

Facility Management Solutions

An integrated platform that connects operations, facilities, assets, maintenance, inventory and analytics in one central management ecosystem.

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FACILITY MANAGEMENT SOLUTIONS

An integrated platform that connects operations, facilities, assets, maintenance, inventory and analytics in one central management ecosystem.

1

OPERATIONS CENTER



Centralizes help desk, call, work order and satisfaction processes while monitoring service levels.

2

MATERIAL & WAREHOUSE MANAGEMENT



Controls material requests, approvals, warehouse operations, stock movements and critical-level alerts.

3

FACILITY STRUCTURE



Creates a digital hierarchy of facilities, buildings, floors and spaces with complete location traceability.

4

ASSET MANAGEMENT



Manages asset identity, classification, location, relationships, sensors, warranty and lifecycle records.

5

MAINTENANCE MANAGEMENT



Coordinates maintenance plans, scopes, schedules, resources, approvals and technical work orders.

6

BUSINESS INTELLIGENCE & REPORTING



Transforms operational, maintenance, asset, inventory, SLA and cost data into actionable insight.



OPERATIONS CENTER

It brings help desk, call records, and satisfaction surveys together in a single center, enabling requests to be fulfilled, service levels to be monitored, and user experience to be measured.

END-TO-END PROCESS



1 HELP DESK AND CASE REGISTRATION

CALLER AND USER INFORMATION



- Search by caller code or name
- Check phone and email
- View recent requests
- View caller-owned cases

CASE CLASSIFICATION



- Enter case type, category, subcategory, and business area
- Define priority and impact
- Enter title and description
- Select execution level
- Choose usage frequency and affected system
- Select location / environment

REFERENCES AND DOCUMENTS



- Protocol category
- Related and personal lists
- File list
- Create notes

2 WORK ORDER AND OPERATIONS MANAGEMENT

ROLE-BASED TASK LISTS



- Create task groups by size
- Define and assign new tasks
- Monitor task status
- Track status, priority, SLA time, group, owner and history

WORK ORDER ACTIONS



- Assign to user
- Route and reassign
- Add internal notes and attachments
- Create relationship

RECORD DETAILS



- Define hierarchy and service code
- Define expectation
- Add usage details
- Add cost details
- Add notes and attachments

OPERATIONAL RECORDS



- Add notes and documents
- Control lists
- Activity history
- SLA breaches and approvals
- Related records

3 CALL CENTER RECORDS

NEW CALL RECORD



- Search by caller name quickly
- Define and enter details
- Enter call number and return number
- View recent calls

CALL RESULTS



- Call not answered
- Wrong number
- Busy
- Phone hung up
- Voicemail
- Answered

CALL LISTS AND FILTERS



- Filter by code, status, level and priority
- Search by caller name or phone
- Filter by date range
- Save filters
- View open and closed calls

4 ADVANCED SEARCH

MULTI-CRITERIA SEARCH



- Search by number or summary
- Filter by working area, status and owner
- View creation and resolution dates
- Include closed cases
- Include canceled cases
- Excel export

5 SATISFACTION SURVEY MANAGEMENT

SURVEY CREATION



- Define the purpose, description and type of survey
- Set the start and end dates
- Specify the repetition period
- Prepare questions and publication format

PARTICIPATION AND TARGETING



- Set mandatory or optional participation
- Set anonymous or open participation
- Set responsible group
- Set target groups
- Set target companies

SURVEY LISTS AND PROCESSES



- Publish, pause, close or delete surveys as needed
- View survey questions
- Monitor publication process
- Monitor response rate
- View, edit, copy, cancel and export as PDF

RESULT ANALYSIS



- View overall average and completion rate
- View summary results
- View distribution by group and category
- Excel export

6 THREE MANAGEMENT DASHBOARDS

OVERVIEW DASHBOARD



- Total, open, closed, and overdue counts
- Closed vs. overdue distribution
- Priority distribution
- Last 30 days trend
- Average completion time, response time, and completion rate

LOCATION-BASED DASHBOARD



- Total open, closed and overdue by location
- Weekly trend
- Checklist by site / building

SLA DASHBOARD



- Closed / total today
- SLA compliance and resolution success
- Total open and overdue cases
- Daily, weekly and monthly total trends

MATERIAL & WAREHOUSE MANAGEMENT

Centrally manages the entire material lifecycle, from material requests and warehouse operations to stock movements and critical-level alerts.

