

UTILITIES 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.

UTILITES MANAGEMENT

Forcelink's extensive configurability and standard modules makes it a perfect tool to implement your Asset Management Strategy.

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

- Outage Management
- Meter Management
- Street Lights and Traffic Lights
- Planned Maintenance
- Asset Management
- Subcontractor Management

Forcelink improves customer service by enabling quick and efficient dispatching of the right resource to the right location to execute work.

OUTAGE MANAGEMENT

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

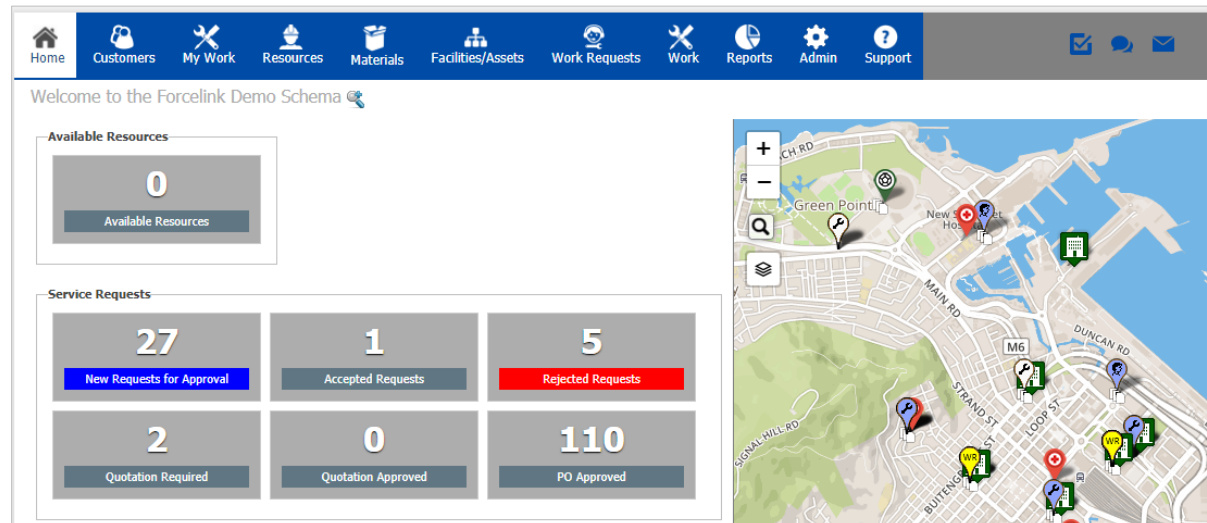
Work Requests

15 | Standard View | Results 0 - 15 of 2691

Select	Documents	Alerts	Description	WR No	Sc
<input type="checkbox"/>			Lights need to be replaced in the Electrical room	WR-0014432	Li
<input type="checkbox"/>			Coffee shop - Shelf loose	WR-0014431	Ot
<input type="checkbox"/>			DIY - Toilet lock broken	WR-0014429	Lo
<input type="checkbox"/>			DIY - Toilets not flushing	WR-0014428	Pl
<input type="checkbox"/>			recruitment Basin need to be fixed	WR-0014427	Pl
<input type="checkbox"/>			Admin Block - Guest toilet handle too tight	WR-0014426	Ot
<input type="checkbox"/>			Courage meeting room aircon not working	WR-0014425	Ar



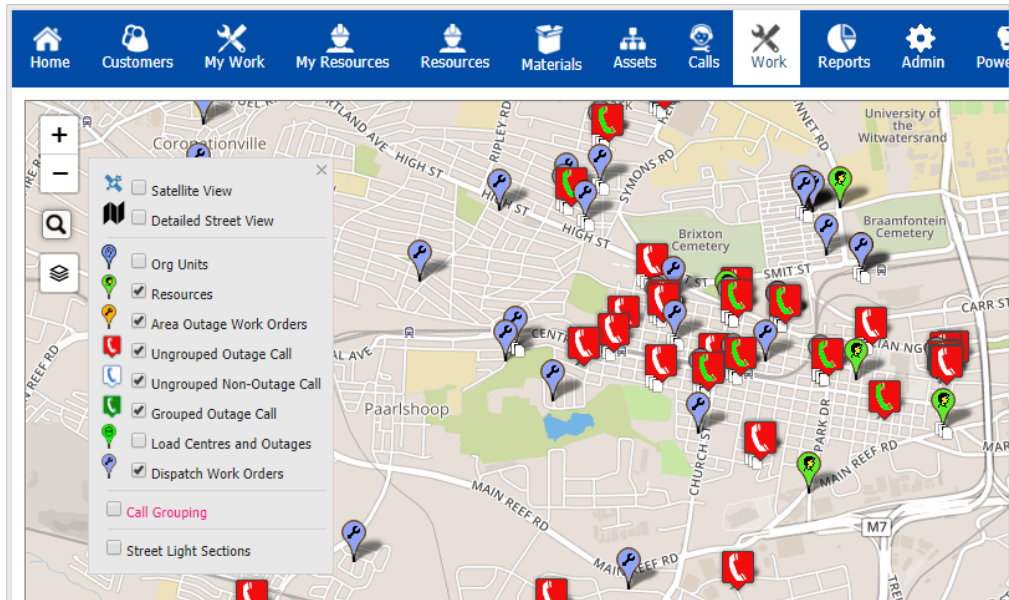
Work Management (Work Allocation) - Allocate work to internal technicians or 3rd party vendors. Field resources execute work and gather data via Forcelink Mobile.



