From Reactive Repairs to Proactive Control

Mastering the Complete Asset Service Lifecycle with Ostendo Servicing

UNORGANIZED DATA

DELAYED RESPONSES

PAPER TRAILS

REAL-TIME INSIGHTS

OPTIMIZED SCHEDULING

DIGITAL ASSET HISTORY

The High Cost of a Disconnected Service Operation

Unplanned Downtime

Reactive, break-fix cycles burn resources and erode customer trust. Without foresight, you're always one step behind.
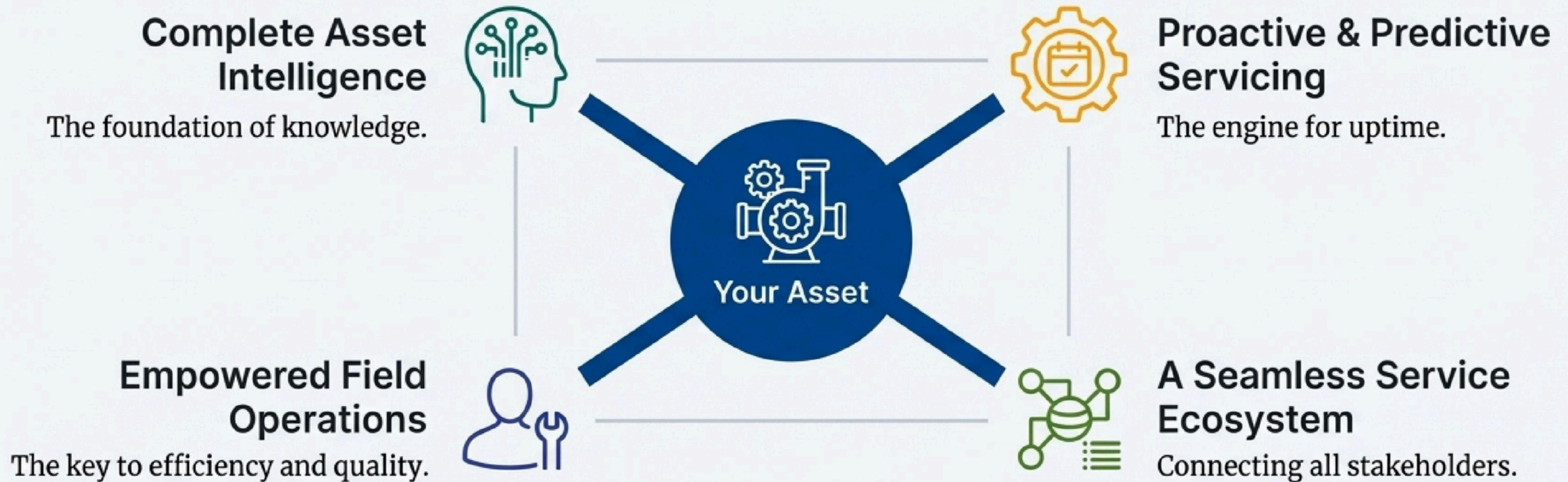
Opaque Operations

Is the job done? Was it done right? Where is the asset now? Disparate systems and paper trails create information black holes, making it impossible to get a clear picture.

Fragmented Teams

Your field team, back office, subcontractors, and customers are working in silos. This communication gap leads to delays, errors, and missed opportunities.

The Solution: A Single, Intelligent Platform for Total Asset Control

Complete Asset Intelligence

The foundation of knowledge.

Proactive & Predictive Servicing

The engine for uptime.

Your Asset

Empowered Field Operations

The key to efficiency and quality.

A Seamless Service Ecosystem

Connecting all stakeholders.

Ostendo Servicing replaces chaos with clarity by creating a single source of truth for every asset, task, and stakeholder in your service lifecycle.

Build a Complete Digital Record for Every Asset

Complete Asset Intelligence

- **Know Your Assets**: Manage both 'Internal' (Company) and 'External' (Customer) assets within one system.

- **Track Physical Location**: Use Asset Tracking to log physical location changes. Seamlessly move assets from one customer to another while retaining the complete service history.

- **Maintain Full Service History**: Every Preventative and Re-Active job is logged against the asset, creating a comprehensive and auditable history from creation to disposal.

