



Leap Metro

Manage maintenance programs across your property portfolio

Overview

Many buildings to maintain with many remote teams to manage?

All buildings benefit from a consistent maintenance program that employs best practice techniques to extend asset life. However Property Operators face challenges when coordinating remote independent site teams to deliver consistent results and often find larger Computer Aided Facility Management (CAFM) solutions too complex and unwieldy for their needs.

Leap Metro is a lightweight but effective Computer Maintenance Management System (CMMS) for Property Operators to coordinate key maintenance tasks across one or more buildings in a property portfolio.

An ideal solution for organizations that have a large number of building assets to manage:



The illustration shows three distinct groups of people in business attire. The first group on the left consists of three men, one of whom is pointing towards the right. The middle group consists of four people, including three men and one woman, with one man holding a briefcase. The third group on the right consists of four people, including three men and one woman, standing together.

Property Managers Facility Managers Corporate Real Estate

Your Challenge

Ensuring consistent maintenance for your assets while minimizing operational costs

As a Property Operator, you are likely faced with a number of challenges.

Property operator challenges

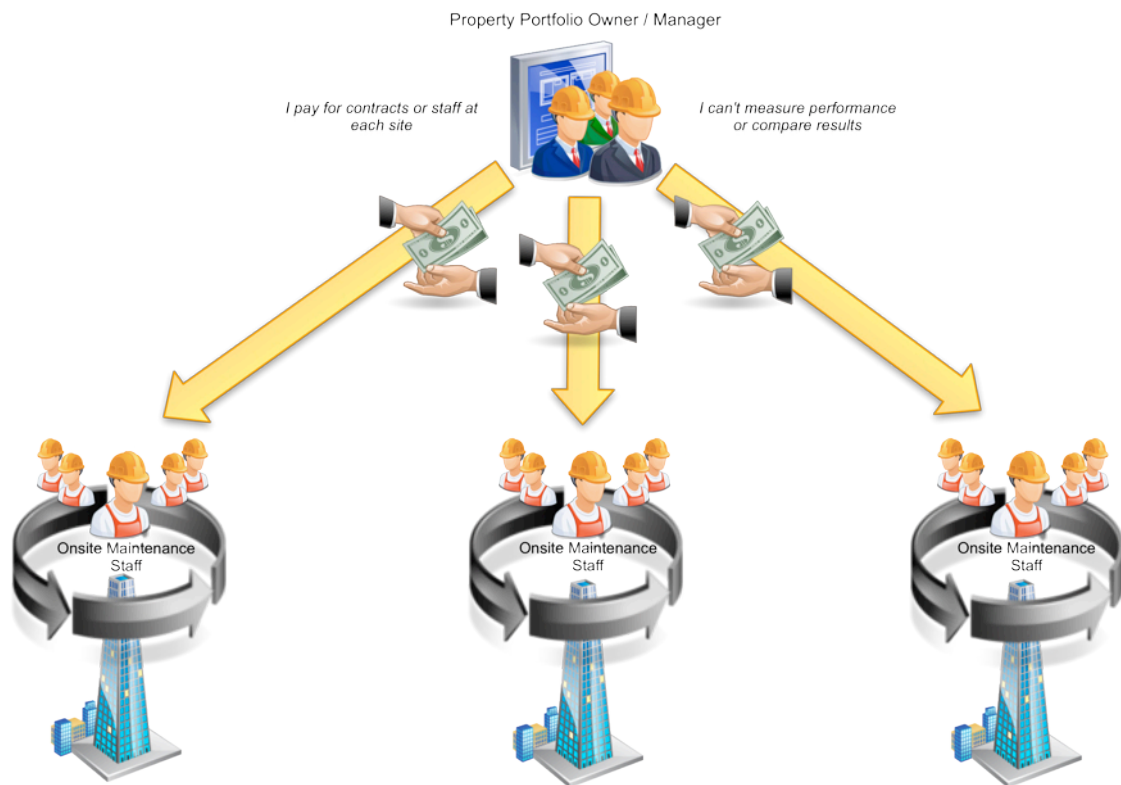
- Keeping Track of Building Assets
- Registering Issues and Rectifying Faults
- Ensuring Consistent Quality Maintenance
- Managing Access to Common Facilities
- Identifying Inefficiency / Lowering Costs
- Limited Staff with IT skills
- Budget Constraints

