

HighGround Work Order Management

WORK ORDER ASSIGNMENT

Create and assign work orders from preventative maintenance or corrective order requests and assign them to technicians based on location, priority, type of work, or availability.

MOBILE WORKFORCE

Allow technicians to receive and update work order real time using mobile computers that track items and labor needed to complete a work order. Data is transmitted wirelessly to keep information current.

ASSET LIFE CYCLE

Maintain a comprehensive audit history of all work performed on an asset including technicians who performed work, the amount of time spent on maintenance and items used to make repairs.



HighGround Work Order Management was designed to make the streamline the process of creating, assigning and completing work orders. The system is an easy-to-use web based application which utilizes wireless mobile computers to allow technicians to identify work to be done and complete work orders in the field. The software is used by clients nationwide as a way to centralize both corrective and preventative maintenance needs, schedule tasks to be completed, and report on the completion of work. Maintaining accurate information about repairs made helps to increase accountability and gives better visibility into asset utilization. From a cost perspective, the system allows management to easily review asset

- Simplify the process of creating work order requests, approving and converting them into scheduled work orders.
- Mobilize your workforce using the mobile computers to allow technicians to receive and complete work orders in the field.
- Manage preventative maintenance by insuring that technicians and associated repair items are available when needed.
- Use purchasing, warranty and work order history to measure asset utilization and perform predictive analysis.

reliability, employee performance and parts and labor costs. Beyond improving visibility, accountability and data accuracy, using the software can reduce the amount of effort it takes to manage a paper based work order process by over 50%, saving both time and money. Organizations including government entities, educational institutions, healthcare facilities and manufacturers use the system to better handle facilities management and manage equipment. Whether doing basic facility repair or handling complex preventative maintenance schedules, the HighGround Work Order Management optimizes the process of monitoring and maintaining the assets that keep an organization running.

Solution Features



WORK SCHEDULING

During the assignment process, work orders can be prioritized and assigned to technicians based on availability in their schedules. Schedules can be used to view all work orders to be completed or view a specific technician's work load.

INVENTORY TRACKING

Using the purchasing features in the systems, items are received into inventory. When items are used in work orders, inventory is relieved. Cycle and physical inventory counts keep item quantities up to date.

FLEXIBLE REPORTING

Comprehensive reporting options allow management to review open work requests, open and completed work orders, items that need to be reordered and asset repair history.

HighGround Work Order Management handles the full life cycle of a work order from a work order request, to assignment, to completion, notification and follow on reporting. Work order requests can be generated either ad hoc or by a user or automatically as part of a preventative maintenance schedule. Work can then be assigned manually by a supervisor or automatically based on the type of work to be done, employee credentials and availability. Technicians can review work orders assigned to them on a PC work station or by downloading a list of prioritized work orders to a mobile computer. As work is completed, hours worked and parts used can be recorded to provide for internal reporting or client billing.

Other administrative features of the system include networking, data back up, import and export of data using Microsoft® Excel, data purge and flexible role based user security.

To get started today, contact Strategic Systems & Technology at 678-389-7200.

System Requirements

- Windows® XP, 2003 or Vista Operating System for PC Workstations and Servers
- Pentium® IV or Greater Processor, 512 MB RAM, and 1 Gig Free Hard Disk Space
- Microsoft® Active Sync (Windows XP and 2003) or Windows Mobile Device Center (Windows Vista)
- Microsoft® SQL Server 2000 or 2005 (if more than 10 concurrent users)
- Motorola® MC70 or MC75 Mobile Computer with Microsoft® Windows Mobile 5.0 or Greater

SERVICES AVAILABLE

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