- **Visualize the Data**: Link any electronic document or image directly to an asset record or a specific job order.
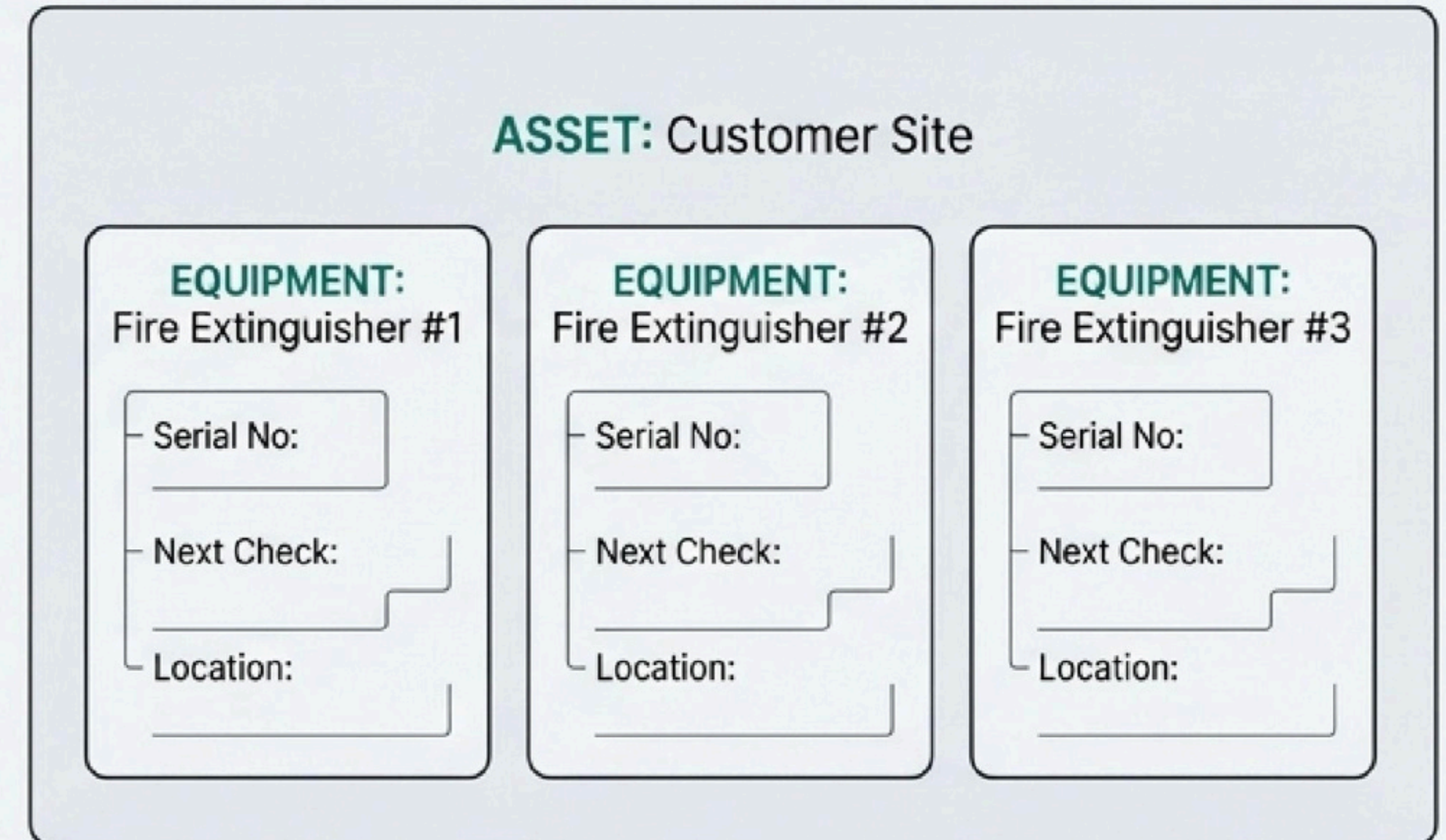
Location History

Service History

2024-01-15: Preventative Maint.

2024-03-10: Re-Active Repair

2024-05-22: Inspection

Linked Documents

Manual.pdf   SitePhoto.jpg

Asset Type

Internal (Company)
or
External (Customer)

Capture the Granular Details that Drive Your Business

Complete Asset Intelligence

- **Define and Track Warranties:** Create and link user-defined warranties to any asset. Examples: "6-month Parts and Labour" or "12-month Labour only".

