Event Manager

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We know what you're thinking…

For nearly a decade, Paradigm Information Systems has been providing systems that helps companies manage and report on the activities in their maintenance department. Our "Event Manager" maintenance management system includes all the tools necessary to manage your equipment, work orders, parts inventory and employees. For years, Paradigm has been working side-by-side with facility and maintenance managers, listening, learning and understanding exactly how they think. What we have learned is reflected in our solutions, and it shows...

Good Data. Good Decisions.
You are responsible for maintaining equipment, the building, and all of systems inside. The pressure is always on to keep everything up and operating at top efficiency. To do this, working smarter and making good decisions will be key. Event Manager organizes your time, energy and resources, allow-ing
you to easily collect good data and make good de-

Simple, powerful, easy to use.
Event Manager's ease-of-use, workflow and powerful features fits the needs of the most demanding operations. It is not necessary to be a "computer expert" to use it. It works like you work and thinks like you think, allowing you to focus on maintenance instead of the computer. Event Manager is a simple solution to complex needs. Its so easy, almost anyone can use it with little or no training. And when you need more, you will find its already there.
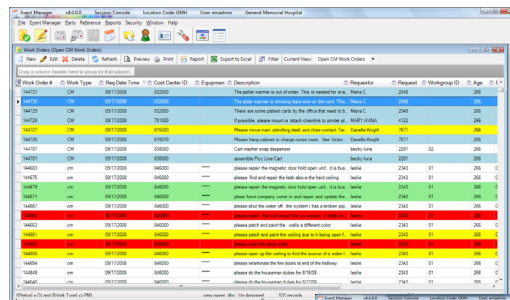
Features and Functionality.
PM Scheduling, Equipment Inventories, Work Order Processing, PDA interface and many, many reports. The functionality you need is "right there" in front of you, where you need it to be. And, you won't be confused or overloaded with features that you don't need or will never use. 100% of Event Manager's design is based on direct user input.

Flexibility and Compatibility
Paradigm's solutions are designed with robust and scalable MSDE or MS SQL Server database engines, allowing support for the stand-alone PC or the multi-user, networked environment. More importantly, Event Manager peacefully coexists with your existing computers and network systems.

Service, Support and Consulting
… is what we are best known for. We are committed to your success and are there when you need us.

Work Order Processing

Equipment Inventory and Maintenance

80+ standard reports.

Product History
1995-Version 1.0 released with links to IBM Mainframe
1996-Added support for Casio hand held devices
1998-Upgraded database engine to MS SQL Server
1999-Added support for Palm Pilot handheld devices
2000-Added support for barcode scanning devices
2001-Added enhanced multiple company/facility support
2002-Version 3.4 supports a centralized parts warehouse
2003-Version 3.5 released with updated interface
2004-Upgraded Web/ESR interface and E-mail Alters
2005-Ad-hoc reporting and Pocket PC support
2006-Updated with revised JCAHO and ISO requirements
2007-Revised core program for terminal server compatibility
2008–Version 4.0 developed with entirely new interface

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Managing and Processing Work Orders

One of the most important aspects of running a maintenance department is the management and processing of work orders. Work orders can include simple and complex tasks. With Event Manager, this task could not be handled any easier. Included as part of the core system are features and capabilities to simplify work order capture, the automatic assignment to maintenance workers, and the entry of labor and material usage into the system. Whether its using web interfaces to eliminate phone calls, or using palm pilots to eliminate data entry, Event Manager improves the work order process.

