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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, allowing you to easily collect good data and make good de-

The screenshot displays two windows of the Event Manager software. The top window, titled 'Work Order Processing', lists a grid of work orders with columns for ID, Type, Date Due, and Description. The bottom window, titled 'Equipment Inventory and Maintenance', shows a detailed view of an item's history, including its description, location, and service details.

## 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.



80+ standard reports.

The screenshot shows a web-based 'Electronic Service Request' form. It includes fields for creating a new work order, entering service details, and specifying equipment and location information.

## Product History

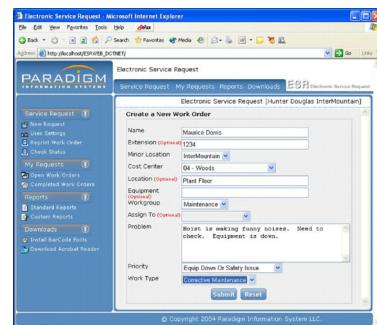
1995-Version 1.0 released with links to IBM Mainframe  
1996-Added support for Casio hand held devices  
1998-Upgraded database engine to MS SQL Server  
1999-Added support for Palm Pilot handheld devices  
2000-Added support for barcode scanning devices  
2001-Added enhanced multiple company/facility 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

# Managing and Processing Work Orders

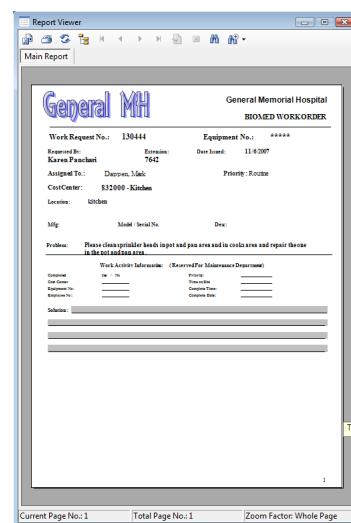
One of the most important aspects of running a maintenance department is the management and processing of work orders. Work orders can include simple and complex tasks. With Event Manager, this task could not be handled any easier. Included as part of the core system are features and capabilities to 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



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.

Work Order #	CM	Work Type	Start Date	End Date	Cost Center ID	Equipment	Description	Requestor	Request
130001	CM	11/02/2007	04/0000	----	1234	-----	Had lost an internet connection during the power failure incident on 10/2007.	John Doe	02
130002	CM	11/02/2007	07/2000	----	1234	-----	AC unit not on e-power during the power failure incident.	John Doe	02
130003	CM	11/02/2007	07/2000	----	1234	-----	Copper was irreparable during power failure incident on 10/2007.	Vincent Edwards	2347
130004	CM	11/02/2007	07/2000	----	1234	-----	PVC was irreparable during power failure incident on 10/2007.	Vincent Edwards	2347
130005	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130006	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130007	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130008	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130009	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130010	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130011	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130012	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130013	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130014	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130015	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130016	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130017	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130018	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130019	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130020	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130021	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130022	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130023	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130024	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130025	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130026	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130027	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130028	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130029	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130030	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130031	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130032	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130033	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130034	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130035	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130036	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130037	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130038	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130039	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130040	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130041	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130042	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130043	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130044	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130045	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130046	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130047	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130048	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130049	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130050	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130051	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130052	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130053	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130054	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130055	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130056	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130057	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130058	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130059	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130060	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130061	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130062	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130063	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130064	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130065	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130066	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130067	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130068	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130069	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130070	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130071	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130072	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130073	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130074	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130075	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130076	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130077	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130078	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130079	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130080	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130081	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130082	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130083	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130084	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130085	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130086	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130087	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130088	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130089	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130090	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130091	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130092	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130093	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130094	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130095	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130096	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130097	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347
130098	CM	11/02/2007	07/2000	----	1234	-----	Power failure incident on 10/2007.	Vincent Edwards	2347

# 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...

## 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 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.

The screenshot shows the Event Manager software interface. At the top, there's a menu bar with 'File', 'Event Manager', 'Parts', 'Reference', 'Imports', 'Security', 'Windows Help', and 'General Memorial Hospital'. Below the menu is a toolbar with icons for New, Save, Delete, Refresh, Report, Export to Excel, Filter, and Current View. The main window has several tabs: 'Equipment List', 'New', 'Edit', 'Delete', 'Refresh', 'Report', 'Export to Excel', 'Filter', and 'Current View: default'. Under 'Equipment List', there's a table with columns: Equipment ID, Cost Center Name, Class Code ID, Model, Serial #, Manufacturer Name, Vendor Name, Assigned to Name, and Schedule. The table contains rows for various equipment items like '4601 IN NCU' and '4611 IN NCU'. Below the table, there are sections for 'Description', 'Analyzer, Chemistry (2 items)', 'Analyzer, Chemistry (3 items)', 'Analyzer, Chemistry (4 items)', 'Analyzer, Packed Function (1 item)', 'Analyzer, Packed Function (2 items)', and 'Analyzer, Packed Function (3 items)'. On the right side of the interface, there are two smaller windows: one titled 'Equipment Details (5317)' and another titled 'Equipment History (5317)'.

