



Modular Enhancements

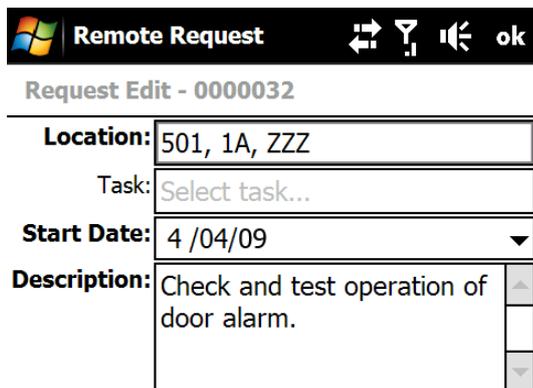
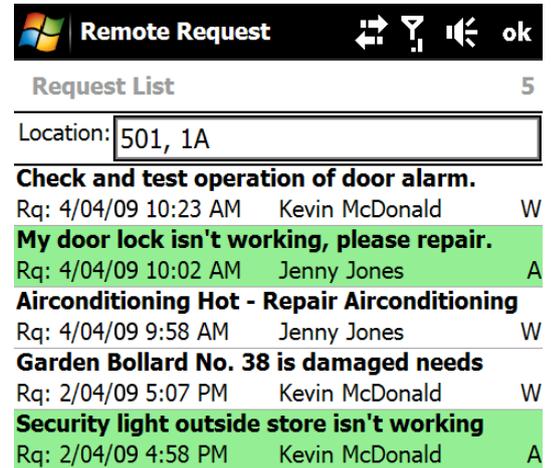
# pocketBEIMS® Remote Request

Create and monitor location based job requests with true mobility using pocketBEIMS Remote Request.

pocketBEIMS utilises the latest PDA (personal data assistant) technology to communicate with BEIMS via a Wireless Network, GPRS (data transferred over the mobile network), or cradle based synchronisation.

pocketBEIMS Remote Request allows users to submit Work Order requests in real time via their Windows Mobile. Along with pocketBEIMS Work Orders and Asset Collection, BEIMS users now have the comprehensive means of creating, completing and monitoring work order progress and the ability to audit their facilities and collect asset details in the field.

Upon opening pocketBEIMS Remote Request, the user can easily see the Work Order requests in a particular location or department. If there is necessary work in the area that is yet to be requested, the user can then quickly create a Work Order request using the request edit screens. The customisable request edit screens allow users to add details of work to be completed, the location, costs and expenses, and also allows the user to select a Task.



With pocketBEIMS Remote Request on their Windows Mobile, maintenance, security or even house-keeping staff have the ability to report faults as they go about their duties. When combined with BEIMS Work Order Automation (WOA), Work Orders can automatically be created resulting in a rapid response to requests.

pocketBEIMS Remote Request opens up new methods for managing and monitoring Work Order progress. Organised audits of rooms, floors and buildings can be conducted whilst roaming facilities in person, saving time and effort required to record necessary work and enter it later. Supervisors and maintenance staff can also use the location filter to quickly view Work Order progress within their locality.

Whilst offering gains in productivity and providing further control and access to Work Order progress, pocketBEIMS Remote Request completes the BEIMS suite of mobile maintenance technology (along with pocketBEIMS Work Orders & pocketBEIMS Asset Collection).

With the ever increasing functionality of pocketBEIMS, maintenance departments can now put forward a strong case for the implementation of a new or expansion of an existing pocketBEIMS system.

#### **BENEFITS:**

- ✓ Report ad hoc Work Order requests in real time whilst on the job
- ✓ Conduct organised mobile audits of facilities and assets from your Windows Mobile
- ✓ View Work Order progress whilst in a specific room/floor/building
- ✓ Monitor the status of Work Order progress whilst maintaining mobility
- ✓ Increase accuracy of Work Order requests as requests are not repeated
- ✓ Further justify/diversify costs of implementing/expanding a pocketBEIMS installation

#### **TECHNICAL:**

pocketBEIMS software is designed to be used on a Windows Mobile using Microsoft Windows Mobile 2003 operating system and above. Windows Mobile is a compact operating system developed by Microsoft, and designed for use in smartphones and mobile devices.

pocketBEIMS communicates with the BEIMS database via web services installed on an Internet Information Server. To achieve this pocketBEIMS requires one of three methods of communication to the web service. These are:

#### **Dock Connection**



This is the most basic method of connection whereby data between the two points is synchronised whenever the Windows Mobile is returned back to its docking station. This is performed using the Microsoft Active Synchronisation component.

#### **Wireless (WiFi) Connection**



This form of connection requires a wireless network to be installed and available at your site. It also requires the Windows Mobile to be WiFi compatible.

WiFi networks can encompass large geographic areas so a major advantage of this method of connection is that pocketBEIMS data can be sent and received without the need to return the Windows Mobile to its docking station.

More info available at [www.wi-fi.org](http://www.wi-fi.org)

#### **GPRS (General Packet Radio Service)**



GPRS facilitates data transfer across a mobile phone connection (requires Windows Mobile with mobile phone functionality).

This type of connection relies on the pocketBEIMS Web Service being available on the internet. An account with a mobile phone carrier is required.

Once GPRS has been established, pocketBEIMS can theoretically work anywhere around the world.