documenos
MODULE

SERVICE MANAGEMENT SYSTEM



Maintenance of All Your Equipment in One Place

The Documenos® Service Management module keeps the inventory of every piece of equipment that needs maintenance, repair or periodic inspection – from servers and printers to air conditioners, generators, elevators, production machines, laboratory devices and vehicles – and records every service performed on it end to end.

Highlights

- **Asset Tree**
- **Automatic Maintenance Plans**
- **Work Orders**
- **Accounting Integration**

Whether the equipment belongs to your company or to your customers, maintenance plans are calculated automatically, upcoming maintenance is listed by urgency, work orders reach the technician in the field, and completed services are linked to stock and invoicing with a single click.

The Service Cycle, from Registration to Invoice

Register
Open equipment cards manually or create them automatically, per serial number, from fixed-asset purchase and opening entries.

Plan
Time- or meter-based rules calculate the plan of every piece of equipment; overdue, due and upcoming maintenance is listed on a single screen.

Open a work order
Open a service record from an upcoming maintenance line, a fault task, a scheduled task or a workflow step, and assign the responsible technician.

Complete and invoice
The technician enters results, meter readings and consumed materials and completes the record; the stock issue slip and the invoice are prepared with one click.

Partner with us to make your business shine!

Download for Free

See the full module and its screenshots on our website.

documenos.com
info@documenos.com

Features

The tools you need at every step of your service operations



Smart maintenance plan rules

Time-based

The service repeats at an interval of days, months or years. The due date is calculated from the last completed service of that operation, or from the equipment's commissioning date.

Meter-based

The service repeats according to a meter field such as operating hours, kilometres or page count. The threshold is calculated at every step (1000, 2000…) or from the last service onwards.

Conditional rules

Rules can be narrowed down by location, customer, commissioning date or the custom fields of the type – for example a separate rule only for air conditioners above 24,000 BTU.

Asset tree

Classify equipment in a hierarchical tree of unlimited depth; define the allowed equipment types and its own maintenance rules for every node.

Record-level access

Put read and write restrictions on tree nodes; restrictions are inherited by child nodes and unauthorised users cannot see that equipment or its service records.

Dynamic custom fields

Add unlimited fields to equipment and operation types with every data type of the form designer; make result fields mandatory so records cannot be completed with missing data.

Values at service time

Every service line stores the equipment's meter and field values at that moment; its state at each past service can be traced back, and a rising meter updates the card.

Upcoming maintenance

Track all maintenance by urgency with the Overdue, Due, Upcoming, Planned and Manual statuses; open a pre-filled work order from the line with one click.

My pending work orders

Field technicians see the work orders assigned to them, enter results and materials and close them with “Mark as Completed”; the pending count appears as a badge in the menu.

Fixed-asset integration

Equipment cards are opened automatically from serial-numbered fixed assets on purchase and opening entries; when an asset is sold or scrapped, its card is deactivated.

Service slip templates

Prepare service forms, work order forms or calibration certificates with the web-based designer; preview them, download as PDF or print directly.

Ready-made asset classification

Installation comes with 857 equipment types, 2,481 custom fields and 1,067 ready-made service interval rules for those types, 51 operation types and an asset tree of 420 nodes under 18 main groups. Every definition can be adapted to your needs and transferred to sister companies as a “*.dost” package.

Partner with us to make your business shine!

Download for Free

See the full module and its screenshots on our website.

documenos.com

info@documenos.com