Unit 2A 15 Sheppard Street,
HUME ACT 2620
PO BOX 589.
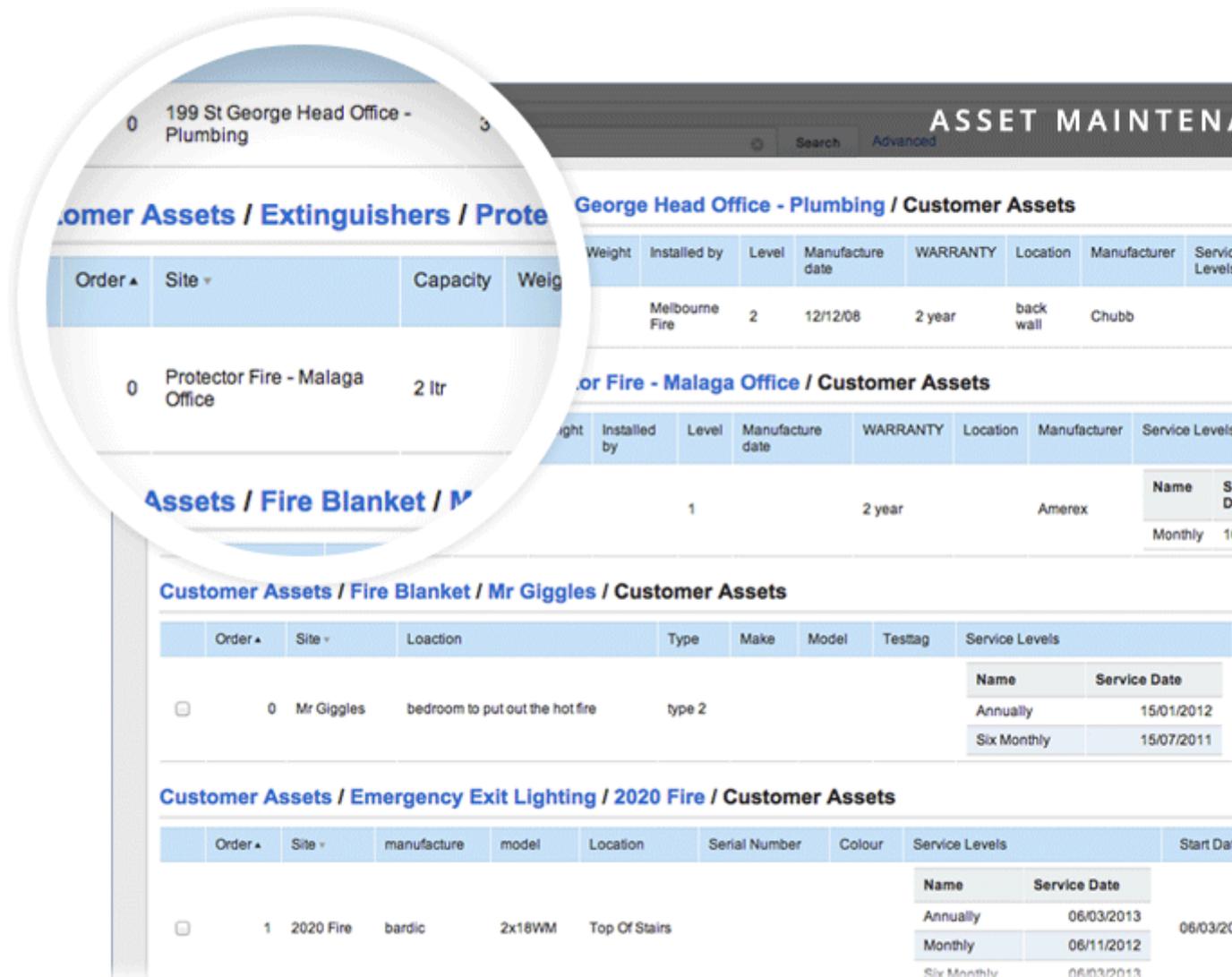FYSHWICK ACT 2609
Phone: 02 6260 2070
ABN: 51 165 982 856

SIMPRO FIRE ASSET MANAGEMENT SYSTEM

Asset maintenance is traditionally complex and difficult to manage. The amount of paperwork can be endless and in most environments the audit trail is critical to maintain.

