

FACILITIES MANAGEMENT



FORCELINK MOBILE FIELD SERVICES ERP

Forcelink is a mobile Field Services ERP system which is offered in a cloud technology model, or Software as a Service (SaaS) model, which is a low risk and cost effective model.

ABOUT FORCELINK

The Forcelink™ system consists of a web-based management Back Office which serves as a Service Desk, and a mobile application which can run on a wide variety of standard mobile phones and tablets. The solution comprises comprehensive asset data collection and management functionality, including sophisticated data collection templates, and makes use of the handheld's GPS, camera, bar-code scanning and navigation functionality to ensure that users can accurately get to the site, capture information correctly with minimal free-text entry, and use photos and GPS tracks as proof of time and place.

The system provides integration services to integrate to back office business applications such as Accounting systems, HR, Work Management, Plant Maintenance, Customer Information systems, GIS, ERP, etc.

With minimum up front capital expenditure, the system can be deployed in a few weeks, depending on integration complexity and scope. Our clients do not have to worry about managing support and maintenance contracts, and their related additional costs, costs for hardware and other 3rd party software, such as relational databases, GIS or mapping software, etc. Furthermore, being a web based solution in a cloud model means that the system is available all of the time, and can be accessed from anywhere, using any web connecting device. This includes cell phones and tablets.

The solution is hosted in three different data centres in country in the UK, Ireland, South Africa and Australia to ensure 99.9% availability of the system 24/7.

FACILITIES MANAGEMENT

Forcelink's extensive configurability and standard modules makes it a perfect CAFM solution.

Functionality for Facilities Management includes (but not limited to) :

- Service Management
- Work Management
- Facilities & Equipment Management
- Materials & Stock Management
- Maintenance Management
- Events & Project Management
- Parking Management

Forcelink improves customer service by enabling quick and efficient dispatching of the right resource to the right location to execute work which includes soft and technical services like Cleaning, Hygiene & Sanitation, Health & Safety, Security, HVAC, Electrical, Mechanical, Landscaping, etc.

A flexible mobile-enabled Computer Aided Facilities Management (CAFM) solution – manage assets, maintenance and condition assessments



Service Management - Enable a call center to effectively log client requests. Clients can also log requests via email or directly via a client portal.

Work Requests

15 | Standard View | Results 0 - 15 of 2691

Select	Documents	Alerts	Description	WR No	Scope of Service
<input type="checkbox"/>			Lights need to be replaced in the Electrical room		
<input type="checkbox"/>			Coffee shop - Shelf loose		
<input type="checkbox"/>			DIY - Toilet lock broken		
<input type="checkbox"/>			DIY - Toilets not flushing		
<input type="checkbox"/>			recruitment Basin need to be fixed		
<input type="checkbox"/>			Admin Block - Guest toilet handle too tight		
<input type="checkbox"/>			Courage meeting room aircon not working		

MAERSK LINE *Safmarine*

Welcome to your Facilities Portal

ARCHIVING

CHAUFFEUR SERVICE

CLEANING

COURIER

FLOWERS

MAINTENANCE

PARKING

PRINTING

STATIONERY

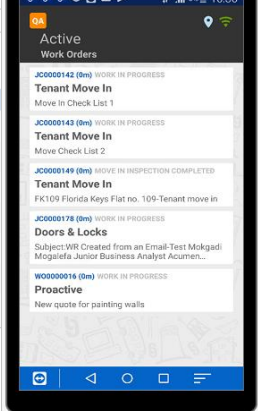


Work Management - Allocate work to internal technicians or 3rd party vendors. Field resources execute work and gather data via Forcelink Mobile.

Work Orders

15 | Standard View | Results 0 - 15 of 3225

Select	Documents	Alerts	Description	WO Code	Hierarchy	Scope of Service	WO Status
<input type="checkbox"/>			Lights need to be replaced in the Transformer room	WO-0024389	WO-0024389	Lights	Allocated to Facilities Manag
<input type="checkbox"/>			Lights need to be replaced in Generator room	WO-0024388	WO-0024388	Lights	Allocated to Facilities Manag
<input type="checkbox"/>			Lights need to be replaced in the Electrical room	WO-0024387	WO-0024387	Lights	Allocated to Facilities Manag
<input type="checkbox"/>			Coffee shop - Shelf loose	WO-0024386	WO-0024386	Other	Work Complete
<input type="checkbox"/>			Mac Brothers - Door clothes required an door handle for oven	WO-0024385	WO-0024385	Other	Requires Quote
<input type="checkbox"/>			DIY - Toilet lock broken	WO-0024384	WO-0024384	Locks	Work Complete
<input type="checkbox"/>			DIY - Toilets not flushing	WO-0024383	WO-0024383	Plumbing	Work Complete