UTILITES MANAGEMENT

OUTAGE MANAGEMENT

Network Operations – Management of Outage Events & Investigations, Abnormal Plant, Control Plant Incidents and Investigations and Planned Outages.



Regulatory Reporting – SAIDI, SAIFI, CAIDI, CAIFI and other regulatory KPI reports.



Reports

Name

Abnormal Plant Report

Accumulative Total Faults and NPR Faults

Regulatory KPI's

Detailed Tripped Device Count

FRS - Outstanding Root Cause Count (Current)

FRS - Outstanding Root Cause Count (Historical)

FRS - Outstanding Root Cause Investigations Report

FRS - Root Cause Pie Per Chart (per depot)

FRS - Substation Functional Locations Signoff Report

NER Restoration Report

NER Restoration Report (Using Call Actual Finish)

NER Restoration Report per Depot

NER Restoration Report per Depot (Using Call Actual Finish)

Network Performance Report

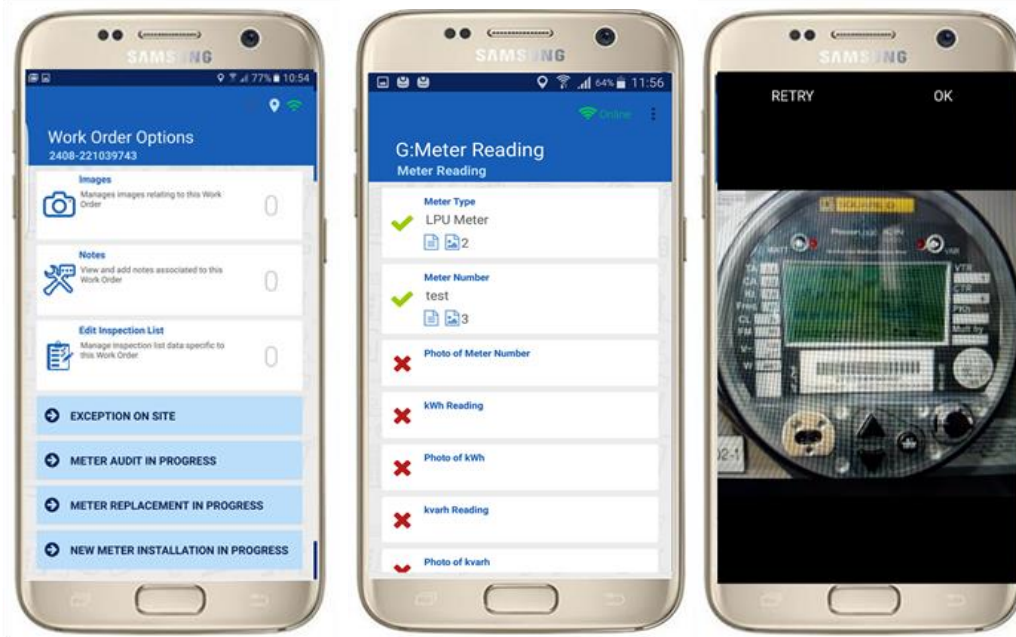
Substation Functional Locations Export for SAP PM

Weekly Repeat Trip Count

UTILITES MANAGEMENT

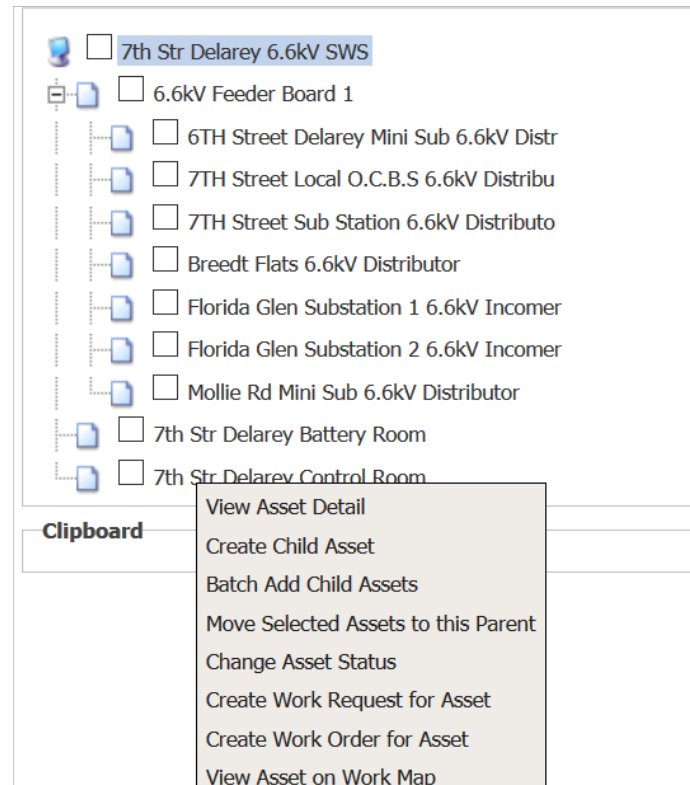
METER MANAGEMENT

Meter Readings, Meter Audits & Inspections – Scheduling and allocation of tasks and comprehensive data capturing in the field using mobile, including photos, bar code scanning and GPS coordinates.



