

Product Feature List

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Forms

Create, distribute and automate forms for jobs and internal data collection.

You can create any number of unique forms for your business capturing any type of necessary information. You can design forms quickly and modify at any time a full audit is provided with document management and versioning.

Forms App

Functionality in the Mobile App to complete forms to capture business and customer specific data or complete forms required internally.

Your field staff can instantly complete and submit digitally job-specific forms, questionnaires, checklists, surveys and company forms whilst on the move.

Engineer App

Allows engineers and teams to access and complete jobs that have been scheduled for them. They can also manage assets, capture data and show ID and certifications.

Enables the completion of jobs and activities with all the data recorded and time stamped that is associated, giving your business a full audit trail and evidence of everything you've done. Provides complete digital records and supports compliance with health and safety requirements. A digital passport for your engineers is included to prove their credentials, skills and certifications whilst they are working on site.

Web Admin

Fissara improves the efficiency of your mobile engineering workforce

by enhancing communication, simplifying job management and replacing paperwork with a single platform.

From here you can manage various options from the appearance to the customisation of the MAINTAIN software ensuring it is aligned with your mode of operation. Your users; skills, certification, vehicle details, medical records, next of kin information and much more are held in one place allowing simple management of people and workloads. Use the service desks and fault ticket workflows to manage your tenants' issues. Dynamic reporting provides a complete holistic view of your business as it operates.

Tenant App

Tenants register any faults or issues with their property via a dedicated APP. The App provides tickets history and problem status updates.

Fissara offers tenants a simple problem reporting system that enables you to keep everyone notified of the status of issues raised preventing lengthy calls to a call centre, disconnected emails and avoids the need to fill in complicated forms online.

Scheduling

Schedule new jobs using the simple drag-and-drop interface. Create automated jobs for recurring maintenance tasks, reacting to urgent jobs instantly.

Maximise your working capacity by ensuring you can track the locations of engineers and the progress with jobs. Quickly find sites using aliases, record equipment and site details easily. Manage on-site contacts.

Skills & Qualifications

Create specific skills and set parameters such as expiry and certifications to ensure the right person is going to the right job.

Effective businesses have an optimised operational structure, and make the most of their resources. Providing a positive and consistent customer experience means keeping your employees up to date with training and skill development – and as an employer you also have a duty of care to ensure you hold the right information on all your employees, know what they are doing and where they are doing it.

Customer Admin

This part of the system is where all of the users are controlled and managed from your workforce to your customer sites and jobs.

Eradicate paperwork by becoming paperless keeping a digital track of all your employees certificates and training. Easily book in training activities, holidays and on-call duties reducing unnecessary complex spreadsheet management. Reduce unnecessary manual effort by quickly finding contact details for remote workers.

Reports

Ability to export activity reporting easily.

Improve the efficiency of your operation and respond to situations the moment they arise. fissara provides dynamic information dashboards, activity reports and MI reports, so you can analyse your productivity and efficiency with just a few clicks. Our reporting engine can be configured to produce the tailored reports to suit your needs.

Pre-Job Tasks

This is a section where jobs can be mandated prior to activities on site such as disconnect power supply or contact for site access.

Using our simple user friendly pre job task interface you can easily assign custom tasks for the engineer to complete prior to the main job from PPE management to compliance risk assessments. All pre-job tasks are auditable so you can feel rest assured that your work force are safe and compliant.

Photograph & Record

Take photographs on the app. Ability to capture and record data.

Our tightly integrated mobile applications provide turn-by-turn navigation, dynamic status of all jobs and activities, and all the forms and documentation needed to deliver an excellent service. Your mobile teams have the ability to capture and share any data whilst working away from your office at your customer's sites.

Document Management

Keep track of all your employee certificates and training and the date they expire.

Effective businesses have an optimised operational structure and make the most of their resources. Providing a positive and consistent customer experience means keeping your employees up to date with training and skill development – and as an employer you also have a duty of care to ensure you hold the right information on all your employees, know what they are doing and where they are doing it.

