

OSTENDO

One system • Complete operations

Asset Servicing

Features & Capabilities Paper

Ostendo Servicing manages the complete lifecycle of asset maintenance—from scheduled preventative work to reactive repairs. Whether maintaining customer equipment in the field or internal company assets, this guide explores how Ostendo helps service businesses deliver reliable, profitable maintenance operations.

Asset Management

Ostendo Servicing records historical, current, and future servicing requirements for both Internal (Company) Assets and External (Customer) Assets. This dual focus supports organisations that maintain their own equipment while also providing maintenance services to customers.

Assets can be defined within Service Zones for geographical grouping, enabling efficient scheduling and deployment of work based on location. Asset Tracking records physical location changes, and assets can be transferred between customers while maintaining complete service history.

Equipment can be defined at a lower level within an Asset. For example, an Asset might represent a Customer Site while Equipment records each individual Fire Extinguisher. Equipment tracking includes Name, Type, Serial Number, Manufacture Date, Expiry Date, Location, Model Info, and Readings.

Asset Origination displays how each asset was created—automatically from a Sales or Job Issue transaction, or manually entered from historical records. This traceability connects asset records back to original sales.

Preventative Maintenance

Preventative Maintenance can be configured using multiple scheduling methods. Defined Service Plans handle specific dates that don't follow a regular pattern. Recurring schedules manage regular service intervals—for example, the first Monday of every month.

Predictive scheduling bases service intervals on readings or usage as well as time. For example, service might be triggered every 1,000 hours or 3 months, whichever comes first. This approach optimises service timing based on actual equipment utilisation.

Mass Job Creation generates preventative maintenance jobs before their due dates. Job style and planned contents are controlled by job templates linked to assets, ensuring consistent service specifications.

Preventative jobs can group multiple assets by Service Type—for example, service all Photocopiers at a customer site in a single visit. Optional customer confirmation via email, letter, or phone call can be required before generating service jobs.

Reactive & Ad-hoc Service

Reactive jobs can be created at any time and linked to assets. This handles breakdown repairs, customer requests, and unplanned maintenance that falls outside scheduled service patterns.

Mobility allows service technicians to select assets for ad-hoc servicing while on site. If ten assets exist at a customer location, the technician can manually choose which ones to service during a visit—useful when not using full preventative maintenance scheduling.

Corrective Actions allow mobility users to generate call tickets or jobs for issues noticed while on site. This captures additional work opportunities and ensures problems are logged before they're forgotten.

Warranties & Service History

Warranties can be linked to assets with user-defined terms. You can create warranty combinations such as '6 months Parts and Labour' or '12 months Labour only'. The system tracks warranty status and alerts when work might be covered.

Full Job History is recorded for each asset, covering both Preventative and Reactive work. This complete service record supports trend analysis, reliability assessment, and customer reporting.

Asset Readings such as machine hours can be recorded via Mobility and automatically update the asset record. These readings feed into predictive maintenance scheduling.

Unlimited date/time stamped and categorised History Notes provide detailed asset records. Any electronic document or image can be linked to an Asset or Job Order.

Mobile Field Service

Standard Mobility functions on Android and iOS include issuing materials to jobs, timesheet entry for individuals, teams, or subcontractors, real-time inquiries, and creation of job quotes and orders. Scanning capability speeds up data entry.

B2B capability provides a customer portal for logging service requests. Customers can report issues directly, view their assets, and check job status without phone calls.

Configurable Data Capture supports compliance, QA, and any service-related documentation including checklists, photos, audio notes, signatures, typed notes, and order status updates.

Subcontractor deployment via Mobility sends jobs directly to external technicians. They record time, materials, and claims through their own devices. Timesheets return for approval, with optional buyer-created invoices allowing job costing before receiving supplier invoices.

Ready to optimise your service operations?

Contact your local Ostendo Consultant to discuss how these capabilities can be configured for your specific business requirements.

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