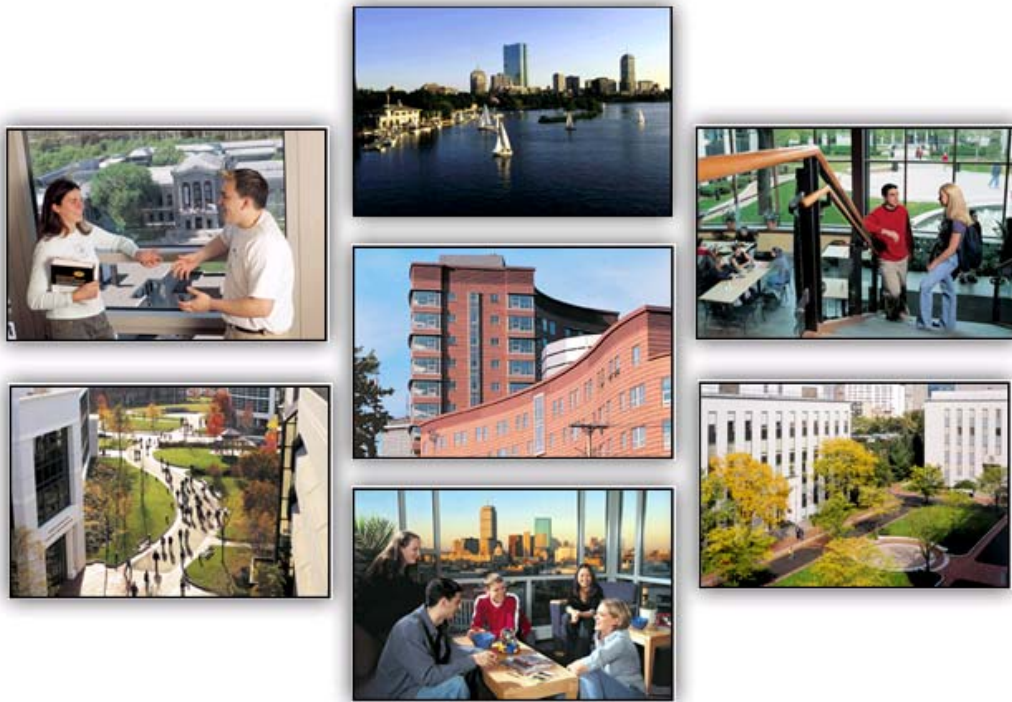


# WEBMAINT

WORK REQUESTS VIA THE WEB



## Product Information Guide



## About WebMaint

WebMaint is a web-based work request application that seamlessly interacts with MRO’s Maximo – the leader in maintenance management software. WebMaint is easily configured to provide students, faculty, employees and other categories of personnel with the ability to enter and view work requests via the web. Some WebMaint highlights are:

- Enter work requests directly into Maximo – both Oracle and SQL-Server supported.
- Automatically and immediately receive a work order number from Maximo
- View the status of a work request and check its progress throughout the maintenance management process.
- Allow management to view and evaluate the status of all work requests (password protected).

## Save time and money

With WebMaint, your organization will work efficiently and effectively because of the ability to:

- More accurately track when and by whom a work request was generated.
- Improve communication and coordination of work with the user community.
- View work requests while away from your office so you can respond accordingly.
- Easily report on problem areas and associated response times.

## Using WebMaint

### Facilities On Line Work Request

#### Welcome to the Facilities On Line Work Request page!

You are here to report routine repair, maintenance, and custodial requests.

#### Sample Work Requests:

Submit a work request when: it is too hot or too cold (HVAC); you need electrical, plumbing or carpentry services; you require pest control services; you need a sign made; a broken shade or blind needs repair; a light bulb needs replacing; you are requesting a recycling pickup for paper, cardboard, bottles, and cans or trash (please specify in your request); a faucet is leaking; furniture needs to be moved.

#### Please Select From the Following Options:

▶ [Submit a new request...](#)

▶ [Find my previously submitted requests...](#)

▶ [Search work orders \(manager only\)...](#)

Displays a screen that allows you to enter a new work request.

Displays all work requests submitted for a specific user.

Allow authorized personnel to view all work requests (password protected).