Creating Work Orders

The best run maintenance organizations use work orders to document all tasks and assignments. Creating work orders in Event Manager is a simple task. Simply enter the name, number, department and a description of the problem. Event Manager will automatically assign a work order number, which is then used to document the maintenance activities. The system is also smart enough to automatically assign the work order to a technician or to assign predefined work codes. There is no limit to the number of work orders that Event Manager can handle.
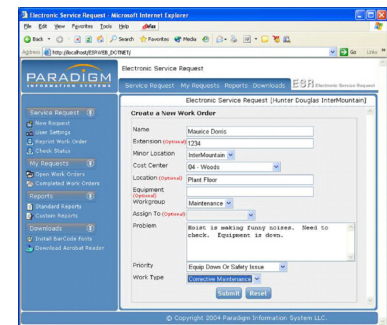

Work Order Capture

Managing Work Orders

Event Manager provides a simple, yet powerful interface for managing work orders. They are displayed in a color coded grid where the user can easily customize what is displayed. Work orders can be easily coded using dropdown lists and lookup screens, and status is reflected using the various color codes. From the Work Order list, you can easily assign or print multiple orders using the navigation and action icons on the screen.

Closing Work Orders

Closing work orders is the most important part of the process. Event Manager provides a simple interface that combines an intuitive windows look-and-feel with data-entry friendly features. Each work order can be assigned one or more user defined reportable codes. In many cases, the codes are automatically assigned. If you have one or a hundred work orders to close, Event Manager makes it easy.

Additional Work Order Features

- Document date, time and detailed maintenance activity
- Unlimited reporting capability with user-defined codes
- Add parts and material usage
- Document activity over multiple days or with multiple maintenance workers
- Compute cost of maintenance using labor and parts costs

- Charge maintenance costs back to various departments
- Detailed rules and messages are available for closing out work orders.
- Simultaneously support multiple facilities and maintenance departments.
- Run detailed reports on labor and material usage.

Work Order List

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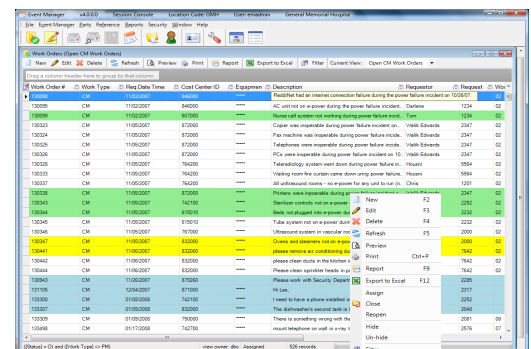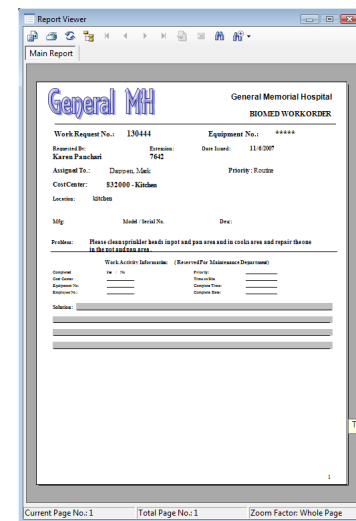
Equipment Inventory And Management

Equipment / Asset Inventory

You are responsible for maintaining equipment, the building, and all of systems inside. The pressure is always on to keep everything up and operating at top efficiency. To do this, working smarter and making good decisions will be key. Event Manager organizes your time, energy and resources, allowing you to easily collect good data on all areas of your maintenance operation.

Validated Attribute Information

Each equipment in inventory has dozens of validated attributes or fields. A sample of the fields are listed below.

- EIN— Equipment Identification Number
- Description
- Class code
- Cost Center
- Department
- Manufacturer

- Model
- Serial Number
- Status
- Building, Floor, Room
- Location
- Date in service
- Warranty Expiration Date

- Live Expectancy
- User Defined Fields
- Assigned Tech
- PM Schedule
- Comments
- Images/Docs
- Others...

