

# OTHOS SSM

## Support and Maintenance to Service Stations

### WEB Application



Support and Maintenance to Service Stations

OTHOS SSM



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OTHOS SSM Presentation

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Language -

User

Password

**Application's Version**

You forgot your password?  
How can I get the password to work?

OTHOS SSM (Support and Maintenance to Service Stations) is a web application designed to simplify the maintenance of Service Stations, from the services of operation, support and assistance by the regional Help Desk. Is a robust and highly reliable application designed and developed to facilitate the management of Service Stations.

The application has a complete set of reports and statistics intended not only to monitor and control daily maintenance of service stations, but also to monitor and control the performance of the operation of call center, specifically in the quality, speed and effectiveness in the attendance of calls and troubleshooting.

In OTHOS SSM, all data are fully validated before they are updated in the data repository of the application.

OTHOS SSM uses an SQL client/server database for storage of information, not only data of system configuration, but also of historical business data.

The information is consolidated in a central database. It can be accessed by the multiple clients simultaneously. All features, reports and information operations and general management, can be performed from the same workstation.

The application was designed to be used by international companies. Can be configured to be used in multiple languages. It is currently available for the languages: English, Spanish, Portuguese, Italian, French and German.

## Call Center Support of Service Stations

The main function and responsibility of the Call Center is carry out the operations that make to the follow up and control of all maintenance services performed by contractors at service stations from the various countries involved.

Basically the Call Center behaves as a bridge between contractors and the service stations, monitors and tracks the response time of the contractors.

Usually has a regional database, which allows perform an analysis of the business process, helping to resolve the maintenance issues, as well as detecting and propose processes and practices

The primary mission is to support field activities of the organization. Being the main functions, the following:

- @ The reception of the maintenance requests from the service stations.
- @ The dispatch service orders to contractors.
- @ The monitoring and tracking the all process, from that the maintenance request is received until that it is completed.

### Process Support Overview

The process starts when an equipment of the service station has a problem that prevents your normal operation.

In this case, the service station operator immediately communicates with the Call Center, through enabled phones available for that purpose, in order to move their concern and the maintenance request. During the course of the call, the operator of the service station should provide as much information as possible regarding the equipments that have problems. Your message must be clear, concise and with the greatest possible explanation.

An operator of the call center receives the request and proceeds to register in the OTHOS SSM application, the corresponding request of maintenance. The orders that are discretionary or that requires the issuance of a purchase order, are analyzed daily by the company (BSC - Business Support Center) in order to authorize the corresponding service of maintenance.

The service orders are notified via email to the contractors. The contractor, in turn, program your visit to the service station according the response time established.

Being present the contractor at the station, will perform the maintenance services requested and inform to the Call Center, the arrival time at the station and the completion time of the services. This will allow that the BSC can measure the actual response times (SRT - Service Response Time) / (SCT - Service Complete Time).

In order to complete the service of maintenance, the contractor has the commitment and responsibility to report the maintenance details, notifying comments, parts utilized, costs and any general observations considered relevant.

## Process Support Overview

An additional process allows monitor others specific services of maintenance, called preventives, which are required by the company on a scheduled basis. These services of maintenance, are planned based on a specific calendar for your performing and execution.

Daily the system selects an established percentage of service orders that were completed, so that the call center can make the calls of verification. The objective is to ensure that the problem has been solved satisfactorily. The call is utilized to perform a survey on the quality of service.

Additionally, if the company requires it as a business process, a field engineer could select an established percentage of service orders verified by the Call Center and perform a quality assurance on the service stations.

Finally, in addition to this activity, the field engineer could perform periodically the audits at the contractor offices, verifying consistency of information and its performance for the services performed in the service stations. As a final activity, the engineer could send the results of the audits to the BSC for your information and registration.

The fulfillment of this process in a timely manner, by all those involved in it, ensures that the equipments of service station working properly and meets with the safety standards and controls of the company.