END-TO-END MATERIAL PROCESS



1 MATERIAL REQUEST & APPROVAL PROCESS

REQUEST CREATION

- The work order title and detailed description are recorded.
- The requester, priority and appointment date are specified.
- The required date and delivery point for the material are defined.
- The request is detailed with urgency, category and multiple file attachments.

ROLE-BASED WORK LISTS

- Requests assigned to the user or the user's group are monitored.
- Records awaiting approval are separated from those created by the user.
- Status, priority, response time and resolution time are tracked.

ACTIONS ON REQUESTS

- A request can be accepted, cancelled or cloned.
- Related work orders can be created.
- Notes, documents and material lines can be added.
- A new material request or a related work order can be created.

APPROVAL & AUDIT TRAIL

- Status approvals and extension requests are managed.
- All actions are monitored chronologically in the activity history.
- Approvals, relationships and user actions are recorded.

2 WAREHOUSE DEFINITION & OPERATIONS

WAREHOUSE DEFINITION

- The warehouse name, code, type and description are recorded.
- The warehouse is linked to its location in the facility structure.
- Area, volume, operating method and opening-closing hours are defined.

STOCK OPERATIONS

- Stock is received into the warehouse.
- Materials are transferred between warehouses.
- Stock is issued for use, consumption or delivery.
- Every transaction is recorded with a unique document number.

WAREHOUSE FILE

- Stock items, files and movements are monitored together.
- Stock item count, total quantity and low-stock counts are summarized.
- Quantity, reserved, available, minimum stock and shelf information are displayed by product.

AUTHORIZATION & ALARM SETTINGS

- User groups and authorization levels permitted to access the warehouse are defined.
- Alarm rules are configured by product or for all products.
- E-mail, SMS and in-app notification channels are selected.
- Recipient user groups and alarm activation status are managed.

3 PRODUCT & MATERIAL CATALOG

CENTRAL PRODUCT CATALOG

- A standard record is created with product code, name, category, asset type and unit of measure.
- Barcode, brand/model, description and tag information are maintained.
- Spare parts, consumables and resources are classified by category.
- Active and inactive products are managed centrally.

BULK DATA MANAGEMENT

- Product data is prepared by downloading the standard template.
- Products can be imported and exported.
- Products are quickly accessed through search and category filters.

DIGITAL PRODUCT CARD

- Total stock, warehouse count, total value and minimum-stock alerts are displayed.
- The product's stock quantity in each warehouse is monitored.
- Reserved, available, minimum-maximum stock, shelf and unit-price data are compared.
- A product-specific QR code can be downloaded and printed.

PRODUCT RELATIONSHIPS

- Assets that use the material are displayed.
- Recent stock movements and warehouse distribution are monitored.
- Images and documents are stored on the product card.
- Movement history between warehouses is reviewed by document.

4 STOCK MONITORING, MOVEMENTS & ALERTS

STOCK MOVEMENTS

- Receipts, issues and transfers are monitored in a single list.
- Document number, transaction type, date, source warehouse and destination warehouse are displayed.
- Product, operator and transaction-note details are recorded.
- Recent stock movements are accessed directly from the product card.

THRESHOLD-BASED STOCK MONITORING

- Products below the minimum stock level are identified.
- Products exceeding the maximum stock level are monitored.
- Items reaching the reorder point are tracked.
- Products at critical levels are prioritized.

