



# Work Manager Application

Get the job done

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The On Key Work Manager Application is the perfect solution for the asset engineer's demand to have real time data transactions at point of performance. Activating and completing work and giving feedback via mobile devices is an absolute requirement to meet the demand for 24/7 equipment availability.

## Benefits

- Data relating to the work performed is captured more accurately as it is done at point of maintenance real time.
- The field engineer/contractor can only see WOs that she/he is required to perform as the work flow is specifically optimised for his/her role.
- As the field engineer/contractor completes the WO, status changes are triggered real time in the contact centre communicating the work progress for improved communication.
- Improved communication and updates in the system ensure effective and efficient triggers for follow-up work.
- Work performed can be captured visually (photos) and linked to the WO.
- Standard operating procedures, permit to work documents and other pre-work authorisation can be attached to approved WOs for improved safety compliance.
- Risk assessments or work clearance forms can be prepopulated with WO information for ease of completion.
- Improved information velocity between the field and the system as documentation is immediately available in On Key (OK).
- Seamless integration with OK for instant WO updates.
- GPS coordinate snapshots verify that work is actually done and that it is performed on the right asset.
- Improved efficiency due to device integration enabling quick access to hand device functionality such as email, telephone and map features.

## Concerns Addressed

- Delays due to the time interval between receiving feedback from field engineers and updating the contact centre system.
- Poor efficiency and effectiveness of the communication between the contact centre and the field engineers when new work is received.
- Ineffective route planning and the associated additional fuel costs for field engineers because work allocation is not optimised according to the field engineers' location relative to the asset.
- Poor work order (WO) feedback based on illegible writing on paper documentation.
- Inability to audit/check that the correct work was performed on the right assets.



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## Key Features

- The artisan can view only the list of tasks scheduled for him/her.
- Individual tasks can be completed and additional data added as defined by the asset task configuration such as usage based tasks with meter readings, monitoring tasks with monitoring reading and inspection tasks with Pass and Fail.
- Follow-up tasks can be activated from the same WO.
- The list of spares required for the job is included in the task.
- WO start, pause, stop and sign-off status changes are available.
- Documents, photos and templates can attach to the WO.
- Technical support features are built into the application.
- Online/offline capability.
- Seamless integration with OK for instant updates.
- GPS coordinate snapshots are taken on certain actions.
- Simplicity of use – tailored for the specific user.
- A toggle sign-off process is available to clients who require sign-off on the application.

Only work orders and tasks relevant to the artisan is reflected on the screen