## Functional Scope

The OTHOS SSM application was developed for that the different areas involved, internal or external to the company, to carry out specific activities depending on business requirements.

### Activities of the Call Center Team

- @ Register the client service requests (CSR) from services stations, from the various countries involved. Notify each service station, response times and contractor assigned for realization of maintenance services.
- @ Request budgets to the contractors for the maintenance of specific equipment. Approval Process Support.
- @ Evaluate the specific problems occurring in service stations, deriving the specific cases to other levels of BSC (Internal Review), for that the engineers can provide a solution according to each situation.
- @ Dispatch the service orders (DSO) to contractors. The shipping is done via email from the application.
- @ Send a service order to another contractor when the original service request could not be performed by the contractor initially assigned.
- @ Plan the annual schedule and automatic dispatch the service orders for preventive maintenance (ASO - Automatic Service Orders). Perform the follow up all process and monitor the maintenance of the contractors.

@ Perform follow up to the maintenance process the equipments of service stations.

@ Verify the quality of the maintenance services performed at service stations.

The engineers of Business Support Center and field engineers, will be able to perform the specific surveys and audits at service stations and contractors, in order to validate the services performed to maintenance the equipments and record the results in the system for future audits.

@ Generate reports for perform follow up and audit information regarding to:

@ The performance of contractors in relation to maintenance services performed in the service stations.

@ Service orders not completed or resolved.

@ The response times of contractors (SRT - Service Response Time)

@ The resolution times of problems (SCT - Service Completed Time)

@ The times of attendance by staff of the Call Center. Have the following indicators:

- ✓ % Service Level (Average Daily)
- ✓ % Service Level CCA
- ✓ Received Calls
- ✓ Calls Answered
- ✓ % Dropout Rate < 30 sec (Abandoned Calls < 30 sec / Total Abandoned Calls)
- ✓ % Dropout Rate > 30 sec
- ✓ % Total Dropout Rate % Total Dropout Rate (Abandoned Calls / Received Calls)
- ✓ % Average Attendance (Calls Answered / Received Calls)
- ✓ % Verifications Performed
- ✓ Abandoned Calls < 30 sec
- ✓ Total Abandoned Calls
- ✓ Calls Answered < 30 sec
- ✓ Average Attendance Time - AHT
- ✓ Average Waiting Time (Sec) - TME

@ Audit actions or operations performed by users on the main system functionalities:

@ Registration of client service request (CSR).

@ Validation and update of service requests performed by service stations.  
(Additional CSR - Client Service Request by Client)

@ Update of service orders (DSO - Dispatch Service Order).

@ Audit those specific actions or transactions considered exceptions:

@ WFPO (Internal Review – Waiting for Purchase Order)

@ WFCA (Internal Review – Waiting for Contractor Assignment)

@ WFEA (Internal Review – Waiting for Engineer Approval)

@ WFD (Internal Review – Waiting for Dispatch)

@ CSR and DSO Administration

@ RM Update (Update of Responsibilities Matrix – Services, Contractors, SRT & SCT Times).

@ Sites Exceptions

@ ASO Close & Delete

@ ASO RM Update & Authorization (Update and Approval of Responsibilities Matrix).

@ Others Exceptions

@ Manage the application users, the allocation of access permissions to the system's functionalities, and in some cases, the access permissions and modification regarding the configuration of some operating system parameters regarding business rules Company, call center and maintenance of service stations.