Mapping

Locate your engineers in real time on the map.

Satnav using device dependent mapping including secure mobile

application and communications enabling you to view your mobile workforce in real time.

Service Desk

Provides a basic service desk function with simple work flows. It monitors and manages troubled tickets through Fissara flowboards. It also has the function to triage and prioritise.

Allocate the job based on priority, worker skills or live location. Send the full job details in advance so that your maintenance team has the information they need before they arrive.

Job Status

This is a page of the system dedicated to check the status of your operatives.

View job progress as it happens. Communicate action points directly to your mobile worker and update your customer in real-time. Gain full visibility of work in progress and keep your customer updated as it happens.

SLA & Analysis Dashboards

The Service Level Agreement dashboard allows you to monitor the response time for jobs.

Analyse and improve the performance of your mobile worker using predefined performance indicators such as repair time or first-time fix rate.

Jobs Planner

Search for a specific site and add unallocated jobs directly to a site and immediately allocate the job to the engineer.

The landing page for the section shows some basic statistics for the number of jobs with pending activities. The site statistics are complimented with a table to show

the number of assigned, allocated or unallocated jobs for each site.

Response Jobs

Increase response times by easily locating the job based on priority, worker skills or live location. Quickly allocate jobs and cut down on response times. Using fissara can help deliver improved service to your tenants via modern dynamic apps and technology.

Engineers on Call

Help your mobile workers to stay connected to the office and avoid unnecessary trips using our unique app platform.

Increase productivity by easily allocating jobs based on priority, worker skills and location whilst your workers are on call. Send across priority jobs easily including process charts with every job to ensure your worker has all the information they need.

Facilities & Materials

Consumable parts and materials carried in vans by engineers helps manage stock control levels.

Proximity Scheduling

This is a visual scheduling tool which allows for many different views to quickly find the information about your entire workforce or regional teams and individual employees.

Schedule work or fill engineers timetables easily and effectively based on skill and the number of engineers required, using software that can work in the background or interactively.

Task Management

This is a section where jobs can be mandated prior to activities on site such as disconnect power supply or contact for site access.

Using our simple user friendly pre & post task interface you can easily assign custom tasks for the engineer to complete prior to the main job from PPE management to compliance risk assessments. All pre-job tasks are auditable so you can feel rest assured that your workforce is safe and compliant.

Assets Management

Log, locate and monitor the lifecycle of assets as they move and pass through your business.

The Assets feature allows you to track and monitor all your assets to ISO 55000 standard. You can create and manage assets with the ability move assets in the system and monitor their status.

Project Centre

Plan complex jobs and manage independent workflows within a large project in one place.

Jobs can be complex and require lots of different skills, teams and assets over a long period of time. Using the Project centre gives us the ability to plan these jobs and manage independent workflows within a large project.

Fault Management

Easily add a new fault using the mobile device or web console.

Instantly add a fault for a site, asset, facility or a material and assign a workflow to generate a ticket for the fault with a detailed description of the issue. The workflow is a visual tool which shows the current progress of faults and allows the user to simply drag and drop the fault to the next stage in the workflow.

Timesheets

Record a timesheet for each job and working day.

Get rid of manual time tracking and

reams of paperwork, the fissara platform enables you to track your workforce with automated check in systems all viewable via the simple dashboard, analytical reporting and scheduling system.

Risk Assessments

Ensure your workforce are compliant by ensuring risk assessments are completed prior and post job. All auditable and reportable via the online platform.

Complete point of Work Risk Assessments - fissara ensures all risk assessments and method statements (RAMS) are completed prior to the job.

Customer Portal

Your customers will be able to access information dictated by yourself.

Boost your customer service and be ahead of the curve with our automated customer portal. Save admin costs by dictating the alerts/ updates you wish them to see and keep customers up to date on job progress.

Engineer Tracking

Record climbing history and progress through the job with photographs and documentation.

