



ReADY-to-Go!

What Happened to AiM?

Presented By: Cricket Manjarrez



Meet Cricket Manjarrez



About Cricket

- Going on 3 years with AssetWorks
- Professional Services team (aka the Road Warriors)
- Previous: AiM customer, coming from GWU : Production Control Manager /Preventive Maintenance Coordinator
- 16 years of experience with data management in maintenance, facilities and operations.
- Believes in listening directly to the “feet on the ground”, to gain a clear understanding of a process or a particular challenge.

 Cricket.Manjarrez@assetworks.com

 Phone 571-969-8659

Learning Objective

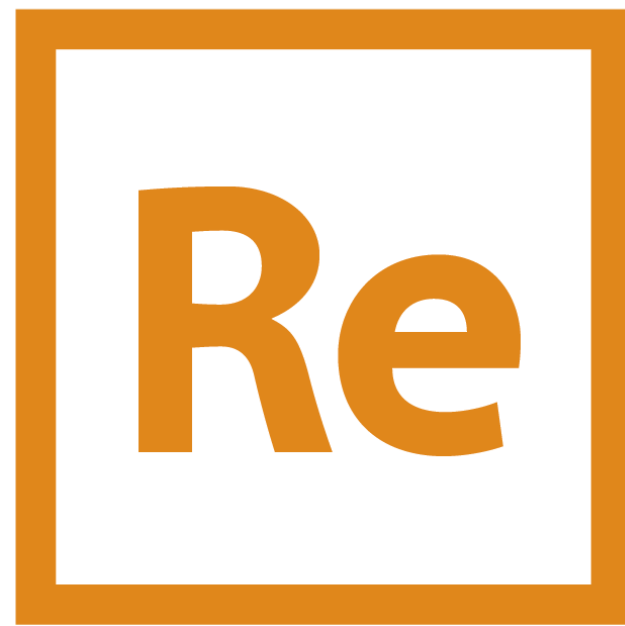


Learning Objective

- Define services that may be candidates for the AiM Bypass
- Understand the integral setup of problem codes and work codes
- Discuss workflow handling and how business processes are applied
- Breakdown the automated process into smaller pieces
- Submit a request through ReADY, directly onto a mobile assignment
- Discussion of best practices to apply system changes over time

AiM Bypass

The fast lane



ReADY

Facilities Self-Service



AiM

Enterprise IWMS



Go

Field Service Apps



ReADY -----> Go!

Take the leap.

Skeptics: Come out, come out

Wherever you are!



That's not our process



We Review Every Request



Turnover & absences



System Outages

Remember where you are



Business process application

Going straight to work order assignment

Property specific

Department specific

Work Code Specific

Qualifications/training requirements

Problem Code Defaults (great starting point)

..other variations

directly to a Shop, Intern, Supervisor, Building Manager in
Review Status, Another Department's Tech

Candidates for the AiM Bypass

Envision the perfect description with all the necessary details the first time.

Ceiling tile is stained	Air is blowing directly on my head	Hallway light burnt out
Too hot /Too cold	Toilet seat is loose	Eyewash station bottle is empty
Auto-Toilet is Beeping	Elevator lights out cab 1	Toilet running after flushed
Hole in Wall with Picture	Tub will not drain	Door handle does not turn
Showerhead is missing	Switch doesn't turn on light.	Trash can is overflowing
Key stuck lock	Motion sensor on too long	Smoke detector battery dying
No power to outlet	Lights are flickering or dimming	Slow Draining Sink
Ceiling tile is broken	The faucet is dripping	Floor tile is broken
	The outlet doesn't work	