- **Manage Complex Equipment:** Define components at a lower level within an asset. For example, an Asset is the "Customer Site," and the Equipment is each "Fire Extinguisher" with its own serial number, check dates, expiry date, and location.

- **Log Unlimited History Notes:** Keep a running record of interactions with unlimited date/time stamped and categorized notes against the asset.

- **Understand Asset Origins:** The "Asset Origination" record shows exactly how an asset was created—whether automatically from a sales/job issue or manually from historical records.

ASSET: Customer Site

EQUIPMENT: Fire Extinguisher #1	EQUIPMENT: Fire Extinguisher #2	EQUIPMENT: Fire Extinguisher #3
Serial No:	Serial No:	Serial No:
Next Check:	Next Check:	Next Check:
Location:	Location:	Location:

Shift from "Break-Fix" to "Predict and Prevent"

Proactive & Predictive Servicing

Configure preventative maintenance with the flexibility your operation demands:

Defined Service Plan

For servicing required on specific, irregular dates.

Recurring

For regular, calendar-based service. Example: "First Monday of every month".

Predictive

Asset readings like "Machine Hours" can be captured via mobility and automatically update the asset record, driving predictive maintenance triggers.

Usage / Reading

Time Elapsed

Whichever Comes First

The most powerful method. Service is triggered by usage or time, whichever comes first. Example: "Every 1000 hours or 3 months".

Create Service Job

Automate and Organize Service Deployment at Scale

Proactive & Predictive Servicing

- **Automate Job Creation:** Generate preventative maintenance jobs in-mass before their due dates, using pre-defined job templates to control the style and planned contents of the work.

- **Group for Efficiency:** Create a single job for multiple assets at one site, grouped by a Service Type. Example: "Service All Photocopiers at Customer X's Site".

- **Deploy Geographically:** Define "Service Zones" to group assets by location. Use these zones to intelligently plan and deploy your field teams' work.
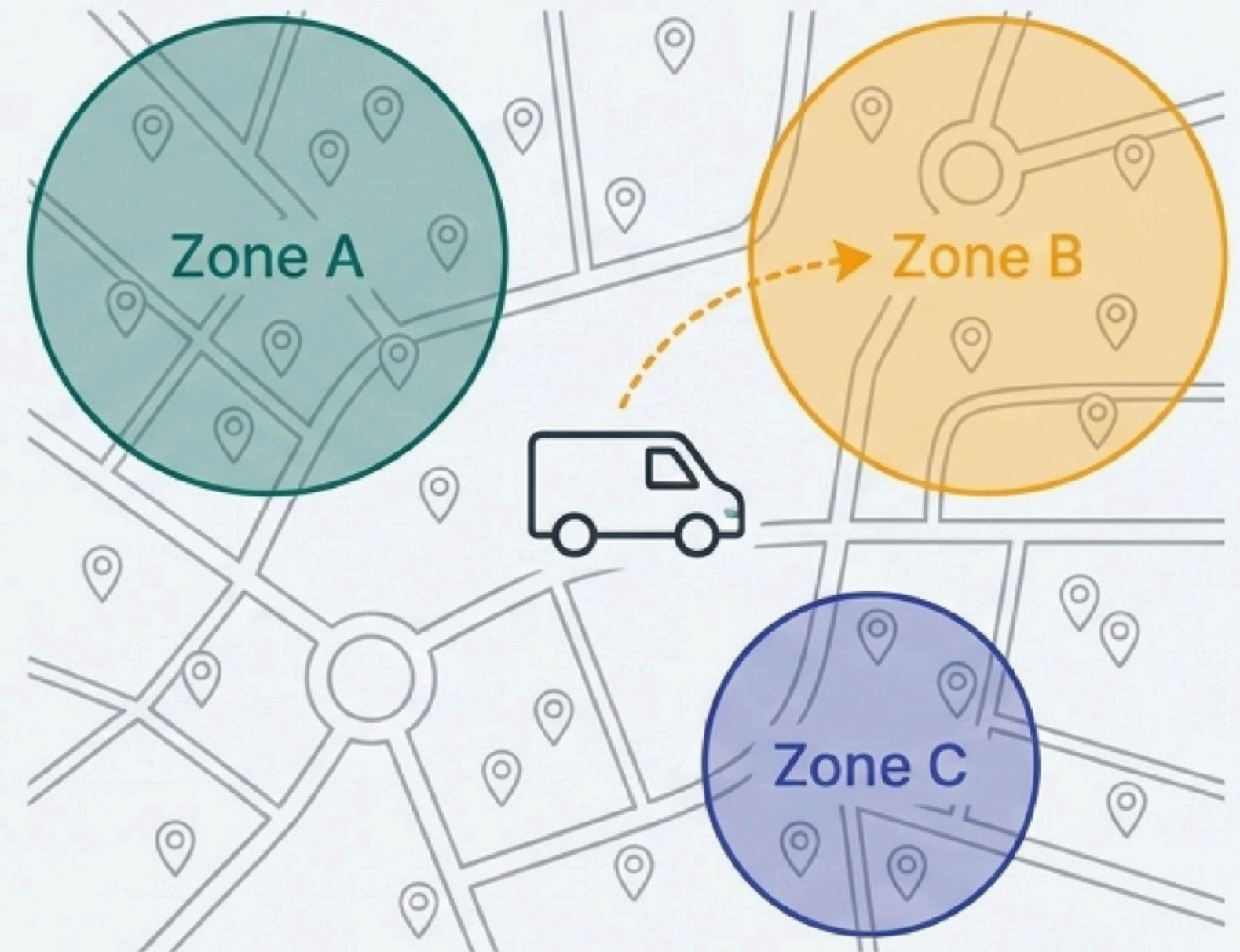
Equip Your Field Team with a Powerful Mobile Toolkit

