



Work Order
and Maintenance
Management
System



Managing Your Maintenance Operations Just Got a Lot Easier.

FM Works™ uses an optimal combination of state-of-the-art technologies to provide a cost-effective, integrated solution that makes managing work orders and all aspects of your maintenance operations more efficient and effective. Our powerful software works hand-in-hand with ARCHIBUS®, MicroView FM™, NOMAD™, and other CAFM products to provide a comprehensive solution including Internet, handheld, barcode, and many other capabilities.

Save Money Spend less for FM Works™ and also reduce your overall cost of operations.

Save Time Employ modern communication technologies, like web-based work requests, to save your staff time.

Increase Satisfaction Keep your customers satisfied with pro-active e-mail notification of work status.

Improve Information Get the answers you need about your maintenance operations, with user-friendly search capabilities.

Reduce Complexity Enjoy a single point of access to your maintenance management functions. No more multiple screens and navigation hassles.

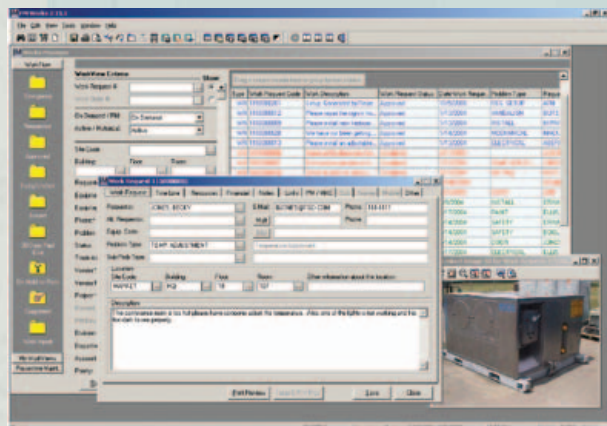
Works Manager™ — Powerful and Easy to Use

This efficient and user-friendly interface provides access to all the information you need to effectively manage work orders and all aspects of your maintenance operations. It is the “heart of the system.”

- Use the flexible and powerful “Workflow” bar to organize and display the work the way you need it.
- Enter, view and edit multiple work requests and work orders simultaneously.
- Use Outlook style display with drag & drop, grouping, sorting, column placement, etc.
- Assign work crews, trades, parts, tools, chargeback accounts, etc. in one place.
- Track work progress, close jobs and produce reports.

Locate and process any number of work orders by easily searching for any word contained in the work order itself, or by using specific criteria such as:

Requestor	Equipment
Status	Problem Type
Building	Date Range
Trade	Craftsperson
And many more	



FM WORKS™

e-Works™ — Make the Internet work for you

Optional features that let you take maximum advantage of the time-saving and cost-effective capabilities of today's web-based and work routing applications.

Examples of capabilities available via the web or company Intranet:

Requestors

- Submit work requests
- Check the status of work
- Get notified when the work status changes

Workers, Managers, Supervisors, Vendors & Contractors

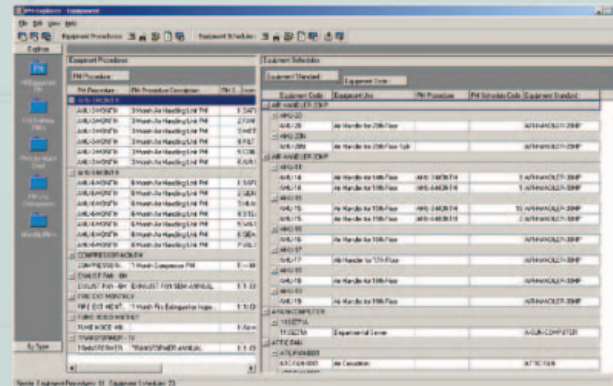
- Log in to get access to assigned and unassigned work
- Get notified by e-mail of assigned work
- Get notified by text of priority work
- Update status, enter time, complete work
- Check the status of assigned work
- Assign / re-assign resources
- Prioritize work



PM Explorer™ — Preventive Maintenance Made Easy

Saves time and increases productivity in managing preventive maintenance.

- Manage your PM procedures and schedules using the familiar touch and feel of a Windows Outlook® interface.
- Create and maintain PM procedures faster, easier and more accurately.
- Create a PM schedule by dragging and dropping a PM procedure onto an equipment entry or group.
- Attach any digital image or electronic document to a PM procedure and/or equipment — manufacturer's specs, wiring diagrams, etc.
- Pre-assign maintenance workers to procedures or specific equipment items.
- PMs can be created on rooms, grounds or other asset types.



FM Works Mobile™ — FM Works On the Move

Extends the power of Work Order Express and Parts Manager modules into a seamless handheld environment, and includes an equipment survey module.

