



# Enterprise Service Management System

# Enterprise Service Management System (ESM)

## Content

Introduction to Asset Centric Service Management.....	1
PBS5 TransLingual.....	2
Location and Asset Management.....	3
Work and Work Program Management .....	4
Work Procedure Management .....	5
Safety and Risk management .....	6
Skills and Training Management .....	7
Costing and Charge Management .....	8
Condition and Engineering Assessment Reporting .....	9
Subcontractor Management.....	10
Job Performance Monitoring.....	10
Materials and Inventory Management.....	11
Security.....	11

## Introduction to Asset Centric Service Management

PBS5 is a proven Service Management System for service industries, or providers who are charged with making service calls to third party assets, be it fleet vehicles, plant, production facilities, computer (IT) infrastructure, government, public or private buildings, road, rail, power-line or telecommunications utilities etc.

With PBS5 the business will manage: compliance, risk, knowledge, documents and resources as part of the daily tasks. PBS5s enterprise model enables tasks and information to be allocated to different roles, with the information flowing transparently between roles creating synergy and efficiencies to the business further improving knowledge bank that is growing.

Streamline, automate and control internal business processes to improve quality, enforce standards, manage core data, increase utilization of resources and provide business intelligence. PBS5 will improve the way your business operates, making it capable of expanding by just adding more seats and stepping off systems that work with a business knowledge bank.

Multinational organizations are able to standardize their operations to one system using PBS5 TransLingual capabilities. New levels of efficiencies and opportunities now exist for global businesses to expand and leverage efforts in delivering services across different languages.

Value is also derived from the ease with which PBS5 is configured, setup and managed. PBS5 is designed to empower the client with tools and administrative functions to self manage and streamline the product to the specific client requirements. Yet the cost of ownership is significantly less than many comparable products.

Industries include:

- Maintenance management services.
- Engineering and consulting service providers.
- Fleet management services.
- Machinery condition monitoring and assessment.
- Essential services compliance.
- Inspection Services.
- Safety and risk monitoring.
- Original equipment manufacturers.



## **PBS5 TransLingual**

PBS5 is a "TransLingual" solution which allows work crews, customers, materials, stores and procedures to be centrally managed in any configured language, from any internet capable location. Service providers are able to standardize their operations with a single global system for multiple languages, bringing new levels of efficiencies that have not been possible to date with conventional mono-language systems.

Where in the past language has been a problem in delivering work control, documentation or reports, it isn't any more. Eg: Inspection or condition assessment type activities require results and final reports compiled on an asset by asset basis for each customer. Data can be collected and assessed in any language, in any country, and reports compiled in the customers preferred language. This lends itself to having centers of excellence, repair bases, internationally dispersed factories etc. working on the same documents, and in fact data records, simply just presented in the required language.

Customers with very wide geographical location can have any inspection reports standardized, and centrally prepared, providing consistency and quality control across barriers of border or language.

---

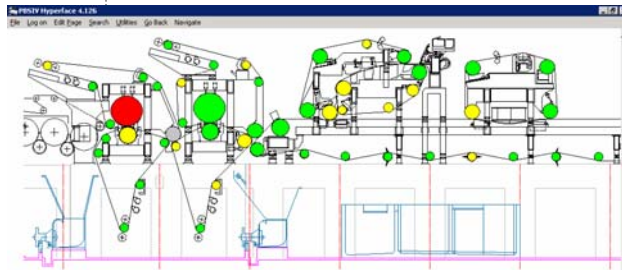
**"The limits of my language mean  
the limits of my world."**

**– Ludwig Wittgenstein –**

## Location and Asset Management

PBS5 provides users with a cognitive portal to access asset information. Lower cost of ownership and greatly reduce the risk of the system failing to be adopted, by making the system very easy to use.

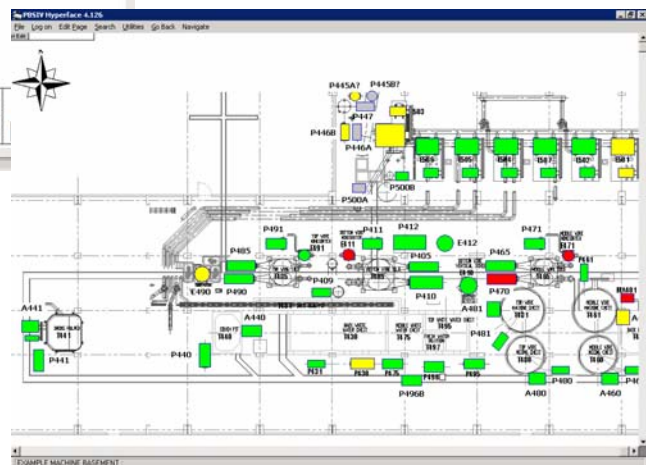
Interfaces to external GIS systems allows the location of widely distributed assets (such as public utilities and infrastructure) to be identified. PBS5 features an internal graphical asset register HyperGraphica®, which allows location of assets within a site or machine to be identified graphically to facilitate the location of equipment, or check points. The HyperGraphica® screens can also be used in colour coded reporting of asset condition!