Empowered Field Operations

The Ostendo Mobility App (Android & iOS) gives your technicians everything they need to get the job done right the first time:

- **Manage Job Resources:** Issue materials directly to a job and complete timesheet entries for themselves, their team, or even subcontractors.

- **On-the-Fly Flexibility:** Service multiple assets at a single site in an ad-hoc manner. If a technician is on-site for 5 assets but notices 2 more that need attention, they can manually select and service them all in one visit.

- **Instant Access to Information:** Create Job Quotes and Orders, perform real-time inquiries, and use scanning capabilities right from their device.
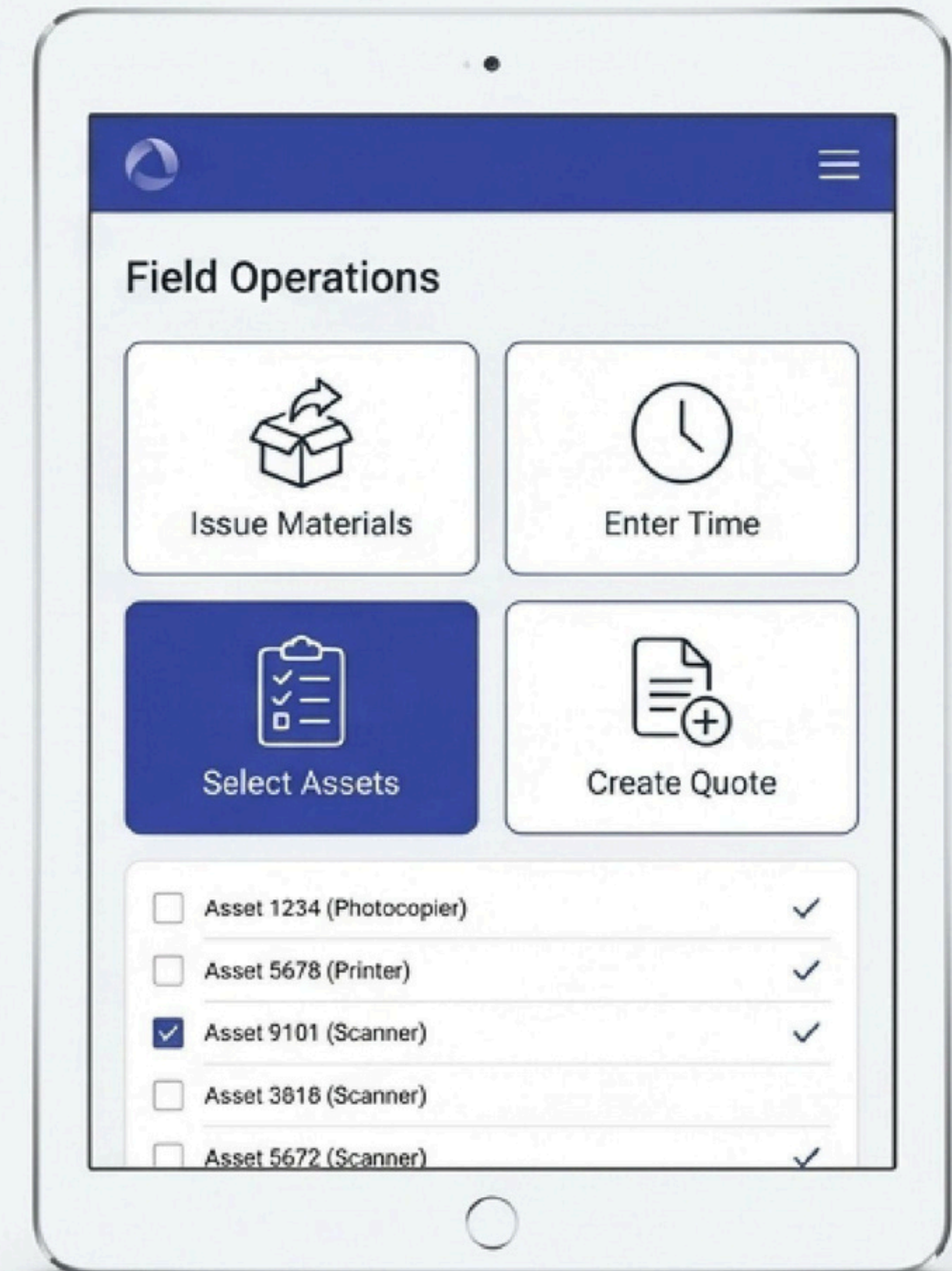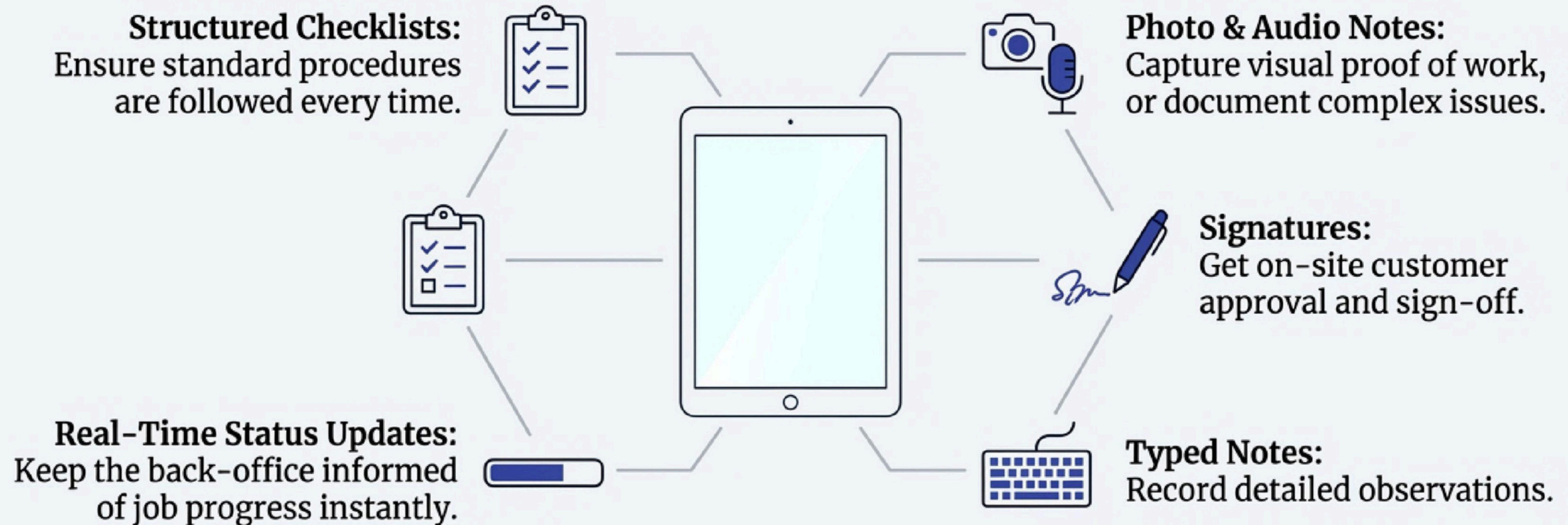
Capture Rich, Verifiable Data from the Field

Empowered Field Operations

Go beyond simple job completion. Use configurable mobility functions to ensure compliance, quality, and complete transparency.

