



MOBILE MAINTENANCE TECHNOLOGY

Facilities management software supplier, BEIMS, continues to provide market-leading mobile maintenance technology to engineering and maintenance teams around the country.

pocketBEIMS Work Orders and pocketBEIMS Remote Request mean users now have the ability to request, look up, assign, complete and sign off work orders on the go via Windows Mobile Technology and WiFi infrastructure, GPRS or manual docking.

More than 450 pocketBEIMS users around the country and internationally are experiencing the benefits of real-time information, enhanced productivity and a reduction in administration time and paperwork.

St John of God Hospital Murdoch (Western Australia) is one of the many BEIMS customers enjoying the advantages of pocketBEIMS. "We have increased our revenue from chargeable clients by a conservative 25 percent - it was amazing to see just how many store items did not get written onto the paper work order," St John of God engineer Fred Foley explains. "Our materials auditing process is now compliant with our external auditor's expectations, and we have reduced the work order administration time by at least 30 percent."

pocketBEIMS also allows users to accurately track the time spent carrying out maintenance and repairs. "pocketBEIMS is well worth the capital investment and is the way forward," adds Foley. "We found that our trades were spending too much time doing work more suitable for outsourcing to contractors and found that some trades were not being utilised efficiently. The ease at which key data is accurately collected is also invaluable.

"pocketBEIMS has shed a new light on discussions like: 'I am too busy'. 'Doing what?' Now we know, and for how long," he says.

BEIMS
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HASTIE GOES WITH PRONTO

Hastie Services, the air-conditioning and food-services division of building and engineering services provider Hastie Group, was in need of an integrated ERP system that would provide flexibility for business growth, given its future acquisition plans.

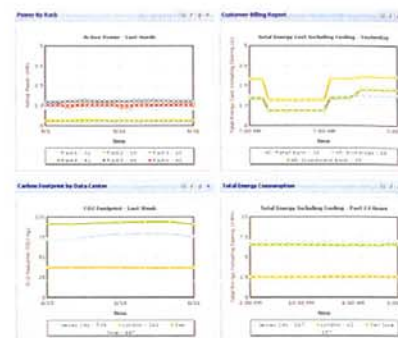
Hastie Services found there was too much double-up in data entry and inefficiencies with its original software package, and selected Pronto Software's flagship ERP solution, PRONTO-Xi, to link its project and service management tools to its core financials data.

According to Victorian state manager of Hastie Services, Christie King, a key business benefit achieved since implementing PRONTO-Xi is improved field service response times. With close to 60 service calls logged daily in Victoria alone, Pronto's Service Scheduler tool is helping Hastie Services to gain deeper visibility of all field service calls and workload.

"Service Scheduler gives us a visual reference of the technicians available at any point in time," King says. "It's easy to customise and narrow down by customer or call type and status. All the data is automatically fed back to PRONTO-Xi, which also makes it easier to generate KPI reports. It's helped us to make much more informed, faster decisions when allocating. It's also in real time, so multiple dispatchers can allocate calls simultaneously if required."

According to King, technology like PRONTO-Xi is part of a company imperative to shift the mindset in field service. "Having a system like PRONTO-Xi is playing a big role in boosting efficiency across our field service operations, which is the core of our business."

Pronto Software
www.pronto.com.au



MANAGE DATA CENTRE ENERGY USE

To improve operational and energy efficiency in data centres, Raritan has announced systems integration capabilities for its Power IQ data centre energy management software and support for more data centre equipment.

Power IQ helps companies track and analyse energy usage down to the individual IT device level and implement energy-saving actions from a central power console.

Power IQ's new Web Services APIs - Power Control API and Configuration Item API - enable customers to integrate Power IQ with their existing enterprise systems, such as HP Asset Management, as well as build custom tools. A customer, for example, can write Web Service scripts to automate power control to support their unique operational needs. "Power IQ enables customers to manage their data centres smarter," says Raritan's Gary Hull, country director - Australia and New Zealand. "Now with the new Web Services APIs, we provide customers with a way to implement their creative ideas to manage their enterprise's power."

At North Carolina-based WebAssign, for example, Power IQ is helping the company reduce costs and manage its data centre with fewer resources. "Power IQ allows me to manage and forecast easily my power needs in the data centre for optimal efficiency and uptime," says Matt Pusateri, systems administrator at WebAssign, the leading provider of online instructional tools for faculty and students. "I can also look in one place to obtain energy usage reports and to do firmware upgrades of our Raritan intelligent rack PDUs, rather than having to visit each PDU individually. Additionally, the centralised aggregation of my power consumption will be invaluable in planning future data centres, and analysing future power needs."

Raritan
www.raritan.com.au