1) **Ensuring key assets are being maintained consistently and correctly.** Maintenance programs are typically implemented on a building-by-building basis, where staff or suppliers manage their programs in isolation using their own tools or systems. When this occurs how do you know whether multi-million dollar assets such as lifts or chillers are getting the 'Rolls Royce' treatment or a simple once over every six months?

2) **Ensuring faults are fixed fast.** When a problem occurs in one of your buildings, how long does it take to be fixed? How many times does the same occupant have to call back to follow up on the issue? How many problems do occupants notice each month? Occupants who lose productivity from poor building operations quickly begin looking for alternate accommodation. Occupant dissatisfaction will immediately affect your bottom line, however it is difficult to be proactive if you can't see where the issues are occurring.

3) **Lack of visibility into field team activities.** What is the average number of maintenance tasks completed in each of your buildings each week? Who performs the best and who performs worst? Is this on a building-by-building basis or is it because some field teams are better than others. Without the ability to track tasks in each building and compare results it is impossible to target inefficiency and drive improvement.

Large-scale Computer Aided Facility Management (CAFM) systems have been developed for detailed Asset Management. These are expensive to configure and need to be managed by dedicated technology staff. You simply want a low cost solution that allows you to manage the basic maintenance activities across all your buildings from a central location and ensure conformity to a common program and quality level.



Localized contracts or staff operate in isolation using localized systems

Our Solution

An online maintenance management platform

An online maintenance management solution provides a central system for the management of preventative and fault-based maintenance tasks for all your buildings.

Gain control of quality by ensuring staff and suppliers use your system with common policies for each asset class. See each task that is issued, how long it takes to complete and compare that to the same activities in each of your buildings.

How we help you Leap...

- Online Asset Register
- Online Help Desk
- Preventative Maintenance Scheduling
- Facility Booking Calendar
- Portfolio Wide Activity Reporting
- A Managed Cloud Hosted Platform
- Low Monthly Subscription Pricing

With all data stored centrally with a common information model, you can compare performance and target areas for improvement. With complete visibility across all portfolio activities, you can drive cost saving programs either through your own staff or by negotiating better rates from suppliers.

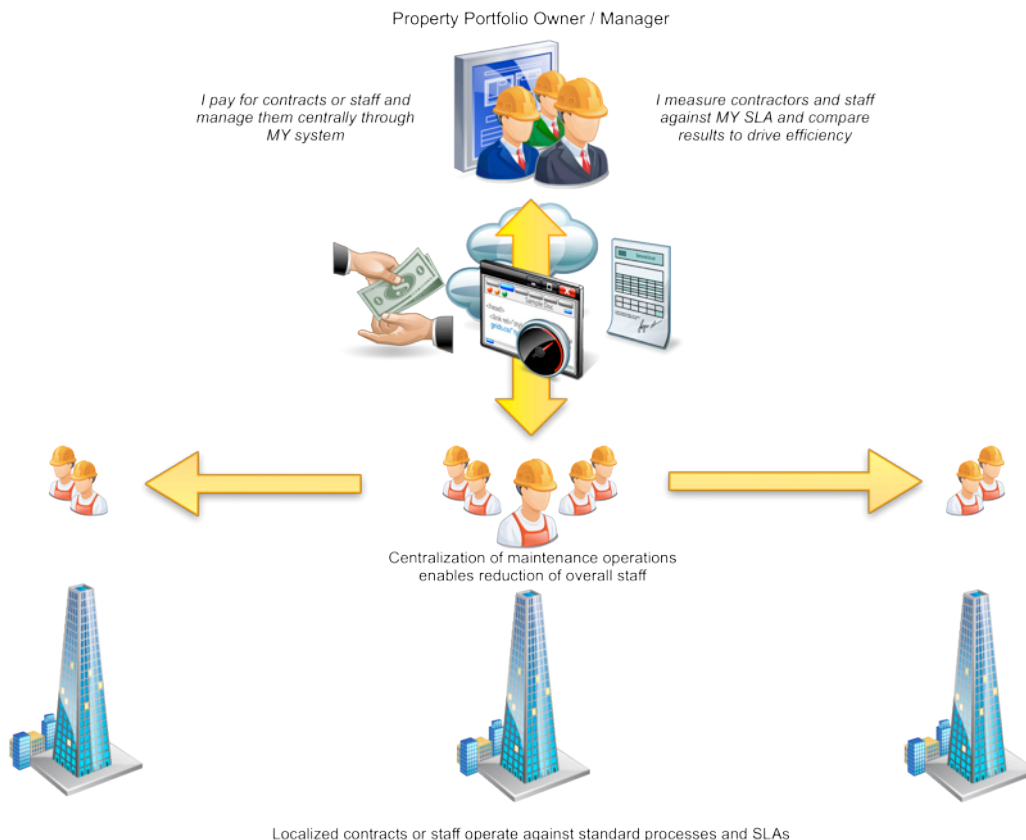
Provide your occupants with both an online help desk to report faults and a facility reservation calendar for bookings. This removes the requirement to contact your help desk staff over minor issues which lowers your support burden and ultimately saves you money.

