



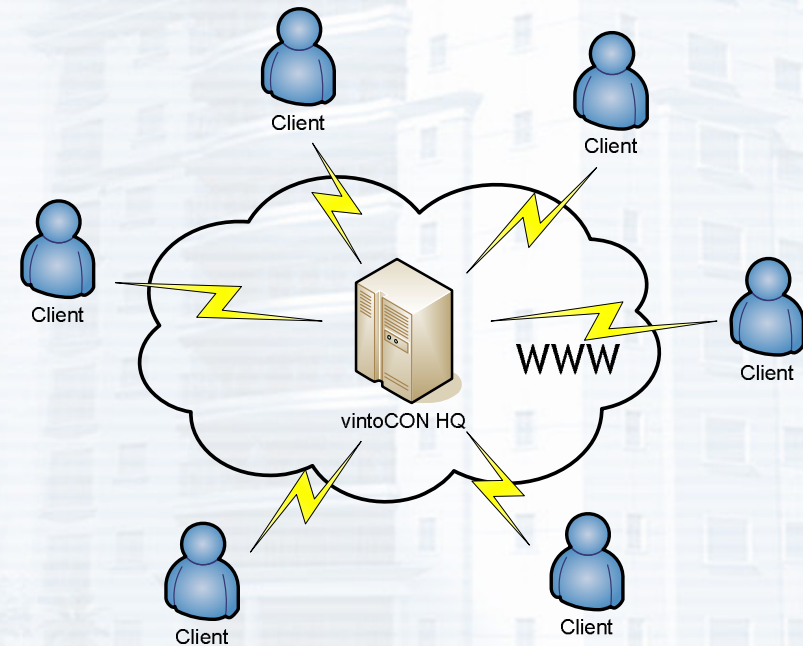
ProFM Helpdesk

Effective Web Based Maintenance
Management System

ProFM Helpdesk

- *CAFM solution without additional IT investment*
- *Requires only an internet connection and a web browser*
- *Reachable anytime from anywhere*
- *User friendly, easy-to-use interface*
- *It's free!*
- *Additional services available on a monthly fee basis:*