### Adding a New Work Request

The following screen shot is an example of how a work request can be entered via the web directly into Maximo. This data entry screen can be easily modified to meet specific customer requirements. Today, environments using Maximo but without the WebMaint add-on module usually staff a ‘work request call center’ where staff answer the phone, record requests and type the request directly into Maximo. This process increases response time, human errors and overall cost. WebMaint consolidates this process into a single point of entry where the requestor immediately obtains a work order number directly from Maximo and also provides the requestor with the ability to check the status of their requests.

WebMaint screens can be easily sized and configured to fit neatly into your existing company web format and if required, data fields that are based on specific customer requirements can be added to the screen.

The screenshot shows a web form titled "New Service Request" with a "Help" link. The form contains the following fields:

- First Name:** Jack
- Last Name:** Lee
- Phone #:** 781 - 345 - 3453
- Date:** 6/5/2006 9:41:14 PM
- Location:** MAL: Malloy Hall (dropdown menu)
- Room #:** 849

Below the location fields, a red heading reads: **Please provide a detailed description of your problem:**

The **Problem Description** field contains the text: "Room is too hot".

At the bottom of the form are three buttons: "Clear", "Cancel", and "Submit".

Callout boxes provide additional information:

- A callout pointing to the "Location" dropdown menu states: "List of locations is dynamically built directly from the Maximo database."
- A callout pointing to the "Problem Description" text area states: "Unlimited amount of text can be entered to fully describe the problem."
- A callout pointing to the "Submit" button states: "When clicked all information is validated and sent to the Maximo database."

These web-based work requests are just that ‘requests’. Management evaluates the request and determines whether to approve or deny. If approved the request becomes a full-fledged work order and then follows the normal course of action, just like any other maintenance work order.



## Acknowledgement Screen

When the user finishes entering information onto the work request screen (previous page) then clicks the 'submit button' the request is entered into the Maximo database and a unique Maximo work request number is automatically generated. This unique work request number is displayed via the following screen and a hard copy of the complete work request is automatically emailed to the requestor.

**Work Request**

Thank you for using on-line work requests. Your request has been submitted and will be reviewed within 24 hrs during normal business hours 8:30am~5pm Mon-Fri.

Your new request number is: **12593**

You can use this system to check on the status of your request.

Unique request # is electronically generated from the Maximo database and immediately displayed to the user.

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→ Enter New Request
→ Find Work Request

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WebMaint can be easily configured to automatically send an email to the original requestor when a new request is entered or whenever the status of their work request changes.

### Note

WebMaint has a built-in email notification system that can be activated and fine-tuned based on the business rules established by management.

That's all there is to entering a work request via the web and directly into Maximo. The requestor also has the ability to review the progress of his/her work request by using the 'Find' capabilities within WebMaint.

## Find existing work requests

Allowing requestors to use the web to enter information into Maximo is only part of WebMaint's functionality. Allowing the requestor to check on the status/progress of their request and to interact with maintenance personnel directly is what makes WebMaint unique and dynamic.

WebMaint will retrieve all the records from the Maximo database that match an entered email address. Once the records are retrieved, the following web page is displayed and the user is given the ability to:

- Sort the displayed information by clicking on the column heading
- Navigate through the records by selecting a page number



- Dynamically set the number records displayed per page
- Display all the records on one page
- View detail information for a work request by clicking on a specific Work #
- Print the information displayed on the screen.

Sort the records by clicking on the column header.

Work Request Search					
Work#	Status	Description	Location	Report Date	
1. 12593	Waiting on Approval (WAPPR)	Room is too hot	MAL -- Malloy Hall	06/05/2006 09:43 PM	
2. 12592	Waiting on Approval (WAPPR)	Test Test	GER -- Gerber Hall	06/05/2006 09:08 PM	
3. 12591	Waiting on Approval (WAPPR)	Test of help	GFC -- Glavin Family Chapel	05/04/2006 05:09 PM	
4. 12590	Waiting on Approval (WAPPR)	Test etete ete	COL -- Coleman Hall	05/04/2006 05:08 PM	
5. 12589	Waiting on Approval (WAPPR)	eratea eartear test test test	GAR -- Service Garage	05/04/2006 05:07 PM	
6. 12588	Waiting on Approval (WAPPR)	Test	KTH -- Keith Hall	04/19/2006 04:49 PM	
7. 12587	Waiting on Approval (WAPPR)	This is a test work order 12345	KNI -- Knight Auditorium	04/06/2006 01:51 PM	
8. 12586	Waiting on Approval (WAPPR)	Submit test cache 6	FHA -- Forest Hall Annex	04/03/2006 12:07 AM	
9. 12585	Waiting on Approval (WAPPR)	Submit test cache 6	FHA -- Forest Hall Annex	04/03/2006 12:07 AM	
10. 12584	Waiting on Approval (WAPPR)	Test of caching test 5	GFC -- Glavin Family Chapel	04/02/2006 09:40 PM	

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By clicking on a specific work order number a pop-up screen appears with detail information.