Client: Acme Site: 16 Road Runner Way, Prairieville
Map Title: ACME #4 Paper machine Wet End Rolls
File# J-00 Report Title: 10 - 08 - 0000 Revision date: 20 July 1988

Legend

EXAMPLE PAPER MACHINE WET END





## Work and Work Program Management

Service schedules are developed into routine Work order Templates for a specific client jobs. For routine, or periodic jobs, the Work order Templates may have a service plan created on the basis of fixed, or floating time interval, weekly, monthly, yearly, or based on up to two usage meters. The PBS5 system will then automatically place the job in the work queue for scheduling and allocation to service crews, or customers.

Work can be scheduled by a work planner, using the scheduling assist tools, to the nearest 15 minutes, or the nearest hour. The work scheduling module helps improve labour utilization, and get the most from your available resources.

Work backlogs can be exported to Microsoft project if required.

Additional, or follow on jobs can be created against the client and/or the client's assets for further attention and management, depending on the specific nature of the service agreement with the customer.

An original equipment manufacturer can issue maintenance orders to their customers, providing whole of life management of machinery maintenance and repair from a centralized location/factory etc.

Work orders can also be issued to third party suppliers (again in their native language), along with safety information, requirements, and prerequisites, making the control of complex jobs with many suppliers, or providers easier.

Tasks, labour, materials, and tool usages can be allocated to a work order.

Materials and tools may be automatically reserved by the system as jobs are due. Some items need to be ordered, or reserved a long time in advance. A work order template can be made aware of at which stage it needs to reserve materials, or tools for a job.



## Work Procedure Management

A centralized detailed library of procedures can be approved, and defined by the business, and allocated to work programs, anywhere in the business, in any language.

Templates of similar jobs can be quickly copied and assigned to new customers, improving repeatability, and quality control of service delivery.

Being able to streamline a work program, or procedure in one country, and then roll it out to any other branch office in any other country, in the native language of that country will also save the time and effort taken for service or global business to expand into new countries.

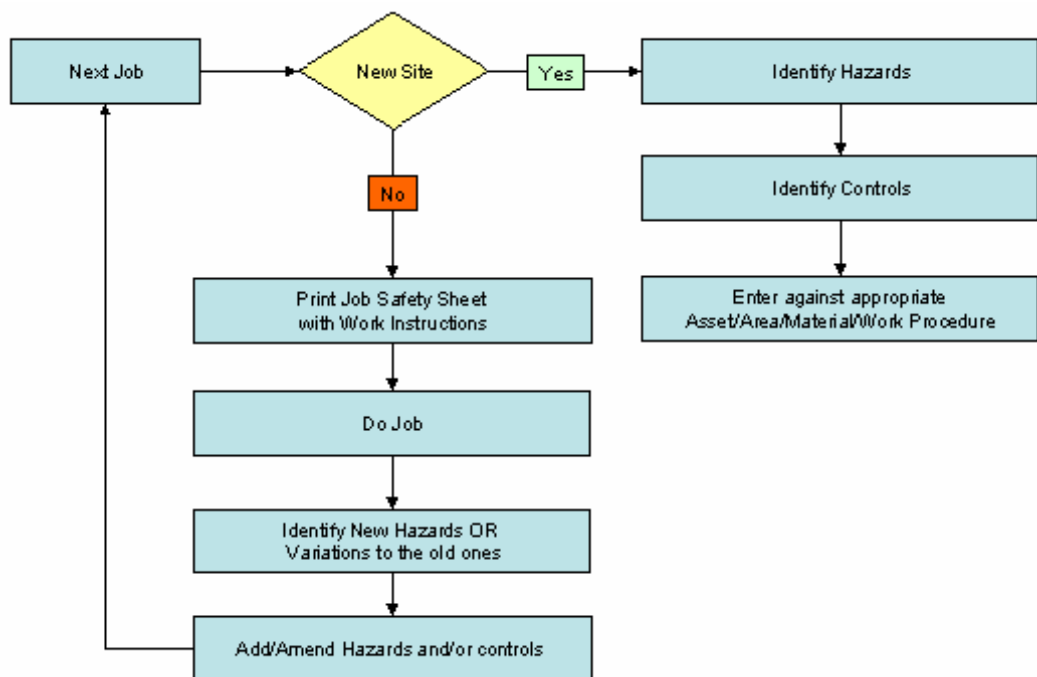
Hazards and skill requirements can also be developed for standard activities, and the standards applied across the business.

