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RMI ADVANTAGE 2009 SP1 Application Improvement 02 May 25, 2010

RMI is pleased to announce the release of Application Improvement 2 for *ADVANTAGE 2009 SP1*. With this release, RMI continues to exceed its commitment to providing streamlined business processes and ease of use for managing a rental, sales and service business.

Planned Maintenance Improvements

Service departments commonly perform work on both company owned and customer owned equipment. Under both cases, equipment can undergo “on-demand” service, where there’s a pressing issue that needs to be resolved, as well as planned maintenance, sometimes referred to as operational maintenance. In this release, RMI has significantly improved visibility into proactively managing all aspects of planned maintenance.

Planned Maintenance Schedules have been improved in the following ways:

- Standard Planned Maintenance schedules may be defined by class of equipment, greatly simplifying the setup for each individual unit. Once the standard schedule has been created, it may be modified per piece of equipment.
- Establish One-time services in addition to Recurring Services. This greatly improves the tracking of single event services, such as a recall or safety notice.
- Manage time only based services, in addition to metered usage based services. Now you can easily establish time based services to proactively manage safety inspections, or regulated inspections.
- Ability to create Service Bill of Materials, referred to as Service BOMs. This powerful tool streamlines data entry, since you define the parts and labor required for a standard type of service. Service BOMs can be assigned to the PM schedule, automatically creating your parts list as the Service Work Order is created, greatly improving efficiency and accuracy.
- As Service Work Orders are created for on-demand service, users are notified of any planned maintenance that should be scheduled for the equipment. The maintenance schedule is presented so the service specialist can communicate the work due while they have the customer on the phone. In addition, ADVANTAGE notifies you of services due on other equipment located at the same site. This allows your service specialist to provide high value customer service while driving additional service revenue for your organization.

Planning and Scheduling Boards

Service Specialists and Dispatchers are truly effective when given the tools to best perform their jobs. Ease of use, quick access to relevant information and streamlined processes are crucial. With this release, RMI delivers a more succinct way of getting the job done.



Planning Board:

The Planning Board works in conjunction with Planned Maintenance Schedules. Service Specialists are able to proactively reach out to customers to discuss equipment and services coming due. In addition to viewing equipment due for the customer, they can easily view resource capacity by day. Together, they can agree on service date for all of the equipment at a given site so your technicians can spend more time servicing equipment.

Occasionally, your customer may wish to push off service, as the equipment may not have been used as frequently as usual or they may have performed the service themselves. In this case, the Service specialist may choose to postpone or skip the service. The Planning Board is used to capture the reason for the delay and reschedule to a future date.

Scheduling Board:

The Scheduling Board takes dispatching to a new level. The dispatcher now has quick access to Service Work Orders, as well as the equipment scheduled for service. From this single screen, they can easily assign technicians to work orders, view future technician capacity and availability as well as technician group availability. As calls are coming in, the dispatcher can create new service work tickets for both customer owned and company owned equipment.

Service Availability

One of the most important questions a service department is asked is “When can you do the work?” With Service Availability, you can now quickly answer that question with certainty! On a given date, you’ll know exactly how many Service Orders and pieces of equipment are scheduled for service. You’ll also know capacity, scheduled hours and available hours for a class of technicians and / or individual technicians.

Service Item Improvements

ADVANTAGE continues to develop tools to deliver easy access to information. In this release:

- A Service Summary is quickly accessible for a piece of equipment. The new Closed Service Work Orders provides a summarized list of each Work Order on which the equipment was serviced. From this list, you can easily access Service comments, Invoices and Work Order details.
- Easily analyze Service Contracts at the total Contract level, and now for each piece of equipment on the contract. ADVANTAGE delivers profitability on each contract line using Service Contract Line Statistics.

Service Purchasing

Purchasing directly for Service Work Orders is commonplace. With ADVANTAGE, you can create Purchase Orders directly related to a Service Work Order. ADVANTAGE gives your team visibility to carefully manage the rare event where the Purchase Order needs to be cancelled.

For more information on RMI’s ADVANTAGE Solution, contact us at 800-252-5011 or at www.rmiusa.com