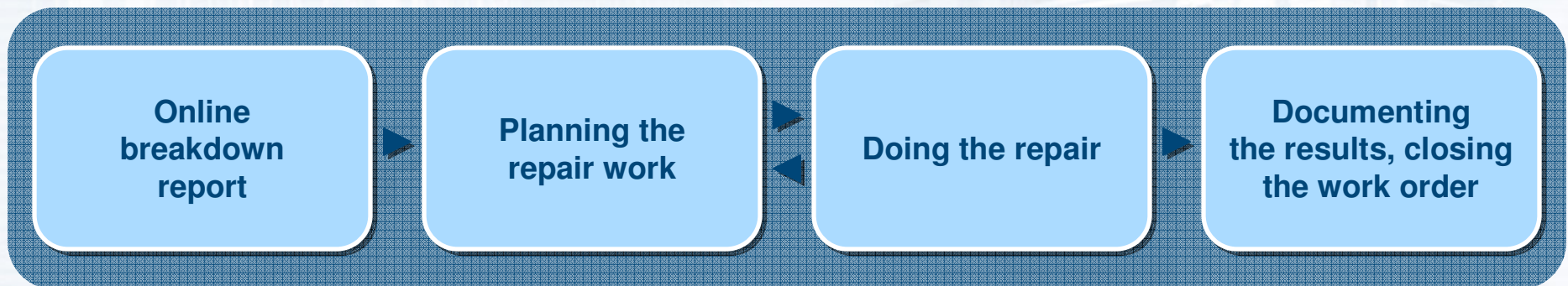
ProFM Helpdesk Premium



Web Based Maintenance Management Service

ProFM Helpdesk

- *Supports the main tasks of the workflow:*



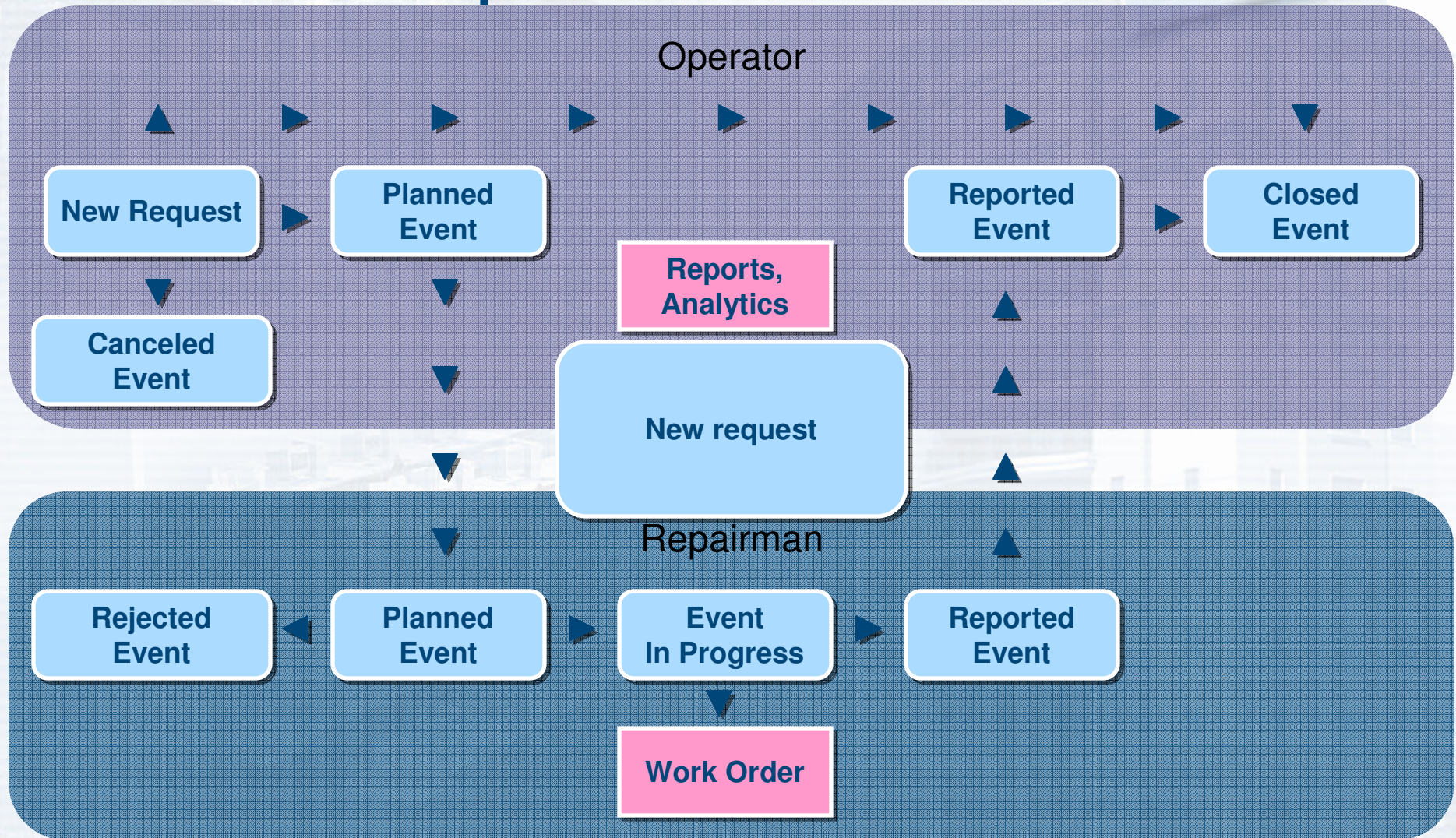
ProFM Helpdesk Users

- Support of User Roles
 - **Operator**: Operates the ProFM Helpdesk System. Checks for new breakdown reports, assigns the tasks, and closes the work process when it is complete.
 - **Repairman**: Carries out the actual repairs. Gets the assigned tasks, does the on-site work, and reports back when finished.
 - **Reporter**: The client. Keeps track of repair status on-line.

ProFM Helpdesk User Interface

- *Easy-to-use interface*
- *Supports unlimited number of users (operators, repairmen, clients)*
- *Each client's access limited to his/her own data.*
- *All clients managed on a standardized user interface.*
- *Printable work orders*
- *Continuously saved history information*
- *Automatic e-mail notifications*
- *Useful analytic reports created during the work processes*

ProFM Helpdesk workflow



ProFM Helpdesk Premium

Additional Services on Monthly Fee Basis

- *High-capacity server optimized for large data quantity*
- *Displays name/logo of service provider in headings*
- *Regular data backups*
- *Annual change-over (filtering and archiving of last year's data)*
- *SSL encoding of communication between web browser and host server*
- *Technical support via fax and e-mail*

and as required by individual clients:

- *Data cleaning*
- *Data recovery*
- *Participation in data processing and data maintenance*
- *Initial data migration from existing data sources*
- *Creation of customized reports*
- *Integration with other vintoCON products or external systems*

If you are interested in our ProFM Helpdesk Service, if you wish to order it, or if you need further assistance, please don't hesitate to contact us!

Thank you for your attention

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Web Based Maintenance Management Service