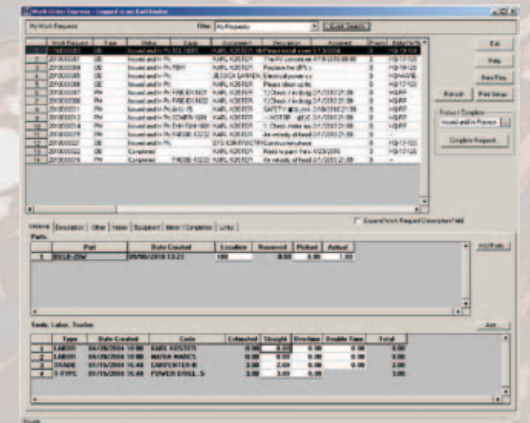
- Work Express — Create new or manage existing work requests, updating the status, time worked, notes, etc.
- Equipment Surveys — Easily perform field surveys, add new equipment, update equipment details and location. In the "bean counting" mode, you can quickly validate your inventory by scanning barcodes.
- Parts Manager — Walk around the parts crib, quickly pulling up parts, updating data and inventory quantities, etc. with the barcode scanner or by tapping in the part code.



Work Order Express™ — Empower Your Workers for Maximum Efficiency

A highly-focused and user-friendly interface especially designed for direct use by maintenance staff.

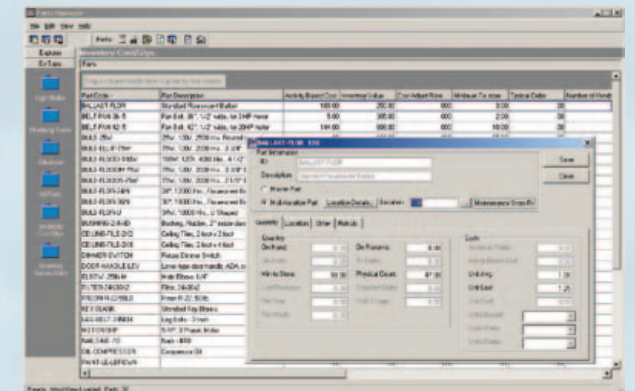
- Can be accessed by supervisors and individual workers.
- Display an individualized list of assigned work orders for each craftsperson, trade, or department.
- Display unassigned work.
- Increase efficiency in processing requests.
- Focus attention on the work that needs to be done.
- Enable direct entry of work order data and completion by a craftsperson.
- Access data anywhere at any time using Windows™, web-enabled or handheld versions.
- Reduce errors, increase accountability, reduce costs and improve the timeliness of work order data.
- Update equipment notes and view equipment details and warranty information.



Parts Manager™ — Don't Let Parts Availability Problems Slow You Down

Efficiently and effectively manage your parts inventory to be sure parts are available when needed.

- Maintain accurate information on all parts in your inventory.
- Show quantities on hand, reserved, ordered, etc.
- Keep up-to-date with newly received parts, adjustments, manual disbursements, etc.
- Maintain inventory of a single part in multiple storage locations.
- Charge non-inventory parts, equipment rentals and other non-standard costs to work orders.



FM WORKS™ COMPONENTS

Works Manager™

PM Explorer™

Work Order Express™

Parts Manager™

e-Works™

Work Router™

Satisfaction Surveys

Mobile Work Express™

Mobile Parts Manager™

Mobile Equipment Surveys™

Modular design allows you to choose the components that best fit your operation for maximum performance at the lowest cost.



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AWARD WINNING INTEGRATION AND INNOVATION

FM Works™ is a separate application but is fully integrated and inter-operative with ARCHIBUS® for maximum flexibility, performance and cost-effectiveness.

- "Built from the ground up" to be fully integrated and compatible with ARCHIBUS® — the industry-leading system for Total Infrastructure & Facility Management.
- FM Works provides additional features, but reduces total cost — both up-front costs for software and implementation — as well as lower costs due to increased efficiency and effectiveness of maintenance operations.
- Based on the ARCHIBUS open database platform, FM Works can easily be integrated with other enterprise-level systems for information exchange and data sharing.

FMRG is proud to have been awarded "ADN Developer of the Year" by ARCHIBUS®.

Also, in recognition of FMRG's leading role as a developer of applications that complement and enhance the ARCHIBUS® platform, FMRG has been appointed as a charter member of the ADN (Archibus Developer Network) Advisory Council.



A Tradition of Innovation and Customer Satisfaction

FM Resource Group, the developers of FM Works, has a strong tradition of exceeding customer expectations. This tradition is evident in the innovative features of FM Works, many of which have come from our satisfied customers.

If you don't see a feature that you need in FM Works — just ask. It's probably already "in the works" or slated for a future release. If not, we will be glad to consider adding it to the product because we strongly believe in incorporating best practices — and the best source of those is you, the customer on the front line.

Examples of innovative product features in FM Works:

- Attach digital images, PDFs, etc. to work requests, PM procedures, and equipment. This enables easy documentation of "before and after" conditions, special situations, attaching special instructions, etc.
- Maintenance department coding that enables filtering so each department "sees" only its own work and equipment — but all the data is available to higher-level managers.
- Work Router processes defined business rules and automatically notifies workers, contractors, etc. of work to be done, auto assigns and dispatches.

