

ESM[®]

The only enterprise level, business software solution designed for the lift industry

ESM Overview:

Call-Out (Breakdown) Management:

Provides all the processes for a lift company to manage call-logging, engineer allocation, fault reporting and invoicing. The process recognises both chargeable and non-chargeable calls. The breakdown manager 'grid' responds in real-time to changes in status, providing a clear listing of all current breakdowns. ESM provides the facility to automatically send an SMS message with call details to your remote engineers.

Out-of Hours Call-Centre:

Remote capability which permits your chosen 'out-of-hours' call-centre to log and allocate calls directly to your on-call engineers and database.

Contract Management:

Is a central point for managing your clients and their contracts. Individual contracts can be grouped by site and client to allow group billing and contract renewals are automatically scheduled. Contract types allows you to distinguish between any number of contracts, such as comprehensive, basic as well as Client response times.

Service Management:

Provides the ability to manage your service portfolio, schedule maintenance visits by route or engineer and report on completions. A log is provided for insurance reporting to ensure all your data is in one location.

Repairs Management:

Has a comprehensive set of processes to manage your repairs, from quoting, to conversion to repair orders, through the management of the repair delivery, to the Invoicing of the client. The process has the ability to recognise chargeable repairs and non-chargeable repairs that are included in a comprehensive contract.

Construction Management:

Providing a comprehensive set of tools for managing your refurbishment and new installation business, fully integrated with your existing database and ESM's purchase order module. From surveying the job to quoting, using either full BOM's or estimates, through planning and managing the build and cost reviews to your final application or invoices.

Purchase Order Processing:

Offering a single place to manage all your purchase orders by job allowing you to review progress and delivery and finally post to your chosen accounting system.

Job Costing:

Fully integrated job costing, works behind the scenes to track your sales, costs and consequent profitability by Client, Site, Lift, Route or Engineer.

A large number of pre-configured reports are provided to allow you to manage your business as well as several documents allowing you to print professional invoices, worksheets etc. directly.

ESM Connections:

ESM Mobile Engineer Solution:

This module provides users with a major enhancement t by delivering a remote access capability for your engineers. Directly integrated, our Mobile Engineer Solution allows a seamless addition to the job handling process, providing detailed information straight to the engineer's mobile device, and allowing them to upload completed **jobs, timesheets, recommendations, client signatures and job photos** directly.

Mobile Engineer Solution



Distributed via Playstore. Go to [Google Play](#) and search; ESM Lift Engineers

Screenshots showing: 1. Engineer Summary 2. Location Map 3. Job Completion

Client Portal:

The Portal allows your Clients 'limited' access to their Breakdown, Service and Repair data, securely across the internet. This is increasingly becoming a mandatory requirement for many larger contracts and is now recommended by leading Lift Consultancies. Clients are provided with their unique login details that allow them to view their data in a number of tabbed web pages.

ESM Features:

- Microsoft **windows**-style interface creates a familiar, easy to use, environment.
- **Modular** structure for easy scalability as your business needs develop.
- Highly competitive price structure, delivers **lowest cost** 'ERP' system available.
- 'Real-time' business intelligence **Dashboards** for clear & actionable information.
- Simple connectivity to your preferred Accounting Package (**Sage, QBooks** etc).
- Enterprise level database for scalability & security as your business grows.
- 200+ Configurable documents and reports available for automatic generation
- **Fully integrated** mobile communications, operating system **independent**.



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Microsoft Partner



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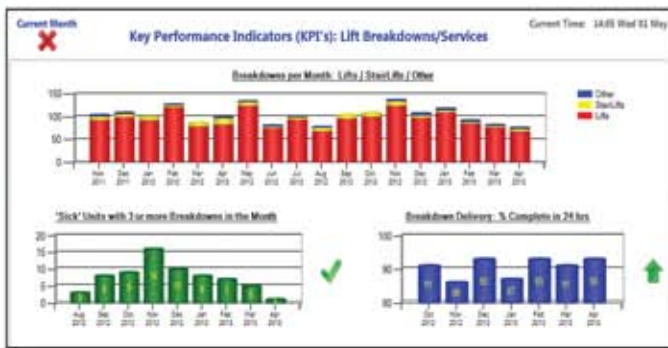
InsightApps™

Bring your data to life as
clear & actionable management information!

InsightApps™ Dashboards Overview:

InsightApps™ is a 'state-of-the-art,' web based, Management Dashboard designed by Lift Industry professionals, to provide you and your team, real-time, summarised information on both the Businesses' day to day operations and overall business trends. Specifically focussed on the characteristics of the industry, the product is equally applicable to organisations/companies wanting to monitor their lift service provider, as to progressive lift companies wishing to boost their performance.

If you have 'lot's of data, but no information'
InsightApps™ is the tool to solve your problem!



KPI and operational information is provided in high level, high impact graphical summaries, allowing you to quickly grasp the big picture and understand where the important issues are. With the click of a mouse button, you are able to 'drill-down' to the data to get to the route of the issue.

Information is 'real-time' so you always see the current 'picture' and colour coding ('traffic light') responds to the 'live' situation, providing you a quick visual check on what's good...and what's not! The information is easily searchable/sort-able, without the need for advanced spreadsheet or pivot table skills!

Because InsightApps™ is web-based, it allows easy access from any PC on your Company's Intranet. The product incorporates Microsoft security features allowing Internet access for remote users, such as Managers reviewing current performance, Technicians checking 'Sick Lifts,' or Clients wishing to view 'their' data.

While normally coupled with your ESM database, InsightApps™ can be configured separately to run with any ODBC database or datasource and so can be used to provide access to your legacy data, allowing an easy upgrade path to a full ESM implementation.

Used by London's leading housing association, as well as many lift companies, the product has a proven record of encouraging and achieving dramatic improvement!

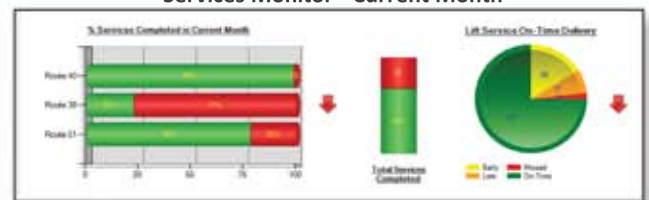


www.esmsoftware.co.uk
www.esmsoftware.com.au

Monitor - Analyse - Take Action!

Monitor:
Monitoring your lift operations is very simple with your raw data automatically interpreted as clear & actionable Information. The embedded screen prompts, swiftly draw your attention to the areas that require your attention.

Services Monitor - Current Month



Analyse:
InsightApps™ is a powerful analytical tool. With its simple drill-down capability you can just click on the chart of interest to see analysis and the detailed data.



InsightApps™ Features/Benefits:

- 'Real-time' business intelligence delivering a consistent up to date picture to all.
- 'Drill-down' capability delivers rapid analysis, freeing up time to take actions.
- Web-based design for easy access/distribution
- Interfaces with any data source e.g. ESM, Microsoft Excel, Liftdata e.t.c.
- No requirement for sophisticated Microsoft Excel or pivot table skills.