**Work Request Information**      [Print](#)      [Close](#)

Work Request	
<b>Work Order</b>	12516
<b>Description</b>	DiningRm DIAMONDS 8s
<b>Reported</b>	2/14/2006 3:17:46 PM
<b>Reported By</b>	S001
<b>Status</b>	Completed (COMP)
<b>Status Date</b>	2/14/2006 3:19:56 PM
<b>Location</b>	Donald W. Reynolds Campus Center
<b>Room #</b>	
<b>Phone</b>	
<b>Enrty Type</b>	Email



## Managing All Work Requests

WebMaint provides authorized personnel with the ability to retrieve and monitor a wide range of work requests. When an authorized person enters a valid email address along with the associated password all work requests entered during the last 90 days are automatically displayed. This provides the manager/supervisor with the ability to:

- Check on the status of a work request from any PC that has access to the Internet
- Input a date range for retrieving information
- Select records based on how the work requests were generated
- Sort the displayed information by clicking on the column heading
- Navigate through the records by selecting a page number
- Set the number records displayed per page
- Display all the records on one page
- View detail information for a work request by clicking on a specific Work #

The advanced-find button displays a pop-up box that provides additional search capabilities.

Find records based on the entries in the four fields to the left of this button.

View additional information by clicking on a specific work number.

Search for records that contain any of the keywords entered in this field.

**Advanced Work Request Search** Help ?

WO #  Start Date  End Date  Status  Origin  [Advanced Find...](#)

Found: **1596** Records Per Page:  Go To Page:  [Show All Records](#)

WO#	Status	Description	Location	Type	Report Date
61. 12523	COMP	201/202 Square	TRIM -- Trim Hall	ER	02/14/2006 03:38 PM
62. 12522	COMP	Auditorium CLEAR ROOM	KNI -- Knight Auditorium	ER	02/14/2006 03:34 PM
63. 12521	COMP	245A&B Standard	REY -- Donald W. Reynolds Campus Center	ER	02/14/2006 03:27 PM
64. 12519	APPR	Area in front of Foscle needs to be cleaned up	PMN -- Park Manor North	CM	02/14/2006 03:24 PM
65. 12518	APPR	201/202 CONFERENCE	TRIM -- Trim Hall	ER	02/14/2006 03:21 PM
66. 12517	COMP	Chapel Traditional	GFC -- Glavin Family Chapel	ER	02/14/2006 03:20 PM
67. 12516	COMP	DiningRm DIAMONDS 8s	REY -- Donald W. Reynolds Campus Center	ER	02/14/2006 03:17 PM
68. 12515	COMP	20 chairs TRADITIONAL	GFC -- Glavin Family Chapel	ER	02/14/2006 03:15 PM
69. 12514	COMP	241 OTHER	REY -- Donald W. Reynolds Campus Center	ER	02/14/2006 03:13 PM
70. 12513	COMP	244 U-shape	REY -- Donald W. Reynolds Campus Center	ER	02/14/2006 03:09 PM

1 2 3 4 5 7 8 9 10 ...

Search for keywords within results:

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### Advanced Search Capabilities

WebMaint provides the managers, supervisors and other authorized personnel with the ability to perform very specific advanced searches against the central maintenance management database.

Advanced Work Request Search
Help ?

