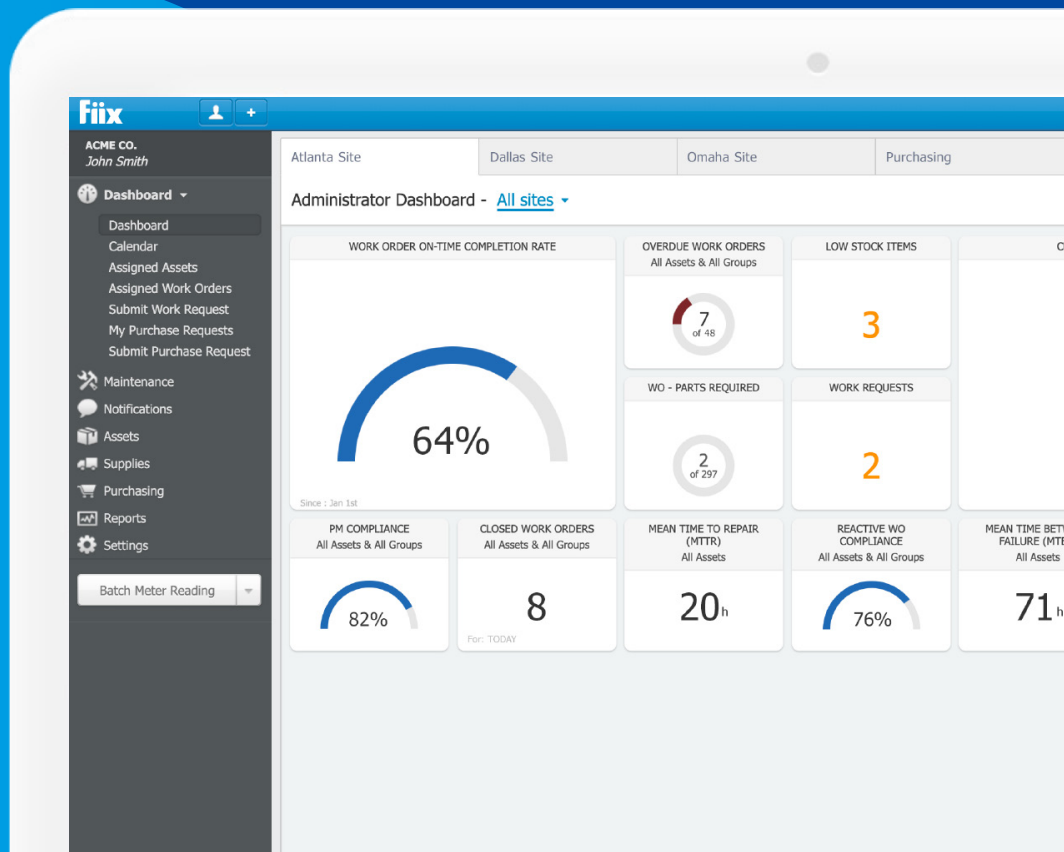




Fiix CMMS product features

Full feature list across all
tiers of Fiix's CMMS



Last updated May 14th, 2020

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Work order management

Work order form features

Feature	Functionality	Benefit
Work request portal	<ul style="list-style-type: none"> • Unlimited guest access to submit work requests and receive automatic updates • Guest users can sort and track all submitted requests 	<ul style="list-style-type: none"> • Cut down on requests for status updates and avoid duplicate requests • Get better clarity on requests with a customized form and mandatory fields
Work order form	<ul style="list-style-type: none"> • Indicate maintenance type, priority, status, and more • Attach files and images to the work order such as manuals or an image of the issue • Suggest parts needed for repair 	<ul style="list-style-type: none"> • Include supporting information with a work order so technicians know what to expect and can resolve the issue faster • Classify work orders to make it easy to search, group, and report on work orders
Time tracking	<ul style="list-style-type: none"> • Set work order due dates • Indicate estimated hours on work orders and labour tasks to compare actual completion time against estimates 	<ul style="list-style-type: none"> • Understand how long it takes to complete work orders to improve planning and understand cost of repair • Determine KPIs such as overdue work orders, scheduled compliance, and more
Work assignment	<ul style="list-style-type: none"> • Assign, batch assign, and automatically assign work orders to a user, multiple users, or a group of users 	<ul style="list-style-type: none"> • Build accountability and know exactly who is responsible for what work • Cut down on admin time
Cost tracking	<ul style="list-style-type: none"> • Track parts usage, labor hours, and other miscellaneous costs to calculate total work order cost 	<ul style="list-style-type: none"> • Know how much your assets and work orders are costing you to make better repair/replace and budgeting decisions
Multi-asset work orders	<ul style="list-style-type: none"> • Create multi-asset work orders and repurpose task lists 	<ul style="list-style-type: none"> • Reduce clutter and simplify work orders
Work order tagging and scanning	<ul style="list-style-type: none"> • Each work order is automatically tagged with a printable QR code 	<ul style="list-style-type: none"> • Quickly find and pull up work orders on the mobile app with a QR code scan
Custom fields	<ul style="list-style-type: none"> • Create your own custom field to track additional information 	<ul style="list-style-type: none"> • Customize your work orders based on the way you run your operations