Our tightly integrated mobile applications provide turn-by-turn navigation, dynamic status of all jobs and activities, and all the forms and documentation needed to deliver an excellent service. Your mobile teams have the ability to capture and share any data whilst working away from your office at your customer's sites.

Bespoke Implementation

Custom-built to address the specific requirements of your business.

At fissara you will receive a full customised implementation timeline that can work around your work

force including training days and gradual data migration to ensure you receive a smooth transition to the fissara platform with minimal downtime.

Dedicated Account Manager

Dedicated member of staff assigned to your account.

Fissara will assign a dedicated member of our customer care team to your specific account, this way if the business has any queries regarding coaching on the software or just a general issue you will have consistent report with no downtime in the system ensuring your business stays functional around the clock.

Road Map Features Request

Allows you to contribute to the direction of new features.

Customise and brand fissara to your business needs. Our software can adapt enabling you to stick with one provider for all your software needs.

Advanced Reporting Analytics

Ability to export analytic reporting easily including advanced filters tailored to your organisation.

Improve the efficiency of your operation and respond to situations the moment they arise. fissara provides dynamic information dashboards, activity reports and MI reports, so you can analyse your productivity and efficiency with just a few clicks. Our reporting engine can be configured to produce the tailored reports to suit your needs.

Premium Support

Dedicated member of staff assigned to your account.

Fissara will assign a dedicated member of our customer care team to your specific account, this way if the business has any queries regarding coaching on the software or just a general issue you will have consistent report with no downtime in the system ensuring your business stays functional around the clock.

Tailored Onboarding

We will configure the fissara platform to model the way your business operates.

Design, Develop and deliver. Fissara can be tailored to the needs of your business from branding to functionality to help streamline your operation in one cloud-based platform. This will help improve efficiency, boost productivity and increase bottom line profit in the long term.

Data Migration Services

Easily move from on-premises infrastructure and applications to cloud-based storage and applications to optimise or transform your company.

Access to Development Services

Allows you to contribute to the direction of new features.

Customise and brand fissara to your business needs. Our software can adapt enabling you to stick with one provider for all your software needs.

Rent Management

Ability to collect rent and monitor arrears payments.

Fissara creates an end-to-end digital process tailored to fit business operations including rental payment management to help eradicate unnecessary spreadsheets and admin.

Landlord Portal

Gives a dynamic view of portfolio status and helps better manage asset costs. Enables other digital services to tenants.

The Landlord Portal (currently in development) provides a holistic view of all properties and current jobs in the building, using dynamic reports to get all the information you need when you need it. Landlords can also view maintenance, service, and repair scheduling in the portal.

APIs

Allows you to integrate other outside software.

Customise and brand fissara to your business needs. Our software can adapt enabling you to stick with one provider for all your software needs.

Property Archive

Catalogue of all properties and assets in one place including specific detail and forms.

The Property Archive feature allows you to build specific documents and reports, service and repair history, property contact and contract details, health and safety records, and site-specific information and instructions.

Kinesis Vehicle Tracking

A powerful yet simple to use platform that provides you with the insights you need to control your fleet.

Increase security - Grant access and permissions on Kinesis to help manage the security of your fleet management system and ensure that the correct teams can control the right groups of vehicles.

Improve safety - Create unlimited alerts to define the incidents you want to know about and get them sent directly to management so they can take action quicker and more effectively.

Atom Self Install Unit

Simple covert installation, self-install directly on to the vehicle battery.

Small, light and hard-wearing device giving you instant tracking from the moment of install. Because you can move units yourself, no need for engineer call outs; saving both money and time and allowing you the flexibility to track what you need, when you need to.

Geofencing

Create virtual zones that trigger an alert when vehicles enter or leave a specific area or a point of interest. Get alerted immediately if a vehicle enters or leaves an area defined by you, providing instant actionable information if your most important assets are not where they should be.

