

Work order management

Work order form features

| Feature | Functionality | Benefit |
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| Work request portal | <ul style="list-style-type: none"> • Unlimited guest access to submit work requests and receive automatic updates • Guest users can sort and track all submitted requests | <ul style="list-style-type: none"> • Cut down on requests for status updates and avoid duplicate requests • Get better clarity on requests with a customized form and mandatory fields |
| Work order form | <ul style="list-style-type: none"> • Indicate maintenance type, priority, status, and more • Attach files and images to the work order such as manuals or an image of the issue • Suggest parts needed for repair | <ul style="list-style-type: none"> • Include supporting information with a work order so technicians know what to expect and can resolve the issue faster • Classify work orders to make it easy to search, group, and report on work orders |
| Time tracking | <ul style="list-style-type: none"> • Set work order due dates • Indicate estimated hours on work orders and labour tasks to compare actual completion time against estimates | <ul style="list-style-type: none"> • Understand how long it takes to complete work orders to improve planning and understand cost of repair • Determine KPIs such as overdue work orders, scheduled compliance, and more |
| Work assignment | <ul style="list-style-type: none"> • Assign, batch assign, and automatically assign work orders to a user, multiple users, or a group of users | <ul style="list-style-type: none"> • Build accountability and know exactly who is responsible for what work • Cut down on admin time |
| Cost tracking | <ul style="list-style-type: none"> • Track parts usage, labor hours, and other miscellaneous costs to calculate total work order cost | <ul style="list-style-type: none"> • Know how much your assets and work orders are costing you to make better repair/replace and budgeting decisions |
| Multi-asset work orders | <ul style="list-style-type: none"> • Create multi-asset work orders and repurpose task lists | <ul style="list-style-type: none"> • Reduce clutter and simplify work orders |
| Work order tagging and scanning | <ul style="list-style-type: none"> • Each work order is automatically tagged with a printable QR code | <ul style="list-style-type: none"> • Quickly find and pull up work orders on the mobile app with a QR code scan |
| E-signature | <ul style="list-style-type: none"> • Collect electronic signatures on work orders • Sign work orders with a touchscreen on the Fiix app | <ul style="list-style-type: none"> • Increase accountability and improve quality assurance with required work orders • Show compliance with industry regulations |
| Custom fields | <ul style="list-style-type: none"> • Create your own custom field to track additional information | <ul style="list-style-type: none"> • Customize your work orders based on the way you run your operations |

Maintenance scheduling features

| Feature | Functionality | Benefit |
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| Scheduled maintenance | <ul style="list-style-type: none"> • Create scheduled maintenance templates and configure triggers to launch preventive maintenance work • Visualize a list of upcoming preventive maintenance and inventory consumption | <ul style="list-style-type: none"> • Track scheduled maintenance in one place and plan ahead with an understanding of upcoming work and inventory needs • Simplify the admin process by using pre-set templates |
| Time-based, meter reading, and event-based triggers | <ul style="list-style-type: none"> • Trigger preventive maintenance work orders from date, time, meter reading, or events | <ul style="list-style-type: none"> • Optimize your preventive maintenance and avoid over- or under-PMing by using accurate work order triggers |
| Condition based maintenance | <ul style="list-style-type: none"> • Trigger maintenance based on the real-time condition of equipment using integrated sensors | <ul style="list-style-type: none"> • Automatically triggering work orders based on real-time asset condition |
| Nested scheduled maintenance | <ul style="list-style-type: none"> • Stack preventive maintenance tasks based on the frequency of triggers | <ul style="list-style-type: none"> • Organize work orders and streamline work by grouping multiple work orders for the same asset together |
| Tasks and task groups | <ul style="list-style-type: none"> • Create a library of tasks and task lists for scheduled maintenance, checklists, standard repair procedures, and visual operating procedures • Assign task groups to assets to automatically associate task lists to work orders | <ul style="list-style-type: none"> • Standardize work practices • Cut down on administrative work by repurposing task groups and automatically associating task lists to work orders |
| Pass/fail inspection tasks | <ul style="list-style-type: none"> • Add inspection-style tasks to scheduled maintenances and work orders • Configure failed inspections to automatically trigger follow-on work orders | <ul style="list-style-type: none"> • Clearly trace failed inspection rounds to follow-up work • Easily pull up a report to demonstrate corrective work for auditors |

Work order organization features

| Feature | Functionality | Benefit |
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| Calendar | <ul style="list-style-type: none"> • View scheduled work orders by users on a calendar in real-time • Drag and drop work orders to quickly schedule and assign work | <ul style="list-style-type: none"> • Visualize your team's workload in one centralized calendar to ensure no-one is over- or underworked • View upcoming work |
| Projects | <ul style="list-style-type: none"> • Group scheduled maintenances and work orders as projects | <ul style="list-style-type: none"> • Keep tabs on work being carried out across the team, and run analyses such as understanding total cost of project |
| Import tool | <ul style="list-style-type: none"> • Batch upload and mass edit work orders from a csv file | <ul style="list-style-type: none"> • Import data into Fiix with one click when transitioning CMMS systems |

Work order execution features

| Feature | Functionality | Benefit |
|---|---|--|
| Internal and external notifications | <ul style="list-style-type: none"> Automatically send and receive notifications through email, mobile push notifications, or the web app when a work order is assigned | <ul style="list-style-type: none"> Immediately notify team members when work is assigned to them |
| Work order history and work log | <ul style="list-style-type: none"> Track all work order updates in one central location View asset work order history | <ul style="list-style-type: none"> See asset work order history to be informed on what actions to take Better visibility into work order history Quickly pass audits by knowing exactly when a work order was updated and by whom |
| Failure codes | <ul style="list-style-type: none"> Set up most common failure codes and quickly select a preset problem code to understand possible causes and actions | <ul style="list-style-type: none"> Simplify troubleshooting with pre-set failure codes Run reports on common problem and cause codes to determine if there is a recurring issue |
| Mobile work orders <i>Part of mobile CMMS</i> | <ul style="list-style-type: none"> Access, manage, and complete work orders on a mobile app, even without an internet connection | <ul style="list-style-type: none"> Save time and work uninterrupted with maintenance information on the go |

Fiix Foresight features

| Feature | Functionality | Benefit |
|----------------------------|---|---|
| Work order insights | <ul style="list-style-type: none"> Machine learning algorithms analyze your historical CMMS data by identifying work orders that require additional review Analyze closed work orders to pinpoint areas for improvement on maintenance performance Predict risk of open work orders that can impact asset performance, cause asset failures, or result in delays | <ul style="list-style-type: none"> Save time combing through work order data with automatic, AI-powered analysis Reduce downtime by proactively addressing work orders that could cause asset failure Optimize maintenance schedules and free up resources by identifying and solving work order delays before they happen Standardize processes across individuals and teams to improve work order quality, eliminate waste and rework, and find efficiencies across the board |