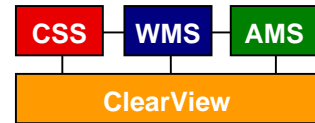


Huefner MANAGEMENT SYSTEMS

Service through Technology



HMS Asset Management

Maintaining an inventory of assets and their condition, defining optimal replacement strategies and meeting statutory reporting requirements are all objectives the Asset Manager must achieve.

- ✓ **Knowledge**
Registers of all Council controlled assets together with tools to evaluate scenarios and understand the impact of decisions
- ✓ **Compliance**
Conformity with financial accounting standards and best practice manuals via auditable and repeatable processes
- ✓ **Savings**
Accomplishment of cost savings through optimised delivery of asset improvements to your community

HMS Work Management

Maximising revenue and minimising expenditure together with the tracking of Inspections and Work performed on assets are core objectives that the Works Manager must achieve.

- ✓ **Compliance**
Conformity with the Road Management Act and control of legal risk using a proven and continually improving solution
- ✓ **Traceability**
Documentation of Inspections and Work Orders via auditable and demonstrable processes
- ✓ **Savings**
Realisation of cost savings through informed decision making and improvements in service delivery to your community

HMS Customer Service

Responding to customers needs, providing accurate information and minimising complaints are the core tasks of the Customer Service Manager.

- ✓ **Interface**
A two-way connection with your customers via the capture of requests and the provision of timely information
- ✓ **Satisfaction**
Fulfilling the needs of internal and external customers by putting people first and going beyond their expectations
- ✓ **Savings**
Improved financial return to your business through better understanding and analysis of customer needs

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