## Safety and Risk management

Hazard analysis can be carried out, and logged against specific equipment, areas, materials, or work procedures, such that Job Safety Assessment sheets, can be automatically printed to accompany work orders and provide hazard checklists and control documentation incorporating all previously identified hazards on site- where they exist and how to mitigate the danger.

This feature alone has saved around an hour a day in visiting sites for external contractors, who need to conduct Job Safety assessments before commencing work on many industrial sites.

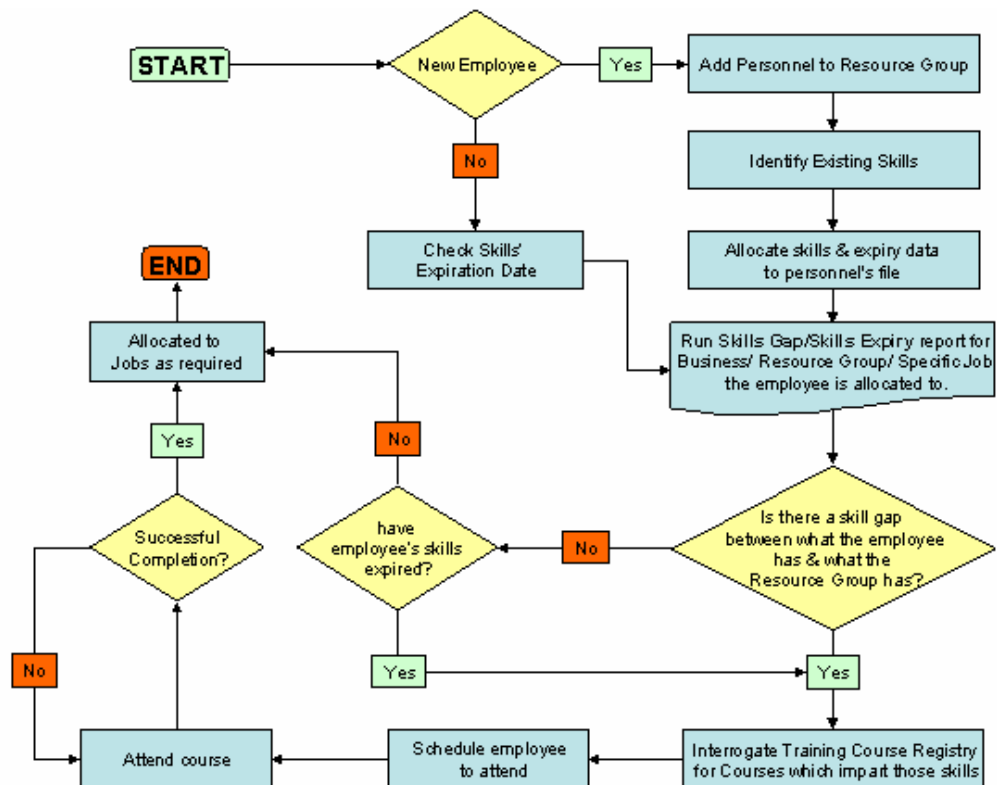
We have had customers report a 12.5% time efficiency improvement in delivering maintenance inspection services to remote industrial sites on the basis of hazard administration improvements alone!



## Skills and Training Management

Part of not only safety, but quality management, in service provision is to ensure resources sent out to jobs have the skills level that:

- is required to do the work to a quality standard
- is being represented to the client, or required by a service level agreement
- require refreshing or re-certification. These identified, and kept up to date through the Training Management module.
- is identified as being required by hazard analysis of work procedures.





## Costing and Charge Management

Each work template contains estimate charges for the Resource Type allocated to the estimated labour requirements. Where specific Resources have different charge rates, the more specific charge rate can override the default for the Resource Group. Where there is a specific charge rate for a specific resource/resource group for a specific customer, this charge rate can override other charge rates. Charge rates can be refreshed, once charges variations with customers are re-negotiated.

Materials, and tools hire can also be added to a work order, and added to the final bill for the customer.