WAREHOUSE-BASED STATUS ANALYSIS

- Available quantities of the same product across different warehouses are compared.
- The difference between minimum stock and current stock is calculated.
- The number of warehouses with low stock is clearly displayed.
- Focused monitoring is performed using product group, warehouse and status filters.

ALARM & NOTIFICATION

- Alarms are generated according to minimum, maximum and reorder thresholds.
- The alarm is automatically reset when the stock level returns to normal.
- Active alarm rules are managed centrally.
- Stock risks are delivered to relevant groups through selected channels.

FACILITY STRUCTURE

Transforms facilities into a digital hierarchy at building, floor and space levels, linking all physical areas, assets and operational records in one central system.

FROM PHYSICAL SPACE TO DIGITAL FACILITY



1 STRUCTURE TREE AND HIERARCHY

MULTI-LEVEL STRUCTURE

- A facility, building, floor and space hierarchy is created.
- Each node is assigned a unique name, code, type and status.
- The actual facility structure is modeled by adding unlimited child nodes.

TREE AND TABLE VIEW

- The structure is viewed as an expandable tree or comparison table.
- Hierarchy level, parent node and node type are displayed together.
- Pagination enables fast management of large structures.

SEARCH AND FILTERING

- Quick searches are performed by facility, location, name or code.
- Node type and status filters are applied.
- The tree is refreshed, and branches are expanded or collapsed together.

2 NODE AND SPACE MANAGEMENT

GENERAL INFORMATION

- Name, code, status, node type and building category are managed.
- Usage type, space class and description are recorded.
- Phone and contact information is maintained for each space.

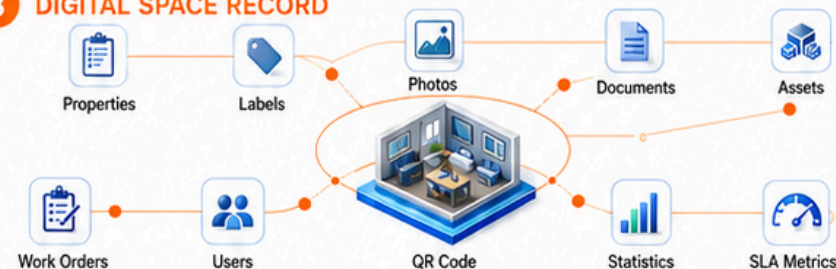
CHILD NODES AND STRUCTURE EXPANSION

- A new building, floor or space is added under the selected node.
- Parent-child relationships are preserved as the structure expands in a controlled manner.
- Each space is managed through its own digital record.

CUSTOM INFORMATION

- Space-specific information is displayed by label, type and value.
- Records can be edited or removed.
- Reservations, Wi-Fi, equipment and usage rules can be defined.

3 DIGITAL SPACE RECORD



- Assets are linked to their physical locations.
- Work orders and users are tracked by space.
- QR codes, statistics and SLA data provide traceability from the field to management.

4 FACILITY CUSTOM FIELD DEFINITIONS

DEFINITION

- Field code, label and description are defined.
- Display order is specified.
- The field is set as required or optional.

LIFECYCLE

- Custom fields are managed as active or inactive.
- Definitions can be edited and removed when needed.
- The same data standard is applied across the entire facility structure.

COMPLETE TRACEABILITY FROM A SINGLE POINT



ASSET MANAGEMENT

An integrated asset inventory that centrally manages all physical and technical assets with identity, location, classification, relationship, and lifecycle information.

END-TO-END ASSET LIFECYCLE



1 ASSET INVENTORY AND RECORD MANAGEMENT



CENTRAL ASSET INVENTORY

- All assets' core identity and status information is stored centrally.
- Each asset is classified by type, technical system, location, brand, and model.
- Serial number, tag number, barcode, RFID, and corporate asset identity are tracked uniquely.



SEARCH AND FILTERING

- Fast search by name, code, and serial number.
- Filters by type, system, location, and brand.
- Combined management of active and passive assets.