- @ **Configure specific parameters, of the operating system and rules of own business.**
- @ **Manage the shared document repository. Post the documents on the web application server for the purpose of making available to users of the system, documents that are of interest.**
- @ **Check daily indicators that provide the system, where many of them are reported with statistical graphs.**
  - @ Users enabled to use the system, who are active and have done some activity in the last 3 months
  - @ Web logins in the last 24 hours.
  - @ Users with more access today in the application.
  - @ Users with more access in the application, in the current month.
  - @ System functionalities that were most used or consulted during the month.
  - @ Errors occurred in the system, today (registered in the system log).
  - @ Errors occurred in the system, in the current month (registered in the system log).
  - @ Client Service Request (CSR), registered today in the system.
  - @ Client Service Request (CSR), registered in the system, in current month.
  - @ Date that was registered the last Client Service Request (CSR).
  - @ Service Orders (DSO), dispatched today to contractors.
  - @ Service Orders (DSO), dispatched in current month to contractors.
  - @ Date that was dispatched the last Service Order (DSO).
  - @ Automatic Service Orders (ASO), dispatched in current month to contractors.
  - @ Date that was dispatched the last Automatic Service Orders (ASO).
  - @ Contractors with more Service Orders (DSO) dispatched in current month.
  - @ Service Stations with more Service Orders (DSO) assigned in current month.

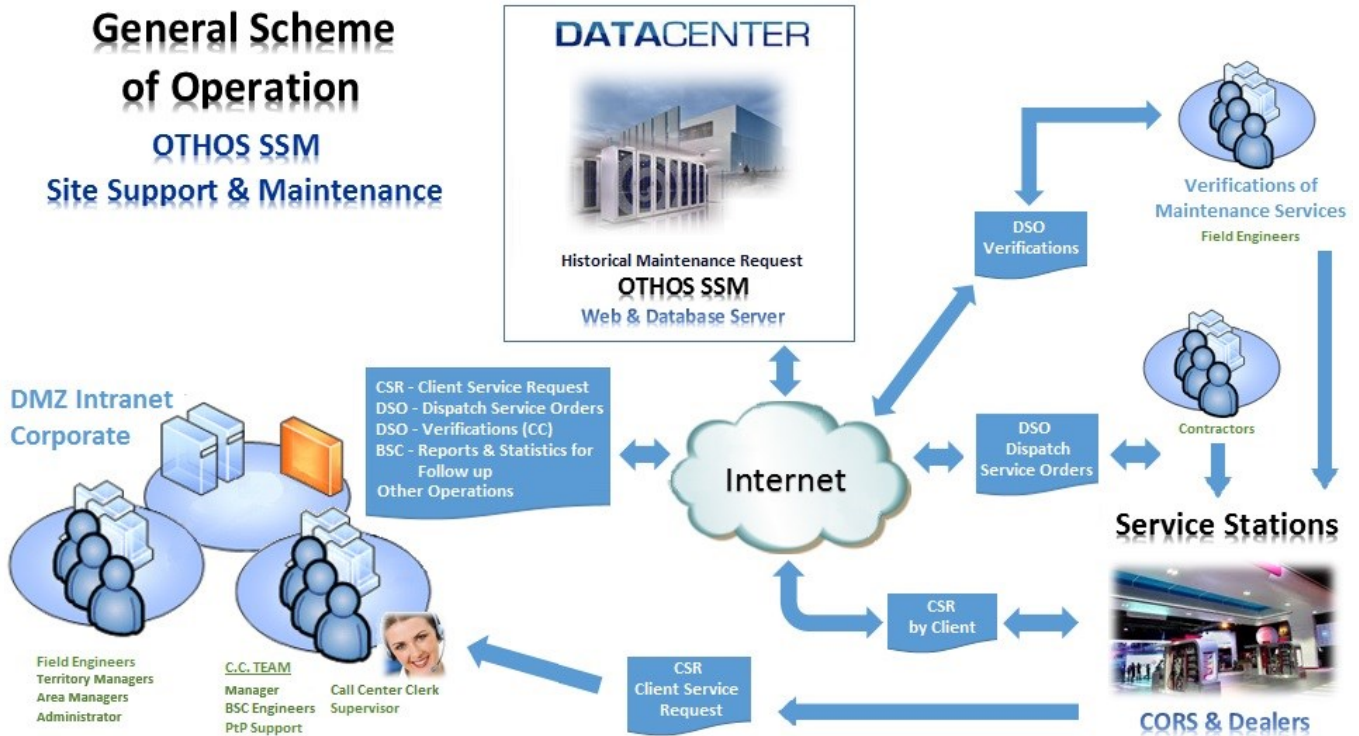
### **Activities of the Service Stations**