A cloud-hosted platform requires no onsite IT equipment or staff. It is a software service that is managed for you. You can access the software via the Internet for a low all-inclusive monthly fee.

Multi-site Management

Improved Visibility & Control

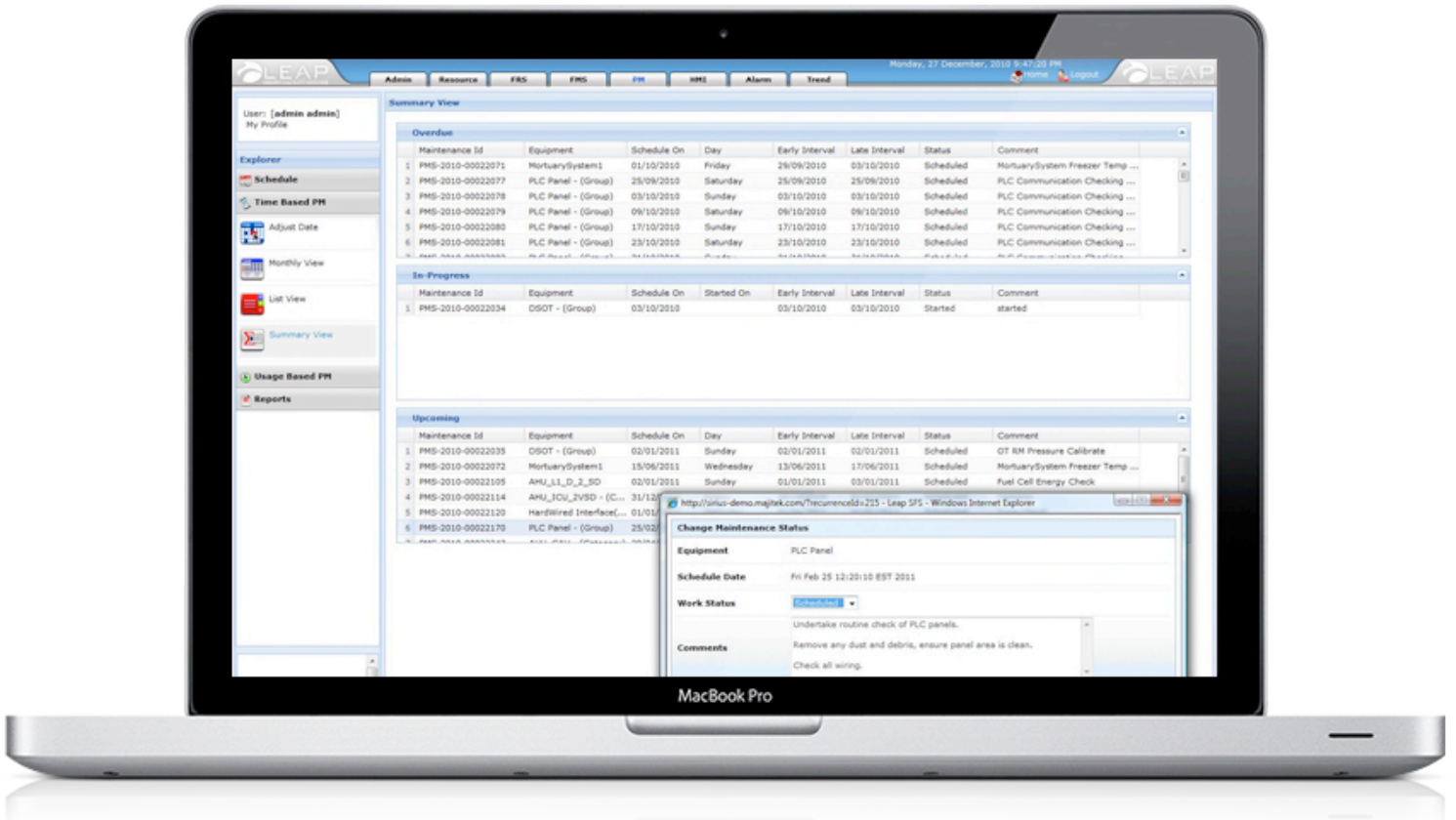
Drive Efficiency / Lower Cost



Introducing Leap Metro

Online Multi-building Maintenance Management

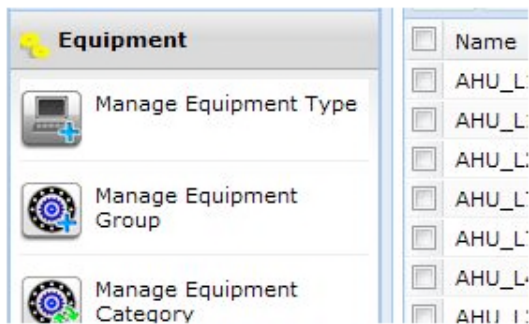
A single platform for managing maintenance for all assets in all your buildings



Leap Metro provides your staff, suppliers and occupants with a portal to manage the coordination of maintenance tasks in each of your buildings.

The Building Dashboard provides an instant view of registered assets, programmed maintenance tasks, reported faults and booked facilities depending on the user type, role and security level access. As the Property Operator you can see the status of all these activities across all buildings and publish reports on key performance indicators (KPIs).

Building Asset Registration



Leap Metro provides a rich set of tools for registering selected assets within each building. Items are uniquely identified through user-assigned asset tag numbers. These tag numbers may be generated on bar code labels for subsequent scanning by portable bar code scanners.

All information related to components that make up a building is stored in a structured database. This simplifies the identification, location and tracking all assets, ranging from complex building sub-systems to general equipment and furniture.

Preventative Maintenance Management

With a central Asset repository you can schedule a common set of planned maintenance activities for each asset class across all buildings. Each asset can be specified with a pre-defined maintenance profile including details of various periods (daily, weekly, monthly, quarterly, etc.), skills and tools required, procedures, checklists and estimated job times.

The in-built maintenance task scheduler automatically generates Work Orders containing maintenance tasks for each asset based on the specified profile. This simplifies the coordination of routine tasks, which ensures that systems and assets remain operational and reduces the risk and cost of early replacement.

