

WorkFlow™

vSix

Targeted Maintenance Solutions

The Right Tool for the Job— Every Time!

Each MPulse WorkFlow™ package includes select features of MPulse Gold™ EAM/CMMS. Developed and refined over a ten-year period, this award-winning CMMS solution is widely known for its ease of use and implementation. Now, MPulse brings a new standard of value, ease of implementation and user-friendliness to the maintenance department. Each WorkFlow package provides a surgical solution to the maintenance needs you have **now**. Each is the result of hundreds of successful CMMS implementations, and each is designed to easily fit your budget.

Flexible, Extensible & Upgradeable

Many maintenance management solutions start with the premise that if 10 features are good, then 50 features must be better. Users who have lived through a CMMS implementation will tell you just how wrong that idea is. Fact is, the real cost and success of any maintenance solution depends heavily on its focus on your needs and priorities. MPulse WorkFlow solutions address the most mission-critical needs virtually every organization has: work requesting/order processing and/or preventive maintenance management. A menu of optional capabilities enables you to customize the solution to your organization's needs.

WorkFlow™

vSix

Preventive Maintenance Scheduler

Get Ahead—And Stay Ahead!

The cost-effective tool kit you need to design, implement and manage an effective Preventive Maintenance (PM) program. WorkFlow *M*™ includes a time-based PM scheduling system, extensive work-order management capabilities, work progress tracking, and extensive management reporting capabilities.

Automated Calendars

Once maintenance practices are set, your PM system will administrate repetitive tasks automatically, freeing you up for more productive work. WorkFlow *M* automatically notifies you of upcoming, current, and past-due tasks, then helps you assign, track, and report on work as it is completed. PMs come up automatically on the Maintenance Advisor for action. You simply set PMs to convert to work orders automatically or manually for verification, modification, or rescheduling to fit your current priorities. Mission-critical maintenance tasks don't get overlooked in the everyday crush of "urgent" work. Your completion rate goes way up, your stress level goes down, and your department's productivity increases!

Assign Multiple Tasks & Employees Effortlessly

WorkFlow *M* easily clusters multiple tasks with any asset in your system, creating logical task-families that fit your workers and your style of work. Just as easily, assign multiple workers or tasks to a single work order. This simplifies paperwork, focuses accountability, and provides a "road map" for the same and similar PM tasks in the future.

Inventory & Parts Kits

WorkFlow *M* supports your PM strategy with extensive (optional) inventory capabilities. These include up-to-the-minute supplier, pricing, and availability tracking for critical parts and/or assemblies, reporting of parts used for each asset and task, and stock levels (both recommended and actual) for items you keep in-house. You can easily set min/max and re-order points, optimizing both ROI and critical availability of service/maintenance parts and supplies. WorkFlow *M* advanced work-proven interface enables you to capture and organize this information quickly and easily, and gives you *instant* access when it counts most!

Family Features— ALL WorkFlow Products:

- MPulse Gold's complete work order management system
- Planned, unplanned, corrective, and emergency work orders
- Viewable work history for all closed work orders
- Reports on open, closed, and on-hold orders, including reason(s)
- Labor and other costs included on all work orders
- Quick list of all work orders with drill down capabilities
- Assignment of work order priority
- Work Order calendar to view activity and backlog
- Separate section for equipment & buildings records
- Unlimited record capacity
- Menu, tab and field level security for user groups
- Supports Microsoft Active Directory
- Many pre-programmed reports
- Completely upgradeable to MPulse Gold
- InfoNet's Email Notification System
- Advanced labor time tracking
- Graphic file attachments
- MPulse Account Manager Program

Optional Capabilities— ALL WorkFlow Products:

- Special Assets—Rooms, Grounds, and Vehicles
- Spare Parts Inventory management
- Purchase Requisition system
- Meter-based PM scheduling
- Key & Lock management
- Manufacturers/Suppliers/Contractors
- Additional concurrent user licenses

Add On Maintenance Tools — ALL WorkFlow Products

InfoNet Online Maintenance Tools

- Request Approval Manager
- Work Order Explorer
- Work Performed Reporter
- Inventory Requesting System

MobileWorks Handheld Maintenance Tools

- Maintenance Requester
- Work Order System
- Work Performed Reporter
- Time Tracking

WorkFlow M Features (in addition to those listed above)

- Automatic generation of work orders from scheduled maintenance
- PM specific task instructions, & safety procedures printed on work orders
- Cancelled PMs work orders can be added to history
- Scheduled maintenance automatically links an employee to the PM task
- PM schedule allows for floating, incremental PMs
- PMs can be scheduled to appear on fixed date(s)
- Warns when scheduled work is overdue
- Can open PM records before due date
- Tracks proactive vs reactive maintenance activities

Simply Better Software...



WorkFlow™ R

vSix

Maintenance Request Organizer

Deal with Mission-Critical Requests—Now!

WorkFlow R™ is an industry-hardened work-order management system. It's the cost-effective solution you need to collect, organize and manage maintenance requests across your organization **now**. It includes Web-based modules for requesting maintenance and checking status, a complete work-order management system, work-progress tracking, asset tracking for both buildings and equipment, and extensive management reporting capabilities.