Remove the Complexity and Verify the Audit Trail

SIMPRO takes the complexity out of asset management by delivering full asset service history which can be available to both technicians and customers.

Assets can be grouped and reported on by type, locations, and frequency or zone structures. Unlimited and customizable asset fields can be created stored and managed enabling you and your team to have all the information at your fingertips to provide first time call resolution.

Manage Programmed, Preventative and Reactive Maintenance

Whether you are providing one or all these maintenance programs, SIMPRO caters for you irrespective of the number of sites or the quantity of assets being maintained.

Maintenance Planner

Your maintenance planner lets you know what's to be tested when it's to be tested and what specific test is required.

Scheduling labor and equipment

With options to view schedules on a daily, weekly, or monthly basis and in units as small as 15 minutes, you can see all available labor briefly.

Job Dispatch

Service jobs can be dispatched direct to mobile devices such as phones or tablets and are accepted electronically reducing communication costs.
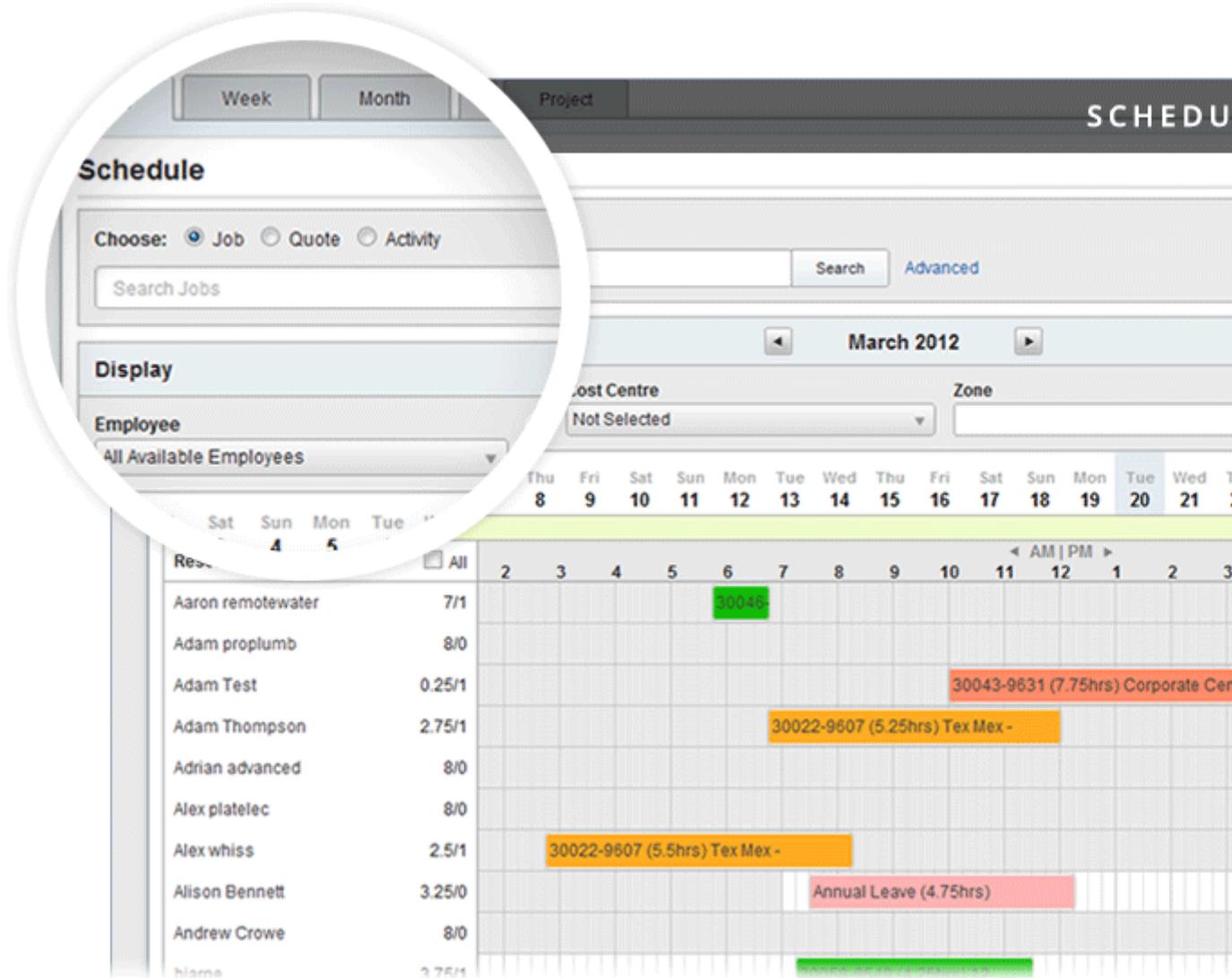
Eliminate paper timesheets

