Fast Track Help Desk & PPM WEB

By adding or switching to the Web Version, efficiencies can be gained by self-service. Customers, contractors and managers gain direct, self-service access to information which would normally be emailed, exported, printed, etc., leading to optimisation of staff time.

Wider Access by Web

When the Windows Desktop version of *Fast Track Help Desk & PPM* is deployed on a departmental server, and the users are usually in the same office, there is typically no access for people outside the office. Access can be provided by VPN, but access by Web Portal is much more convenient, and also of a greater usefulness.

Controlled Access for Anyone Anywhere

Once the Web version of the *Fast Track* software is set up, any user with a browser can easily gain access, as long as they are provided with permission.

By expanding access, and giving additional users the ability to perform tasks by self-service, staff time and costs can be optimised for yourself, your customers and your service providers.

The organisation's main users, customers, service providers and management can also contribute to the on-going information and feedback for each job, by adding "communication logs".

There are a number of additional categories of user:

Customers

Customers will be able to log in, and see the status and progress of their jobs. This type of arrangement is sometimes mandatory when contracts are awarded.

Contractors & Service Providers

This area is the one where big efficiency gains can be made – contractors and service providers are able to receive and update jobs with their PC, laptop, tablet or smartphone. Paperwork can be dramatically reduced.

Management

Wherever they are, it is likely that managers will always value being able to see an overview of the current workload and performance. Financial aspects, such as amounts of quoted and ordered fixed-price work, will also be of interest.

DR, Bad Weather, Work from Home

Disaster Recovery, bad weather and other unforeseen circumstances can mean some staff are unable to get to the office. With web software, this is not a problem, as controlled access can be provided from anywhere, including at home.

Perceived Service Level Increases

As information, confirmation and access become more readily available, customers' perception of service level increases.

Additional screenshots are shown below

Fast Track Solutions

09th March 17 -- Welcome Maintenance User to Fast Track Solutions   Registered to: Fast Track Automation Ltd   Online Users: 2 of 10
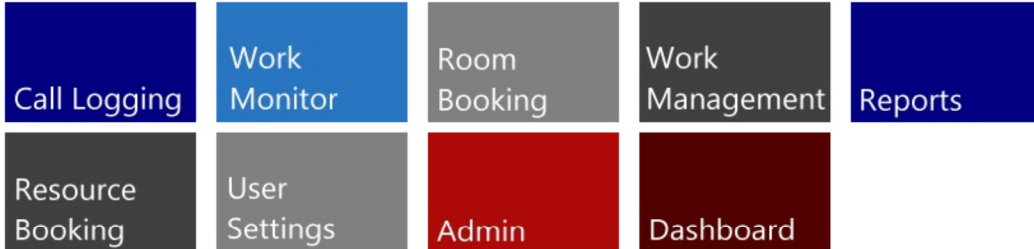
Visual Booking -- My Bookings -- Review Bookings -- Submit Job -- Review Job -- Work Monitor   << Back -- Main Menu -- Logout

How do i...   Make a Room Booking? See TODAY's Bookings? See ANY DAY's Bookings? Review Bookings by Week? Check Room Availability?   >> Search Quick Help   >> Add

Main Menu

Call Logging	Work Monitor	Room Booking	Work Management	Reports
Resource Booking	User Settings	Admin	Dashboard	

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Fast Track Solutions

09th March 17 -- Welcome Maintenance User to Fast Track Solutions   Registered to: Fast Track Automation Ltd   Online Users: 2 of 10

Visual Booking -- My Bookings -- Review Bookings -- Submit Job -- Review Job -- Work Monitor   << Back -- Main Menu -- Logout

How do i...   >> Search Quick Help   >> Add

Edit a Job: 33573

Job Info

Customer:	Ambercom plc	Job Category:	NORMAL	Date/Time:	09th Mar 17 10:37
* Building:	Bristol Satellite Office	Floor:	Floor 1	Room:	All Rooms
* Work Type:	ELECTRICAL	Location:		Equip. Code:	00-AHU-06
Estimated Cost:	0.00	Cerificate:		Job Ref 2:	
Job Ref 3:	Please Select				

* Description:

INSPECTION: Standard Electrical Inspection

Requestor Info

* Requestor:	BERNADETTE O'SULLIVAN	* Phone:	029 20 396300	Email:	bernadette.o'sullivan@iisfm.c
Division:	FINANCE	Department:	DOMESTIC	Send Email?	☐

SLA Info

Priority:		Contractor:	PINE ELECTRICAL	Labour:	UNASSIGNED
Respond:	2	Contain:	3	Complete:	4

[Cancel]   [Submit]

Fast Track Solutions

09th March 17 -- Welcome Maintenance User to Fast Track Solutions   Registered to: Fast Track Automation Ltd   Online Users: 2 of 10

Visual Booking -- My Bookings -- Review Bookings -- Submit Job -- Review Job -- Work Monitor   << Back -- Main Menu -- Logout

How do i...   Update a Job? Work Monitor Functionality   >> Search Quick Help   >> Add

Work Monitor

Contractor: [All Contractors ▼]   Building: [All Buildings ▼] [🔍]   Customer: [Please Select ▼]

Priority: [All Priorities ▼]   Job Status: [Open Calls ▼]   [Filter Job]

Page 1 of 50   Jump 2 Page: [1 ▼] [GO!!]   << Back   Next >>   **Reorder Work Monitor**