Structured Checklists:
Ensure standard procedures are followed every time.

Photo & Audio Notes:
Capture visual proof of work, or document complex issues.

Signatures:
Get on-site customer approval and sign-off.

Real-Time Status Updates:
Keep the back-office informed of job progress instantly.

Typed Notes:
Record detailed observations.

Turn Technicians into On-Site Intelligence Agents

Empowered Field Operations

Feature Spotlight: Corrective Actions

- While on-site for a scheduled job, a mobility user can identify a separate issue requiring attention.

- They can immediately generate a new call ticket or a full job order directly from their device.

- **The Benefit:** This closes the loop between identifying and actioning new work, preventing issues from being forgotten, improving customer service, and capturing new revenue opportunities.

1. Technician spots new issue on-site.

2. Generates "Corrective Action" via Mobility App.

3. New job appears instantly in the central system.

Seamlessly Integrate Subcontractors into Your Workflow

A Seamless Service Ecosystem

Extend the power of Ostendo to your subcontractors, turning them into a fully integrated part of your team while accelerating your billing cycle.
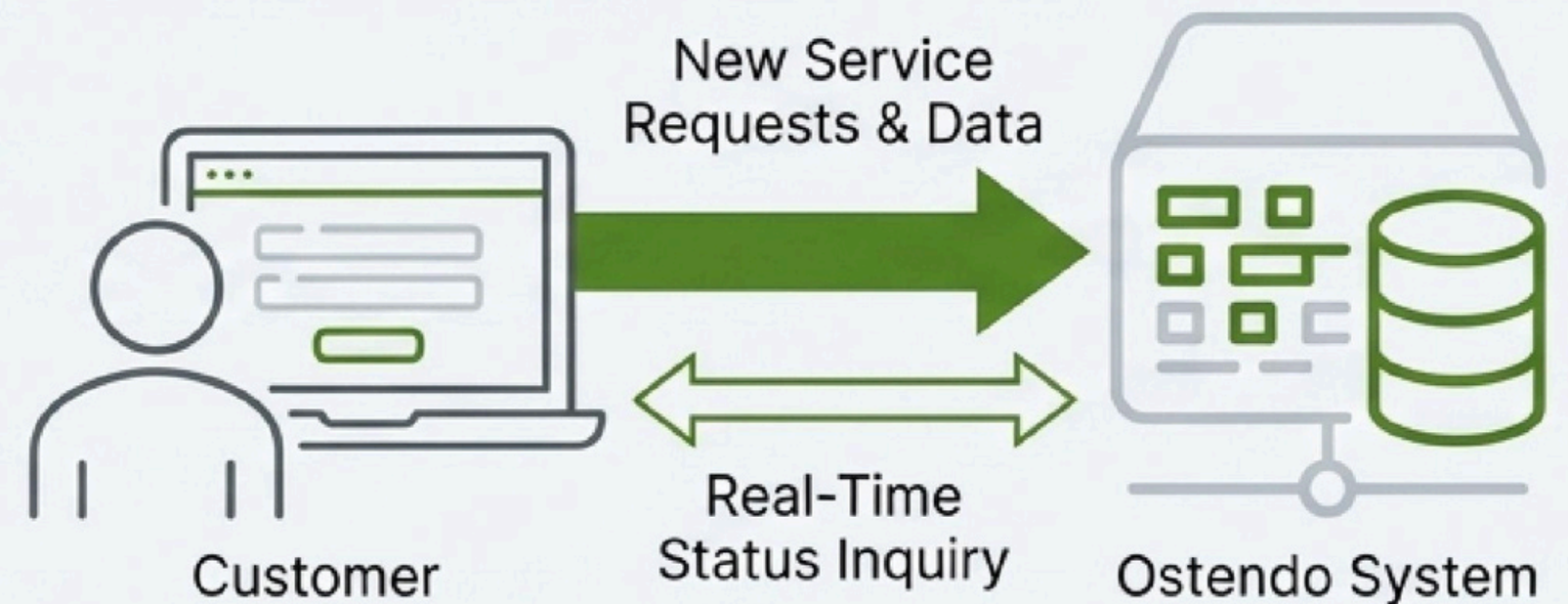
1

Dispatch
Send jobs directly to subcontractors via Ostendo Mobility.