Paper based timesheets can now become a thing of the past as authorized staff can log on and record times on jobs or projects in real time. Now you can see actual labor times against estimated labor times as the job progresses.

"All the general scheduling of jobs, maintenance jobs and ongoing monthly service checks are already in the system and don't have to be re-entered all the time, which saves the admin staff time."

SERVICE MANAGEMENT

Today's customers want more than just "good customer service" that and are tired of service companies who don't show up on time or don't show up at all.
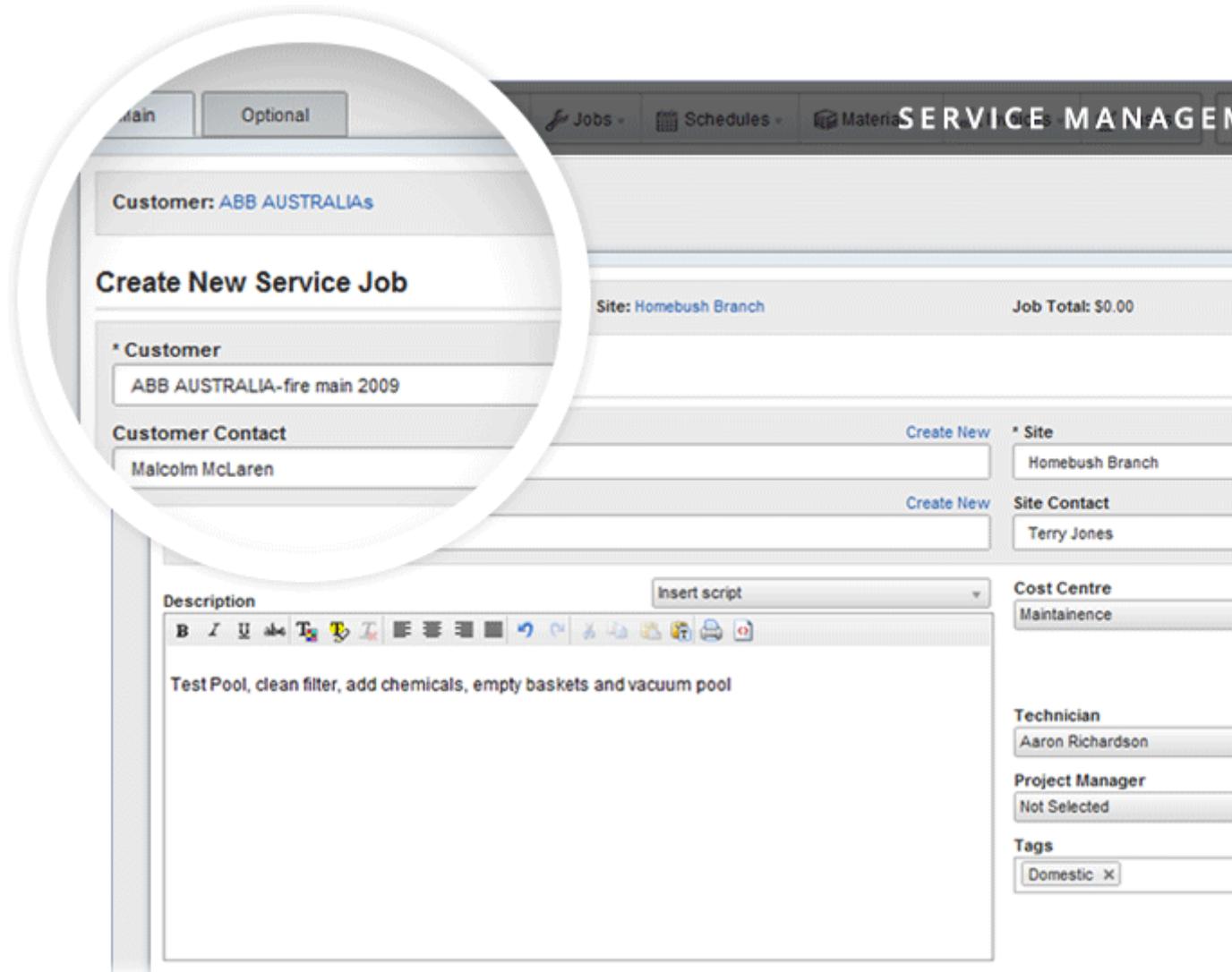
- Your customers want you to be responsive, reliable, and punctual
- You want prompt payment at a rate that allows you to maintain your margins