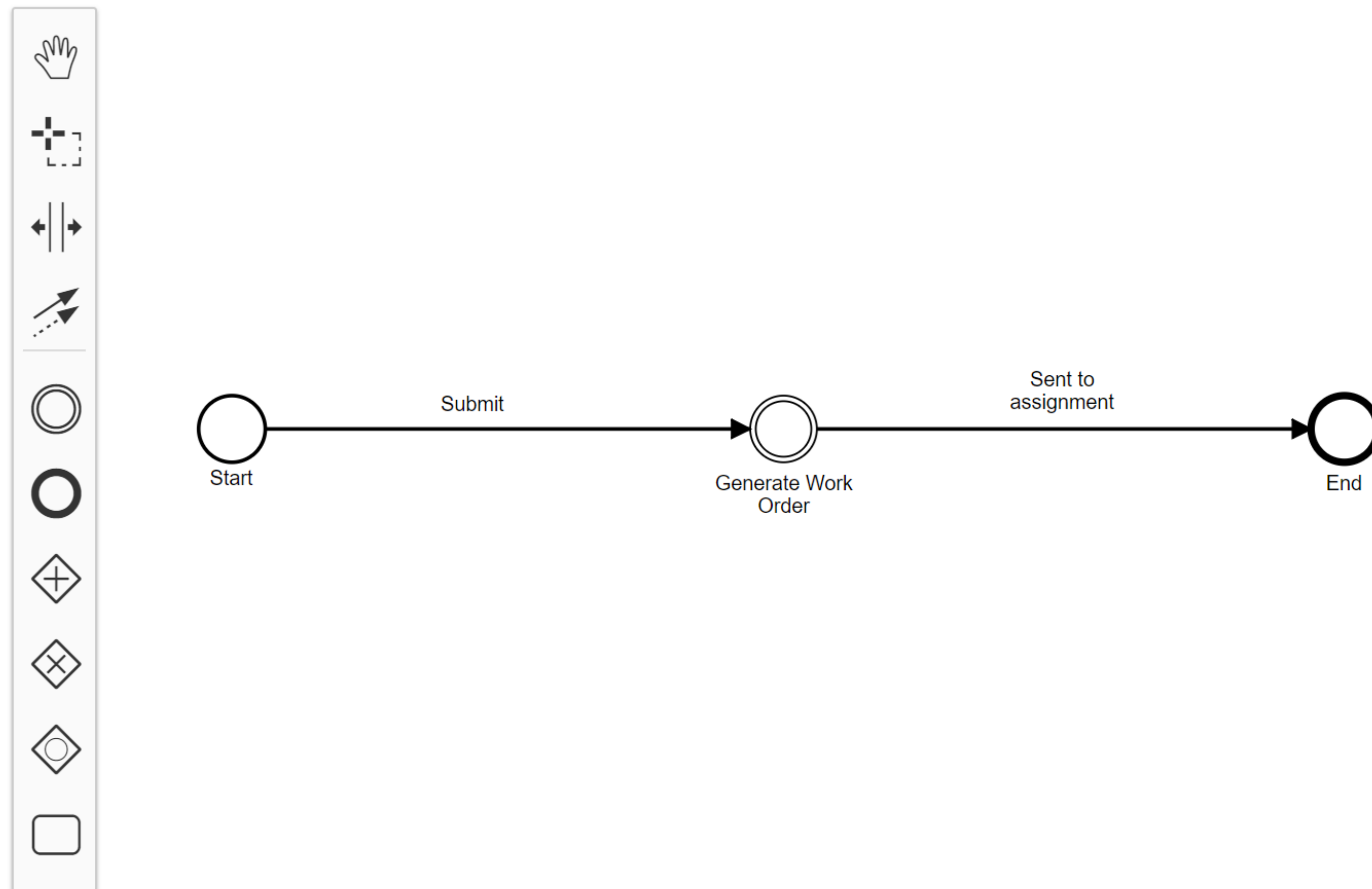
Setup

Automation Breakdown

ReADY Workflow

No stops necessary

After hours work order



ReADY Form options using JavaScript

JAVASCRIPT

```
var now = new Date();  
var nowHours = now.getHours();  
var problemCodeDDW;  
  
if ((nowHours >= 16) || (nowHours < 8))  
{problemCodeDDW= "PLUMBINGAF"; } else  
{problemCodeDDW = "PLUMB";}  
  
problemCodeDDW;
```

TRANSLATION

Get the Date
Get the hour of day
Get the value in the widget named "problemCodeDDW"

If it's after 4pm but earlier than 8am, use "PLUMBINGAF" as the Problem Code
Otherwise use "PLUMB" as the Problem Code

Display the answer

Problem Codes for JavaScript assignment

Automation fuel for ReADY

AiM

≡

Problem Code

CRICKETAboutLogout

Search

New

Action	<u>Problem Code</u> ↓	<u>Description</u>	<u>Shop</u>	<u>Primary Person</u>	<u>Priority</u>	<u>Type</u>	<u>Category</u>
Export	PLUMB	CLOG: PIPE/ TOILET/ SHOWER; OTHER PROBLM	WC10		URGENT	OPERATIONS	SERVICE CALL
View	PLUMBINGAF	After Hours plumbing request	WC10	FRIEDMAN_J	URGENT	OPERATIONS	SERVICE CALL

[CHARGEABLE VS SERVICE CALL](#)
[Problem Codes for Standard Maintenance](#)

Page 1 of 1GoDisplay: 25

FirstPreviousNextLastRecords Found = 2

https://psombcapp.assetworks.hosting:8443/fmax/screen/PROBLEM_CODE_BROWSE?pr...