PM For : Equipment (5 Items)	
PM-2010-00020044	AHU_L1_D_2_SD
PM-2010-00020045	MortuarySystem1
PM-2010-00020053	AHU_L1_D_2_SD
PM-2010-00020054	AHU_L1_D_2_SD
PM-2010-00020055	FAF_1_B_1

PM For : EquipmentCategory (2 Items)	

Online Help Desk and Fault Reporting

Fault Management >> Work Request >> E

Requestor Details :

Request Id WR-241

Organization CNA

Requested By Sathak

An online help desk application enables the coordination of corrective maintenance for faults reported by building occupants. Automated fault response policies for critical fault types can automatically generate Work Orders and route them to the appropriate staff or vendors.

Issues logged by occupants are stored in a central repository along with the tools to initiate Work Order requests for their rectification. This streamlines issue resolution and simplifies the tracking of outstanding items.

Facility Reservation Calendar

Leap Metro provides web-based tools for the reservation and usage of common and individual facilities within a building complex. It can be used by building staff as well as occupants to check availability and book facilities such as classrooms, sports halls, conference rooms, meeting rooms and IT facilities.

Additional services such as after hours air-conditioning and security access can also be requested. This reduces load on operational staff, tracks system usage and ensures maximum utilization of shared facilities.

New Reservation

Monday 27th December 2010

SOC

Non Operating/Past Hours

Location	00:00	01:00

Performance Reporting

Maintenance Schedule List		
DSOT Pressure	Equipment	
admin		
Schedule Date	Early Interval	Late Interval
03/10/2010	03/10/2010	03/10/2010
02/01/2011	02/01/2011	02/01/2011
03/04/2011	03/04/2011	03/04/2011
03/07/2011	03/07/2011	03/07/2011
03/10/2011	03/10/2011	03/10/2011

Leap Metro provides a framework for the configuration of customized reports on any aspect of the data managed by the system. Typical reports track the status of outstanding Work Orders within a preventative maintenance program, the number of issues reported with a building or its systems, and the responsiveness of operations and maintenance staff to rectify those issues.

The status of key indicators within the system can be automatically published into management reports covering one building or all buildings within a portfolio. This enables organizations to monitor staff efficiency, supplier utilization and Service Level Agreement compliance.

Using Software as a Service

IT budget constraints, staff limitations, datacenter challenges, long implementation project timelines... just want something simple... We hear you!

Leap Metro is a cloud-hosted solution. In basic terms, this means that:

1. We run the software in **our data center**, on our equipment and manage it with our staff
2. We provide you **access via the web** to your staff and your customers
3. You pay a **low monthly price**, based on how many customers you have
4. You can **start small** and pay for additional subscriptions as you grow
5. You get **free software updates** for as long as you pay your subscription
6. You can log in and **get started instantly**
7. You can focus on your business knowing that **we've got the technology part covered**.

The Benefits

Get control over maintenance, pinpoint inefficiency, lower costs

An online maintenance management system helps you manage the staff and suppliers working in each of your buildings. With a single platform coordinating all tasks, you can ensure that Best Practice is consistently applied to asset maintenance processes and compare the performance of each field team across your buildings.

Your building occupants will find it easier to report issues and reserve common facilities. Rather than spending 20 minutes waiting in a phone queue, they can register their issues online in seconds.

By using a software platform that is hosted in the cloud, you remove the requirement to hire specialist staff or equipment to operate the solution. Access the software using a basic web browser and maintain your property portfolio for a low monthly subscription.

Ultimately you will spend less, your buildings will last longer and your occupants will be happier. It's that easy.

Benefits for your business

- Manage maintenance programs in multiple buildings in multiple sites from one platform
- Schedule portfolio-wide maintenance programs for key assets using best practices
- Allow occupants to report building issues online and rapidly assign teams to rectify issues
- Enable occupants to book common facilities online without having to call the help desk
- Gain visibility into activities across all buildings, track performance and pinpoint inefficiency
- No need to purchase any IT equipment or hire any dedicated IT support staff

Next Steps To Get Started

Register for a free business suitability workshop

Whether you maintain your own building portfolio or manage maintenance programs for your customers portfolio, we will work with you to review your operational requirements and form a business case for centralised portfolio maintenance management.

Register online at <http://www.majitek.com/metro>

Contact us for more information

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