

the specialist building services solution |



mobile technology for the modern contractor

vixen
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a specialist solution

Avixsys is a service management solution designed specifically for building services contractors. Its industry-focused applications are the product of more than twenty years' experience working with leading contractors across the UK.

Flexible and integrated, Avixsys was conceived to streamline your business, improve your client service and strengthen your workforce operation. It delivers the benefits of modern technology to contractors of all sizes, providing installation, service or maintenance services, whether planned or reactive. The solution's scalability means that your company's current needs can dictate exactly what you implement *today*, safe in the knowledge that as your business grows, so can your service management solution.

The software's easy-to-use functionality belies its powerful application. Resource planning and workflow is served by a sophisticated back-office system, while integrated mobile data extends the solution advantages to your engineers in the field. Remote job sheet & time sheet completion; site & plant history access; electronic signatures & industry forms; on-site job details & stock notification; accurate ETAs and reduced communication costs can all be enjoyed.

Should you require an interface to be established with an existing system, we would be happy to discuss how this can be achieved in order to maximise the benefits afforded to your business. Integration with financial applications can further automate internal processes and speed invoicing. Real-time KPI reports will enhance your business analysis and help you provide a superior customer service, which can be extended to include client call-logging & interrogation via a secure internet connection.

Avixsys has been designed to 'centralise' much of your project management and service management operations. Fully supported by a dedicated team at Vixensoft, it holds the key to maximising your business potential.

step-by-step



Below is a scenario illustrating one way in which a job may be progressed by Avixsys, highlighting the benefits you could enjoy at each stage:

Phase 1: Call handling

A call is logged remotely by the District Council (your client) via their secure internet access to your system. The reactive call appears on the system as 'unallocated'. *Time saving achieved by allowing your client to log a call directly via the web.*

Phase 2: Job allocation

Using the GPS engineer mapping facility, the nearest skilled engineer is located and the job allocated to him on the system using 'drag & drop'. Automatically the job details are dispatched to the engineer's PDA for acceptance, without the need for a telephone call. *Engineer and back-office staff time used most efficiently. Travel and communication costs reduced.*

Phase 3: Job acceptance

Receiving detail of the new job on his PDA and, realising that it is only eight miles away from his current job, the engineer decides he can fit it in before the end of the day and accepts it. Before setting off, the engineer then requests tomtom® directions for the best route and accesses site and plant detail to equip him fully before arrival. *Reduced response time and increased likelihood of a successful site visit.*

Phase 4: On-site

Using the last of some of his van stock, the engineer notifies the office of his need to restock via his PDA. Completing the job, the customer is asked to sign the appropriate forms on the PDA, which are then electronically returned to the office, together with the site visit details, job and time sheets. *Advanced stock control, paperless processes and reduced travel requirements.*

Phase 5: Post-job

Stock and site details are updated automatically and forms submitted for certification, as required. As the system has been integrated to the company accounts, the client is invoiced immediately for the work completed and their response time met, avoiding any penalty. *Improved cash flow, and reduced paperwork, storage demands & data entry. Penalty avoided.*

Phase 6: Reports & analysis

Management staff use the Avixsys reports to analyse resource efficiency and compile the necessary KPI reports for your client. *Real-time reporting for better analysis and client service.*



Approved supplier



the building services mobile solution

- ➔ Integrated resource planning & work scheduling, for modernised operations
- ➔ 'Drag & Drop' job scheduling, for ease of use
- ➔ Mobile data integration, for advanced communication
- ➔ Client site, job & plant history, for at-your-fingertips information
- ➔ Remote completion of time sheets & job sheets, for reduced paperwork & travel
- ➔ On-site parts notification, for advanced stock control
- ➔ Electronic industry forms & signatures, for electronic submission & storage
- ➔ Directions via tomtom®, for reduced travel times
- ➔ Engineer GPS tracking & mapping, for improved allocation & workflow
- ➔ Client web call-logging & interrogation, for better client service
- ➔ Advanced real-time reporting, for management control
- ➔ Accounts integration, for faster invoicing & better cash flow

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