Equipment Inventory Listing
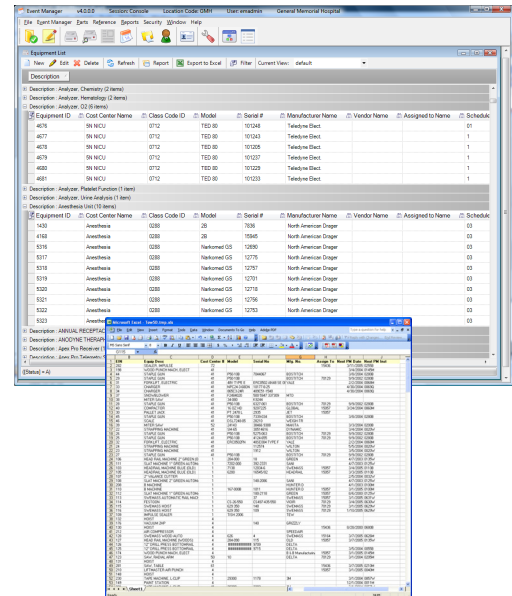and MS Excel export

Images / Documents

Event Manager allows maintenance managers the ability to store and manage images and documents for each equipment record. Multiple documents or images can be loaded for each EIN. Once loaded, these documents and images are instantly accessible for viewing to all users of Event Manager. Standard .doc, .xls, .txt, .jpg, .tif and .bmp formats are accepted.

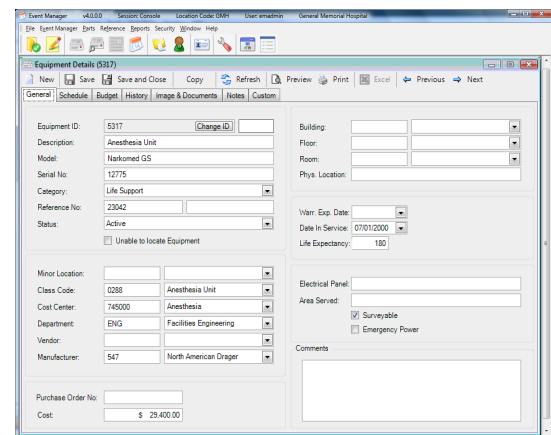Equipment Attribute Details

Equipment History

As PM and corrective work orders are processed in Event Manager, a complete equipment history is automatically collected. This information is always accurate, up-to-date and can be viewed on the screen or sent to a printer.
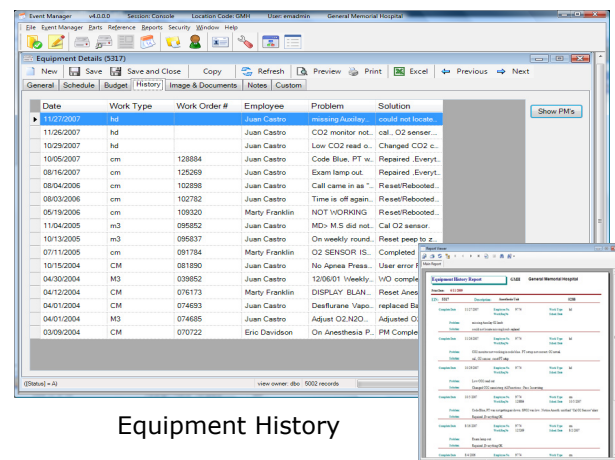
Equipment Life-Cycle

Event Manager tracks the date the equipment was placed in service, the life expectancy, purchase cost, and the warranty expiration date for all equipment assets. This allows the ability to compare the life expectancy with the exact cost of maintenance.

Equipment History

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PM Instructions and Scheduling

In order to properly maintain equipment and facilities, a good PM (preventative maintenance) program must be implemented. The PM program contains custom maintenance actions that need to be performed according to a set schedule or interval. Performing scheduled maintenance allows the maintenance department the opportunity to periodically clean, adjust and replace parts and components before the equipment or unit fails. Event Manager allows the maintenance manager to create a program that will reduce unexpected downtime, increase reliability and availability, measure efficiency and project labor requirements.