- @ **Additionally, the service stations that have internet access will be able to access the system and record their own service requests (CSR by Client), recording only the basic information required. Then the BSC can monitor them and complete the information, deriving accordingly the service orders to contractors as appropriate.**
- @ **Check and monitor their own service requests, verifying the maintenance of equipments in status pending, assigned contractors and timeouts.**

### **Activities of the Contractors**

- @ **Check the service orders that were dispatched for your information and planning of activities, taking into account the criticalities and priorities identified.**
- @ **Update the service orders until they are closed, indicating in all cases, the information that was required by the system.**
- @ **Respond to the requirements requested by the BSC regarding to budgets. The contractor has a specific module in OTHOS SSM, Quotations, to attach all the budgets that were elaborated in response to the maintenance of specific equipment.**
- @ **Regarding reports, you can get statistics for their own performance monitoring, and quality in the services of equipment maintenance performed at service stations.**

# General Scheme of Operation



The operation scheme that can be displayed in the image corresponds to a standard operation diagram used by companies, given the needs and business requirements to be considered in these cases.

As can be seen, the OTHOS SSM application may be implemented within the company intranet (DMZ), but is recommended to implement the application in a data center from another company, since the company external agents (Contractors, Field Engineers, Service Stations) need access to it.

Based on safety rules, usually it is decided host the application in a data center, external and outside the company (IMPSAT, Global Crossing, Amazon, Hi Velocity, Other).

Basically the scheme display the main operations related with the maintenance of equipments at service stations, the company sectors, specific areas and the other involved agents. In the following scheme of operation, you can see the general flow of information and the main actions that are performed daily.

- @ Request of services the maintenance from service stations, conducted through the application or by telephone to the Call Center.
- @ Update of the client service request (by Call Center).
- @ Analysis of the problems identified in the service station equipments. Approval of maintenance services. Allocation to Contractors
- @ Dispatch service orders to contractors.
- @ Visit of contractors to service stations. Performing of maintenance services.
- @ Checks and verifications of maintenance the equipments (mini surveys and audits).
- @ Update of Service Orders (Call Center, Contractors, Field Engineers).
- @ Generation of report and statistics for the control and follow up. Evaluation and analysis of the operating performance of contractors and the call center team.

## Key features

### ***Proven technology***

OTHOS SSM is a robust and highly reliable application. Designed with the latest technology prevailing in the market. The application was developed on technology Microsoft Visual Studio 2010 (.NET Framework version 4.0), using as database engine, Microsoft SQL Server 2008 Standard Edition and Microsoft Report Viewer 2010 Redistributable for report generation.

### ***Intuitive user interfaces***

All system functionalities present the user an intuitive and simple interface. Can easily access data and perform the management of information. The search criteria and filters can be applied accurately, safely and reliably for the access to data.

### ***Operation in multiple languages***

The application can be used in distinct languages. It is currently available for the languages: Spanish, English, Portuguese, Italian, French and German.

### ***Generation of reports and statistics***

All information that is recorded in the system remains as historical, leaving it available to the user. A completed set of reports and statistics are available for use.

The user has the possibility to generate the reports online or schedule them as application tasks. Reports and statistics can be generated in specific formats (Excel, Acrobat PDF).

### ***Easy configuration of the application***

The OTHOS SSM application is easily configurable. Its implementation requires minimal configuration. Specific procedures will make that the configuration of business rules, necessary for the application operation, result simple and easily.

### ***Easy administration of the application***

The user management, the access to functionalities, the transaction monitoring (LOG), the follow up about the users login (track), result simple, reliable and secure.

## Benefits to your business

### ***Improve operational efficiencies***

Improves productivity and operational efficiency by all sectors and areas involved through specific functionalities and processes available.