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Facilities & Equipment Management - Create and manage buildings, asset registers, asset tracking, asset lifecycle and financials. Also do asset conditions assessments via Forcelink Mobile.

Facilities & Assets

Asset View

Asset Code	Asset Description	Parent Description	Asset Category	Asset Type Code
043959	max 07 , aircon unit	Roof	HVAC	AT51
043680	cassette ceiling unit	BPO	HVAC	AT43
043681	ceiling split unit	BPO	HVAC	AT45
043683	split ceiling unit	BPO	HVAC	AT45
043682	ceiling split unit	BPO	HVAC	AT45
043685	single split unit	Enterprise	HVAC	AT45
043684	ceiling split unit	Executive Suit 1	HVAC	AT45
043687	ceiling split unit	Executive Suit 1	HVAC	AT45

CCTV00431 Asset Detail

Asset No *
CCTV00431

Asset Name *
Artscape PTZ Camera

Asset Structure Code
FM001/B001/P01/ZN24/CCTV > CCTV00431

Location
Podium 01 - Zone 24

Asset Type *
CCTV Camera

Linked Material
CCTV Camera

Asset Category
Security & CCTV

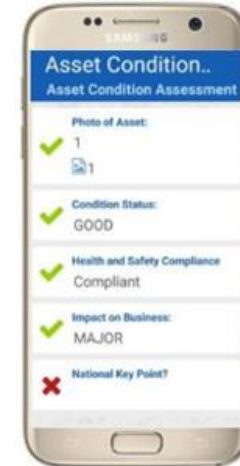
Asset Status *
Active

☐ Maintenance Significant Item?

Org Unit
--Please Select

Owner customer / Allocated to
[None]

Priority
P2 - High



Materials & Stock Management - Manage stores, vendors, equipment and materials stock, purchase requisitions and purchase orders. Also do scheduled and add-hoc stock takes.

Material Stock

Standard View

Results 75 - 90 of 2991

Select	Store	Material Description	Material Code	Material Type	Serialised?	Vendor	Unit Type	Stock O
<input type="checkbox"/>	Johannesburg	70mm x 28mm rubber button	MT00107	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	50.0
<input type="checkbox"/>	Johannesburg	2.5mm Vitamax welding rods 5kg	MT00108	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	2.0
<input type="checkbox"/>	Johannesburg	3.15mm Vitamax welding rods 5kg	MT00109	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	2.0
<input type="checkbox"/>	Johannesburg	CO2 Copper coated 1.2mm wire 15kg	MT00110	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	2.0
<input type="checkbox"/>	Johannesburg	115 Cutting disc	MT00111	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	50.0
<input type="checkbox"/>	Johannesburg	230 Cutting disc	MT00112	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	50.0
<input type="checkbox"/>	Johannesburg	115 Grinding disc	MT00113	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	100.0
<input type="checkbox"/>	Johannesburg	Blue multipurpose 3.20 welding rod 6kg	MT00114	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	1.0
<input type="checkbox"/>	Johannesburg	QA-1(13mm) 30A S/phase 3kA samite breaker	MT00115	Material	<input type="checkbox"/>	ONLINE ELECTRICAL CC - SAA	Each	8.0
<input type="checkbox"/>	Johannesburg	Cable surfux 2.5mm 2core + E white per meter	MT00116	Material	<input type="checkbox"/>	ONLINE ELECTRICAL CC - SAA	Each	231.0
<input type="checkbox"/>	Johannesburg	Supply and fit sliding door mechanism	MT00121	Material	<input type="checkbox"/>	Dorma SA	Each	1.0
<input type="checkbox"/>	Johannesburg	CBI E/Leakage 63Amp S/Phase 3kA no O/load	MT00124	Material	<input type="checkbox"/>	AVK ELECTRICAL & INDUSTRIAL WHOLESALE - SAA	Each	1.0