RECORD AND DATA TRANSFER

- Create, edit, and delete asset records.
- Bulk data transfer through import and export.
- Monitor parent-child asset relationships.

2 DIGITAL ASSET FILE



GENERAL INFORMATION AND RELATIONSHIPS

- Workspace and location relationship.
- Asset type, system, classification, and brand/model.
- Parent asset, child assets, and location history.



OPERATIONAL RECORDS

- Materials and related work orders.
- Images, documents, notes, and custom fields.
- Maintenance history and assignment information.



PERFORMANCE AND ASSURANCE

- Total, open, completed, and overdue work orders.
- Central monitoring of warranty information.
- View, edit, and status management from the record.

3 CLASSIFICATION AND REFERENCE DATA



ASSET TYPES

- Code, type name, and parent cluster definition.
- Parent type-child type hierarchy.
- Asset count and sensor type indicator.
- Consistent inventory and reporting with a standard asset-type structure.



TECHNICAL SYSTEMS

- Assets are grouped by the technical system and system category they serve.
- Parent-system and subsystem relationships.
- Number of assets linked to the system.
- Hierarchical system structure.



BRANDS AND MODELS

- Central brand catalog.
- Model definitions under each brand.
- Model count and quick editing.
- Searchable hierarchical list.



STANDARD DATA MANAGEMENT

- Repeatable asset creation.
- Consistent classification and reporting.
- External data transfer.
- Controlled adding, editing, and deletion.

4 SENSORS AND LIFECYCLE



SENSOR PARAMETERS

- Define the sensor data to be measured, including name, unit, and data format.
- Threshold and critical-value definitions.
- Description, status, and default values.
- Numeric and Boolean data types.



ALARM AND WARNING MANAGEMENT

- Normal and critical min-max values.
- Device-linked alarm and warning matching.
- Monitor parameter details from a single panel.
- Active and passive parameter management.



ASSET LIFECYCLE

- Track the full lifecycle from planning through retirement.
- Support maintenance, use, and retirement decisions with records.
- Chronological history of all transitions.
- Information about the users who created and updated records.



TRACEABILITY

- Track location, responsibility, and status changes retrospectively.
- Full audit trail throughout the lifecycle.
- Link sensor, asset, and operation records.
- Reliable CMDB data for decision support.

MAINTENANCE MANAGEMENT

End-to-end maintenance management that centrally coordinates preventive maintenance plans, scopes, schedules, resources, safety instructions and work orders.



1 MAINTENANCE PLAN CREATION



PLAN DEFINITION

- Plan name, description, maintenance or support type, priority and estimated duration are defined.
- Scope is selected as a location, system or asset, and the plan date range is specified.
- Workspace, responsible person and approval requirement are linked to the plan.



PLAN LIST & FILTERING

- Plans are searched by name, type, status, priority, owner, scope, period and date range.
- Draft, pending approval, published, completed and cancelled plans are monitored together.
- Progress and the number of scopes, schedules and checklists are displayed in the list.
- The plan list is exported to Excel; records are viewed, edited or cancelled.



WORK ORDER CREATION METHOD

- A separate work order can be created for each system, location or asset, or one combined work order can be created for the entire scope.

2 SCOPE, SCHEDULING & APPROVAL



SCOPE MANAGEMENT

- Locations, systems or assets are added according to the selected plan scope.
- Scope records are edited in bulk, and the current scope count is monitored.



FLEXIBLE SCHEDULING

- Daily, weekly, monthly or custom recurring maintenance periods are defined.
- Recurrence frequency, day of month, start date and end date are configured in detail.
- Weekend and public-holiday handling rules are selected.



APPROVAL & PUBLISHING

- Plans requiring approval are submitted to authorized users for evaluation.
- Approval and rejection actions are recorded with a complete history.
- Approved plans are published and prepared to generate work orders according to schedule.

3 EXECUTION PREPARATION



CHECKLISTS & FILES

- Checklists that standardize maintenance activities are linked to the plan.
- Technical documents, procedures and supporting files are retained in the plan record.