## Same Equipment, Same Maintenance

Event Manager organizes similar types of equipment into distinct classifications, called Class Codes. Each equipment class will have one or more standard maintenance plan associated with it. Since it is possible to have multiple pieces of equipment assigned with the same class code, all maintenance plans or maintenance instructions that are associated with the class are automatically made available to all pieces of equipment in the class. To put it simply, the information only needs to be entered once and it automatically applies itself to multiple units. Standard maintenance procedures also allow for statistical measurements of equipment reliability to ensure that the proper maintenance steps are being performed at the proper intervals on all equipment.
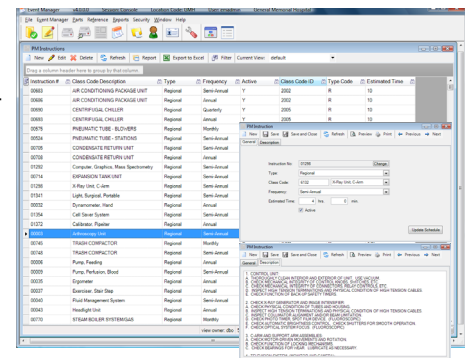

PM Instructions

PM Instructions

Event Manager manages and organizes PM Instruction sets by equipment class and interval, thus allowing for multiple instructions per equipment class, each with different intervals. Instructions can be written in a free-form field, allowing the maintenance manager total control over the content of the instructions. Once per month, week or even daily, the system will analyze the pm instruction information and automatically generate a PM work order that reminds the maintenance staff that there is scheduled maintenance that needs to be done. Whether you start with a recommended set of maintenance sets from a manufacturer or your own custom maintenance steps, Event Manager will manage the information and remind
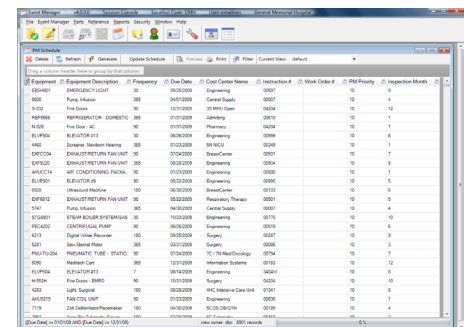
PM Schedule

Flexible Scheduling and Work Order Generation

Event Manager offers very flexible scheduling for PM work orders. When the instruction set is created, it can be assigned intervals of 365, 180, 120, 90, 30, or 7 days. If you like, you can also generate a daily instruction set. To ensure that all maintenance does not become due on the same day and month, Event Manager allows the pm schedule to shift from month-to-month on individual pieces of equipment. You can schedule maintenance for some equipment in March, and in June for others, while maintaining the same intervals. PM Work Orders will be created according to these custom settings and provide the maintenance manager the ability to spread their maintenance workload over different months.
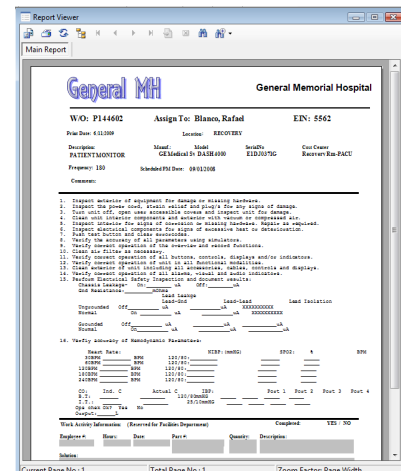
PM Work Order

Palm Pilots

Why not go paperless? Event Manager allows maintenance workers to store and manage their work orders using a Palm OS compatible device. This device enhances the processing of work orders by allowing the mechanic to capture vital maintenance information "at the point and time of service" while it still fresh in their minds. Each worker carries all open assignments on their device and can document all information needed to close the work order. Further enhance the process by placing barcodes on equipment, rooms and all printed work orders. Virtually ALL data entry is eliminated and work orders are closed out immediately.

