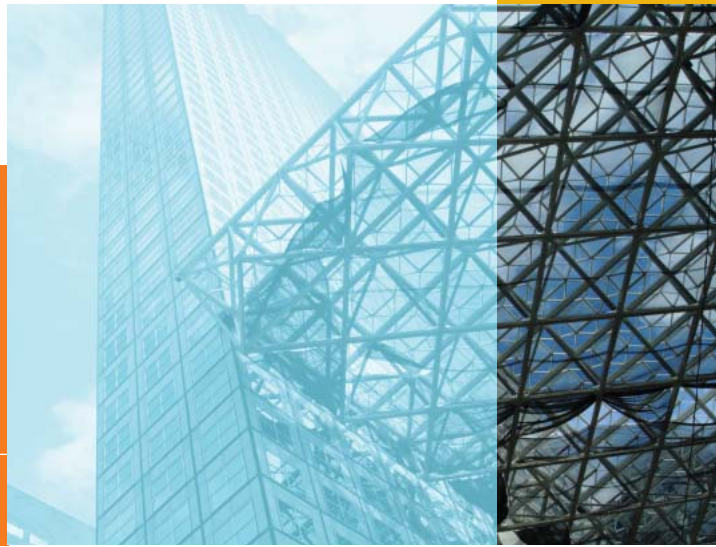


TAC MaintenanceEdge

A simple solution for complex needs



Work Order



Work Order Wireless



Planned Maintenance



Critical Alarms

Powered by:



Balancing tenant satisfaction with operating expense is your top priority.

How hard is that?

HERE IS YOUR SOLUTION

TAC MaintenanceEdge™ is a suite of online facility management tools that give you the control you need over your buildings, without a capital investment. Traditional Computerized Maintenance Management Systems (CMMS) are frequently too complicated and require an IT infrastructure and capital investment.

MaintenanceEdge is different. With our web-based approach, there is no complicated software to purchase or licensing restrictions to worry about. No need to invest in high-powered hardware or an IT guru. Instead, a reasonable subscription fee, based on the number and size of your facilities, gives you the power of the full system.

- Automate your building maintenance processes and reduce administrative labor
- Provide an easy-to-use system that allows your customers (tenants and building occupants) to submit maintenance requests and receive automated status reports
- Improve service response time and directly increase customer satisfaction
- Manage priorities and efficiently schedule facility staff and service providers, effectively reducing your overall operating expense
- Get early warning of potential emergency situations by integrating your Building Management System (BMS) to receive critical alarms
- Track budget data, and analyze performance of equipment, facility staff and service providers to maximize your operating funds

Powerful, yet simple. Managing your facility is already a full-time job; you don't need tools that make it harder. Whether you manage one building, a campus, or multiple buildings in multiple locations, MaintenanceEdge will simplify your building maintenance tasks. With MaintenanceEdge you can automatically collect data, generate work orders and produce tracking reports that ensure you maximize your operating budget, while still providing the responsive service that keeps your customers satisfied and your building fully occupied.



EVERYTHING YOU NEED... IT'S INCLUDED

The TAC MaintenanceEdge suite includes four integrated modules that work together to provide a single, seamless solution.



Work Order

The Work Order module is the backbone of the system. Enter a work request into the system and MaintenanceEdge takes over. You can easily generate work orders and automate the approval process, as well as scheduling tasks.

With unlimited user accounts, Work Order makes an excellent, cost-effective interface that allows your tenants to submit work requests and receive status updates. Reliable and consistent communication dramatically increases tenant satisfaction as well as reducing phone calls and distractions to your facility staff.

- Delivers a straightforward tracking interface for your tenants and staff, increasing communication between all parties
- Helps you define business process "rules" and ensure they are followed
- Reduces time spent on administration and paperwork
- Provides a historical log of all building maintenance activities
- Creates reports and graphs to help you manage budget, efficiency and performance



Work Order Wireless

Work Order Wireless communicates work orders automatically to maintenance staff and service providers via any Internet-connected mobile device, such as a cell phone or PDA. The interface is specifically designed to work with smaller screens.

- Speeds your response time
- Streamlines administrative paperwork
- Improves facility staff productivity



Planned Maintenance

A powerful, online scheduling tool, Planned Maintenance enables you to create, assign and manage recurring maintenance tasks. Once a schedule is entered, work orders are automatically generated and assigned, according to parameters you provide.