REQUIRED RESOURCES

- Personnel, equipment and other resources are planned with quantity, unit, description and notes.
- Required resources can be prepared before maintenance begins.



OHS INSTRUCTIONS

- OHS instructions are searched by name, category or risk level and linked to the plan.
- Instruction code, category, risk and revision information are tracked.
- Periodic maintenance, electrical, mechanical, LOTO and working-at-height rules are transferred to work orders.



PLAN PERFORMANCE

- Scope, schedule, checklist and progress indicators are evaluated from a single view.

4 TECHNICAL MAINTENANCE WORK ORDERS



CREATION & ASSIGNMENT

- Technical maintenance work orders are generated automatically by plan schedules or created manually when needed.
- Title, description, requester, priority, appointment, technician note, category and files are recorded.
- Work orders are assigned to users or groups and can be accepted, redirected, cancelled or cloned.



FIELD EXECUTION

- Notes, documents, checklists and related work orders are managed within the record.
- Effort is recorded with start, finish, duration, work type and description.
- Spare parts and operational records used during maintenance are linked to the work order.



TRACEABILITY

- Status changes, rejections, notes, documents, effort records and spare-part movements are tracked chronologically.
- Activity history is filtered by record type, and the completion process is reviewed retrospectively.
- Related work orders preserve the integrity of connected maintenance activities.

BUSINESS INTELLIGENCE & REPORTING

Analyzes operations, maintenance, assets, SLA, inventory, facility utilization and cost data in one place to support management decisions.

END-TO-END ANALYTICS: FROM DATA TO ACTION



OPERATIONS & SERVICE PERFORMANCE

WORK ORDER ANALYTICS

- Monitor total, open, completed and overdue work orders by period.
- Compare request type, priority, status, location and team distributions.
- Analyze workload, completion rates and average resolution times.

SLA & TIME PERFORMANCE

- Track response and resolution success rates.
- Report SLA breaches, delay causes and penalties.
- Evaluate daily, weekly and monthly performance trends.

CALL & SATISFACTION

- Analyze call volume, first-contact resolution and satisfaction trends.



MAINTENANCE, ASSET & FACILITY ANALYTICS

MAINTENANCE PERFORMANCE

- Compare planned and completed maintenance activities.
- Analyze schedule compliance, overdue maintenance and failure recurrence.
- Evaluate MTBF, MTTR and maintenance costs.

ASSETS & CMDB

- Analyze assets by status, type, system, age and location.
- Monitor failure frequency, warranty information and lifecycle stages.
- Display critical assets and related work orders.

FACILITY UTILIZATION

- Compare capacity, occupancy and density by building, floor and space.
- Evaluate energy, water and environmental consumption trends.



INVENTORY, COST & RESOURCE ANALYSIS

INVENTORY & WAREHOUSE

- Monitor total stock, stock value and warehouse distribution.
- Track minimum, maximum, critical and reorder levels.
- Compare receipts, issues, transfers and consumption movements.

COST & BUDGET

- Analyze maintenance, work order, asset and location costs.
- Compare budgeted and actual expenses by period.
- Report supplier, service and material cost trends.

WORKFORCE & RESOURCES

- Evaluate workload, working time and productivity by employee and team.
- Associate material, equipment and human-resource consumption.



EXECUTIVE DASHBOARDS & REPORTING

EXECUTIVE SUMMARY

- Summarize enterprise KPIs on a single screen.
- Apply visual alerts for critical deviations, delays and risks.
- Provide detailed drill-down from dashboards.

DYNAMIC ANALYSIS

- Filter by date, module, location, system, status and priority.
- Make period, facility, team and service comparisons.
- Create cross-module relationships and drill-down analyses.

REPORTING & SHARING

- Create role-based dashboards and saved report views.
- Export reports in Excel and PDF formats.
- Schedule periodic reports and critical-threshold notifications.



Human Resources



Security



Cleaning



Income & Expense