

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 MANAGE 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. Dynamic reporting provides a complete holistic view of your business as it operates.

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 operational capacity by efficiently scheduling work using an array of tools for individual engineers and teams. Our market leading scheduling features will let you identify the location and productivity of engineers and monitor the status and progress of jobs.

Skills & Qualifications

Define specific skills and set parameters such as expiry and certifications. Assigned skills and training to individuals ensuring the right person with the up-to-date skills and qualifications are 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, they a qualified and competent when completing activities on behalf of your business.

Customer Admin

All customer and site data is stored and managed here. Configurable fields allow tailored customer and site types and information to be gathered. Gives access to all activity carried out at these locations and all associated images, reports and documents.

All of your existing site information can be uploaded and integrated into the system. You can also assign site aliases to ensure each site can be found quickly to streamline booking jobs and checking history avoiding any confusion with generic site names. Specific site properties, types, contract details and even the information for the person responsible for site access can also be stored. Everything in one place.

Reports

Create reports, filter and export output in many file formats. A selection of Dynamic graphical and historical activity reports can be generated.

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

Set of actions that should be completed prior to an engineer site visit. These pre tasks could include;

contact site for access, obtain leave permission, upload documentation etc.

Ensure all prerequisites have been completed by the office staff before your engineers and teams visit site. All pre-job tasks are audited in the system and a status is shown in the schedule timeline which ultimately means less jobs are aborted or need to be rescheduled.

Photograph & Record

Take photographs on the app. Ability to capture time stamped images with configurable overlays i.e. geolocation, user etc.

Allows engineers to capture images required as part of your customer agreements. Not only does this act as graphical evidence for the pre- and post-work carried out but by overlaying certain other information you can prove when, where and by whom the images were captured.

Document Management

Upload all customer and site-specific information into the database. Build a structured library and add key documents to specific sites or job that engineers can view on the App.

Remove the vast majority of paperwork and documentation from your business. Your office staff can upload and organise information such as Wiring diagrams, Method Statements and Installation Guides required by your engineers are instantly viewable when they are on site.

Mapping

Locate your engineers, jobs and customer locations in real time on the map. View historical location information and future planned job locations and order.

Your engineers can utilise the native Sat Nav functions from the App on their device making finding new locations easy. In the office or from

anywhere you can access the cloud the fissara mapping tools which allow you to visualise location information both in the past and in the future where you can optimise routes and re-plan when needed.

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. This also allows you to confidently invoice for work in progress which will improve cash flow.

SLA & Analysis Dashboards

The Service Level Agreement dashboard allows you to monitor the response time for specific job types. Analysis tools provide graphical views of operational performance.

Analyse and improve the performance of your mobile workforce using predefined performance indicators such as repair time or first-time fix rate. Dynamic dashboards provide progress and status information of your operational teams which will give you the ability to improve the services you offer.

Jobs Planner

Identify jobs for specific sites. Provides a view of all jobs unallocated, Scheduled and assigned. Ability to immediately allocate jobs to engineers and teams.

Filter, find and manage all jobs easily for all of you customer contracts. Allows office staff to closely manage specific contracts, filter by areas and regions ensuring nothing is missed and all outstanding work is visualised in one place.

Proximity Scheduling

This is a visual scheduling tool which allows job allocation based on skill, nearest and available engineers and teams.

Schedule work or fill engineers timetables quickly and effectively, the system will identify the correct engineers our engineers based on skills and availability for you, this helps you make the right with decisions dynamically ensuring total compliance and cost efficiency for your business.

Response Jobs

Allows reactive jobs to be allocated quickly. Track SLAs via a dashboard showing response and fix times.

Your emergency response contracts are managed by the systems. Send emergency jobs directly to engineers to accept, you can then see your time to respond and fix on the control panel on the web console so you can adhere to and report on the SLAs you guarantee to your customers.

Engineers on Call

Allocate on-call engineers in the system. Map on call patterns in the schedule and record historically.

Managing an on-call rota can be difficult. With fissara you can keep this organised and in one place seeing who was on call in the past who will be in the future. Your engineers will also see their On Call days on the App.

Facilities

Allocate facilities to site or building for example, Lighting, WiFi and Electricity. Allows the maintenance of facilities as well as site and assets.

Rather than adding every part of the equipment you service you may want to create a facility such as lighting? You can then automatically create

and schedule jobs to maintain that facility and see a full history of all the light bulbs that were changed. This feature provides a really useful audit if the building changes hands and can save months of investigative work.

Task Management

Manage custom workflow activities for each user. Transfer and action tasks that are generated by the system.

Quickly action pre & post task via the web interface, custom workflows can automatically generate and assign tasks to your users as part of your operational processes. This means that the vast majority of complex procedures are created and managed by rules in the system leaving your employees to focus on higher value tasks while the business can ensure the correct actions have been completed in the right order saving you time and money.

Assets Management

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

The Assets feature allows you to add, track and monitor all the assets you maintain to ISO 55000 standard. You can create and manage assets simply, when assets are moved in reality that movement is matched in the system whilst recording contract, operational and working status. You'll never lose an asset again.

Materials

Catalogue of parts and materials held in stock and in the field. Build Pick Lists for particular job types and call off these parts against those jobs.

Accurately manage your consumable stock requirements allowing just in time ordering reducing the cost of your stock holding. Get your pricing right by including exactly what stock was used for every job.

Project Centre

Plan complex project timelines that link to jobs, tasks and workflows. Diagram and GANTT chart of project flow and progress.

Jobs can be complex and require lots of different skills, teams and assets over a long period of time so why not group them under one project. Project Centre gives you the ability to plan these jobs and manage independent workflows using tools that are familiar to Project Managers.

Fault Management

Register faults at client sites via Tenant or Engineer App or via the Web console. Fault tickets are managed and monitored via dedicated graphical workflows and a service desk function.

Record all problem tickets against Sites, Assets and Facilities in the platform and turn them into Jobs. Save money on having separate systems to manage all the different job types you do for your customers and track all problems through the service desk.

Timesheets

The Timesheets feature records all engineer and team activities. Reporting and timesheet management can be carried out via the web console.

Remove labour intensive time recording for engineers and admin staff and collect all worked hours to support invoicing and payroll without buy a separate 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.

Ensure your workforce is compliant both whilst onsite and after jobs are

completed. You can create your own tailored Risk Assessments that are served up as part of the job process. Our Engineer App ensures SHEQ compliance and provides you with a comprehensive audit trail.

Barcode Scanner

From the App, use the Smartphone or Tablet camera to read barcodes, decode the data contained in the barcode and send the data to the web console via forms.

Manage items of value or equipment you service easily by uniquely identifying or tagging equipment, tools and assets using barcodes. Add your own barcodes and let fissara track important items.

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

View engineers locations on a map in real time or historically. Record climbing history for those that work at height.

Whether is Duty of Care, Working at Height or letting your customers know where the engineers is, our platform provides all the information you need to locate your team. We also offer a climbing records that help comply with safety regulations and keeps your people safe.

Bespoke Implementation

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

You will receive a fully customised implementation and timeline that

is tailored to work around your workforce and operational needs. This can include training days, data migration and form building to ensure a smooth transition to the fissara platform with minimal downtime.

Dedicated Account Manager

Dedicate team member from fissara assigned to your account.

Fissara will assign a dedicated member of our customer care team to you. This ensures you get the optimum response to issues and discuss future features and requirement directly with our business.

Road Map Features Request

Allows you to contribute to the direction of new features.

Be part of the future direction of our products understand what we are planning and make sure that fits your operational needs as your business grows.

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

Dedicate 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.

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.

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, tacho 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.