



PSConstructService

The solution for Service Management organisations

The 4PSConstruct Service suite offers a solution that addresses all the key business issues of organisations that service equipment or properties – from project managing installations to registering assets by location and type, from defining full technical specifications to setting up the contracts between you and your clients.

4PS offers full mobile support for the use of PDAs in the field, scheduling and allocating engineers by type, skill level, and territory, plus a complete solution for planning, maintaining and servicing assets as well as service costing and contract profitability. Altogether, 4PS has the depth of function you need to support your complex business operations.

SERVICE MANAGEMENT

Installation and Service is a very specific sector within the construction market, with its own special character. As a result, it has specific requirements with regard to materials and tools that have to be met.

4PS Construct is a suite of software consisting of over 50 granules built on the solid foundation of Dynamics NAV, fully certified by Microsoft as an industry-specific solution for service management companies, installers and project engineers.

Part of this comprehensive offering from 4PS is a complete Service Management solution. The suite consists of the following functions.

- Project Management
- Item Management
- Document Management
- Complaints Management
- Service & Maintenance
- Graphical Service & Maintenance Planning
- Customer Service Portal
- 4PS Mobile

- 4PS Timesheet Portal
- Fixed Assets
- Plant
- Financial Administration
- Payroll and HR

Let's take a closer look at each are to give you a better picture of how the solution supports your business needs.

Service & Maintenance

4PS Construct has a comprehensive Service and Maintenance solution that goes far beyond the standard solution available in Dynamics NAV.

This module allows you to manage service contracts and provide servicing on a planned or breakdown basis. The Service and Maintenance solution consists of the following main sections:

- Base data – equipment, locations, BOMs and physical inventory
- Costing of contracts based on service levels required and complexity of maintenance

- Generating maintenance orders for planned and reactive maintenance
- Entry and follow-up of breakdown calls (planning and digital job cards)
- Graphical planning (rough planning, fine planning and field engineer schedules)
- Posting hours and costs to service orders
- Invoicing contracts and service orders
- Monitoring progress with full contract and order control
- Long-term maintenance budgeting and planning.

Our solution is especially suitable for companies with a core business that focuses on maintenance and technical management.

Many of our customers are involved with security systems. 4PS offers them a specially developed security and safety module for registration and inspections.

Service & Maintenance Estimates

Estimates for Service & Maintenance differ from estimates for new building projects. Important information such as the condition, maintenance frequency, maintenance relationships, the asset brand and asset type can be recorded here.

This can serve as the basis for maintenance planning and the pricing of associated contracts.

Long-term Maintenance Planning

This granule provides you with a long-term maintenance budget that gives you a good idea of the maintenance costs you can expect

for inspections, preventive maintenance, breakdown maintenance, replacements, repairs and revisions over the entire life of the asset.

Information on the construction year, theoretical life span, conditions of use, technical specifications and other relevant data is recorded and used as part of this process.

This granule also enables long-term maintenance planning. The data held in this granule is used to generate a long-term maintenance plan.

You can use this plan as the basis for reliable maintenance advice for your customers.

It helps you to give your customers an idea of the maintenance cost prognosis in the long term (up to 10 years of life).

Service & Maintenance Deadline Control

Various milestones in service orders can be specified that dictate the frequency of reporting to customers.

This allows you to specify and monitor your contracts, SLAs and performance criteria against actual performance in the field.

This granule is integrated with the field service 4PS Mobile solution to offer instant feedback on the progress of jobs.

To ensure that jobs are planned in accordance with the contract and any SLAs, this granule is fully integrated with the graphical service planning board.

Rough Capacity Planning

This granule allocates resources to activities – service orders or projects.

It also shows a rough capacity plan for the resources needed to meet all your upcoming commitments.

This includes all predefined preventive maintenance tasks, outstanding job quotations and existing reactive maintenance work in the schedule.

It can also take into account the contract terms and SLAs in place.

Graphical Service Planning

The graphical planning board in 4PS allows your team to schedule orders, determine their sequence by specifying relationships between orders, specify turnaround times and allocate resources (engineers or subcontractors).



Andriessen's 200 employees deliver services for mechanical and electrical installations such as air conditioning, cold storage, central heating, in-ground storage, bathroom fittings, water treatment, fire protection, sprinklers, energy management and building management systems.



Thomas Armstrong are experts in construction services and the manufacture of quality building products. Established over 180 years ago, today they have a turnover in excess of £125m and 750 employees.



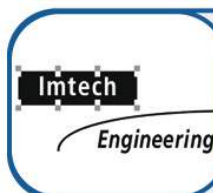
Hydro specialises in systems to control storm water and waste water, with a £35m turnover split between two US and two UK companies. They utilise both the projects and inventory management side of 4PS.



