



Brand new **e-Requester** works in conjunction with the FrontLine Maintenance Module and Data Exchange Module. Installed together and configured to work with your mail server, e-Requester allows users on your local area network (LAN), Intranet and/or at remote locations to post Job Request directly into FrontLine.

The requesting person will automatically receive by return a

## Feeling left behind? Fed up with making do? Read what's new from Shire Systems Job Requests by E-mail

delivery notification along with the assigned Work Order Number (Job Number/Reference). If selected, in the FrontLine Maintenance Module, the work request alert can be launched notifying the end-user of the arrival of all new requests.

### Benefits include:

- 1) Automatic Job Creation (number allocation).
- 2) Automatic notification and return of allotted job number/reference.
- 3) No product deployment or updating required to end users

(LAN, Intranet or Remote).

- 4) Deployment is simply an e-mail address eg. support@ourcompany.com.
- 5) Information from e-mail subject line and notes deposited into the work order.
- 6) Work Request Alert on received jobs.
- 7) Will work alongside the existing Work Requester Module and HelpDesk Module.

For further information please contact a member of the sales team on 023 8022 4111.



## Exciting New Development

COMING SOON ~ COMING SOON ~ COMING SOON

Shire Systems are pleased to announce their partnership with communications solution provider - Cognito. This heralds the start of exciting developments in the field of mobile maintenance computing. Together, the two companies have developed a handheld application to provide real time mobile maintenance.

Using the FrontLine Maintenance Module and redesigned Data Exchange Server, Cognito will be able to provide the communications and data management facility to interact with the POCKET PC based handheld. The technology used incorporates both GPRS (General Packet Radio Services) and GSM (Global System for Mobile Communications) allowing for both data and voice connectivity.

This new product will further enhance Shires already

established Palm OS range of products and will enable the team to provide a leading edge solution to your real time and mobile maintenance needs.

### Some of the benefits are:

- 1) Real time communication
- 2) Fixed running cost
- 3) A paperless system
- 4) Reduction in administration costs
- 5) Data storage and management
- 6) Comprehensive screens (including signatures)

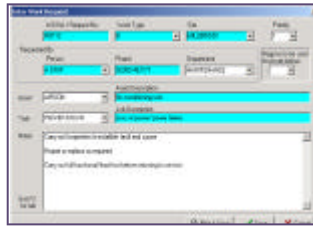


For further information regarding this new development please contact a member of the sales team on 023 8022 4111.

# Enhancements in Version 2.10 and some you may have missed in Version 2.9

## Work Requester Module - Version 2.10

The work requester will allow the systems administrator to further customise the visible fields on the 'new request form'. In addition, they will be able to set 'mandatory' data entry fields which will also be coloured/shaded.



## Data Entry Screens - Version 2.10

The above functionality of coloured/shaded data entry fields has been extended into events, work orders and sign off screens. This is to aid people in providing the necessary information. It is also possible to further reduce some of the visible fields on the same forms.

## Group Sign Off - Done/Not Done - Version 2.10

In the work orders 'Index' screen, appropriate work orders can be selected/highlighted and by pressing the newly added group sign off button, will take you to a screen allowing generic 'notes' to be entered with an option to sign off the selected jobs in one go, done or not done.

## Removal of Old Data - Version 2.9

The process will remove old data from your database (work orders, events, stock transactions, etc) dated prior to a specific cut off date. Data such as the asset register and stock register will not be removed. Information can be stored as a read only archived alias dataset. Please

read the help file for further information.

## Improved Downtime Reporting - Version 2.9

You may be unaware of this improved functionality. From version 2.9 it is possible to set the core business hours globally for site operating hours. This means that when downtime is automatically calculated it will only calculate on operational hours required and not closures or non required times. There are also exclusions for selectable dates, for example, Bank Holidays, shutdowns etc. Greater control can be gained by using further settings at asset level.

## Reporting - Version 2.10

Certain reports have improved granularity. Not only is it possible to report on completed work or excess time between dates but also includes times to cater for shift changes/patterns.

## Signed Off By - Version 2.10

This is a much requested field from our customers. From this version onwards the 'signed off by' field will be populated by default as the logged in user. This field will be non-editable and can be reported upon. Please ensure that your user permissions and profiles are set up correctly if you wish to fully utilise this information.

## Improved HelpDesk Management - Version 2.10

Within the status screen of the HelpDesk module it is now possible to filter by the additional criteria of team and trade. Viewing all jobs is now by date raised, date started and required by date and time.

## Palm OS - Handheld Solution Coming in a future update

Currently the application, HandiWork, will handle all jobs planned or reactive that are generated and passed from the FrontLine Maintenance Module (including Work Requests and HelpDesk jobs) in a batch download.

A future update of this product will allow the end user to create a job record on the fly - negating the need to raise a prior work order on each occasion in FrontLine.

In version 2.10 handheld tasks can now be returned to FrontLine as 'Not Done', improving the practicalities of job management on a handheld.



To discuss any future requirements you may have or to obtain further information please contact a member of our sales team on 023 8022 4111 or e-mail [sales@shiresystems.co.uk](mailto:sales@shiresystems.co.uk)

**FOR EXISTING FRONTLINE SUPPORT CUSTOMERS YOUR UPDATE  
WILL BE SENT OUT AUTOMATICALLY IN DUE COURSE.**

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