ASSET MANAGEMENT

Asset Capture & Verification – Full Asset capture and verification functionality in the field via the Mobile app. Barcode and RFID tag scanning to identify assets. Data validation to ensure completeness and correctness of data captured.



UTILITES MANAGEMENT

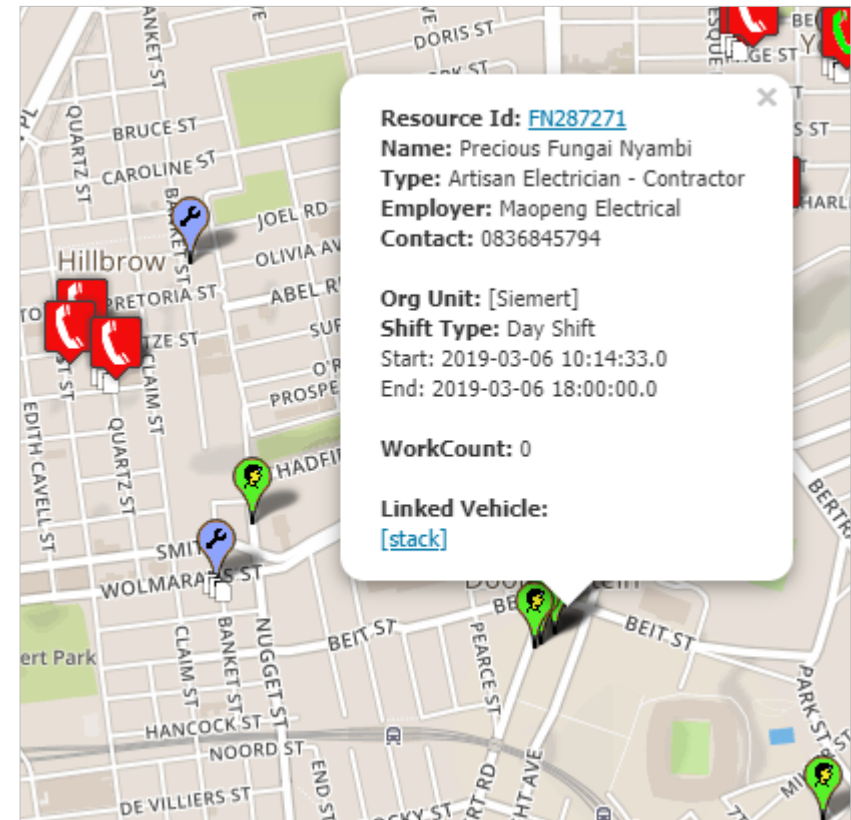
Asset Maintenance - Reactive & Scheduled maintenance, warranties, time or trigger based maintenance intervals.

Scheduled Work Templates	
<div>Navigation icons: back, forward, search, etc.</div>	
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

Asset Valuations - Acquisition and installation costs, including consumables, depreciation based on time or events.

SUBCONTRACTOR MANAGEMENT

Subcontractor - Forcelink allows master and sub schema setups to manage subcontractors. Allows for Asset Register collaboration, SLA management and work outsourcing.



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

CONTACT US



Approved Reseller:

Joao Zoio
joao.zoio@forcelink.net
Mobile +27.83.5096847
Tel +27.21.0072618
19 Elektron Road
Techno Park
Stellenbosch
Cape Town
South Africa

Paul Ryan
paul.ryan@forcelink.net
Mobile +353.86.2478616
Tel +353.58.75895
Dungarvan Enterprise Centre
Main Street
Dungarvan
Co. Waterford
Ireland

Ronan Duffy
ronan.duffy@forcelink.net
Mobile +971.55.2311785
Tel +3531-4429566
Emirates Hills
Dubai
United Arab Emirates

Kennedy Mogotsi
kennedy.mogotsi@forcelink.net
Mobile +27.83.6569417
Tel +27.11.4678528
88 Studio Park
5 Concourse Crescent
Lonehill
Johannesburg
South Africa

Jean Claude Labat
jc.labat@forcelink.net
Mobile +230.753.3702
Tel +230.211.7292
Fax +230.213.7959
1st Floor MPA Building
5, Raoul Noel Street – Caudan
Port Louis
Mauritius

Richard Jansen
Assigned PTY LTD
rsarichard@gmail.com
Mobile +61 45 116 3335
64 Eighth Ave
Kedron, 4031
Queensland, Australia