Maintenance scheduling features

Feature	Functionality	Benefit
Scheduled maintenance	<ul style="list-style-type: none"> • Create scheduled maintenance templates and configure triggers to launch preventive maintenance work • Visualize a list of upcoming preventive maintenance and inventory consumption 	<ul style="list-style-type: none"> • Track scheduled maintenance in one place and plan ahead with an understanding of upcoming work and inventory needs • Simplify the admin process by using pre-set templates
Time-based, meter reading, and event-based triggers	<ul style="list-style-type: none"> • Trigger preventive maintenance work orders from date, time, meter reading, or events 	<ul style="list-style-type: none"> • Optimize your preventive maintenance and avoid over- or under-PMing by using accurate work order triggers
Condition based maintenance	<ul style="list-style-type: none"> • Trigger maintenance based on the real-time condition of equipment using integrated sensors 	<ul style="list-style-type: none"> • Automatically triggering work orders based on real-time asset condition
Nested scheduled maintenance	<ul style="list-style-type: none"> • Stack preventive maintenance tasks based on the frequency of triggers 	<ul style="list-style-type: none"> • Organize work orders and streamline work by grouping multiple work orders for the same asset together
Tasks and task groups	<ul style="list-style-type: none"> • Create a library of tasks and task lists for scheduled maintenance, checklists, standard repair procedures, and visual operating procedures • Assign task groups to assets to automatically associate task lists to work orders 	<ul style="list-style-type: none"> • Standardize work practices • Cut down on administrative work by repurposing task groups and automatically associating task lists to work orders
Pass/fail inspection tasks	<ul style="list-style-type: none"> • Add inspection-style tasks to scheduled maintenances and work orders • Configure failed inspections to automatically trigger follow-on work orders 	<ul style="list-style-type: none"> • Clearly trace failed inspection rounds to follow-up work • Easily pull up a report to demonstrate corrective work for auditors

Work order organization features

Feature	Functionality	Benefit
Calendar	<ul style="list-style-type: none"> • View scheduled work orders by users on a calendar in real-time • Drag and drop work orders to quickly schedule and assign work 	<ul style="list-style-type: none"> • Visualize your team's workload in one centralized calendar to ensure no-one is over- or underworked • View upcoming work
Projects	<ul style="list-style-type: none"> • Group scheduled maintenances and work orders as projects 	<ul style="list-style-type: none"> • Keep tabs on work being carried out across the team, and run analyses such as understanding total cost of project
Import tool	<ul style="list-style-type: none"> • Batch upload and mass edit work orders from a csv file 	<ul style="list-style-type: none"> • Import data into Fiix with one click when transitioning CMMS systems

Work order execution features

Feature	Functionality	Benefit
Internal and external notifications	<ul style="list-style-type: none"> Automatically send and receive notifications through email, mobile push notifications, or the web app when a work order is assigned 	<ul style="list-style-type: none"> Immediately notify team members when work is assigned to them
Work order history and work log	<ul style="list-style-type: none"> Track all work order updates in one central location View asset work order history 	<ul style="list-style-type: none"> See asset work order history to be informed on what actions to take Better visibility into work order history Quickly pass audits by knowing exactly when a work order was updated and by whom
Failure codes	<ul style="list-style-type: none"> Set up most common failure codes and quickly select a preset problem code to understand possible causes and actions 	<ul style="list-style-type: none"> Simplify troubleshooting with pre-set failure codes Run reports on common problem and cause codes to determine if there is a recurring issue
Mobile work orders <i>Part of mobile CMMS</i>	<ul style="list-style-type: none"> Access, manage, and complete work orders on a mobile app, even without an internet connection 	<ul style="list-style-type: none"> Save time and work uninterrupted with maintenance information on the go