Shouksmiths is a building services company that designs and installs mechanical and electrical packages, for both the public and private sectors. The company has strong family values, based on quality of service, and runs 4PS projects and service maintenance solutions



Leading the field in decentralised power generation, combined heat and power, green energy and waste treatment solutions, Clarke Energy delivers manufacturing, installation and service & maintenance across the globe.



Imtech has approximately 22,500 employees and a turnover of around €3.8b. Its activities are mainly as technical service provider in the field of electronics, ICT and mechanical engineering. This subsidiary offers service and maintenance.

This planning screen, controlled by the engineer's actions in the field using his PDA, shows the order's progress in real time.

The planning tool allows you to quickly allocate tasks to engineers using a drag-and-drop technique.

This tool is especially suitable for work with a short timescale where you need to be particularly flexible and to move quickly.

Naturally, the graphical planning board is fully integrated with 4PS Mobile and the 4PS Customer Service Portal.

Customer Service Portal

This granule allows your customers to sign in to their account via the internet.

It allows you to offer a higher level of customer service, with customers themselves recording service issues, booking appointments and viewing key information about the progress of their service contract and related jobs.

Complaints Management

This granule enables complaints to be documented and then quickly circulated, dealt with and monitored until closed.

You can do this within a project, a contract or a service job. You can also easily perform analyses by type of complaint, degree of urgency, cause, etc.

4PS Mobile

4PS Mobile links Service Management to the engineer in the field via his laptop, tablet or PDA.

It enables you to do the following.

- receive electronic service orders from the back office with all the information relevant to you (e.g. location, description of the maintenance assignment or failure notification, date and time for execution, reporting procedure, etc.)

- accept or reject it, and specify the follow-up to the service order (travelling, working, reporting completion)
- see which other employees are involved in the execution
- see what work needs to be done on what installations
- see what materials are required and what the technical specifications are
- complete the order by specifying how many hours you have spent working on it
- provide feedback on the materials used, the solution and various texts
- let the customer place their signature electronically on your PDA
- fill in your own timesheet electronically and send it to the back office

Status changes in the PDA are visible immediately in the graphical service planning board (through the use of colours).

Instant updates from the field offer an immediate view of your performance against contracts.

In summary, the 4PS Mobile application is fully integrated with 4PS Projects, Service and Maintenance, Graphical Service Planning and the Customer Service Portal.

4PS Timesheet Portal

Employees can fill in their timesheets via the web, daily or weekly, using this granule.

Users of the Timesheet Portal do not need access to 4PS Service and so do not need a full licence – making this very cost-effective.

Features of the Timesheet Portal include:

- Logging hours via the Internet
- Full validation and integration with 4PS Construct
- Logging hours across companies, regardless of location
- Ability to enter negative hours (to make corrections)
- Ability to enter allowances and travel details
- Ability to copy hours of previous weeks
- Straightforward entry
- Filter features and favourites
- Configurable consent levels
- Leave overview and various reporting features

Project Management

At the heart of 4PS is the Projects granule. This allows you to record all of the information about the progress of a project that you need to capture and report.

Examples include supplying actual hours, time sheets, settlement statements, progress levels, forecasts and projections.

4PS offers several ways to calculate the outcome on projects – using the recorded progress levels, projections and revenues.

You can filter data to see it displayed in many different ways. You can send it out to Excel or email it to staff, customers or subcontractors.

All transactions are date and time stamped. This allows you to compare the budget at a particular point in time, even a point in the past, with the actual status as it is now.

Site managers or QS can get an online view of the progress of the project whenever needed, hold project meetings using one version of the truth.

You can control projects at all levels – main project, sub-project, department, contract amount, extension, WIP position, purchases, revenues, interim result, projections and progress levels.

Item Management

4PS Construct offers a lot of support in this area – features such as identifying items managed by the company's own staff for stock control (internal item file) and items that are supplied electronically by vendors – based on standard exchange formats, such as Luckins.

All Luckins data can be accessed from various places in 4PS Construct – estimates, budgets, advice orders, purchase orders – and all items can be copied directly into the relevant processes.

From item classification you can zoom straight to the Luckins basic items and from there to the actual trade items.

The trade items file is a standard part of the 4PS solution but it doesn't require you to hold all items from every supplier in your own internal item file, saving time and effort in creating quotes, estimates and budgets.

The supplied item information usually only contains gross prices.

The discount terms that apply to you are sent to you separately by the vendor.

You can load them directly into 4PS Construct and, after applying the net price calculation in these terms, you arrive at the net prices of the items.

