

Equipment Service Management Solution



Business Challenges	KeyTone Benefits
<p>Locating assets to perform maintenance is time consuming and error prone resulting new purchase requests</p>	<p>Provides upcoming service request alerts and enables users to easily identify and discover assets</p>
<p>Manual cycle count is time consuming, error prone resulting in inaccurate inventory</p>	<p>Automated reconciliation of asset inventory resulting from quick and easy cycle count</p>
<p>Unavailability of service history of a given equipment lead to field service delays</p>	<p>Writing service information on the tag and locking it from been tampered result in accurate maintenance and field service efficiency</p>
<p>Limited traceability result in non-compliance with various service level agreements (SLA) and warranties</p>	<p>Provides complete traceability and notifies users automatically upon any service violations</p>

Overview

Organizations are faced with higher maintenance costs to maintain specialized equipments that need periodic calibration and servicing. These costs are further increased due to operational inefficiencies caused by:

- The inability to locate equipments for service maintenance. This meant purchasing new equipments to ensure adequate equipment was available for project execution.
- Manual cycle counts resulting in error prone data. The inability to reconcile inventory lead to assets being listed as missing due to shrinkage
- The current check-in/check-out process was error prone as engineers would take equipment without signing it out to themselves
- Outdated asset information – Current asset management system do not provide most recent and accurate equipment information resulting in limited traceability and non-compliance

Solution

KeyTone’s Equipment Service Management solution provides users with:

- Automated check-in/check-out to streamline equipment leasing
- Monitoring dashboard to track equipments in real time track
- Accurate cycle count and automated inventory reconciliation

It also allows users to plan for upcoming maintenance schedules and setup alerts and notifications that can be triggered when any asset is in violation of its service level agreement.

The handheld solution enables users to conduct accurate cycle count and to locate misplaced equipments quickly. Field service personnel will now have the ability to store and retrieve maintenance records on the asset tag itself eliminating service delays and incomplete maintenance.

Equipment Service Tracking Solution



Equipment Service Report

KeyTone provides operational business intelligence through web based dashboard and many pre-defined reports.

MTBF (Mean Time Between Failure)

Report provides information on the “operational life” of the asset between failures.

MTBR (Mean Time Between Repair)

Report provides information on the “operational life” of the asset between repairs.

MTBM (Mean Time Between Maintenance)

Report provides information on the “operational life” of the asset between maintenance.

Unscheduled maintenance events

Report provides list of assets on which unplanned maintenance have been performed.

Downtime report

Report provides a history of both scheduled and unplanned maintenance for chosen equipments to study its reliability trends.

Work order status report

Report provides a list of all the work orders generated in a given time period along with its status and assignments.

Service hours by work order

Report provides information on the efficiency of the field personnel based on the amount of time it took to complete assigned work orders.

Maintenance history by equipment type

Report provides all the maintenance that was done on a given asset in a given time period.

Upcoming maintenance report

Report provides a list of all the assets for which scheduled maintenance is required.

Check-in/Check-out reconciliation report

Reports all assets that where checked out for maintenance and later checked in.



3140 De La Cruz Blvd.
Santa Clara, CA 95054
Tel : 888.816.0727
Email : sales@keytonetech.com

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