Asset management

Asset organization features

Feature	Functionality	Benefit
Asset hierarchy	<ul style="list-style-type: none"> • Arrange your assets in a hierarchical tree • Run reports filtered by parent-child relationships 	<ul style="list-style-type: none"> • Better visualize where assets are organized in your facility • Easily locate your assets
Multi-site management	<ul style="list-style-type: none"> • Sort, view data, and organize users by site • Roll-up all site data in real time and in multiple languages, and understand maintenance KPIs based on site 	<ul style="list-style-type: none"> • Get a complete view of maintenance across multiple sites around the world in one central location • Benchmark sites against one another to understand what is and isn't working
Regions	<ul style="list-style-type: none"> • Group sites by regions and view KPIs based on region 	<ul style="list-style-type: none"> • Get a high-level view of your regional operations in real time
Asset tagging and scanning	<ul style="list-style-type: none"> • Automatically generate QR codes and barcodes for all of your assets • Continuous label printing for asset tags • Scan tags with your mobile app to pull up asset records 	<ul style="list-style-type: none"> • Easily identify assets • Quickly pull up asset information
Asset categories	<ul style="list-style-type: none"> • Create custom categories to group similar assets together • Establish SOPs by automatically assigning task sequences to all work orders associated with an asset category 	<ul style="list-style-type: none"> • Automatically attach SOPs to similar assets to ensure consist work across assets • Understand KPIs by asset category grouping
Rotating assets	<ul style="list-style-type: none"> • Track your rotating assets and spares as they move between sites, suppliers, or contractors • Approve or reject asset moves 	<ul style="list-style-type: none"> • Keep track of your assets and understand exactly where they are when they were moved
Import tool	<ul style="list-style-type: none"> • Import existing assets from CSV or excel to easily migrate from other systems 	<ul style="list-style-type: none"> • Upload all assets, asset hierarchy, asset categories, and more in one click to easily set up your Fiix CMMS

Asset tracking features

Feature	Functionality	Benefit
Asset profile	<ul style="list-style-type: none"> • Maintain a centralized record of asset nameplate information such as manufacturer and serial number • Attach files such as manuals, images, and videos, and important information like vendor, warranty, and BOM 	<ul style="list-style-type: none"> • Keep all asset information in one centralized location • Keep tabs on asset and asset data without paperwork or communication gaps
Asset log	<ul style="list-style-type: none"> • Keep track of your equipment history with a detailed log of work order history, active work orders, offline history, parts usage, and more 	<ul style="list-style-type: none"> • Easily pull up asset history for audits and see asset details and work history at a glance
Meter readings	<ul style="list-style-type: none"> • Track equipment usage with meter readings • Schedule maintenance based on equipment KPIs • Connect Fiix with production systems like PLCs and sensors for real-time meter reading data 	<ul style="list-style-type: none"> • Keep a history of asset meter readings to see trends over time • Set more accurate preventive maintenance cycles by triggering work based on equipment usage • Reduce chances of data error with meter reading data fed directly from production systems
Personnel assignment	<ul style="list-style-type: none"> • Assign assets to specific users or a user group and notify designated personnel of updates and assigned work 	<ul style="list-style-type: none"> • Auto-assign work orders to build ownership and specialization for equipment
Custom fields	<ul style="list-style-type: none"> • Create your own custom field to track additional information 	<ul style="list-style-type: none"> • Customize your asset records based on the way you manage your equipment
Downtime tracker	<ul style="list-style-type: none"> • Track and measure equipment uptime and downtime • Customize and assign a reason code for your downtime events 	<ul style="list-style-type: none"> • Easily determine asset KPIs such as MTTR and MTBF • See downtime reasons over time to identify patterns
Asset events	<ul style="list-style-type: none"> • Create custom asset events to trigger maintenance and track asset event history 	<ul style="list-style-type: none"> • Automatically trigger work based on specific asset events • Associate events to downtime to see trends over time
Cost tracker (total cost of ownership)	<ul style="list-style-type: none"> • See all your maintenance costs for a single machine, a group of assets, or all your equipment • Track labour costs, parts costs and other miscellaneous expenses 	<ul style="list-style-type: none"> • Understanding cost of equipment maintenance to easily make repair or replace decisions and make budgeting decision