- Helps you forecast, track and manage your budget
- Lets you schedule facility staff and service providers
- Ensures your equipment is operating at peak efficiency
- Protects your investment in capital equipment



Critical Alarms

Does your service provider know there is a problem before you do? With Critical Alarms, you can easily integrate MaintenanceEdge with your Building Management System (BMS). Critical alarm messages from the BMS automatically generate a work order, allowing you to respond to major issues before they become an emergency or ruin an expensive piece of equipment.

- Handles urgent situations promptly and efficiently
- Keeps you fully informed of status and course of action
- Minimizes downtime due to equipment malfunctions
- Reduces your risk of emergency situations or damage to expensive systems

THE TECHNOLOGY

We told you it was simple and it is. All you need is a computer with an Internet browser and Internet connection. No fine print, no operating system requirements, no need for any technical specification charts. But if you want to know more, read on.

WHAT'S REQUIRED

- MaintenanceEdge is 100 percent web-based. Just launch your browser and go. And yes, any common Internet browser will work just fine.
- No software to download, no ActiveX plug-ins or Java applets, no firewalls to open or proxy servers to set up. Your IT department will be impressed.
- You can save reports and graphs to your computer in either Adobe PDF (Adobe Reader is free) or Microsoft® Excel.
- Work Order Wireless is an interface designed specifically for "thin clients" such as PDAs or Internet-enabled cell phones. You can use any mobile device that can connect to the Internet.

YOUR DATA IS SECURE

- Your data is stored in an SQL database on our servers with no limitation to the number of records or the size of the database.
- We take security, integrity and reliability very seriously. Your data is secure with redundant systems that are backed up every 30 minutes.
- You own your data, not us. If you cancel the service, you may request a CD containing your data.

YOUR SYSTEM IS RELIABLE

- The website is available to you 24 x 7. And yes, we have the statistics to prove it. Just ask.
- You are notified when maintenance and software enhancements are scheduled. Of course, we do this in the middle of the night to minimize any impact on you.
- If we find a bug, we fix it, most of the time before you even notice.
- Enhancements are frequent and automatic, with no upgrades to purchase.
- Role-based user accounts ensure the right people have access to the right data.

WANT TO ADD MORE USERS OR ANOTHER BUILDING? NO PROBLEM.

- The system is extremely scalable. Small, large, campus and multi-site accounts can all implement MaintenanceEdge cost-effectively.
- With no per-user licenses, growth is unlimited. Add users at any time at no additional charge.

Seeing is believing

Experience for yourself our simple solution to your complex needs.

Contact your TAC representative to arrange for a no-obligation, online demonstration of MaintenanceEdge.

HERE IS YOUR QUICK SUMMARY

Work Order	Work Order Wireless	Planned Maintenance	Critical Alarms
<ul style="list-style-type: none"> • Submit work requests and check status online • Automatic status updates via email • Automate approval and assignment of work • Notification of new work assignments via email, text pagers and cell phones • Record notes, set reminders and email supervisors from a work order • Budget codes, projects, and equipment associated with work orders • Track all email related to each work order • Interactive calendar for resource scheduling • Record transactions for labor and purchases • Quick search and detailed, advanced search • Attach files to work orders for quick reference • Receive and update work requests via a wireless/mobile device with Work Order Wireless 	<ul style="list-style-type: none"> • Receive work orders via a wireless/mobile device • Create new work orders from a wireless/mobile device • Search work orders by location and work order number • Sort work orders by priority, location, date and work order number • View work by status by the day or all assigned work • Record transactions for labor hours, purchases and inventory issues • Predefined lists reduce data entry • Search for equipment by item or tag number and view related work orders and transactions 	<ul style="list-style-type: none"> • Automatic generation of Planned Maintenance work orders • Track scheduled maintenance with interactive calendar • Create recurring maintenance schedules (daily, weekly, monthly or annual) • Templates for frequently used schedules • Individual and master schedules • Define frequency of PM work order generation • Automatic assignment and email notification of PM work order generation • Equipment information tracking (manufacturer, model, serial numbers, in- and out-of-service dates and warranty) • Blackout calendar periods • Track material and labor estimates • Central storage of manufacturer contact information 	<ul style="list-style-type: none"> • Integrate with Building Management Systems to automatically generate work orders for critical alarms • Track and document critical alarms • Intelligent filters • Response verification • Automatic critical alarm escalation • Supports any BMS with email notification capabilities • Supports any dialout system that sends numeric or text messages to a pager

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BR-ME-US
 Oct. 2007



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