2

Record
They use the app to record their time and claims.

3

Approve
Timesheets are returned to your Ostendo system for approval.

4

Invoice Faster
An optional **'buyer-created invoice'** is raised, posting job costs immediately. This allows you to invoice your customer *without waiting for the subcontractor's invoice.*

Accelerate Billing, Capture Revenue Sooner.

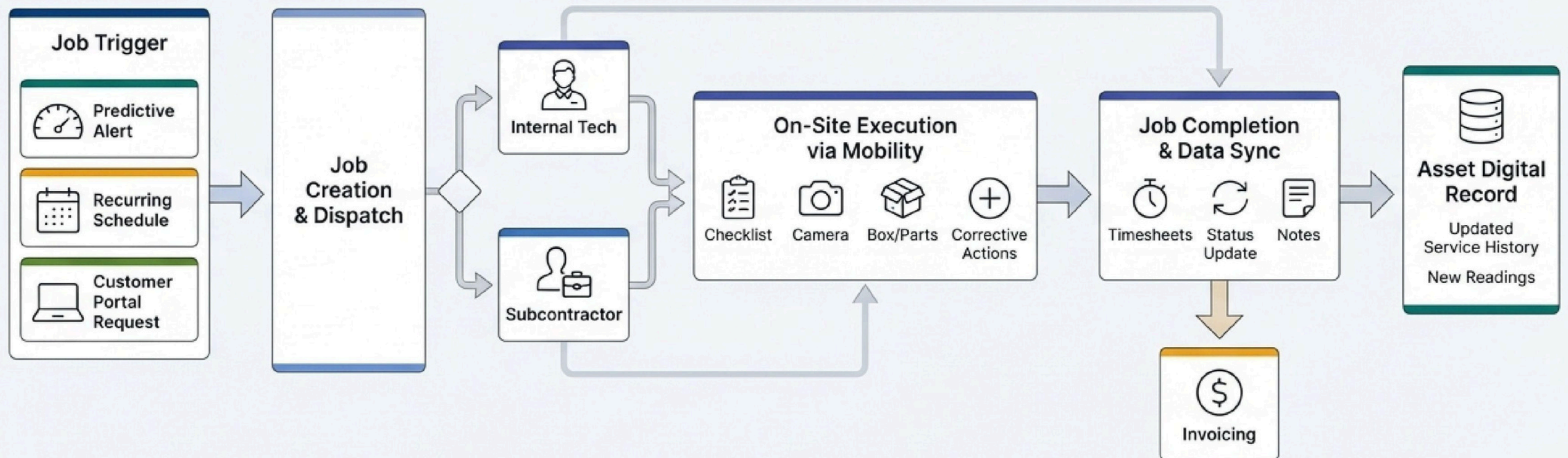# Empower Your Customers with Direct Access and Transparency

A Seamless Service Ecosystem

- **B2B Customer Portal:** Give your customers a dedicated portal where they can **log their own service jobs** directly into your system, reducing administrative overhead and speeding up response times.

- **Real-Time Inquiries:** Provide real-time visibility into job status and asset history for your own staff, your customers, and your subcontractors.

- **Collaborative Confirmation:** Use the optional "Customer Confirmation" feature to confirm assets to be serviced via email, letter, or phone call before a job is generated, preventing miscommunication and wasted trips.

Customer

New Service Requests & Data

Real-Time Status Inquiry

Ostendo System

The Ostendo Servicing Lifecycle: A Complete, Connected Flow

Job Trigger
- Predictive Alert
- Recurring Schedule
- Customer Portal Request

Job Creation & Dispatch

- Internal Tech
- Subcontractor

On-Site Execution via Mobility
- Checklist
- Camera
- Box/Parts
- Corrective Actions

Job Completion & Data Sync
- Timesheets
- Status Update
- Notes

Invoicing

Asset Digital Record
Updated Service History

New Readings

Translating Features into Measurable Business Outcomes

Increase Asset Uptime & Reliablity: Achieved through Proactive and Predictive Servicing.

Improve First-Time Fix Rates: Driven by Empowered Field Operations with complete asset history and mobile tools.

Enhance Customer Satisfaction & Retention: Delivered via the B2B Portal, transparency, and collaborative tools.