Parts and supplies management

Inventory organization features

Feature	Functionality	Benefit
Parts profile	<ul style="list-style-type: none"> Keep a record of type, make, model, cost, vendors, stock and location Associate warranties and other files to parts 	<ul style="list-style-type: none"> Organize and track parts to ensure you have the right stock on hand for repairs Optimize inventory turnover and inventory accuracy
QR codes	<ul style="list-style-type: none"> Associate barcodes with parts or use system generated QR code Scan QR or barcodes to check out a part 	<ul style="list-style-type: none"> Quickly locate and check out parts on the mobile app with a QR code scan
Multi-site parts management	<ul style="list-style-type: none"> View stock across multiple sites and locations 	<ul style="list-style-type: none"> View stock across all sites and avoid overnight shipping costs for critical spares by sharing parts between sites
Parts and supplies log <i>Part of work order management module</i>	<ul style="list-style-type: none"> View history of parts consumption on work orders 	<ul style="list-style-type: none"> Calculate parts cost of work orders or total cost of ownership on assets
Minimum stock quantity	<ul style="list-style-type: none"> Set minimum quantities on parts Automatically trigger RFQs to send when minimum stock quantity is met 	<ul style="list-style-type: none"> Avoid stockouts and extended downtime due to lack of critical spares
Inventory cycle count	<ul style="list-style-type: none"> Perform inventory cycle counts Keep track of who performed the inventory cycle count and when 	<ul style="list-style-type: none"> Ensure accurate inventory levels
Tool crib	<ul style="list-style-type: none"> Organize tools in a central tool crib Check tools in and out of the tool crib 	<ul style="list-style-type: none"> Keep track of your tools and stop maintenance delays from misplaced tools
BOM	<ul style="list-style-type: none"> Associate bill of materials group to assets 	<ul style="list-style-type: none"> Proactively provide technicians with a list of parts associated with an equipment to facilitate repair to take the guesswork out of repair work
FIFO	<ul style="list-style-type: none"> Ensure the oldest purchased part in your inventory is consumed first 	<ul style="list-style-type: none"> Maintain accurate cost tracking by ensuring the earliest parts purchased are the first parts to be used

Purchasing features

Feature	Functionality	Benefit
Vendor & business tracking	<ul style="list-style-type: none"> • Store files such as contract documents and a certificate of insurance for vendors • Designate preferred vendors and automatically send RFQs to vendors 	<ul style="list-style-type: none"> • Easily track down vendors by keeping vendor, part, and asset information in one central location
Purchasing and RFQs	<ul style="list-style-type: none"> • Send RFQs, RFPs and POs to vendors directly from your CMMS • Associate purchase orders to work orders • Customize and set state controls for purchase orders based on your company's processes • Keep a record of receipts 	<ul style="list-style-type: none"> • Save money with a formalized purchasing process linked directly to your maintenance system • Avoid unauthorized parts spending with a purchasing approval process • Understand why a work order may be delayed • Report on purchase transactions
Smart connectors <i>Part of the Integration Hub</i>	<ul style="list-style-type: none"> • Two-way integrations automatically send information from Fiix to ERPs and vice versa • Send and receive purchase orders and inventory receipts • Update parts information and inventory levels 	<ul style="list-style-type: none"> • Centralize financial records in one system of truth (ERP) and ensure cross-departmental visibility of maintenance costs • Avoid double data entry for purchases and inventory updates

Reporting and analytics

Track and report maintenance data

Feature	Functionality	Benefit
Dashboard	<ul style="list-style-type: none"> • Configure personal or shared dashboards that provide real time KPI information • Choose between dozens of widgets and widget filters and view data from all sites or one site to organize your data • Click through widgets to fast track to the source of your data 	<ul style="list-style-type: none"> • Gain instant access to key metrics such as scheduled compliance, MTTR, overdue work orders, low stock items, offline assets, and more • Visually interact with maintenance data to make better decisions and improve performance faster
Reports	<ul style="list-style-type: none"> • Choose from over 100 templated reports • Build your own reports with our custom report builder • Have reports automatically sent to your inbox on a regular basis 	<ul style="list-style-type: none"> • Send and receive automatic reports to keep up to date with maintenance and equipment data • Save time building reports with custom reports
Audit log	<ul style="list-style-type: none"> • All activities completed in your CMMS are captured and recorded in a central audit log 	<ul style="list-style-type: none"> • Gain full visibility into any changes or updates in your CMMS and submit proof during audits • Build accountability on the team

