

FISSARA IS A NEW TYPE OF APPLICATION;

TOTAL OPERATIONS MANAGEMENT

IT SIMPLY PUTS YOU IN THE DRIVING SEAT FOR SERVICE DELIVERY

fissara

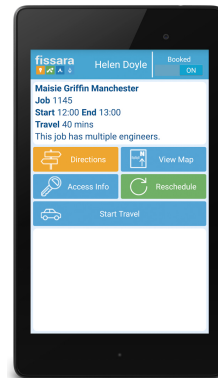
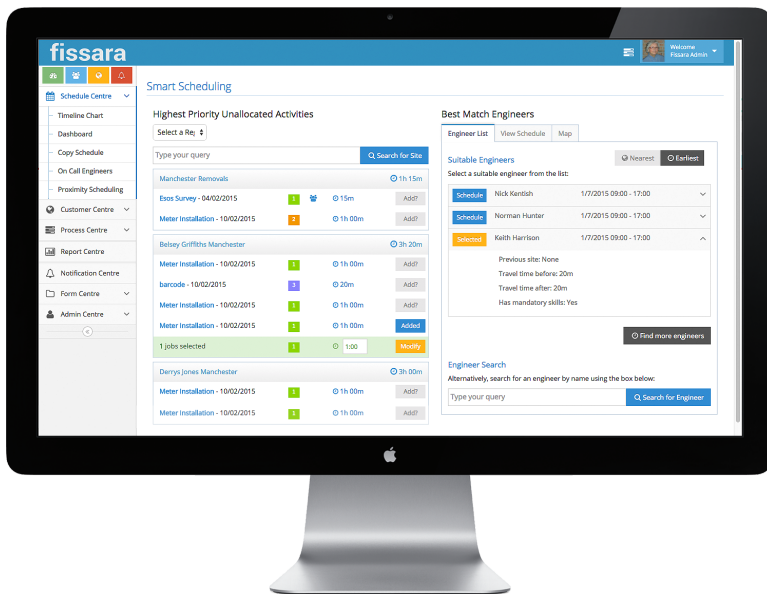


Cloud based software for organisations with a mobile workforce. Fissara enables the simple management of services, assets, processes, customers, schedules, data and people.

Fissara focuses on solving ecological problems by using innovative technology. Fissara eliminates tones of paper from your business using our unique formul8 module and intuitive Workflow Centre, greatly optimises and monitors the distance travelled by your workforce with Proximity Scheduling and enables the management of recyclable assets outlined by ISO 55000. Fissara is a cloud-based subscription service that is cost effective and highly scalable.

Our aim is to be the number One technology choice when considering the environment.

Fissara is modern and exciting, with a clean and intuitive look and feel.



FISSARA IS ONE APPLICATION WITH
7 CENTRE'S OF KEY FUNCTIONALITY:



CUSTOMER

Managing Resources

Customer Management



SCHEDULE

Site Asset Management

Project Management



RESOURCE

Scheduling field workers

Managing Processes



MOBILE

Collecting Data

Engineer Mobile Schedules



ANALYSIS

Analysis of Data and Efficiency



PROCESS

Follow up Activities

Document Handling



FORMS

Duty of Care

Mapping & Locations

Fissara is built by us on a single SOA platform using the the latest Technology which is fast, scalable and flexible.

SO IT ALL WORKS SEAMLESSLY.

www.fissara.com

WHAT DOES IT DO?



CUSTOMER MANAGEMENT

Improve your customer service with accurate customer and site information

- Manage Customer Details
- View job history, date time, work done, data collected etc.
- Record customer contacts

Site management

- Manage site information, such as access, security etc.
- Manage site actions such as recurring inspections
- View all site history, visits, pictures, barcodes and signatures



SCHEDULE

Continually improve the efficiency of your field teams, reduce costs and improve customer service

- Drag and drop visual schedules
- Travel time calculations
- Proximity Scheduling – best person for the job
- Mapping
- Skill Profiling
- Meet Customer SLA targets



RESOURCE MANAGEMENT

Ensure you are making the most of your resources and maintaining the correct skill levels

- Administering your system and resource information
- Maintaining Employee details
- Managing Skills profiles
- Managing organisational structure for assigning process steps
- Defining roles and responsibilities

www.fissara.com

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Resources

Planning

Cost Control

Customers

SLAs

Skills

Travel

History

THE BENEFITS

Customer Service improvement

benefit	fissara feature
Reduced asset faults	Schedule and manage repeating maintenance tasks
Reduction in missed and abandoned jobs	Booking exact times for customer visits
Minimise customer queries	Availability of real time Information
Less customer disruption	Accurate scheduling of visits and downtime
Reduced errors and the need for re-visits	Collection of data at point of delivery
Correct information for billing and dispute resolution	Full Audit trail of past, present and future jobs

Cost Savings

benefit	fissara feature
Reduced travel costs and time	Real time proximity scheduling
Optimised utilisation of staff and reduction of non core activity time	Smart Scheduling of people against work requirements
Reduction in printing, paper and courier costs	Paperless end to end processes
Improve skills utilisation and reduce re-visits	Manage skills and match them against jobs
Reduce administration resources	Automation of complex processes (workflow)
Minimise lost stock and assets	Asset tracking and asset identification

Auditability

benefit	fissara feature
Reduced customer queries and administration time	Complete electronic data trail
Reduced regulatory penalties, reduced insurance, reduced litigation risk	Ensures regulatory processes; H&S, hazard management, duty of care, lone workers
Improved quality, reduced training overhead, faster job turnaround	Consistent standards
Correct information for billing and dispute resolution	Full Audit trail of past, present and future jobs

Service and Technology

benefit	fissara feature
Lower support overhead, lower overall ownership cost	We provide everything – System, support, devices, airtime, helpdesk
Low cost of entry, Low total cost of ownership, no need for IT hardware or extra IT resource	Highly scalable Cloud based service
Reduce the risk of loss of data or data theft	Security – Fissara has inbuilt security on the web and mobile