How do we align the two?

Speed and Efficiency

Each job is simply a matter of entering Who, Where, What and When. If it's an existing customer, just call up their record and add the new job. Next confirm when the job is to be done and allocate a technician to the time slot. It takes 2 minutes and can be done while the customer is on the phone.

"With SIMPRO, we visualize continued expansion and to keep pushing the boundaries of unsurpassed customer service in the FIRE SERVICING industry."

Record Keeping

Within the job file, there is a notes field where you can record any relevant client information. You can see their entire work history as well as additional information such as "watch for the dog".

Service Job Invoicing

If you work from a schedule of rates, you can allocate the exact amount of labor and materials and even invoice the customer as you enter the data. Enterprise calculates the charges for you, adding the appropriate margin along the way.

Field service mobile app
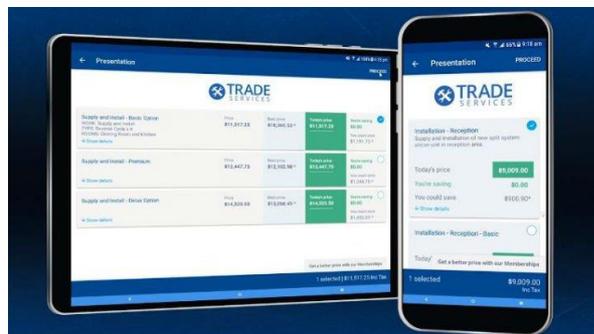
simPRO Mobile makes it easy for field staff to create jobs, track time, record job details, generate quotes, process payments (at customers request) and capture photos while in the

field. Enhance customer service and improve the efficiency of your field staff with a cloud-based mobile app.

Manage jobs from beginning to end

Simplify job management in the field with access to assigned jobs, site history, customer details, job notes, and other information needed to perform a job. simPRO Mobile allows field staff to create service jobs, access safety and compliance audits, record notes and photos, capture signatures on job cards and track service jobs efficiently.

Manage assets with field mobility

Create, manage, and test assets from a mobile device or tablet for simplified asset maintenance management in the field. Field staff can view asset test and service history, failure points and other notes to help improve maintenance service. With the in-app QR code and barcode asset reader, quickly search and test assets back-to-back and in the order that suits you.

Create professional quotes for service customers

Close more sales in the field by quoting with a mobile device or tablet. Create multiple quote options with standard service fees, discounts, or add-on pricing. Quotes in simPRO Mobile can include images and manuals to support the sales process. Easily email the quote to a customer and convert to a job once approved, all while on site.