Administrator capabilities

Feature	Functionality	Benefit
User groups	<ul style="list-style-type: none"> Sort users in groups Share dashboards, assign work, manage permissions, and more to groups 	<ul style="list-style-type: none"> Manage permissions and work based on departments and teams Reduce time spent on administrative work by applying changes to groups rather than individuals
User permissions	<ul style="list-style-type: none"> Manage your user permissions through user groups to ensure that the right people have the right viewing and editing capabilities in your CMMS Set manager-team relationships Configure notifications 	<ul style="list-style-type: none"> Set user permissions to ensure that the right people have access to the right CMMS capabilities and your team is focused on their work Limit editing capabilities to ensure you have clean data in the system Ensure everyone is notified the way you need them to be
Hourly rates	<ul style="list-style-type: none"> Set hourly rates for users to track labour costs 	<ul style="list-style-type: none"> Calculate total work order and equipment cost based on labour spent on repair
User certification tracking	<ul style="list-style-type: none"> Manage and keep track of your workforce's certifications so that only properly qualified technicians work on your equipment 	<ul style="list-style-type: none"> Know when certifications are set to expire so that you can proactively schedule recertification training Ensure the right technician is on the right job
User logs	<ul style="list-style-type: none"> View a log of assigned work orders and assets for each user 	<ul style="list-style-type: none"> Increase visibility on your team and know who is working on what
Session timeout management	<ul style="list-style-type: none"> Configure how long your users can stay logged in before the system signs them out 	<ul style="list-style-type: none"> Heighten security and ensure session timeout standards in your CMMS align with your internal protocol
Timezones	<ul style="list-style-type: none"> Set timezones for each site 	<ul style="list-style-type: none"> Roll-up all site data in real-time Ensure work is triggered at the right time for your global sites
Custom Branding	<ul style="list-style-type: none"> Brand your CMMS with your company logo 	<ul style="list-style-type: none"> Ensure your reports, printed work orders, asset tags, emails, and more are branded to display your custom logo
Configurable interface	<ul style="list-style-type: none"> Customize the appearance of your CMMS such as work order forms, asset and parts profiles, list views, and more Set mandatory fields Add custom fields, change drop down fields, and more. 	<ul style="list-style-type: none"> Configure the CMMS so that it informs and reinforces internal processes Add your own fields for any inputs that are unique to your organization

Administrator capabilities - Continued

Feature	Functionality	Benefit
Customizable workflows	<ul style="list-style-type: none"> • Customize CMMS workflow so that certain actions are triggered based on changes and updates 	<ul style="list-style-type: none"> • Streamline maintenance workflows and ensure the CMMS is configured to align with specific processes
Customizable lookup tables	<ul style="list-style-type: none"> • Add, remove, or edit CMMS fields such as work order priority, work order status, meter reading units, asset event types, and more 	<ul style="list-style-type: none"> • Help with CMMS adoption and reinforce processes by customizing field labels to adhere to the way you run maintenance on your team
Language translation	<ul style="list-style-type: none"> • Translate your CMMS with Fiix translations or custom build translations on any language of your choice 	<ul style="list-style-type: none"> • Make sure your team is adopting the software by allowing technicians to work in their preferred language
Data Dictionary	<ul style="list-style-type: none"> • View and create your own CMMS tables and fields 	<ul style="list-style-type: none"> • Understand how Fiix organizes your data to create complex reports on your own and configure your CMMS with confidence
Firewall	<ul style="list-style-type: none"> • Provide secure access to a tenant by assigning IP ranges to any user or user group 	<ul style="list-style-type: none"> • Keep your data secure and ensure access is only granted to approved personnel
Single sign-on (SSO)	<ul style="list-style-type: none"> • Control access to your Fiix CMMS by integrating with your corporate identity provider on SAML2.0 or OpenID Connect protocols 	<ul style="list-style-type: none"> • Ensure secure logins, prevent unauthorized usage of your CMMS, simplify user management, and eliminate password fatigue
Database export	<ul style="list-style-type: none"> • Download the complete set of CMMS data and related files to store offline 	<ul style="list-style-type: none"> • Periodically backup production data or to run more complex business intelligence through tools and services such as MySQL