Synchronize Palms with Event Manager
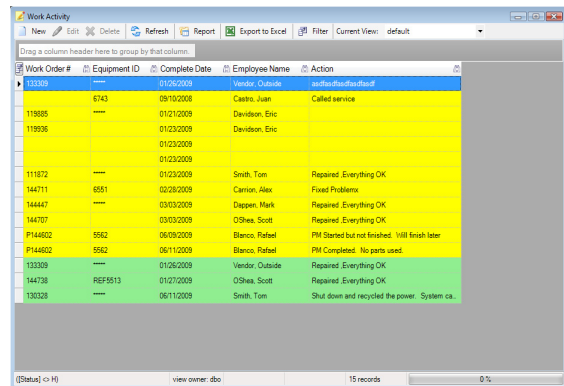
When the palm pilot is synchronized, it automatically loads all open work orders that are assigned to a specific maintenance worker. Also, all applicable work order codes, equipment inventories are loaded onto the device to ensure that the information can be captured accurately and easily, with a minimal number of errors.

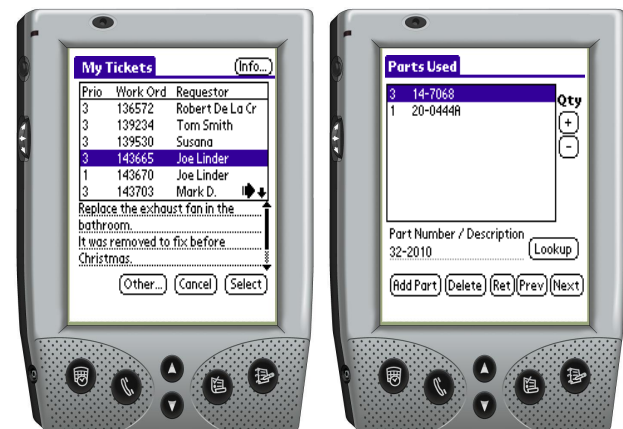## "at the point, place and time of service"

In many cases, work orders are documented at the end of the week or the month, long after the work has been completed. Because of this, it is common that one word solutions are provided, such as "fixed" or "completed". By providing the workers with the ability to document activities "at the point, place and time of service, more detailed and accurate information is captured, improving the quality of information stored in history.

Key Benefits

- Reduce or eliminate data entry problems
- Carries a full list of work orders assigned to a particular maintenance worker
- Download data and directly close any work order
- Point and click interface is easy to use
- Use bar-coded work orders to improve data collection process on palm pilots
- Drop down lists on the palm pilot match the Lookup lists in Event Manager
- Capture electronic signatures
- Document maintenance activities when no work order exists
- Capture / scan parts usage information
- Supports technicians that work at multiple facilities

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Reports

Good data drives good decisions. Event Manager enhances your decision making process by making all maintenance information available at the click of a button.

