FTMaintenance Select Features and Supported Systems

General

- Unlimited records
- Unlimited attached files
- Highly optimized database performance
- Ability to attach computer files to records

Ease of Use Features
- Access from any internet-enabled device
- Intuitive web interface
- Create records "on-the-fly" while performing related operations
- Intuitive, tab-based design
- Ability to import existing maintenance data with assistance from FasTrak technical support
- Quick asset lookup
- Retain grid searches and filters
- Log in with Single Sign-On (SSO) using Microsoft Entra

Searching and Locating Records
- Search records by character or keyword
- Filter records in lists
- Sort data in lists

Customization Features
- Customize the columns displayed in lists
- Free-form text area in each record to include information such as safety notes, extended descriptions, and other relevant notes
- Module-specific configuration options
- Create user-defined fields

Databases Supported

- Microsoft SQL Server version:
  - 2016 with Advanced Services (SQL Server Reporting Services)
  - 2017 with Advanced Services (SQL Server Reporting Services)
  - 2019 with Advanced Services (SQL Server Reporting Services)
  - 2022 with Advanced Services (SQL Server Reporting Services)

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Operating Systems Supported

Server Environment
- Windows Server version:
  - 2019
  - 2022

Web Server Environment
- Windows Server version:
  - 2019
  - 2022
- Microsoft IIS version:
  - 10

User Device
- Any operating system capable of running a modern web browser such as one of the following:
  - Microsoft Edge
  - Google Chrome
  - Mozilla Firefox
  - Apple Safari

Mobile Devices
- Apple iOS 15.0 or later
- Android OS 12.0 or later

Language Availability

- Field names, button text, and menu items can be displayed in any browser-supported language using the web browser's built-in or add-on translation tools. Results may vary.
- Support for data entry in non-English languages
- Support for localization of FTMaintenance Select user interface

Security

Cloud Server Environment
- Industry-leading 99.999999999% data fidelity guarantee
- Run on ISO27001 certified and SOC 1 audited cloud infrastructure
- Data backup to highly distributed, secure data centers
- Disaster protection

Users
- User-based permissions
- Group-based permissions
- Password management
- New user setup
- User and user group access settings
- Log in with Single Sign-On (SSO) using Microsoft Entra

FTMaintenance Select Features and Supported Systems

Asset Management

Assets
- Support for multiple asset types (e.g., equipment, parts, tools, facilities, properties, buildings)
- Define the relationships between assets
- Attach multiple assets to one work order
- Record asset meter readings
- Visualize asset relationships on hierarchical tree
- Record asset downtime
- Track asset meters and meter readings, including cumulative meter readings
- Track asset availability status
- View asset work order history
- Search assets by name or number
- Visually identify assets using thumbnail images
- Track unique asset data by asset type or asset category
- View recurring work orders for assets
- Lookup assets from homepage
- Automatically filter a meter's unit of measure based on meter type
- Batch update meter readings from an import file

Buildings
- Track and manage indoor locations including floors, rooms, and units
- Associate buildings with attachments, locations, manufacturers, notes, and vendors

Equipment
- Track equipment specifications (model, serial number, etc.)
- Option to remove equipment from service
- Track original cost information
- Automatically generate parts list based on related work order part allocations
- View bill of materials
- Associate equipment with attachments, locations, manufacturers, notes, parts, tools, and vendors

Facilities
- Track and manage indoor locations including floors, rooms, and units
- Associate facilities with attachments, locations, manufacturers, notes, and vendors

Manufacturer
- Track full address, including phone, email address, and web address
- Associate assets with manufacturers

Parts
- View the equipment on which parts are used
- Track parts in inventory
- Associate parts with attachments, equipment, locations, manufacturers, notes, and vendors

Properties
- Track and manage indoor locations including floors, rooms, and units
- Associate properties with attachments, locations, manufacturers, notes, and vendors

Tools
- View the equipment on which tools are used

- Track tools in inventory
- Associate tools with attachments, equipment, locations, manufacturers, notes, and vendors

Vendors
- Track full address, including phone, email address, and web address
- Add vendor as a labor resource on work orders
- Associate assets with vendors

Locations
- View and manage locations of assets, inventory items, and work orders
- Track locations including indoor location, storage location, street address, or GPS coordinates
- Define the internal structure of building-based assets (e.g., buildings, facilities, properties) using floors, rooms, and units

Inventory Management

Inventory
- Support for multiple inventories
- Organize inventory items into groups and sub-groups
- Move assets between inventories and inventory groups
- Track inventory counts (e.g., floor-to-sheet, sheet-to-floor)
- View inventory catalog
- Receive items directly into inventory

Inventory Items
- Track quantity on hand
- Track quantity allocated to work orders
- Calculate quantity available
- Track inventory group membership
- Assign criticality
- Assign unit of measure
- Track unit cost and carrying cost
- Track storage location

Inventory Groups
- Organize inventory items into groups
- Create parent-child relationships between inventory groups

Stockrooms and Storage Locations
- Create inventory stockrooms and storage locations
- Define the structure of a storage location using aisles, racks, shelves, and bins
- Track inventory items in multiple stockrooms and storage locations

Transactions
- Track changes to an inventory items' quantity, costs, and location
- Check-in/check-out inventory items
- Automatically create transaction records based on inventory item activity
- View transaction history log