Integrations

Fiix Integration Hub features

Feature	Functionality	Benefit
Smart connectors	<ul style="list-style-type: none"> Integrate data, processes, and maintenance workflows with two-way, out-of-the-box connectors built for enterprise applications such as ERPs Easily configure for your specific needs 	<ul style="list-style-type: none"> Link your CMMS and ERP without any coding and automatically sync maintenance data to your ERP without lifting a finger Put all your financial information in one place Facilitate interdepartmental visibility of maintenance costs
IoT Partners	<ul style="list-style-type: none"> Easily connect Fiix with production systems and sensors such as PLCs, SCADAs, HMIs and more Automatically trigger condition-based maintenance 	<ul style="list-style-type: none"> Tie all your production systems together no matter the manufacturer or system Automate machine data flows and machine monitoring See accurate KPIs in one centralized location
Open API	<ul style="list-style-type: none"> Create custom integrations on our Open API Leverage developer tools such as a developer guide, API reference, software development kit (SDK), and more Set up a sandbox account to test your integration 	<ul style="list-style-type: none"> Create custom integrations using our API to connect your CMMS directly to equipment and machines to trigger maintenance or to integrate with other software Developer guide Client API reference Software developer kit (SDK) Sandbox Other ERP Integrations

Mobile

Fiix's mobile app includes core features from the web CMMS and is designed to help technicians manage maintenance from anywhere, at any time, with or without an internet connection. The app uses native Android and iOS technology to provide a faster, more secure, and more intuitive experience. Below is a selection of unique functionality in the app.

Feature	Functionality	Benefit
Offline mode	<ul style="list-style-type: none"> • Use the Fiix mobile app with limited or no internet connection • Seamless transition from online to offline mode • Mobile app data automatically syncs to the web app once you have service 	<ul style="list-style-type: none"> • Avoid skipping critical tasks in work orders or forgetting to log work by ensuring you can track maintenance work and pull up asset information no matter where you are • Automatic syncing prevents users from forgetting to sync information to the web app
QR code and barcode scanner	<ul style="list-style-type: none"> • Scan asset tags and work order QR or barcodes to quickly pull up information • Scan parts tags to easily check out parts to a work order 	<ul style="list-style-type: none"> • Effortlessly pull up information • Easily differentiate between similar looking assets or parts
Work request portal	<ul style="list-style-type: none"> • Unlimited guest access to submit work requests and receive automatic updates • Guest users can sort and track all submitted requests 	<ul style="list-style-type: none"> • Cut down on requests for status updates and avoid duplicate requests • Get better clarity on requests with a customized form and mandatory fields
Live image capture and upload	<ul style="list-style-type: none"> • Capture and upload photos directly to work orders, assets, and more • Select photos from your photo gallery to upload 	<ul style="list-style-type: none"> • Visually record the work you are doing with a photo • See images of broken equipment for more information on repair
Speech-to-text dictation	<ul style="list-style-type: none"> • Avoid typing notes by using speech to text dictation to automatically record work completion notes 	<ul style="list-style-type: none"> • Save time tracking maintenance work • Ensure the team is adopting the app with features that simplify the work order tracking process
Push notifications	<ul style="list-style-type: none"> • Receive push notifications when a work order is assigned to you, and more 	<ul style="list-style-type: none"> • Be alerted immediately when a work order is assigned and cut down on work order response rates

Mobile - Continued

Feature	Functionality	Benefit
Work order management	<ul style="list-style-type: none"> • View and sort your work order list • View and update incoming work requests • Create new work orders • Access work order information such as description, due date, priority, tasks and SOPs, suggested parts, manuals, images, and more • Track time and work spent on tasks, work orders and completion notes 	<ul style="list-style-type: none"> • Easily access and prioritize work order information • Take care of your to-do list without having to fill out paper work orders or run back to a workstation • Track work completion on-the-go and ensure the data is accurate and up to date
Asset management	<ul style="list-style-type: none"> • View assets in an asset hierarchy • Access asset information such as meter readings, manufacturer, description, BOM, work order history, and more • Set assets online and offline • Attach and upload images 	<ul style="list-style-type: none"> • Quickly pull up assets and see where they are located in your facility • Access asset information such as BOM or work order history on the go for easier troubleshooting
Parts and supplies management	<ul style="list-style-type: none"> • Access parts information such as stock, location, last price, and more • Perform inventory cycle counts • Consume parts against work orders 	<ul style="list-style-type: none"> • Easily check out a part to a work order • Ensure your inventory is accurate with a scan to update mobile inventory cycle count feature