Problem Code Defaults

Automation fuel for ReADY

AiM

Problem Code

CRICKETAboutHelpLogout

EditNewSearchBrowse

LEAK PLUMBING

Last Edited by CRICKET MANJARREZ On 04/04/2019 06:03 AM

LEAK PLUMBING

Type

[OPERATIONS](#)

MAINTENANCE AND REPAIR

Category

[SERVICE CALL](#)

WORK PERFORMED IN RESPONSE TO A CUSTOMER REQUEST

Work Code

[LEAK PLUMBING](#)

LEAK PLUMBING

Job Priority

Shop

[WC08](#)

BMT1 PLUMBING

Primary Person

[WELLS_T](#)

THOMAS WELLS

Priority

ROUTINE

ROUTINE

Labor Hours

Labor

Material

Equipment

Contract

Total

\$0.00

Record 1 of 3 Go

FirstPreviousNextLast



Problem Code –After Hours Assignment

Apply the primary person to cover the trade

AiM

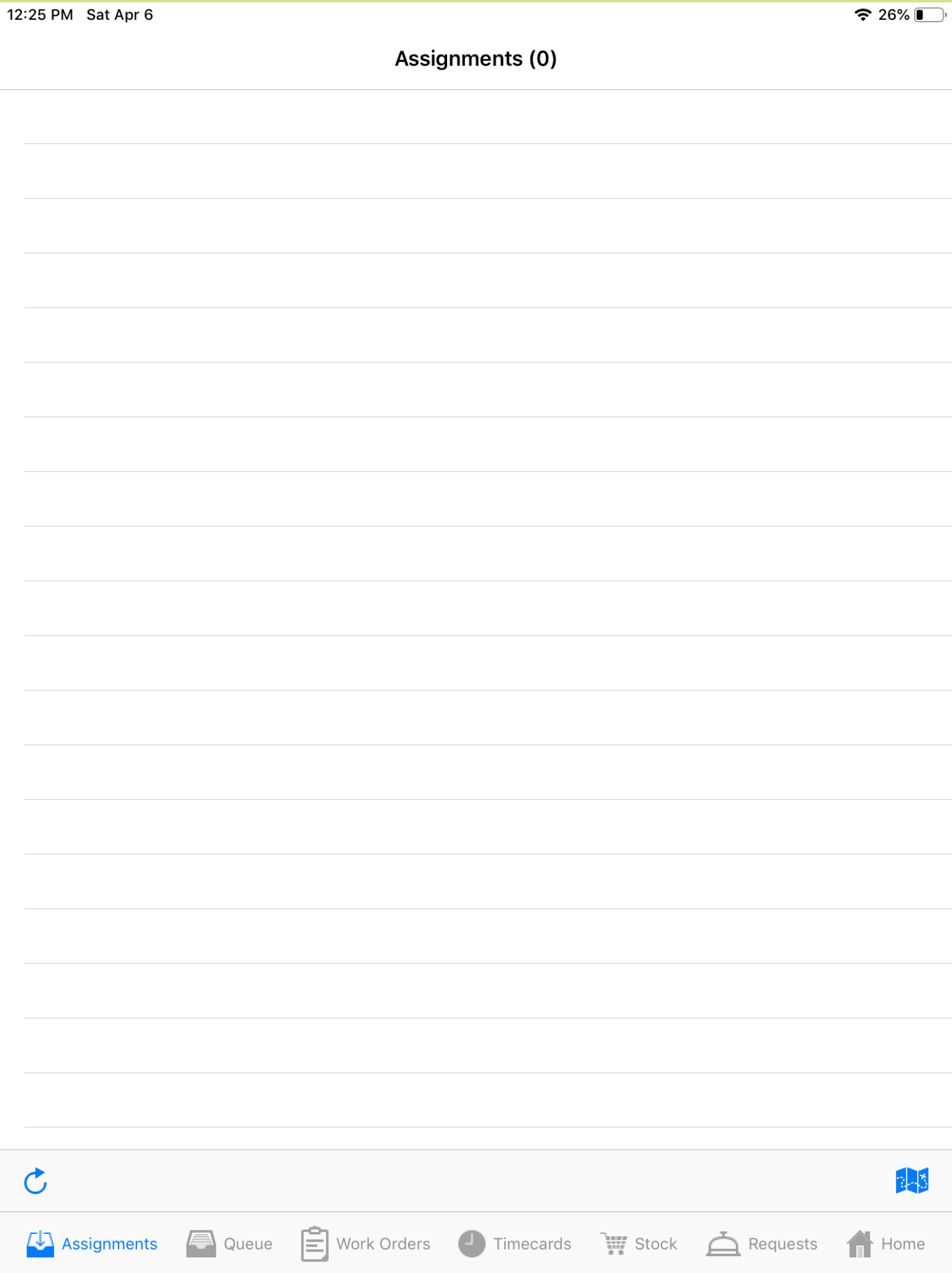
Problem Code

Search

New

Action	Problem Code ↓	Description	Shop	Primary Person
Export	CARP CI	CARPENTRY CALL IN	WC09	KNOX_H
View	ELEC CI	ELECTRICAL CALL IN	WC06	BROWN_K
CHARGEABLE VS SERVICE CALL	HVAC CI	MECHANICAL SHOP CALL IN	WC14	LOZA_A
Problem Codes for Standard Maintenance	PLUMB CI	PLUMBING CALL IN	WC10	FRIEDMAN_J