Job Code	Work Date	Building Name	Asset Code	PPM Process	Job Type	Job Status	Work Type	Requested By	Contractor	Other Cost	Custom
33585	09th Mar 17	Trafalgar Square	INFPROJ30	YEARLY-SAFETY-CHK	PPM	Requested	SAFETY	PPM Generated	CENTRAL-IT		AMBEI
33584	09th Mar 17	Trafalgar Square	INFPROJ30	QUARTERLY-SAFETY-CHK	PPM	Requested	SAFETY	PPM Generated	CENTRAL-IT		AMBEI
33583	09th Mar 17	Trafalgar Square	INFPROJ30	MONTHLY-SAFETY-CHK	PPM	Requested	SAFETY	PPM Generated	CENTRAL-IT		AMBEI
33582	09th Mar 17	Berkeley Square	BERKELEYSQ-FIREEX	FIRE-EXT-90-DAY	PPM	Requested	FIRE SAFETY	PPM Generated	INTERNAL		XENOI
33581	20th Mar 17	HQ Cardiff	CARD AHU 001		HELPDESK	Issued	INSPECTION	Maintenance User	INTERNAL		AMBEI
33580	11th Mar 17	Bristol Satellite Office	INFPROJ10		HELPDESK	Issued	INSPECTION	Maintenance User	INTERNAL		AMBEI
33579	09th Mar 17	Bristol Satellite Office	BRISTOL-0001		HELPDESK	Requested	ELECTRICAL	ALEXANDER, BARRY	PINE ELECTRICAL	382	GENEI
33578	09th Mar 17	Bristol Satellite Office	BRISTOL AHU 001		HELPDESK	Responded to	ELECTRICAL	ALEXANDER, BARRY	PINE ELECTRICAL	277	GENEI
33577	09th Mar 17	Berkeley Square	BERKELEYSQ-FIREEX		HELPDESK	Requested	ELECTRICAL	ALFRED WINDWARD	ELECTROBEST	235	KELVII
33576	09th Mar 17	Berkeley Square	BERKELEY-BM-BOILER-001		HELPDESK	Requested	ELECTRICAL	ALFRED WINDWARD	ELECTROBEST	235	KELVII
33575	09th Mar 17	Berkeley Square	875-AHU-01		HELPDESK	Contained	ELECTRICAL	ALFRED WINDWARD	ELECTROBEST	235	KELVI
33574	09th Mar 17	Berkeley Square	BERK AHU 002		HELPDESK	Requested	ELECTRICAL	ALFRED WINDWARD	ELECTROBEST	235	KELVII
33573	09th Mar 17	Bristol Satellite Office	00-AHU-06		HELPDESK	Issued	ELECTRICAL	BERNADETTE O'SULLIVAN	PINE ELECTRICAL	195	AMBEI
33572	09th Mar 17	Berkeley Square	0000-FIRE-EXT		HELPDESK	Issued	ELECTRICAL	ALFRED WINDWARD	ELECTROBEST	235	KELVII
33571	09th Mar 17	Berkeley Square	00-AHU-05		HELPDESK	Requested	ELECTRICAL	TERRY, JAMES	ELECTROBEST	295	KELVII

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Fast Track Solutions

How do i...   >> Search Quick Help   >> Add

PPM Graphic Dates   Print

From Date: **09th Mar 17** 📅   To Date: **30th Mar 17** 📅   Building: [____]   Asset: [____]   Process: [____]   [Refresh]

Building Code	Asset Code	PPM Process	Thu 09 Mar 17	Fri 10 Mar 17	Sat 11 Mar 17	Sun 12 Mar 17	Mon 13 Mar 17	Tue 14 Mar 17	Wed 15	Thu 16	Fri 17	Sat 18	Sun 19	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24	Sat 25	Sun 26	Mon 27	Tue 28	Wed 29	Thu 30
BERKELEYSQ	00-AHU-01	AHU-28-DAY																						
	00-AHU-02	AHU-28-DAY					■																	
	00-AHU-03	AHU-28-DAY																						
	00-AHU-04	METER-MONTHLY																						
	0000-FIRE-EXT	MONTHLY-SAFETY-CHK																						
	BERK AHU 002	AHU-28-DAY						■																
		AHU-56-DAY																						
	BERK AHU 003	AHU-56-DAY																						
	BERK AHU 004	MONTHLY-SAFETY-CHK																						
		QUARTERLY-SAFETY-CHK																						
	BERKELEYSQ-FIREEX	FIRE-EXT-90-DAY	■																					
BRISTOL	BRISTOL AHU 001	AHU-28-DAY					■																	
		METER-MONTHLY						■																
	BRISTOL-BM-BOILER-001	BIOMASS-BOILER-1-WK																						
	INFPROJ10	MONTHLY-SAFETY-CHK																						
CARDIFF	CARD AHU 001	AHU-28-DAY						■																
		AHU-364-DAY																						
		AHU-56-DAY																						
	CARD AHU 002	AHU-28-DAY																						
		AHU-364-DAY																						
	CDF-GAS-METER-N	METER-MONTHLY			■																			
	INFPROJ01	MONTHLY-SAFETY-CHK																						

PPM Task Date Details - Internet Explorer   — ☐ ✕

PPM Task Date Details

Asset Code:	00-AHU-02
PPM Process:	AHU-28-DAY
PPM Task Date:	13/03/2017 (Monday) 📅
Job Code:	[Job Code not yet Assigned]
Building Code:	BERKELEYSQ (Berkeley Square)
Asset Type:	Carrier AHU 1200
Contractor:	ACMEAIRCOND
Details:	Acme Air Conditioning Ltd. (Bill Jones) 02920 388711
Email:	Nigel.2007@iisfm.net

[Close Popup]