Accelerate Your Quote-to-Cash Cycle: Enabled by mobile job creation and the streamlined subcontractor invoicing workflow.

Gain Total Operational Visibility: The result of a single, intelligent platform serving as the central source of truth.

Ostendo Servicing: Your Operating System for Service Excellence

Stop managing repairs.
Start engineering reliability.
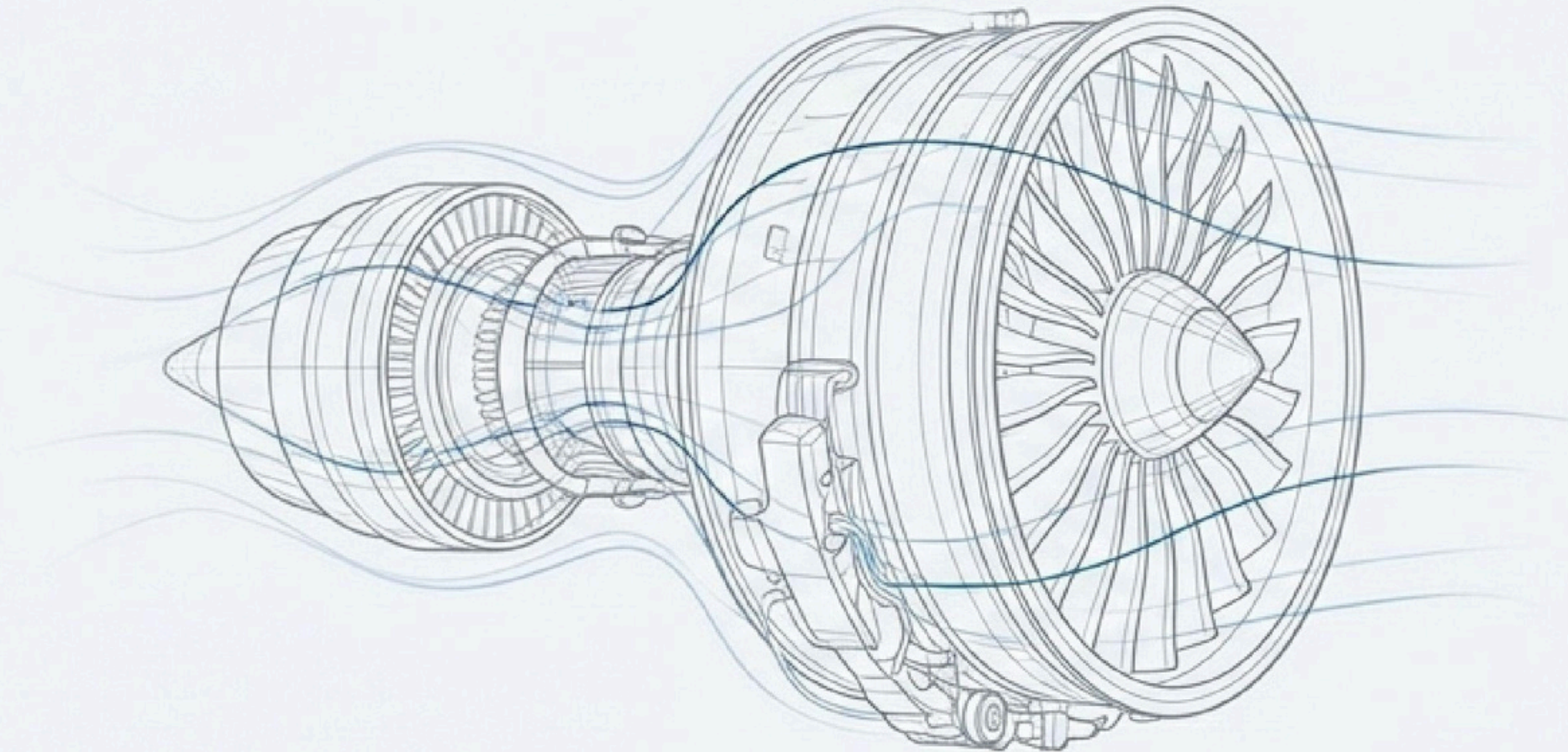
Ostendo Servicing is more than a software tool; it is the platform to transform your service division from a necessary cost center into a proactive, efficient, and strategic advantage for your entire business.