

# MTRACK

## COMPUTERIZED MAINTENANCE MANAGEMENT SOLUTION

Our user friendly, all-in-one maintenance management solution boosts productivity and simplifies your processes. Handle service requests, schedule preventive maintenance tasks, manage assets and inventory and view reports and analytics in a single system.

### ASSETS & EQUIPMENT

- Manage all your assets and equipment
- Track run time (linked to BMS), maintenance and service costs and service downtime
- Upload schematics, service reports and other documents for easy retrieval



### INVENTORY

- Manage inventory min/max levels
- Receive alerts when minimum levels are reached
- Inventory quantities get updated each time the item is used in a work order



### SERVICE REQUESTS

- Users can create service requests using their mobile phones or computers
- Attach photos for easy identification of issues
- Users receive updates each time the status of their request changes



### WORK ORDERS

- Auto generate work orders when service requests are received
- Schedule preventive maintenance work orders
- Create checklists and assign them to work orders



### WORKFLOW

- Supervisors receive alerts when service requests are logged
- Assign work orders to technicians and send them alerts
- Technicians update the work order when the job is in progress/complete
- Users get alerted when the status of their requests change



### REPORTS

- Dashboard Summary
- Inventory Levels
- Track Assets and Equipment
- Retrieve Maintenance History
- Work Order Summary

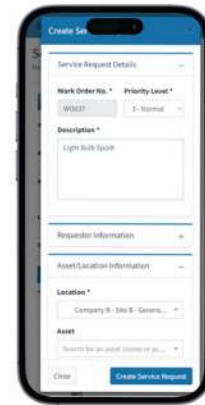


# MTRACK WORK ORDER PROCESS

1



User logs in to create a service request. Work Order is generated



2



Supervisor receives alert and assigns technician to work order

Dashboard  
System Summary

WO#	Description	Location/Address	Reported By/Mobile	Reported Date
1 WO036	Light bulb spoilt	Company B - Site B - General Area 8 Finner Rd Singapore 268820	Customer A / 98743234	14/12/2023 15:02

3



Technician receives alert and attends to work order. Once completed, he fills in the e-service report

Edit Service Report

Work Order Details

WO No.: WO036  
WO Description: Light bulb spoilt

Address: 8 Finner Rd Singapore 268820  
Remarks (Internal Use):

Created By: Daskin Customer A  
Scheduled Date: 14/12/2023 15:04

Created At: 14/12/2023 15:02:37  
Scheduled Completion Date: 14/12/2023 15:04

Remarks (For Customer):  
Replaced light bulb

Job Completed

4



User e-signs the service report to acknowledge and work order is closed

Customer Acknowledgement

Name: [Signature]

WO No.: [Text Box]

Remarks: [Text Box]

Service Rating: [Dropdown Menu]

Clear Save

5



Work order history and past service reports are easily retrievable

Work Orders

Create New Work Order

WO No.: [Text Box] Description: [Text Box] WO Type: [Dropdown Menu]

Scheduled Start Date: [Text Box] Scheduled End Date: [Text Box] Reported By: [Text Box]

Location: [Text Box] Asset: [Text Box] Asset Group: [Text Box]

Status: [Text Box] Technician: [Text Box] Search

WO No.	Location	Description	WO Type/Status	Technician	Priority Level	Reported Date	Scheduled Start Date
1 WO036	Company B - Site B - General Area	Light bulb spoilt	CM 7 - Closed	Technician A	5 - Normal	14/12/2023 15:02	14/12/2023 15:04
2 WO035	Company C - Customer B	Cable Maintenance	PM 6 - Completed	Technician A	5 - Normal	13/06/2023 09:08	23/06/2023 09:08
3 WO034	Company B - Site A - Ben C1.2	AC unit not cold	CM 3 - Assigned	Technician 1	2 - Moderate	16/06/2023 09:08	22/06/2023 10:06