

FACILITY MANAGEMENT

DESIGN AND CONSTRUCTION

>> **HARD FACILITY MANAGEMENT**

SOFT FACILITY MANAGEMENT

BUILDING AUTOMATION

EVENT IT

MOBILE MAINTENANCE MAINTENANCE AND SERVICE DOCUMENTATION WITHOUT THE PAPERWORK

Give us a call!
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ENTERED RIGHT IN THE SYSTEM

Does this sound familiar? Your service technician has just finished a repair: “Please sign here!” That raises three questions: Who decipheres what’s on the work order? Who types it into the system? And who turns it into a bill that makes sense to you? The answer at Infraserv Höchst: no one. Our technicians upload the documentation for your services to SAP from a mobile device. No paper required. That not only saves us the hassle of re-entering information, it also speeds up the maintenance of your equipment.

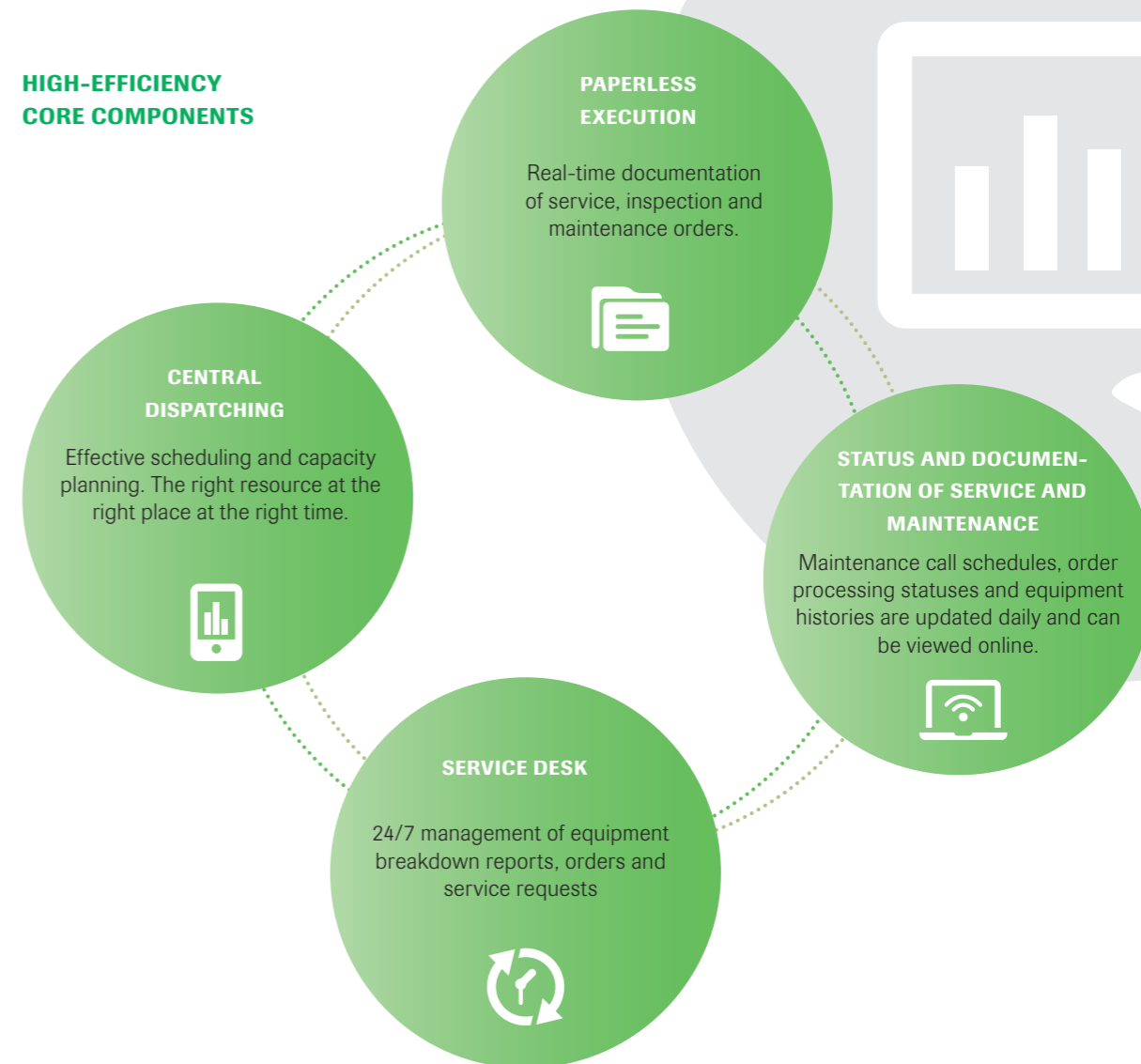
FASTER AND MORE EFFICIENT EQUIPMENT DOCUMENTATION FROM A TO Z IN SAP

It is painfully impractical to document completed maintenance on paper forms. After all, your order and our maintenance plans are already entered in the master data for your building equipment. As are all downstream processes – from ordering spare parts to issuing invoices.

Cutting out the paper step increases our and your productivity. It gives everyone a competitive edge, too. When our technicians can look up information, edit data and enter possible diagnoses while in the field, the maintenance gets done faster. It also eliminates opportunities for mistakes to creep in. In addition, automation enables rapid, measurable processing of faults and service requests.

In short, mobile maintenance gives you more – more security, more compliance and more equipment availability. There are many other benefits, including audit-ready online documentation, transparent status tracking for service orders, verifiable compliance with contractual requirements, time savings with real-time reporting and greater predictability for your maintenance budget.

HIGH-EFFICIENCY CORE COMPONENTS



OUR SERVICE PORTFOLIO IN DETAIL		
STREAMLINED PROCESS	ACCELERATED MAINTENANCE	RESULTS YOU CAN SEE
<ul style="list-style-type: none"> You place a maintenance order or SAP initiates a scheduled maintenance call System schedules the call and notifies the appropriate technician The technician does the work and documents it right in the system Our system updates your equipment master data and issues an invoice 	<p>The technician can:</p> <ul style="list-style-type: none"> Pinpoint maintenance locations with RFID chips or barcodes Digitally capture device specifications Look up information needed in the field such as technical drawings, etc. Order required spare parts while still on-site and prioritize necessary follow-up maintenance 	<ul style="list-style-type: none"> Faster response and service times Audit-ready online documentation Optimized processing times Maximum consideration given to operational time constraints Predictability and failure safety thanks to detailed equipment history

15 years of hands-on experience	865 buildings	121 mobile devices	3 generations of mobile devices
140 skilled tradespeople	1,113 company apartments	1,200 changes to master data a year	
11 property teams	4 specialist teams	17,000 maintenance orders a year	
65,000 functional locations		19,000 service orders a year	

YOUR BENEFITS:

- 24/7 service desk
- Safety and compliance
- Higher equipment availability
- Measurability, transparency and budget reliability
- Convenience and reduced workload