Powerful Web-based Work Order Requesting and Tracking with InfoNet

InfoNet® empowers users across your organization to participate in the maintenance process, with virtually no training cycle, and using only the browser

on their computer. Your user fills out a simple Web-based maintenance request and WorkFlow R goes to work. As you create, track, and manage work orders, the user can follow the progress of their request, across the Web. No need for time-consuming phone calls back and forth. Your work is simplified, tasks are completed more effectively, and the “customer” is included.

Customize It to Fit Your Needs

WorkFlow R will fit many maintenance programs like a glove. For organizations with added needs, a number of optional capabilities are available. Additional InfoNet Online Maintenance Tools provide expanded reporting and tracking, e-mail notification, robust approval, and other capabilities for users throughout your organization. Specialized asset groups are available, including Grounds, Rooms and Vehicles. See the options table for a more complete listing.



WorkFlow™ W

vSix

Combined Workorder System

Take Control of Both Pro-active and Reactive Tasks and Work Orders

Combine the power and capabilities of WorkFlow R and WorkFlow M, and you have WorkFlow W™. This integrated, full-cycle work order system handles maintenance

requests, issues, tracks, and completes work orders, plans, initiates and tracks preventive maintenance tasks, manages assets, and reports the results effortlessly. It's all there!

Customer Care Options

Software Maintenance:

All WorkFlow products have a software maintenance program (SMA) that provides for telephone technical support, interim updates, access to the technical support section of MPulse's web site, and special training options.

There are two choices for SMA.

- Standard SMA is for those clients who decide to locally host all three tiers (Client, Business, Data) of their WorkFlow system.
- Hosted SMA is for those clients who choose to have MPulse host the Business and Data tier.

Installation options:

MPulse Maintenance Software offers an Application Installation Service (AIS) for those clients who opt to locally host their WorkFlow system. Our engineers work with your engineers via web collaboration to install and set up your complete WorkFlow system.

An Application Hosting Service (AHS) is also offered. We do all the IS management including backups and redundancies.

Training and Implementation Services:

MPulse Maintenance Software has a three day training center which is offered in several geographies around the county. You can also have the training center at your location if you want to train more than one or two people.

The Assured Implementation Program (AIP) is for those companies who want to fast track their implementation. When you purchase an AIP you will be assigned an account manager who will take charge of your implementation and guide you through the process with hands on activities, assistance and training.

WorkFlow R Features (in addition to those listed on front)

- Supports maintenance Help Desk to quickly create work orders
- InfoNet's web based Maintenance Requesting module included
- InfoNet's web based Request Tracking System included
- All maintenance requests are held in the Maintenance Request inbox
- Request can be sent back to the requester for further information
- Request reports can be run from InfoNet and exported to Microsoft Excel
- System may be set to automatically convert Maintenance Requests to Work Orders

WorkFlow System Architecture and Requirements

In the .NET/nTier environment, each of the three key components (Client tier, Business tier, and Data tier) can be installed on one or several computers. Connectivity between these elements is achieved using contemporary Internet centric standards (HTTP/XML). This renders the issue of location irrelevant, enabling the client to make decisions regarding distributed vs. centralized computing based on business and effectiveness standards, rather than technical demands.

Due to continuing product improvement, requirements are subject to change without prior notice—please check our web site as well as www.microsoft.com for timely information.

Client Tier

- Microsoft Windows XP or higher
- Microsoft .NET Framework v1.1
- Pentium 4 or greater
- 1024 X 768 resolution or greater
- 512 MB of RAM (minimum; 1GB recommended)
- Microsoft Internet Explorer v6 or higher
- Internet access & personal e-mail

Business Tier*‡ (if locally hosted)

- Microsoft Windows 2003 or higher (Server edition(s))
- IIS 6.0 or higher
- MS MDAC 2.8 or higher
- Microsoft .NET Framework v1.1
- Pentium 4 or greater
- 1GB of RAM (minimum; 2 GB, or more, recommended)

Data Tier (if locally hosted)

- MS SQL Server 2000 or 2005 (edition-independent)
- Hardware per Microsoft standards for SQL Server 2000 or 2005

Options for the Database

MPulse WorkFlow uses Microsoft SQL Server 2005 as its database management system. Optionally users may elect to use Microsoft SQL Server 2000 as the WorkFlow database management system. Microsoft SQL Server 2005 Express is included with the software should you not have your own MS-SQL Server licenses. WorkFlow can be upgraded to all editions of MS-SQL Server 2000 or 2005 as needed.

* Because the Business Tier is the heart of the MPulse system, we highly recommend the use of a dedicated server for hosting the application.

‡ Capacity and speed of this server will determine overall system performance. Bigger and faster is better!

Simply Better Software...



MPULSE

Maintenance Software

1-800-944-1796 • www.mpulsesoftware.com

P O Box 22906 • Eugene OR 97402 • 541-302-6677 • Fax 541-302-6680