Created Stock Take

Date Created *
15 Dec 2017 07:31

Date Completed

Created By
A'della Taljaard

Completed By

Store
Durban Warehouse

New Status
--Please Select

Materials

Expected Quantities

Serial Number	Material	Quantity Expected	Result
RG500CR/ANTENNA	RG500 cradle/Antenna Coupler (Carcomm)	1	Ok
WIRELESS RSM BT24-HC REXON	Wireless Remote Speaker Mic BT24-HC Rexion	1	Ok

Expected Serialised Items

Serial Number	Material	Result
867453021092666	RG730	Not found in stock take
352066090008439	RG910 Tablet	Ok

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Maintenance Management - Manage pro-active, reactive and planned maintenance activities.

Maintenance Plan						
<div> <div>15</div> <div>Standard View</div> <div>Results 0 - 15 of 283</div> </div>						
Select	Sched. Work Template	Work Order Code	Planned Start	Status	Priority	Asset Code
<input type="checkbox"/>	AT17 Distribution Board Yearly Schedule ELECv1E	WO-0146356	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	051225
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146193	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031504
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146304	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031505
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146208	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031506
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146236	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031507
<input type="checkbox"/>	AT56 Compressor 3 Yearly Schedule MECHv1M	WO-0069155	03-06-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	048649
<input type="checkbox"/>	AT56 Compressor 3 Yearly Schedule MECHv1M	WO-0069156	03-06-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	048650
<input type="checkbox"/>	AT56 Compressor 3 Yearly Schedule MECHv1M	WO-0069157	03-06-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	048651

Scheduled Work Templates	
Code	Template Name
SWT011	AT10 Windows 5 Yearly Schedule BLDv1C
SWT017	AT17 Distribution Board Yearly Schedule ELECv1E
SWT022	AT19 Generator 3 Yearly Schedule ELECv1M
SWT026	AT19 Generator Yearly Schedule ELECv1E
SWT027	AT20 Hydroboil Yearly Schedule ELECv1E
SWT030	AT23 Speed Drive Yearly Schedule ELECv1E
SWT034	AT26 Transformer Yearly Schedule ELECv1E
SWT045	AT42 Air Handling Unit CW 6 Monthly Schedule HVACv1A
SWT046	AT42 Air Handling Unit CW Yearly Schedule HVACv1A
SWT047	AT42 Air Handling Unit DX 6 Monthly Schedule HVACv1A
SWT048	AT42 Air Handling Unit DX Yearly Schedule HVACv1A
SWT049	AT42 Air Handling Unit Filter 2 Monthly Schedule HVACv1A



Events & Project Management - Manage scheduled events and all specific activities relating to events. Plan activities and track progress on a Gantt chart, incl. feedback from Field Resources.

Day			PRJ00016 Wasps vs Munster											
Code	Duration	Desc	5	6	7	8	9	10	11	12	13	14	9 Feb	
<input type="checkbox"/> PP000015	0:08:00:00	Preparing the Pitch for event: Wasps vs Munster...												
<input type="checkbox"/> FP000008	0:05:00:00	Set up Fan Park and erect stage for event: Wasp...												
<input type="checkbox"/> PA000015	0:06:00:00	Preparing Ablutions for event: Wasps vs Munster...												
<input type="checkbox"/> SK000015	0:04:00:00	Stocking Kiosks for event: Wasps vs Munster at ...												
<input type="checkbox"/> PI000005	0:01:00:00	Pre-activity Inspection for event: Wasps vs Mun...												
<input type="checkbox"/> AT000008	0:01:00:00	Stock ATM's for event: Wasps vs Munster at Faci...												
<input type="checkbox"/> PO000008	0:04:00:00	Policing before, during and after event: Wasps ...												
<input type="checkbox"/> ER000008	0:04:00:00	Emergency Services before, during and after eve...												
<input type="checkbox"/> CL000015	0:08:00:00	Cleaning after event: Wasps vs Munster at Faci...												

Month December 2018 Asset Calendar for The London Stadium				
Sunday	Monday	Tuesday	Wednesday	Thursday
25	26	27	28	29
2	3	4	5	6
	WO0004286	WR0000053		
9	10	11	12	13
			PP000013	PI000003
			FP000006	SK000013
				PA000013
				AT000006
				PO000006
				ER000006
				WR0000066

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Parking Management - Manage parking bays and bookings as well as issue permanent or temporary parking permits.