Equipment Inventory Listing and MS Excel export

The screenshot shows the 'Equipment Details (5317)' screen in Event Manager. The top navigation bar includes 'File', 'Event Manager', 'Parts', 'Reference', 'Imports', 'Security', 'Windows Help', and 'General Memorial Hospital'. Below the navigation is a toolbar with 'New', 'Save', 'Save and Close', 'Copy', 'Refresh', 'Preview', 'Print', 'Excel', 'Previous', and 'Next'. The main area is titled 'Equipment Details (5317)' and contains a form for editing equipment details. Fields include: Equipment ID (5317), Change ID, Description (Anesthesia Unit), Model (Narkomed GS), Serial No. (12775), Category (Life Support), Reference No. (23042), Status (Active), Minor Location (0288), Class Code (0288), Cost Center (745000), Department (ENG), Vendor (Facilities Engineering), Manufacturer (547), Purchase Order No., and Cost (\$ 29,400.00). To the right of the form, there are sections for 'Building', 'Floor', 'Room', 'Phys. Location', 'Warr. Exp. Date', 'Date In Service' (07/01/2000), 'Life Expectancy' (180), 'Electrical Panel', 'Area Served' (checkboxes for 'Surveyable' and 'Emergency Power'), and 'Comments'. At the bottom, there are tabs for 'General', 'Schedule', 'Budget', 'History', 'Image & Documents', 'Notes', and 'Custom'.

Equipment Attribute Details

The screenshot shows the 'Equipment History (5317)' screen in Event Manager. The top navigation bar and toolbar are identical to the previous screenshots. The main area displays a table of work order history with columns: Date, Work Type, Work Order #, Employee, Problem, and Solution. The table includes rows for various dates from 11/07/2007 to 03/09/2004, such as '11/07/2007 hd Juan Castro CO2 monitor notl... cal. O2 sensor...', '10/29/2007 hd Juan Castro Low CO2 read o... Charged CO2 c...', and '04/01/2004 CM 074685 Juan Castro DISPLAY BLAN Reset An...'. To the right of the history table, there are two overlapping windows: 'Equipment History Report' and 'Equipment Maintenance Report'. The 'Equipment History Report' window shows a table with columns: Date, Work Order #, Employee, Problem, and Solution. The 'Equipment Maintenance Report' window shows a table with columns: Date, Work Order #, Employee, Problem, and Solution.

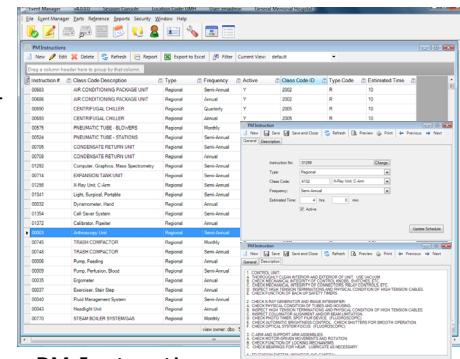
Equipment History

# 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

Event Manager - General Memorial Hospital - General Hospital									
PM Schedule									
Task ID	Description	Date Due	Work Order #	Priority	Inspection Month	Comments	Entered By	Entered Date	Last Modified By
E00001	EMERGENCY LIGHT	08/05/2009	Engineering	00001	10	4			
6000	Power Failure	04/01/2009	Central Supply	00007	10	4			
1000	Power Failure	04/01/2009	Engineering	00008	10	4			
P00001	REFRIGERATOR - DOMESTIC	07/31/2009	Abiding	00010	10	1			
N00001	Five Acc.	10	07/31/2009	Pharmacy	00014	10	1		
B00004	Exerciser Chair	06/01/2009	Engineering	00015	10	4			
4000	Screener Neutron Heater	03/31/2009	SHNUC	00049	10	1			
D00002	DISPLACEMENT PUMP	05/24/2009	BrewCerve	00051	10	1			
E00002	EXHAUST FAN	06/01/2009	Engineering	00054	10	4			
A00001	AIR CONDITIONING PACA	07/31/2009	Engineering	00055	10	1			
5000	Univac Machine	06/03/2009	Engineering	00056	10	4			
D00003	EVACUATE PATIENT FAI UNIT	06/03/2009	Respiratory Therapy	00057	10	5			
7000	Power Failure	04/01/2009	Engineering	00058	10	4			
S00001	STEAM BOILER SYSTEM	07/31/2009	Engineering	00070	10	10			
P00002	CENTRAL/LEGAL PUMP	06/26/2009	Engineering	00078	10	6			
Q00001	Exerciser Chair	06/01/2009	Engineering	00087	10	4			
S00001	See-Driver Heater	03/31/2009	Surgery	00096	10	3			
PAU170-204	PHARMACY TYPE 1 STAD	10/27/2009	TC / TN Neurology	00174	10	7			
10000	Exerciser Chair	06/01/2009	Engineering	00183	10	4			
E00004	ELEVATOR #13	07/18/2009	Engineering	00401	10	8			
H00004	Floor Selection - BMHD	06/10/2009	Surgery	00402	10	8			
100000	Floor Selection - BMHD	06/10/2009	Engineering	00403	10	8			
A00005	FIRE COOL UNIT	10/12/2009	Engineering	00530	10	1			
1719	Zar Defibrillator Parameter	04/30/2009	SC2B-OB/GYN	00538	10	4			