Where a job is fixed price the proforma invoice generated from the finalized work order will contain the estimates (quoted) only

Time and Materials basis jobs can be printed, or exported to a pro forma invoice on the basis of actuals.

The exported pro forma invoice, can then be keyed, or transferred to a third party accounting system for receivables management.

## Condition and Engineering Assessment Reporting

Where quantitative measurements or qualitative assessments need to be made, these are created as condition assessment templates, archived, trended, alarmed and reported on as required. The result of a condition assessment can be used to automatically trigger the generation of a specific repair or work order, can be used to trigger an automatic e-mail notification of the matter, or simply reported on as part of the customers report.

Condition assessment reports can incorporate pictures or diagrams in the final report as required.

Best of all, a qualitative condition assessment can be made in one language, and printed in a different language.

**Asset Condition Report**

百力通 软件设计

**Ent Name:: Tram Wheel 7686879**  
Descriptor1::  
Descriptor2::

Individual TRAM WHEEL DIMENSIONS

All dimensions in mm

	Low	High:	Notes:
B	598.8000	MM	600.0000 620.0000

**Ent Name:: TRAM Z CLASS 123-4567**  
Descriptor1:: 123-4567  
Descriptor2::

TRAM W CLASS WHEEL DIMENSIONS

W Class Wheel Configuration

Page 1 of 3



## **Subcontractor Management**

Work orders may be allocated to various Suppliers, be they internal or external. Time sheet data can be collected through simple e-mail interfaces whereby subcontractors don't even need logon access to the PBS system, lowering licensing costs, and increasing the scope of bringing all contractors under the same performance management umbrella as "internal" personnel.

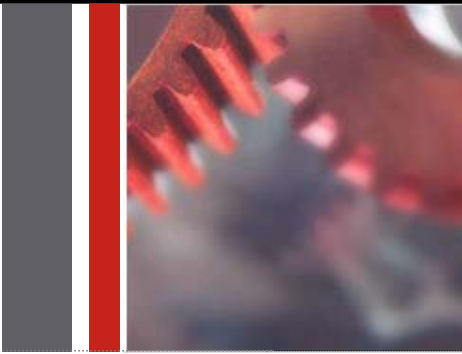
## **Job Performance Monitoring**

The centralized work control of PBS5 means job profitability can be analysed on the basis of:

- Individual Job by Job
- Work program
- Client or Customer
- Employee
- Resource Group
- Team, Crew or Shift

This allows pricing and pricing policy to be reviewed on the basis of hard data. It also becomes possible for problematic aspects of the business to be identified.

Labour utilization reports can also be generated from timesheets, allowing service businesses to understand where and how their staff are utilized and loaded.



## **Materials and Inventory Management**

PBS5 when used as a service management system incorporates all the sophisticated features of the Enterprise Inventory, Stores and Purchasing module. Data sheets, or Data Cards can be user defined for any inventory item, allowing any information to be stored. Against any item.

Materials may be:

- Requested,
- Approved
- Purchased,
- Received into receiving bay,
- Transferred to Storeroom and /or bin locations,
- Allocated to mobile stores, or kits,
- Tracked for usage, and
- Charged against jobs as required.

## **Security**

Every window, field, label, query, report, and lookup is allocated to specific user roles. Users are not allowed to see, or do anything which is not allowed in their specific role. The system administrator has full control of system and role security. Data ranges can also be controlled for specific user groups.



PBS5 or Paradigm Business Systems version 5 is designed be a holistic asset management system that reduces cost of ownership and leverages efforts through a number of mechanisms that are available through an integrated system. As the name implies it is about business, which is more than simply costs, it is about all the moving parts and it's reliable delivery. PBS5 has grown from focusing on core business returns, specifically for engineering service industry and Asset management.

What is most reassuring about PBS5 is that is designed to grow and wrap itself around the business it serves, making it capable of delivering further value not otherwise possible.

Want to know more?

Please contact Paradigm for a distributor in your region.

**Paradigm Designs Software**

Suite 2, 1 Redland Drive  
Mitcham, Victoria 3132  
AUSTRALIA  
t. +61 3 9872 3533  
f. +61 3 9872 6135

[www.parasoft.com.au](http://www.parasoft.com.au)  
[info@parasoft.com.au](mailto:info@parasoft.com.au)

HyperGrafica® is a registered trademark and PBS5 and PBS5 TransLingual™ are trademarks of Paradigm Designs Software Pty Ltd

© 2005 Paradigm Designs Software Pty Ltd