This allows and facilitates to Call Center, make the follow up, control and monitoring of maintenance the equipments in service stations, perform all daily tasks and record the information in a database centralized and consolidated, available for all users.

### ***Report and track results***

OTHOS SSM provides a consolidated historical database with information 100% validated.

Users have a complete set of reports and statistics that allow you to access business indicators to carry out the monitoring and control of your activities and ensure compliance with their daily tasks.

### ***Protect your investment***

As you grow your business needs, you can be confident that their IT systems also scale with you.

### ***Follow up and control of the critical processes***

OTHOS SSM provides various processes to verify, monitor and control the critical business processes, to follow up the problems, detect alerts, alarms and take a quick solution.

## ***A complete solution for your business***

Efficient monitoring of maintenance the equipments in service stations by the call center, with broad participation of service stations, contractors, engineers and other specific areas.



# Reports and Statistics

Depending on the business area (Call Center, Service Stations, Contractors, Engineers, Territory Managers, Others Entities), the users have a complete set of reports and statistics that will allow monitor and control their specific activities, to ensure compliance of their daily tasks.

## *Modes of reports generation*

In most cases the user has the ability to generate the reports online or as scheduled task within the application, that which will be running in order of priority

This second option (background mode) helps all application processes are executed in an orderly, prioritizing and addressing those processes that are most critical, thus achieving better performance by the application.

Moreover the task scheduled mode allows that a report is generated, published and shared with other users, thus avoiding being required and generated several times.

The owner of a report can decide with that users want share the information, and even schedule for the same task is executed according to the specific time and calendar.

## *Scope of Information*

Generally the reports are executed from a functionality to which the user has access, obviously depending on your operating profile. Each process has a simple form where the user can personalize your query, establishing the filters of search, that somehow determine the scope and availability of data in each report.

For each report available in OTHOS SSM, were defined the possible filters to be specified by the user depending on your operating profile. Also, we have established business rules that determine or restrict access to information. An example of this are the contractors who may only view information regarding the services of maintenance they have performed exclusively.

## *Available Formats*

Most reports available on OTHOS SSM are generated in EXCEL format. This allowing the user to manipulate the reports and apply additional formats, complementary the design that the application provides initially for each of them.

Other reports alone are available in Acrobat PDF format. For specific reasons and in response to specific requirements of some companies, are generated in this format.

An example of this is the service order to be sent from the call center for the contractor, to carry out the services of maintenance the equipments from the service stations.

## *Notification to the users*

The reporting engine of the application apply some intelligence to solve specific situations that may be detected:

- When the application identifies an error in the process of the report generation, regardless of the reason, inform by email to the owner about the occurred event, for your information. And also as a reminder, inform the filters of search criteria that were applied to the report. This will help the user in case of trying to generate the report again.



- A scheduled report may be temporarily disabled by the owner or administrator of the application, regardless of the reason. In this case, the application notified by email to the owner, regarding the event occurred and also as a reminder, inform the filters or criteria of search that were applied to the report.

The report will remain in the same state until it is activated or removed from the list of pending tasks. Action that may also be performed by the owner or administrator of the application.

### ***Scheduled Reports***

All users have access to this functionality. It allows each user to view a list of all scheduled reports in the system, pending of execution, and know in what order and condition is your request.

The application administrator can modify the order of a task, allowing you to advance or retard the priority as a result of the analysis the new priorities or in response to exclusive orders required by specific sectors in the company, or by urgency in the availability of information.

### ***Shared Documents Repository***

Like the previous functionality, all users have access to this functionality. It allows each user to view a list of all reports that have been generated and also those that will be shared by other users.

All reports generated by the application remain in effect on the server and available to be viewed by a certain time. This period in days, is a configurable parameter in the application.

After this period of validity, an automatic task of the application is responsible for delete this reports in the server, without any chance to recover.

## **Contact Information**



For more information about OTHOS SSM, please contact OrionTech.

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**Thank you.**