PM Schedule

A screenshot of the Event Manager software interface showing a detailed view of a work order. The main window is titled 'General MH' and shows a work order with ID P144602, assigned to Blanco, Rafael, with EIN 5562. It includes sections for Patient Info, Description, and Work Order Details. Below this is a 'Work Order Lines' section with a table showing items like '1. Inspect exterior of equipment for damage or missing hardware.', '2. Inspect interior of equipment for damage or missing hardware.', etc. At the bottom, there's a 'Work Order References' section with a table for 'Work Order References (Entered for Facility Department)'.

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

Work Order #	Equipment ID	Complete Date	Employee Name	Action
113305	6743	01/26/2009	Castro, Juan	Called service
119895	---	01/21/2009	Davidson, Eric	
119938	---	01/23/2009	Davidson, Eric	
	---	01/29/2009		
	---	01/23/2009		
111872	---	01/23/2009	Smith, Tom	Repaired. Everything OK
144711	8591	02/28/2009	Carron, Alex	Fixed Problem
144447	---	03/03/2009	Dippner, Mark	Repaired. Everything OK
144707	---	03/03/2009	O'Shea, Scott	Repaired. Everything OK
P114402	5562	06/09/2009	Bianco, Rafael	PM Started but not finished. Will finish later
P114402	5562	06/11/2009	Bianco, Rafael	PM Completed. No parts used.
133309	---	01/26/2009	Vendor, Outside	Repaired. Everything OK
144728	REF5913	01/27/2009	O'Shea, Scott	Repaired. Everything OK
130328	---	06/11/2009	Smith, Tom	Shut down and recycled the power. System ca.

