

# Huefner MANAGEMENT SYSTEMS

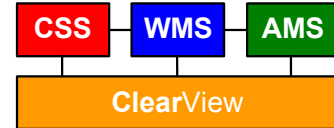
Service through Technology



## Integrated HMS Product

### Overview

A notable strength of **HMS** systems is that they are modular and able to operate either as *separate* applications or *together* as a unique and powerful *integrated* system.



**HMS** supplies software and support services for:

- Customer Service (**CSS**) - tracking of asset (and non asset) specific customer requests
- Work Management (**WMS**) - work orders / contract management
- Maintenance Management (**MMS**) - work orders, activity based costing (labour / equipment / material)
- Asset Management (**AMS**) - asset register, modelling, strategy determination, AAS27
- **ClearView** - dynamic geographical, graphical and textual reporting

The ability to share related data between these applications is what makes the **HMS** organisational model different - each application is tailored to an organisational role.

The Customer Service System (**CSS**) is designed to record details of a defect, deficiency or situation that requires resolution. Requests may be *asset-specific* or entirely *general* in nature; they may be rate payer or internally driven. Each Request is assigned to a relevant resource (ie staff member, contractor etc) for further action and is tracked against definable performance criteria.

The Work Management System (**WMS**) and Maintenance Management Systems (**MMS**) are used to define *activities* required to resolve the defect reported in the **CSS**. They are also designed for creating Work Orders to perform routine or unplanned *maintenance* on assets.

Outside of their modelling and financial capabilities, the Asset Management Systems supply a live asset register to **WMS** and **MMS**. This, in turn, allows for customer service contacts to be related to individual assets via **WMS** or **MMS** information.

Comprehensive reporting facilities, *embedded* GIS views (or alternately live external GIS links) and dynamic geographical reporting via **ClearView** completes the picture.

Note : **AMS**, **MMS** and **WMS** applications are discipline-based and are available for road, sewer (wastewater), water, drainage (stormwater), gas, park, building and bridge assets.

### Benefits

- Organisational roles are more clearly defined;
- Information is shared at each level;
- Customers are dealt with in a timely manner;
- Assets are managed;
- Risk is minimised, and
- Managers are relaxed.

Notably, because our integrated approach involves the recording and tracking of all rate payer complaints/inquires, your organisation's exposure in terms of public liability is limited. These are just some of the benefits of the **HMS** Integration Model.

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