Document Management

4PS offers full integration with MS Office applications – Word, Excel and Outlook.

4PS goes even further, allowing you to manage the flow of documents produced within Sales, Purchase, Projects, CRM, Service and other functional areas.

In addition, this granule provides Version Management, recording how often a document on this subject has been sent, by whom, when etc.

This granule also lets you create a link between the scanning program of your choice and 4PS Construct to allow incoming invoices to be scanned and stored.

Plant

Everyone has issues surrounding the control of plant. Whether it's your own equipment or hired in, it needs to be managed.

Monitoring locations, availability and managing the logistics of allocating and moving plant to projects as required is all part of the function offered in this granule.

Whether it's controlling the costs applicable to the use of your own equipment or the charges you incur on hired plant, 4PS will handle it.

Plant helps you to manage your plant or tools through registration, charging to projects, carrying out inspections and calculating the depreciation applicable.

Both the logistic aspects, like rental orders, location, planning, transport and issuing, and the financial aspects, like costs and revenues, are supported.

Using 4PS you will always know where any plant is located, what it costs, how much it is generating in revenue and its status – if it complies with safety regulations, if it is working or in repair.

The plant module is fully integrated with the other 4PS Construct modules.

Machinery can be purchased using the purchase module, depreciated with the fixed asset module and charged to projects via the project module and financial administration.

FINANCE

Financial Administration

4PS offers a fully integrated financial suite. Whether it is about posting, processing or consolidation, the system handles it all.

Tight integration makes it impossible to create differences between the general ledger and your project or service contract administration – data is only ever entered once.

Payroll & HR

4PS is integrated with leading payroll options – MiraclePay for NAV and Sage Payroll.

For those of you with a different payroll system, we offer an export of the key information you will need to run payroll through your third party offering.

Fixed Assets

The Fixed Assets granule allows you to classify assets by category, sub-category, department or location. You can calculate depreciation using various methods.

The Fixed Assets granule is fully integrated with Purchase, Financial and Plant Hire.

THE 4PS APPROACH

We have a unique approach to providing systems that delivers all the function you need – now and in the future.

Our approach marries two key concepts.

Firstly, we provide all the function that our customers in the construction sector need to run their business efficiently.

We do this by constantly adding function to our solution – function that has been defined and requested by our existing customers as being essential to them.

Secondly, we ensure that every single customer can take advantage of the function we add by adopting a policy of a 'single version' of 4PS Construct.

Any function we add at the request of our customers is added to the standard version of 4PS.

That means no modifications and no bespoke versions whatsoever.

The Benefits

Economies of scale

We get the economies of scale of adding function to a single version. When our customers have a good idea, we build it into our solution once and once only.

Staying up to date

Your system will always remain current. New function will always be compatible with your version of 4PS because you have the standard product installed.

Low-cost upgrades

We both get the benefit of a smooth, low-cost upgrade process that allows everyone to move forward quickly and painlessly.

The Microsoft Solution

4PS offers you the opportunity to benefit from innovations introduced by Microsoft and integrated into 4PS. Examples include SharePoint, SQL Server and the latest Office and Windows platforms.



Lomans Totaalinstallateurs's 300 staff have tremendous experience in the implementation of total projects – large or small-scale installations, providing every aspect. They design, build and implement solutions, which they then support under a maintenance contract.



Nunu specialises in designing and fitting control systems for technical installations in a constructed environment. The company, with approximately 60 employees, works as a subcontractor for several large engineering companies of control systems for hospitals, healthcare institutions, utilities and data centres all over the Netherlands.



Pranger-Rosier is an installation company with more than 250 employees, offering technical services in the non-residential, manufacturing and house construction sector. They offer a total service – from design to commissioning, from management to maintenance – they cover every area.



Professionals in technical engineering, together with service and maintenance, Romijnders work specifically within the construction and engineering sector. They offer support for any project, including construction, manufacturing, installing, plant hire and technical management for large utilities projects.



Seuren Glasservice offers installation and repair for all types of glass, including emergency callouts. Seuren carries out approximately 12,000 repairs annually, with 75 people and an annual turnover of €7 million.



Stiel Group are specialists in delivering service, maintenance, renovation and selective new development for professional property owners and managers in the construction, installation and maintenance sector around the Amsterdam area. With 110 employees, they have an annual turnover of €18m.



French company, VINCI, is one of the largest construction companies in the world. With a turnover of €4bn and 30,000 employees, they specialise in the field of information and energy technology – designing, implementing and maintaining solutions for the manufacturing, service and government sectors.

For more information about our products and services, please call: **01675 432400**, email us at: **sales@metaphorix.co.uk** or visit our website: **www.metaphorix.co.uk**