Event Manager uses Crystal Reports to generate report template files that are checked into the system and made immediately available to all users. Over 80 standard reports are included.
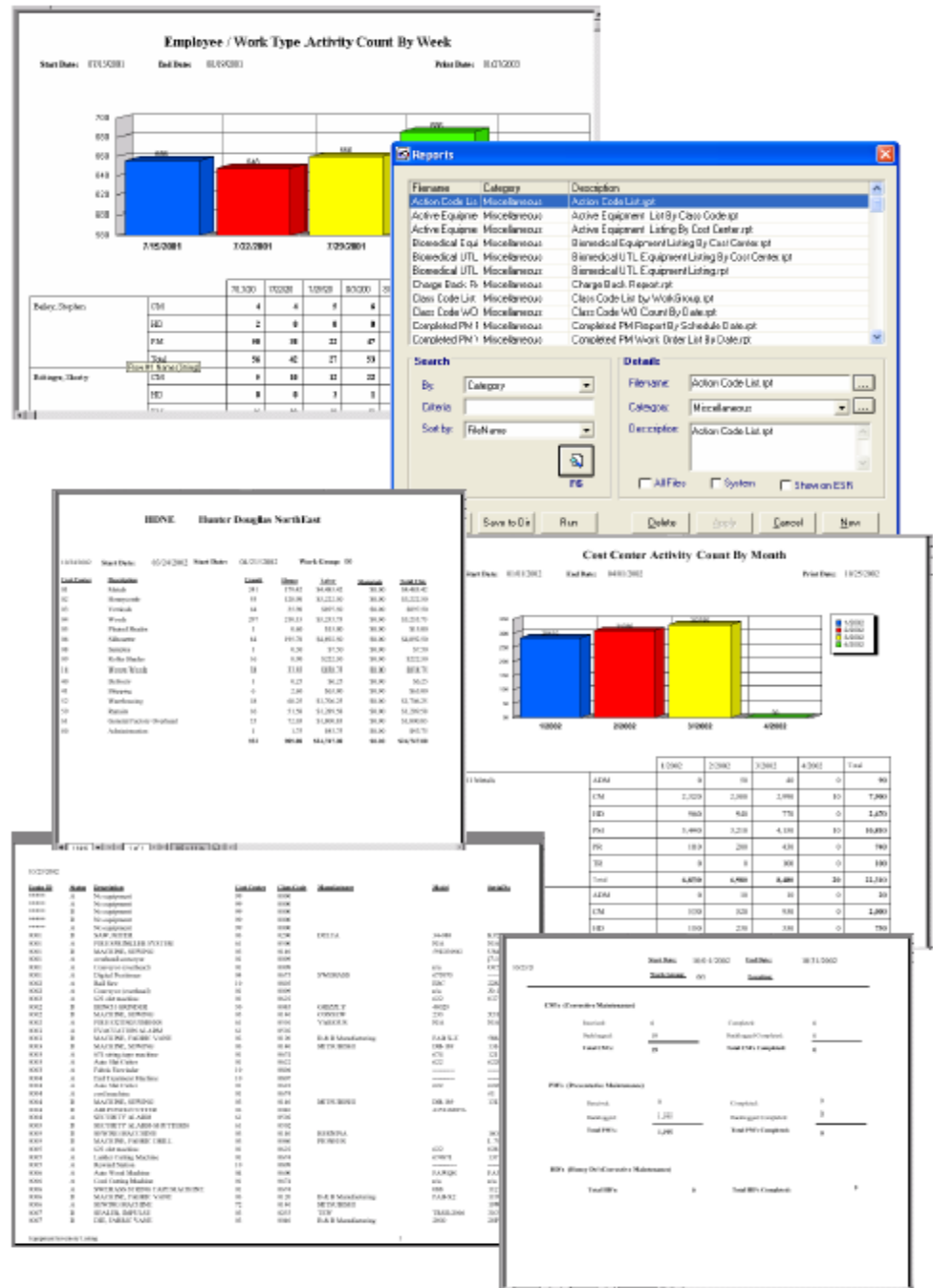
System Requirements

Workstation

Operating System	Windows XP SP2 or greater
Processor	1Ghz or greater recommended
RAM	512 MB for windows XP. 2GB for Windows Vista
Hard Disk Space	200 MB. 50 MB for installation
Monitor	1024 X 768 recommended
Graphics Adapter	256 colors
Printer	Deskjet or Inkjet minimum, Laser recommended (Laser printer required for printing barcodes)
Network	10 MBPS (minimum) / 100 MBPS preferred
CD-ROM	Recommended for install. If not available, then network drive or Internet access must be available during the set up process.

Server (Client Server Versions Only)

Database	Microsoft SQL Server 2000
Operating System	Windows NT 4.0 Server (SP5, SP6a) or Windows 2000 Server
Processor	1Ghz or greater recommended
RAM	512 MB (minimum) for 10 users or fewer; add 10 MB per user after 10
Hard Disk Space	6B free disk space and 4 GIG SCSI with PCI Controller (recommended)
Protocols	TCP/IP, NETBUI, Others
Network Interface Card (NIC)	10 MBPS (minimum) / 100 MBPS preferred
Software	IIS5.0 (web and ftp) minimum required for remote software updates and/or ESR/Web utility
CD-ROM drive	Required for installation

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