

Concept™ 500



What is Concept™ 500?

Concept™ 500 is FSI's flagship Computer Aided Facilities Management (CAFM) solution, building further on the Concept™ SQL and Concept™ SQL Lite solution features.

Concept™ 500 provides an enterprise-wide operational management tool, placing you in total control of your facilities management activities locally, nationally and internationally.

As a management information tool Concept™ 500 is ideally suited to today's outsourcing, PFI, PPP and TFM contracts. Concept™ 500 can be used by both external service providers and in-house FM managers to measure, plan, manage and control all types of facilities services from within one system.

Structured information regarding the facilities function is a key element in the successful delivery of facilities services, as it provides the basis for informed management decisions and strategic policy choices, leading to better performance and cost control.

Who uses Concept™ 500?

Concept™ 500 is suited to national FM service providers and maintenance contractors, for multiple clients and services spanning hard and soft services. Concept™ 500 is also used by Healthcare and Education PFI's, clients,

contractors and sub-contractors.

Concept™ 500 functionality includes:

- Access asset lifecycle management information.
- Asset condition and criticality management.
- Asset register and asset management.
- Buildings & locations property register.
- Comprehensive task auditing through event features.
- Concept™ reports for ad hoc report writing.
- Contract Management.
- Customer satisfaction forms.
- Document management.
- Fast sign off and engineer's timesheet.
- Financial control (cost centres & cost codes).
- Graphical drag and drop planned preventative maintenance (PPM) planner with resource utilisation and optimisation.
- Service Level Agreement (SLA) Control.
- Health & Safety notes.
- Helpdesk/call logging.
- Personnel/Contact Manager.
- Labour operational planning system.
- Other works tasks.
- Planned events diary.
- Reports & statistics / Crystal Connect™.
- Resource Register and Labour Management.
- Supplier register.
- System security and access control.
- Task authorisation, control and history.
- Work permits.



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Concept™ 500 features & benefits include:

- Comprehensive Computerised Maintenance Management Software (CMMS) functionality combined with multi service FM control: gives you command of your day-to-day FM requirements.
- KPI performance monitoring across the lifecycle of any task with up to five user definable milestones/points/stages/critical points.
- Mobile solutions functionality: seamless integration between back office and mobile workforce.
- Integration via Workflow Pro™ with existing hardware and software applications: provides totality and automation of business processes.
- Process driven automated notification of messaging via Workflow Lite™: transparency of processes.
- Flexibility of industry standard host database.
- Includes CAD viewer as standard within core application: no additional licence implications.
- Seamless bi-directional integration with Autodesk CAD applications.
- Multi discipline helpdesk: full control of all hard and soft services issues and requests.
- Segregation of regional and operational customer data from within a single database: allows for the management of regions, multiple customers and service providers from within one system.
- Manage customer contracts: easy access to task rates, job schedules, resource charges, contract status, validity dates, cost, SLA's and auditability of events.
- Concurrent user licences with no workstation restrictions and the potential for unlimited users: provides cost-effective deployment.
- Web deployable: Concept™ 500 can extend to an audience even larger than your unlimited user capability allows!
- Intranet/Internet functionality supported via Concept™ eSQL: allows customers and remote workers to collaborate within the same CAFM deployment.
- Automated e-mail production supported (also available via Workflow): allows definition of business rules to keep customers, managers, supervisors and other personnel up to date with FM activities.
- Safe Third Party Security Access: benefits include client and subcontractor access through core application or via Concept™ eSQL.
- Simple and easy to use graphical user interface.
- Multi-tiered cost structure which supports existing organisational and financial breakdown/account codes.
- Streamlined distribution of management reports and operational information through Crystal Connect™: no additional licence implications incurred.
- Concept™ Reports for ad hoc report writing: provides a comprehensive onboard reporting tool with no additional licence costs.
- Integration with Cognito mobile data solutions.
- Integration with 3rd party hardware and software systems.
- Industry standard databases supported including Microsoft SQL Server and Oracle.
- Ability to offer data segregation, managed via multiple database application using a single installation/deployment/system.
- Advanced SLA matrix: allows user definable Key Performance Indicators (KPI's) to be set against almost any entity.
- Real time SLA escalations utilising user definable performance thresholds.
- Digital Dashboard: a real-time, easy-to-understand graphical representation of Key Performance Indicators (KPI's) within Concept™, defined and tailored according to your requirements.



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