Maxpanda CMMS Metrics

- **Cost**: What is the overall lifetime cost of equipment?
- **Phone Fix**: How often is equipment repaired without an engineer visiting restaurants?
- **Response**: How quickly do engineers attend?
- **Parts**: How often is the replacement component available straightaway?
- **First Time Fix**: How often is equipment repaired without a return visit?
- **Resolution**: How long does it take for the problem to be completely resolved?
Maxpanda CMMS - Key Benefits

### WEB-BASED SOFTWARE
- To be accessible by multiple users via any web-enabled device enabling managers to remotely manage, control and approve service requests.

### ENHANCED SERVICE
- Single point of contact for all service events and facility maintenance.
- Reliability of equipment.
- Utilizes restaurants preferred service providers.
- Service provider accountability (improves response times and performance).
- Preventative maintenance scheduling.
- Data repository.

### LIVE & WORKING 24/7
- Maxpanda CMMS never sleeps and has multiple automated notifications and enterprise reporting options.

### FULLY SCALABLE
- Platform to have the capacity and flexibility to accommodate a range of equipment types, service providers (large and small), a variety of manufacturers.

### FEATURES
- To provide simple, transparent, efficient and pro-active solution to equipment service.
- Based within a restaurant, platform to capture & control service events so that there is a clear audit trail of what has happened between the store and the service agent.
- Capture every step of the process, the platform to deliver very detailed and accurate reports on all aspects of the M&R cost of restaurant equipment.

### COST SAVINGS
- Reduces equipment downtime.
- Ensures warranty claims.
- Max. by self & phone fix.
- Validate service charges.
- Promote accountability.
- Accurate decision making on repair vs replace.

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Maxpanda CMMS – More Benefits

PRE-POPULATED DATA
Quick & easy service request creation

BUILT-IN TROUBLESHOOTING
Helps to reduce unnecessary service engineer costs

AUTOMATED NOTIFICATIONS
Restaurant users are able to focus on running the restaurant

INVOICE ACCURACY
Service costs approved in platform to enable invoices to correctly issued

BUILT-IN HIERARCHY
Facilitates appropriate approval of service costs

ASSET TRACKING
Complete visibility of individual asset data, including warranty status, planned maintenance and service events

REPORTING
Visibility of collective cost and service data facilitates informed equipment and service provision choices

SINGLE POINT OF CONTACT
Service request is automatically directed to the correct service provider
Maxpanda CMMS Service Provider Benefits

ASSET DATABASE
Accurate and detailed equipment information including serial number and warranty status

PHONE FIX
Phone fixes recorded

COST TRANSPARENCY
Built-in cost approval and escalation facilitates efficient invoicing and payment

LIVE DATA
Service request data is updated in real-time, 24/7

QUICK SIGN-IN
Engineer-specific interface facilitates ease of sign in and sign out on site

INVENTORY REPORTING
Parts used / required captured at sign out assists efficient inventory management

AUTOMATED UPDATES
Multiple automated notification options via email and text keep service providers updated even when on site
Lifetime equipment costs, not just warranty costs

Complete asset visibility, location information and tracking, including planned maintenance

Visibility of all relevant service requests, including post warranty period

Multiple report that can include manufacturer specific fault analysis

Maxpanda CMMS Global Benefits