WO #	Start Date	End Date	Status	Origin	<Advanced Find...>
<input type="text"/>	<input type="text" value="1/6/2006"/>	<input type="text" value="6/5/2006"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="button" value="FIND"/> <input type="button" value="RESET"/>

Found: **1596**      Records Per Page:       Go To Page:       [Show All Records](#)

WO#	Status	Description	Location	Type	Report Date
61.	12523	COMP	201/202 Square	TRIM -- Trim Hall	ER 02/14/2006 03:36 PM
62.	12522	COMP	Auditorium CLEAR ROOM	KNI -- Knight Auditorium	ER 02/14/2006 03:34 PM
63.	12521	COMP	245A&B Standard	REY -- Donald W. Reynolds Campus Center	ER 02/14/2006 03:27 PM
64.	12519	APPR	Area in front of Foscle needs to be cleaned up	PMN -- Park Manor North	CM 02/14/2006 03:24 PM
65.	12518	APPR	201/202 CONFERENCE	TRIM -- Trim Hall	ER 02/14/2006 03:21 PM
66.	12517	COMP	Chapel Traditional	GFC -- Glavin Family Chapel	ER 02/14/2006 03:20 PM
67.	12516	COMP	DiningRm DIAMONDS 8s	REY -- Donald W. Reynolds Campus Center	ER 02/14/2006 03:17 PM
68.	12515	COMP	20 chairs TRADITIONAL	GFC -- Glavin Family Chapel	ER 02/14/2006 03:15 PM
69.	12514	COMP	241 OTHER	REY -- Donald W. Reynolds Campus Center	ER 02/14/2006 03:13 PM
70.	12513	COMP	244 U-shape	REY -- Donald W. Reynolds Campus Center	ER 02/14/2006 03:09 PM

1 2 3 4 5 6 7 8 9 10 ...

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Advanced Find
←

Work#:	<input type="text"/>	<input type="text"/>
Status:	<input type="text" value="EQUAL"/>	<input type="text" value="COMP"/>
Description:	<input type="text"/>	<input type="text"/>
Location:	<input type="text" value="EQUAL"/>	<input type="text" value="Boston - Latino/a Center - Building"/>
Entry Type:	<input type="text" value="EQUAL"/>	<input type="text" value="STAFF SUBMIT"/>
Email:	<input type="text" value="LIKE"/>	<input type="text" value="jlee@interpro.edu"/>

**Advanced Find Gives You More Options for Work Order Searching!**



### Automatic Email Notification:

WebMaint provides authorized personnel with the ability to establish when and how often requestors receive automatic email notifications about their work request (if at all). WebMaint can be configured to automatically send an email to the requestor upon the entry of a new request, the status change of an existing work request or when the work request is completed.

WebMaint can also be configured to automatically send email notifications to members of the work force such as managers, supervisors or specific trade staff.

This provides the manager/supervisor with the ability to:

- Quickly become aware of the entry or closing of a new work request
- Automatically route new requests to a specific supervisor or trades person
- Easily establish email communication with the requestor
- Maintain an audit trail of correspondence
- Establish which work order status changes produce an automatic email notification

When WebMaint's email notification system is enabled the following screen is embedded within the email notification sent to the requestor and provides the capability to view a copy of the work request from within your email system simply by clicking on the hyperlink provided.

**InterPro SOLUTIONS, LLC** *Web Maint*

Thank You for using the WebMaint Work Request System! Your request has been received by the engineering department and is currently waiting for approval.

Work Request #: **212032**  
Location: SC-FL: LOADING DOCK  
Problem Description: Testing  
Work Status: **New Job Waiting for Approval**

[Click here to view additional details of your work request!](#)

By clicking on this hyperlink a pop-up window appears that displays a copy of the work request.



Because of the wide range of capabilities within WebMaint your maintenance objectives are more easily monitored, managed and achieved. Some of the benefits of using WebMaint are:

- Improved service and response times to your customers
- More meaningful and accurate data collection
- Improved reporting
- Cost savings
- Proactive work habits
- Greater asset protection
- An improved environment for work or education

WebMaint easily interfaces with your existing Maximo environment and is compatible with Oracle and SQL-Server database systems.

WebMaint software requirements:

Server:

- Windows NT or later server operating system
- IIS 4.0 or above

Client:

- Internet Explorer 4.0 or greater, Netscape 4.7 or greater, Mozilla, FireFox, etc.

WebMaint works with both Macs and PCs and absolutely no software needs to be pre-configured/loaded on the client workstation.

To receive additional product information or a hands-on demonstration contact InterPro Solutions, LLC at (781) 213-1166 or visit our web site at [www.InterProSoft.com](http://www.InterProSoft.com)