



SERVICE MANAGER

Planned, Preventive and Reactive
Maintenance Management for
Equipment, Plant, Buildings,
Machinery etc.

PLANNED MAINTENANCE AND SERVICING



Schedules any regular Task, Service or Maintenance
Assigns Tasks, Services and Maintenance to Staff and Contractors
Generates service schedules by Location by Contractor by Customer
by Type of plant by Location by...
Generates mail merge file for service reminder letters.
Monitors services due and overdue
Tracks and reports jobs, customers, cost, cost codes, plant.....
Automatic movement trail generation of all plant and equipment
Automated service record entry
Extensive reporting with user defined criteria
Manages equipment and plant in single and multiple locations.
Manages self owned and customer owned equipment and plant.

REACTIVE SERVICING



Manages requests for service or breakdowns of any plant or
equipment - if part of planned maintenance or not.
Effective tracking of requests status: No action – In progress -
Overdue
Generates service requests – print or email.
Generates request acknowledgements – print or email.
Links with planned maintenance when required – e.g. breakdown
data and costs allocated to planned maintenance plant.
Stand alone reporting for services not part of planned maintenance
Invoice tracking for invoiced servicing

EQUIPMENT ISSUE



Service Manager tracks the issue of tools, equipment and plant to
staff and contractors.
Instant check if the equipment is within service spec (ie not due to be
serviced) before being issued.
Reports on who has been issued with what, if and when returned.
Reports on where equipment is and where it has been.
Simple operation - Select and click to issue and record return.

PERMIT TO WORK



Paper Tiger issues Permits to Work for staff and contractors
Set conditions to be met for hazardous condition, e.g. for confined
space
Permits can only be approved by assigned staff
Permits are monitored until the task has been completed
Paper Tiger tracks and highlights incomplete or outstanding work
It generates reports based on location, type, etc...

HAZARDOUS SUBSTANCES



Paper Tiger monitors the use and presence of all Hazardous
Substances in your organisation
It displays chemical names, categories and UN numbers as well as
classifications and MSDS locations
Generates registers for all hazardous materials in the organisation,
what is there, how much, where, supplier, emergency numbers.....



Paper Tiger builds management tools for businesses.

We have solutions to manage Health & Safety, Quality Systems, Planned Maintenance, CRM and Complaints in large and small organisations.

Our clients use our programs in coal mining, manufacturing, timber processing, health-care, ship crew management...

Paper Tiger databases are solutions with attitude and common sense that will let you manage and control processes that really impacts on your business.

Customer Relations Management

- Customer complaints management
- Customer issues management

Health & Safety (AS/NZS 4801)

- Hazard, Incident and Injury management
- Rehabilitation management
- Hazardous materials
- Permit to work
- Equipment & PPE issue

Quality Systems (ISO 9000)

- Corrective Action (CPA) management
- Non conforming products management
- Supplier management
- Document control
- Training management
- Audit scheduling
- Instrument & Tool Calibration management

Plant Maintenance

- Planned & Preventive Maintenance Management
- Reactive Maintenance Management
- Asset Management

Environmental management (ISO 14000)

Risk Management (HACCP)