Select	Asset No	Parent Asset	Asset Status	Asset Type	Permit Type	Parking Permit/s	Parking Start Date	Parking End Date	Owner customer
<input type="checkbox"/>	0211-OPEN-1001	120 Plein Street (Parking)	PERMIT EXPIRED	Parking Bay	UNRESERVED		16-08-2005 00:00	31-05-2011 00:00	SIDUMO
<input type="checkbox"/>	0211-OPEN-1002	120 Plein Street (Parking)	PERMIT EXPIRED	Parking Bay	RESERVED		15-03-2006 00:00	31-05-2011 00:00	CARELSE
<input type="checkbox"/>	0211B00-NDPW01	120 Plein Street (Parking)	OCCUPIED	Parking Bay	RESERVED	WO-0101730	10-04-2017 08:20	31-05-2018 08:20	J Valentine
<input type="checkbox"/>	0211B00-NDPW03	120 Plein Street (Parking)	VACANT	Parking Bay	RESERVED	WO-0097920	07-02-2017 12:35	30-04-2018 12:35	D Jacobs
<input type="checkbox"/>	0211B00-NDPW08	120 Plein Street (Parking)	OCCUPIED	Parking Bay	RESERVED	WO-0099854	03-03-2017 12:52	27-04-2018 12:52	F Johnson
<input type="checkbox"/>	0211L01-01	120 Plein Street (Parking)	OCCUPIED	Parking Bay	RESERVED	WO-0089793	08-08-2016 09:15	02-10-2017 09:16	Minister of Agr
<input type="checkbox"/>	0211L01-02	120 Plein Street (Parking)	OCCUPIED	Parking Bay	RESERVED	WO-0089795	08-08-2016 09:22	02-10-2017 09:22	DM Of Social D

Permit No: WO-0101780

Parking Bay:

0216-OPEN-399

Parking Garage:

Hope Street

Issued To:

AW Barbier

Contact Number:

0214667500 / 0829674033

Registration No:

CA 293141/CA 240 008

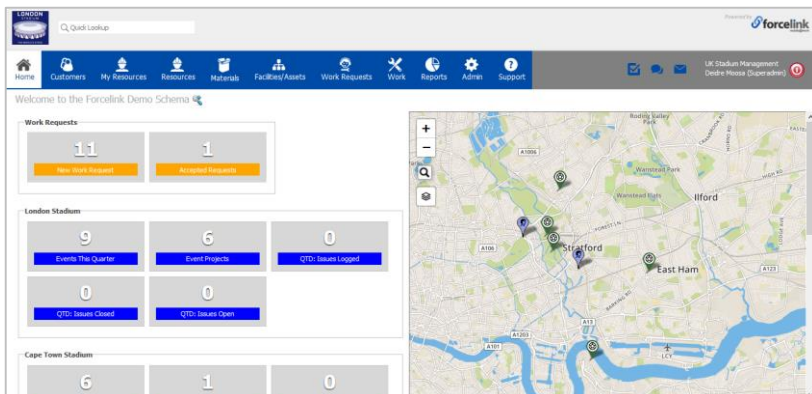
Issued By: Y Galvaan

Expiry Date:

31/05/2018



Reporting - Enables users to create ad hoc reports, standard reports and dashboards. Reports can also be scheduled and automatically distributed via email to predetermined recipients.



forcelink	version 2.8
mobile@work	
Reports	
Name	
ELFH - Lease Acceptance Letter	
ELFH - Lease Schedule	
ELFH - Maintenance Summary Report	
ELFH - Stock Levels Report	
ELFH - Tenant Listing Report	

BENEFITS

Improves performance – the right resource to the right location first time



Get field staff to work locations quicker



Reduce telephony costs between the back office and the field



Manage sub-contractors field activities and Service Level Agreements



Quicker interaction between Service Desk and Field Service Engineers



Audit trail of everything, both on the back office and on the mobile



Improve customer service, by engaging the customer on the mobile and providing customers with mobile engagement applications



Faster and clearer invoicing with integrated workflow (quotation, PO, invoice all linked)



Integrated Reporting, both on the mobile and the back office

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