Straight to Mobile Queue





Demo

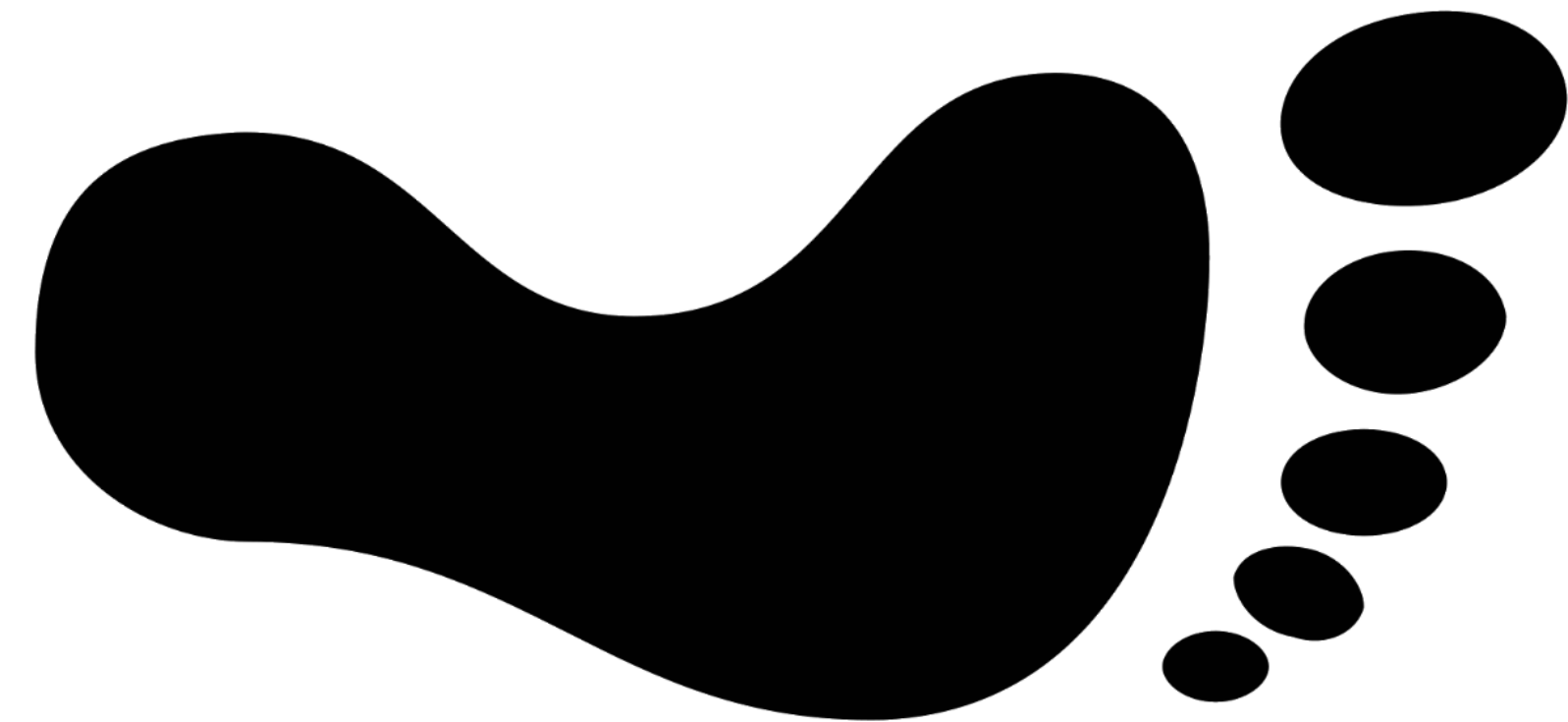
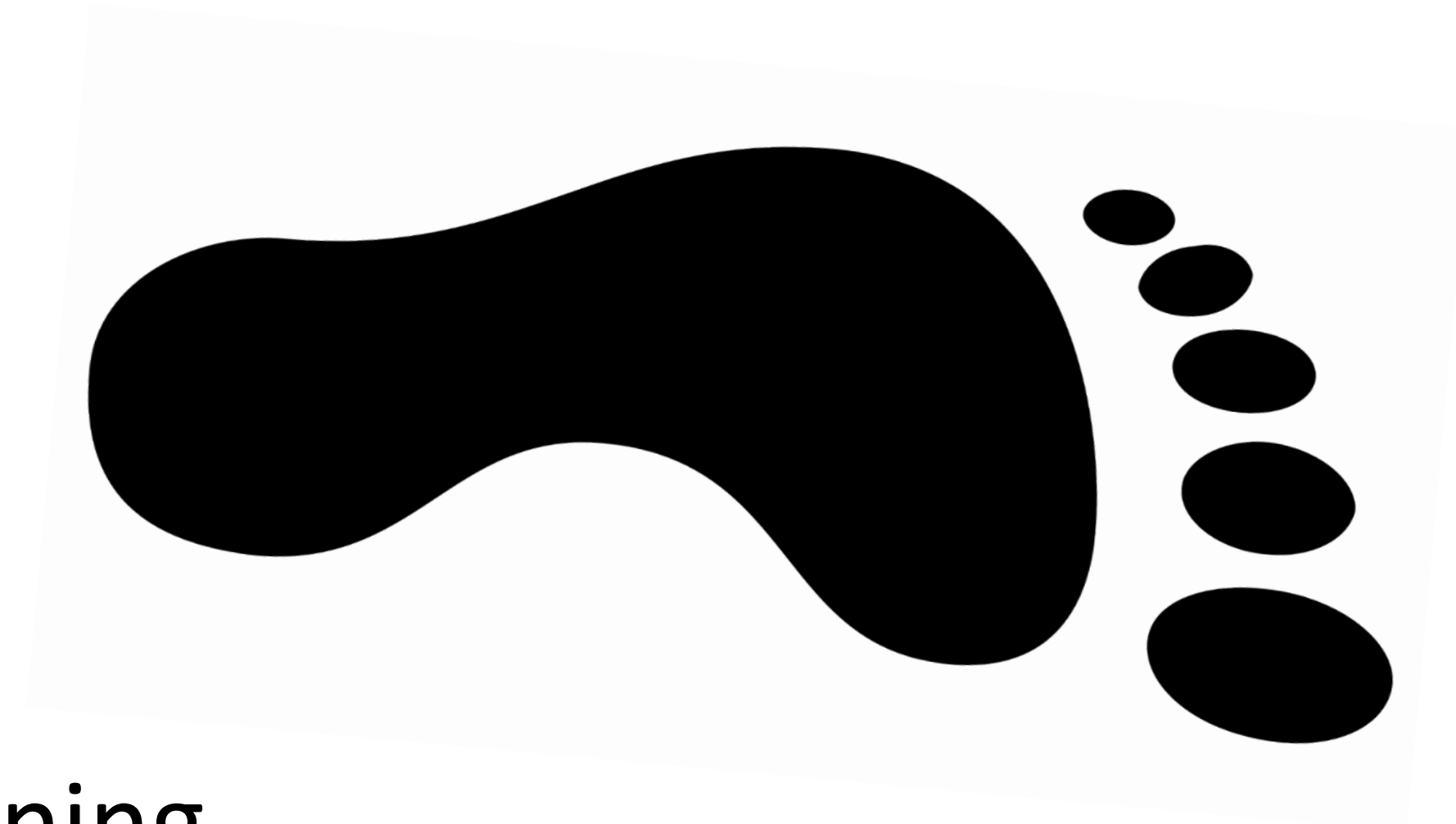
See for yourself

Best practices to apply system changes



Best practices to apply system changes

1. Stakeholder input
2. Plan and develop
3. Test and adjust
4. Training plus more training
5. Implement
6. Review





Wrap Up

Questions



Thank You!

