

# Service Management System



## Maintenance

### Functions

- Various possibilities to define maintenance and servicing intervals
- Convenient assignment generation
- Complex and contract-specific accounting modalities
- Full integration into the service management
- Planning of servicing for own machinery with full cost transparency
- Acquisition of fault messages

### Benefits

- Reliability as a maintenance and servicing provider
- Flexibility in the contract design
- Onetime data input and transfer of the data into the recurrent (periodic) maintenance assignments
- Consistency from contract to invoicing

**Wartungsvertrag bearbeiten**

Vertragsnr.: WA-170  
 Vertragspartner: \*Kundennummer: 10000

Wartungen / Intervalle

- WÄgliche Wartungsarbeiten
- Flüssigkeitsstände
- Kettien / Zahnriemen
- Monatliche Wartung
- Keil- / Zahnriemen Wechsel
- Störungen
- Störung, MaschNr.: 4034
- Störung, MaschNr.: 4035

Bemerkung: tägliche Wartungsarbeiten  
 Wartungsart: Standardwartung  
 Status: Aktiv

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**Intervalle bearbeiten - Vertragsnr.: WA-170**

Text: Keil- / Zahnriemen Wechsel  
 Versuchsrangfolge: noch Aufwand  
 Standard: 22.05.2006  
 Epos: Neu

Typ: Monate / Tage, fix  
 Ad.Nr.: 10000  
 Status: Aktiv  
 Ansprechpartner: Goss, Kathrin, 10000  
 Ansprechpartner 2: Preis: 0

Ressourcen:

Ress.Nr.	Solst.	Kennung	Wochensymbol	Gruppe	Tätigkeit	Name	Vorname
500	Wartung	Wochenarbeiter		Techniker	Prüfung und Wartung		

Maschinen:

Masch.Nr.	Bezeichnung	Preis	Solst.	Tätigkeit	Adressn.	Adressname	PLZ	Maschine
4034	Tiefbohrmaschine Typreihe ML	0,00	0	Prüfung und Wartung	12345-01	Mustermann AG	76227	Baureihe
4035	Tiefbohrmaschine ML250	0,00	0	Prüfung und Wartung	12345-01	Mustermann AG	76227	Baureihe

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**Einsätze planen**

Von: 29.05.2006  
 Bis: 04.06.2006  
 Vertragsnr.: WA-170  
 Kunden-Obergruppe: alle

Kunde:   
 Maschinennr.:   
 Ressourcennr.:   
 Intervalltyp:   
 Auf Anforderung  
 Alle anderen Typen  
 Alle Einsätze im Zeitraum

Auswahl	RessName	Fällig am	Gruppe	Dauer	VertragNr
<input checked="" type="checkbox"/>	Uhlmann	29.05.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	30.05.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	31.05.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	01.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	02.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	03.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>	Uhlmann	04.06.2006	Schweißer	1,00	WA-170
<input checked="" type="checkbox"/>		01.06.2006	Techniker	5,00	WA-170
<input checked="" type="checkbox"/>		29.05.2006	Prüflabor	2,00	WA-170
<input checked="" type="checkbox"/>		30.05.2006	Schwachstrom	2,00	WA-170
<input checked="" type="checkbox"/>		31.05.2006	Schweißer	2,00	WA-170
<input checked="" type="checkbox"/>		01.06.2006	SPS-Progr.	2,00	WA-170
<input checked="" type="checkbox"/>		02.06.2006	Starkstrom	2,00	WA-170
<input checked="" type="checkbox"/>		02.06.2006	Steuerung-El	2,00	WA-170
<input checked="" type="checkbox"/>		02.06.2006	Techniker	2,00	WA-170

## Maintenance

The main task of a modern maintenance and servicing management is to ensure high machine and plant availability. While corrective maintenance measures (fault management) are supported by the other modules of the INNOSOFT Service Management System, the **INNOSOFT Maintenance** module supplements the performance range with functionalities, which are essential for preventive or condition-oriented maintenance and servicing.

In particular it is possible to realize the reliable execution of maintenance services according to temporal intervals as well as in dependency of operating hours.

The maintenance assignments can be pre-defined in regard to extent, works to be performed, required resources etc. The assignments can be generated in the Resource Planning and be released for disposition on the basis of a proposal list, which offers an overview of due maintenance assignments.

Due to the coupling of the Maintenance module with the Document Management it is possible to file and allocate original documents, design drawings, work schedules etc. to a maintenance contract and to send it along with the assignment information to the mechanics and service technicians, if they request it.

Complex and specific accounting modalities can be defined within a maintenance contract, which allows maximum leeway in the contract design. For instance it is possible to determine free

quantities or allowable deductions for service types and product groups, which in combination with partial payments during the year also allow the creation of annual statements of account. The flexibility in the pricing ranges up to the definition of individual unit prices for certain articles.

Fixed response times for individual machines are common contractual items. With the INNOSOFT program package not only simple response times but also complex time patterns, which define different response times in dependency of the weekday and the time of day, can be mapped. On the basis of this information the Service Management System refers to the response times already during the fault registration and calculates the reaction period which has to be satisfied. Statistics on the actually achieved response times supplement to the set of functions and help to increase the customer satisfaction level.

Cost control is another important aspect of the maintenance and servicing management. All resulting costs are registered with the INNOSOFT Service Management System and are ready for statistic evaluation. For this purpose the INNOSOFT Statistics module provides a wide range of predefined sets of statistics, which can be refined via individual filter adjustments. Special evaluations, e.g. a breakeven analysis for a maintenance contract or a detailed statement of costs for the servicing of one individual machine can be realized with the INNOSOFT Report Generator.

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