Vehicle Location

Locate your vehicles on our easy to use web-based platform also accessible via mobile app.

Stay informed on the location of your vehicles with updates every 30 seconds for a real-time view of your entire fleet. Allowing you to maintain tight control of your assets and optimise the use of your fleet.

Journey History

Review every journey your vehicles have made via an easy-to-use online portal.

An easy to use online interface to help you review every journey your vehicles have made using the preset templates of 30 day period from daily, weekly and dashboard view. Controlling and improving driver behaviour can greatly reduce fuel and maintenance costs. A great training tool to upskill drivers as well as a profitable bottom line.

Driver & Vehicle Performance

Get a simple overview of driver behaviour in particular adherence to the speed limit, for each vehicle or driver. Create league tables of best to worst drivers and have actionable data to manage and improve driver performance. Monitor vehicle utilisation, odometer readings and, when integrating fuel, monitor vehicle MPG too.

Will help you to fully understand the performance of your vehicles and drivers, how your vehicles are utilised, alerting you when they are not achieving what you expect and ultimately making savings and efficiencies in fuel spend and maintenance costs. Keep your vehicles on the road for longer and with the most efficient use of fuel.

Fuel Card Integration

Reduce the risk of fuel fraud by integrating with vehicle tracking and increase control over fuel costs with detailed analysis.

Improve security and see a decrease in fraud creating unlimited alerts including whether the card has been used in the presence of the vehicle. Define the incidents you want to know about and get them sent directly to management so they can take action quicker and more effectively.

Kinesis Alerts

Create personalised alerts to assist with efficient running of fleet.

Create unlimited alerts to define the incidents you want to know about and get them sent directly to management so they can take action quicker and more effectively.

Kinesis Reports

A suite of detailed reports giving you visibility and insight into your fleet and employees. From driver time sheets through out of hours

movement to speeding reports. Know exactly what your assets have been doing. Review driver speeding incidents with detailed reports showing where and when speeding events occurred along with the severity of the event.

Kinesis will better help you understand specific diagnostic performance of your vehicles and how they are utilised, alerting you when they are not achieving what you expect. This can be seen via a dashboard or more a detailed analysis report using the specific filters and data. Avoid misuse of company vehicles, unnecessary maintenance work and highlight problem even dangerous drivers before the issue becomes serious.

Kinesis Management App

With 24/7 fleet analysis, managers can review driver and vehicle performance from home, in the office or on the move.

The app allows for the creation of reports or alerts that inform specific behaviours and identify opportunities for greater efficiency and savings.

Hardwired Device

Requiring an engineer installation, the device sits behind the vehicle dash and enables you to gain more detailed reporting.

For additional driver behaviour information, including harsh cornering, harsh breaking and harsh acceleration along with improved security features. Get a detailed view of vehicle location and driver performance accessed through a simple to use web-based platform. Our tools provide analysis to help you take control, increase security, improve safety and cut costs.

Advanced Telematics

Fully customisable for greater control. User & team permissions,

custom dashboards, alerts and reports, power take off, tachograph download, API, temperature monitoring and CANBus integration.

Get a detailed view of vehicle location and driver performance accessed through a simple to use web-based platform. Our tools provide analysis to help you take control, increase security, improve safety and cut costs. Provides incredible depth of reporting and analysis plus ultimate control of your fleet and assets.

Camera

Single or multiple camera options. Access camera footage from anywhere. Professionally installed with HD quality 4G connectivity. Tamper proof and discreet install.

Video footage helps you reduce costly driving behaviours that can lead to accidents, such as lane changing, tailgating, all of which increase risk and increase fuel cost. Have immediately actionable evidence of fault, avoiding lengthy or unnecessary insurance claims.

Ruggedised Tablet

Range of ruggedised tablets with Mobile Device Management.

Full control and administration of mobile devices, such as smartphones, tablet computers and laptops in one place on the fissara platform. You can decide what apps your drivers can use and ensure they are using the most up to date versions.