FTMaintenance Select Features and Supported Systems

Service Request Management

- No maximum number of requesters
- Allow guests (non-FTMaintenance Select users) to submit service requests
- Submit service requests through a requester portal without providing full access to FTMaintenance Select
- Choose to review requests or allow system to automatically generate work orders for each request
- Create service request drafts
- Submit service requests
- Track service request status (e.g., Draft, Pending, Information Requested, Rejected, Withdrawn, Approved, Completed)
- Create work orders from approved service requests
- Assign assets
- Assign locations
- Attach files
- View a work order's related service requests
- View service request history
- Submit requests on behalf of another requester
- Automatically enter location data
- Display the service request form in Spanish
- Configure guest requester requirements

Work Order Management

- Create work order drafts
- Create active work orders
- Track work order status (e.g., Draft, Active, Blocked, Closed)
- Skip work orders
- Reactivate closed work orders
- Graphical, calendar view of the work order schedule
- Track work order lead (i.e., the person responsible for completion of the work order)
- Assign customers
- Assign locations
- Assign multiple assets to a single work order
- Assign multiple parts
- Assign multiple tools
- Assign multiple tasks
- Assign multiple labor resources
- Assign cost center
- Attach files
- Track work order type (e.g., corrective maintenance (CM), preventive maintenance (PM), condition-based maintenance (CbM), predictive maintenance (PdM))
- Track completion date and time
- Track labor hours
- Pull and restock parts
- Track one-time parts, tools, and tasks
- Customize work order types
- Create custom work order fields
- View work order history
- Configure visible fields
- Configure fields required to close
- Track work order costs related to parts and labor
- Filter work order assets based on work order location

- Filter work order parts based on work order asset
- Assign cost centers based on asset cost center assignment
- Create recurring work order templates
- Create active work orders from history
- Enter asset meter readings
- Enter asset downtime
- Record task results
- Generate follow-up work orders for failed tasks
- Customize work order numbering
- View a work order's related service request information
- Configure work order close requirements
- Create maintenance procedures
- Print work order lists
- Copy work orders and recurring work orders
- Create a recurring work order from a work order
- Manually activate work order occurrences from a recurrence schedule
- View a log of changes to an open, closed, or deleted work order
- View deleted work orders
- Restore deleted work orders
- Configure approval requirements for work order activations
- Document meaning associated with a work order approval
- Prevent reactivation of closed work orders
- Automatic asset downtime calculation based on work order activity
- Activate work orders in advance of their scheduled date

Customers

- Track full address, including phone, email address, and web address
- Associate customers with work orders

Labor Resources

- Maintain labor resource records
- Track contact information, including phone and email address
- Assign labor resources to work orders
- Assign hourly rate
- Identify multiple labor resource types, including employees, contractors, and vendors

Scheduling

Work Order Scheduling
- Schedule recurring work order activations for regularly occurring maintenance work
- Easy setup of daily, weekly, monthly, and yearly recurring work orders
- Schedule work order by asset runtime
- Schedule work order based on completion date
- Automated activation of work orders
- Bulk change statuses of multiple recurring work orders

Tasks

- Attach unlimited number of tasks to any work order

- Automatic, global update of tasks attached to work orders when modified
- Record task results on work orders
- Automatically create work orders for failed tasks
- Assign Labor Crafts

Purchasing

- Create purchase orders
- Create purchase orders for inventoried assets
- Create purchase orders for non-stock (non-inventory) assets
- Close purchase orders
- Track purchase order details
- Assign ship-to location
- Automatically close purchase orders when all items are received

Invoicing

- Create invoices
- Track invoice details
- Close invoices

Notifications

- Support for email, text, and mobile push notifications
- Configure notifications for system-defined work order, service request, inventory, and purchasing events
- Configure role-based notifications
- Include attachments with notifications
- Send email notifications through FasTrak's or your organization's mail server

Cost Center

- Create and manage cost centers
- Automatically enter cost centers on transactions when initiated from a work order

Reports and Graphs

- Generate maintenance reports and forms
- Built-in standard reports
- User-defined selection filters
- Print and email reports
- Monitor system-defined metrics and KPIs on an interactive dashboard

FTMaintenance Select Features and Supported Systems

Mobile App

General
- Access from any internet-connected mobile device
- Optimized mobile interface
- Support for offline mode

Asset Management
- Create asset records
- Look up assets via search fields and barcode scanning
- Create asset records via barcode scanning
- Record asset meter readings
- View and update asset status
- Change asset location
- View attachments
- Create work orders from asset records
- View open work orders for assets
- View asset work order history

Inventory Management
- View inventory item records
- Look up inventory item records via search fields and barcode scanning
- Create inventory item records via barcode scanning
- View inventory item record details
- View stockroom and storage locations
- Pull inventory to and restock inventory from work orders

Service Request Management
- Create service requests as a guest
- Create service request as known user

Work Order Management
- Support for Apple iOS and Android OS mobile devices
- Anytime, anywhere access from internet-connected mobile devices
- Create work orders
- Track work orders by status (e.g., Active, Blocked, Closed)
- Pin work orders to the top of the work order list
- Attach files
- Track due date and time
- Print and email work orders
- Create labor logs using clock in / clock out functionality
- Electronically sign work orders using Sign On Glass
- Edit images using multiple markup options and adjustments
- Create one-time parts, tools, and tasks
- View and update custom work order fields
- Create and add assets to work orders via barcode scanning
- Configure work order record card content
- View full work order list
- View list of "my" work orders