What is the overall lifetime cost of equipment?

Cost

How often is equipment repaired without a engineer visiting restaurants?

Phone Fix

How quickly do engineers attend?

Response

How long does it take for the problem to be completely resolved?

Resolution

How often is the replacement component available straightaway?

Parts

How often is equipment repaired without a return visit?

First Time Fix

Maxpanda CMMS Metrics

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

WEB-BASED SOFTWARE

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

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

LIVE & WORKING 24/7

Maxpanda CMMS never sleeps and has multiple automated notifications and enterprise reporting options

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

Maxpanda CMMS - Key Benefits

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

SINGLE POINT OF CONTACT

Service request is automatically directed to the correct service provider

ASSET TRACKING

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

BUILT-IN HIERARCHY

Facilitates appropriate approval of service costs

INVOICE ACCURACY

Service costs approved in platform to enable invoices to correctly issued

REPORTING

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

1

PHONE FIX

Phone fixes recorded

2

ASSET DATABASE

Accurate and detailed equipment information including serial number and warranty status

3

QUICK SIGN-IN

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

4

INVENTORY REPORTING

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

5

AUTOMATED UPDATES

Multiple automated notification options via email and text keep service providers updated even when on site

6

LIVE DATA

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

7

COST TRANSPARENCY

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

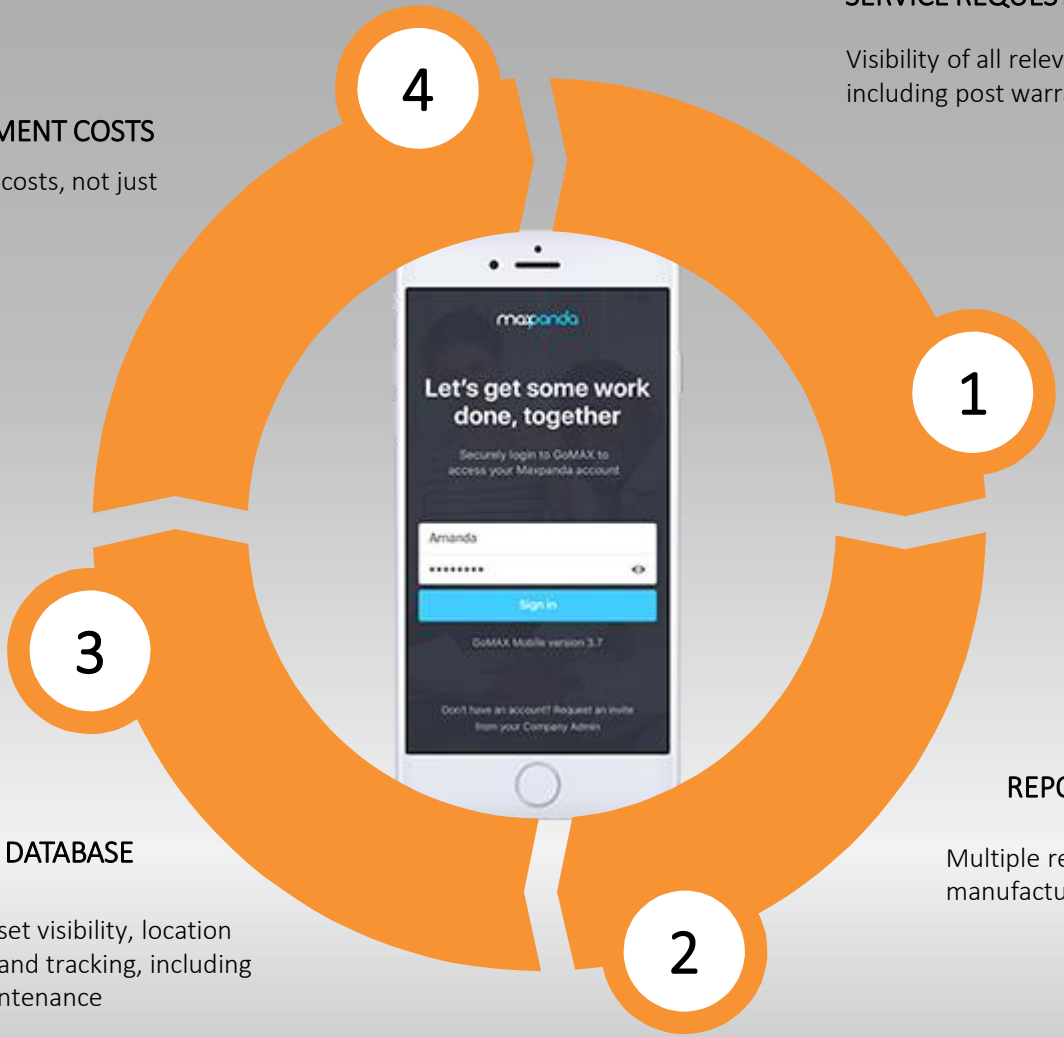
Maxpanda CMMS Service Provider Benefits

SERVICE REQUEST HISTORY

Visibility of all relevant service requests, including post warranty period

LIFETTIME EQUIPMENT COSTS

Lifetime equipment costs, not just warranty costs



ASSET DATABASE

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

REPORTING

Multiple report that can include manufacturer specific fault analysis

Maxpanda CMMS Global Benefits