software technology shifts and harnessing the benefits for our customers to streamline their business processes and reduce operating costs. It started when we developed our first Maintenance Software Windows application, adding needed simplicity while placing more power into the hands of our customers. And we're at it again, as the transition from traditional systems to Internet based architecture brings organizations the opportunity to enable collaboration between maintenance craftspeople, maintenance management, and maintenance engineers across the organization to reduce cost.

Through close relationships with our customers, Astron International recognized that facilities across the US were looking to the advantages of asset management systems, built with a Web-based architecture. Moreover, facilities were looking for business solutions designed specifically for them, without having to invest considerable dollars in technology developed primarily for the private-sector. So we embarked on delivering Web-based Facilities and Asset Management Systems in collaboration with *The Teams Group*, a consulting company specializing in facilities management services. Our systems are flexible and their architecture lends itself to cost effective custom development to fit the specific needs of every customer.

Designed to increase the life cycle and availability of your assets, enable better communication, and reduce maintenance and operating costs. You can rely on the products and services from Astron International and The Teams Group to manage and maintain facilities and assets.

II. Products and Services

Following is a partial list of products Astron International and The Teams Group can deliver for your facilities and asset management needs.

1. **The FSR System:** The Facilities Service Request System (FSR System) is a user-friendly software package to create, process, and track facility service requests. The FSR System can be provided with a Web interface. This allows employees to submit FSR requests via the Web and check on the status of these requests the same way.

2. **Warranties and Guarantees:** Enables the user to check if an asset is still under warranty or a maintenance agreement before an FSR is created.

3. **Asset Tracking:** Track details on fixed assets including history of maintenance work performed. This can also be used for GASB 34 compliance.

4. **Preventive Maintenance:** Schedule maintenance tasks for all assets and automatically create FSRs to execute them.

5. **Project Management:** Monitor the progress and resource utilization of multiple projects and their various phases.

6. **Facility Scheduling and Permitting Fees:** Manage the scheduling of facilities rental and the collection of related fees.

7. **Custom Applications:** Astron International has excellent capabilities to cost effectively build custom applications or add custom features to the above applications in a short time frame.

The following section presents the FSR System in detail as an example.

III. The FSR System

The Facilities Service Request System (FSR System) offered by Astron International, Inc. is a user-friendly software package to create, process, and track facility service requests (FSRs). The FSR System lets the user create a new FSR upon request, and process it through its life cycle (open, complete, and close). It also has powerful features to automatically fill fields related to the caller's location, schedule FSRs on a daily basis, search FSRs in its database, and create reports.

This document presents the major features of the FSR System.

Figure 1. Facilities Service Request System login screen

1. FSR Management – Start to Finish

The following Figure 2 shows the life cycle of a service request in the FSR system. The application assigns a FSR number for each request to track the task throughout its cycle. Different user levels can then update the record and sign off at each step of the process from the initial request to follow-up to completion.

Figure 2. The process flow of a FSR

2. Creating a FSR

Initiating a new FSR using the system is simple and easy. Normally an employee will call the help desk with a maintenance or service request. The Facilities Service Request System has a *Quick Location Lookup* feature to automatically fill fields on the FSR form based on the caller's phone number. This feature works as follows:

- FSR System user enters the caller's phone number
- Application looks in the database for the phone number
- Application retrieves data associated with the number
- Application fills the associated fields (name, address, building #, dept. etc.)

This expedites the creation of a new FSR while the caller is on the phone. A priority level for the FSR is also entered to schedule service tasks efficiently.

Figure 3. Initiating a new FSR

3. Completing a FSR

The Complete FSR form allows for the capture of time and cost for a specific job. There is accountability each step of the way so that all aspects of a job from initiation to completion are documented and can be traced back to an individual.

The user enters start and completion dates as well as the actual work performed which may vary from the work requested. Materials and labor costs are accounted for and these include vehicle mileage accrued to complete the request. The FSR status can be continually updated until the order is closed.

Figure 4. Completing a FSR

4. Searching and Creating Reports

FSRs can be located by selecting a search criteria from numerous options presented under several categories.

A user can select the desired criteria under each category and submit the request for a query. The FSR System will return a list of FSR records that meet the selected criteria.

Figure 5. Searching the FSR database using a selected criteria

Search results are listed in the "Query and Reports" window. To select the desired record, a user can double-click on the record and it will appear in the FSR Form.

To view the search results as a report, the user can click the *Query Report* button and a detailed report will be presented. These reports can be used for management review, comparisons, and tracking progress of FSRs.
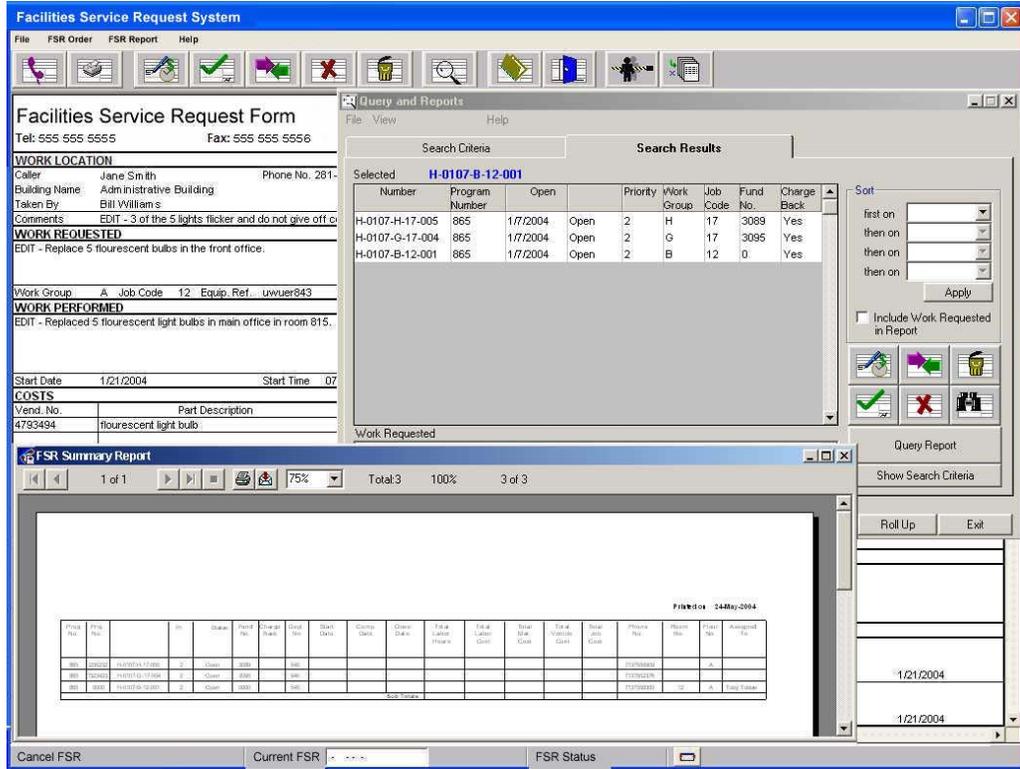
Figure 6. A typical FSR search result

5. Daily FSR Scheduling

A report of the current day's FSRs can be generated to assist with scheduling of work personnel and resources for the day.

All FSRs that are open or in progress will appear in this report. Details of each FSR and its stage in the process flow are presented in the daily scheduling report.

Figure 7. Daily FSR scheduling report