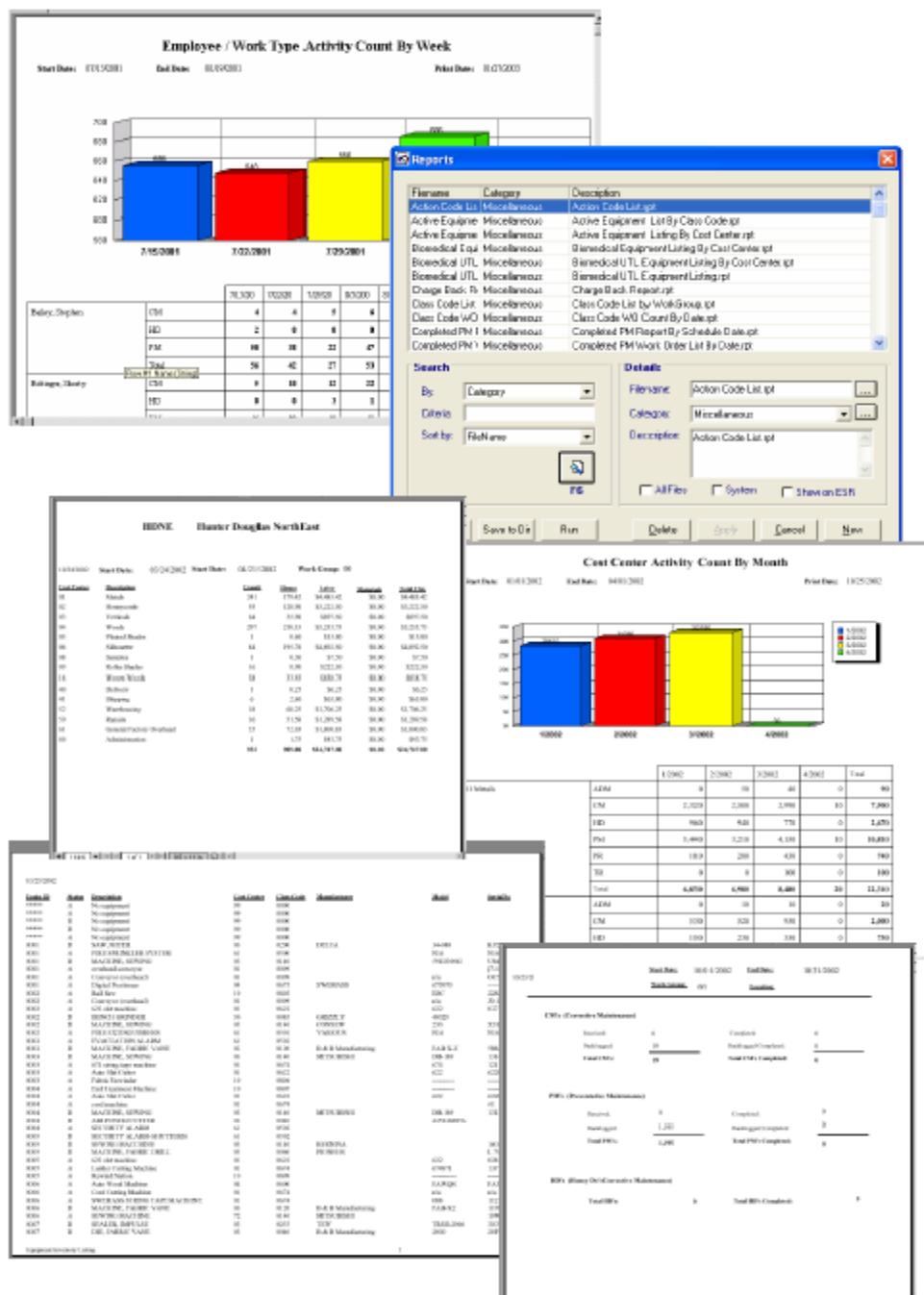


# Reports

- \* Partial Reports List
- Action Code List
- Active Equipment List By Class Code
- Active Equipment Listing By Cost Center
- Biomedical Equipment Listing By Cost Center
- Biomedical UTL Equipment Listing By Cost Center
- Biomedical UTL Equipment Listing
- Charge Back Report
- Class Code List by WorkGroup
- Class Code WO Count By Date
- Completed PM Report By Schedule Date
- Completed PM Work Order List By Date
- Completed Work Order List By WorkType
- Cost Center Activity Count by Month
- Cost Center Activity Count by Week
- Cost Center Activity Count by Work Type
- Cost Center Activity Report
- Cost Center List
- Cost Center Total Hours by Week
- Cost Center Total Hours by Work Type
- Cost Center Work Activity Report
- Employee Work Type Activity Count by Week
- Employee Work Type Activity Hours by Week
- Employee Work Type Hours by Month
- Employee Work Type Hours by Week
- Employee Activity Count by Work Type
- Employee Activity Report 2 (All Employees)
- Employee Activity Report
- Employee List By Location
- Employee Total Hours by Work Type
- Equipment History Information
- Equipment History
- Equipment Inventory Listing
- Equipment Listing By Cost Center
- Equipment Listing By Description
- Location Work Type Summary
- Manufacturer List
- Monthly Summary Report
- Open CM Work Orders By Cost Center
- Open PM Work Orders By Assigned Engineer
- Open PM Work Orders By Cost Center
- Open PM Work Orders By Month 2
- Open PM Work Orders By Month
- Open Work Orders By Assigned Engineer
- Open Work Orders By Cost Center
- Open Work Orders with Valid EIN #'s
- Open Work Requests By Request Date
- OpenPMWorkOrdersByMonth
- OpenWorkRequests
- PM Completion Statistics
- PM Instruction List By Class Code
- PM Instructions
- PM Listing By Month
- PM Monthly Count By Class Code
- PM Monthly Inst By Class Code
- PM Schedule By Class Code
- PM Schedule By Cost Center
- PM Schedule List By Date
- PM Statistics By Location
- PM Verification Report
- PM's Completed Late
- PM's Scheduled But Not Generated
- PMWorkOrder2
- Preventative Maintenance Yearly Schedule
- Priority Codes
- Problem Templates
- Solution
- Utility List
- UTL Letter
- Vendors
- Work Class List
- Work Order Status By Requestor
- Work Order Summary By Cost Center2
- Work Order Summary
- Work Orders Days Complete
- Work Request

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

<b>Operating System</b>	Windows XP SP2 or greater
<b>Processor</b>	1Ghz or greater recommended
<b>RAM</b>	512 MB for windows XP. 2GB for Windows Vista
<b>Hard Disk Space</b>	200 MB. 50 MB for installation
<b>Monitor</b>	1024 X 768 recommended
<b>Graphics Adapter</b>	256 colors
<b>Printer</b>	Deskjet or Inkjet minimum, Laser recommended (Laser printer required for printing barcodes)
<b>Network</b>	10 MBPS (minimum) / 100 MBPS preferred
<b>CD-ROM</b>	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)

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