

## MAINTENANCE MANAGEMENT - eRIMSSES



## eRimses

eRimses is a web based application allowing the users to create notifications for failures and problems, work requests, material requests and services requests. The central departments for maintenance, purchase and logistic management process these requests in Rimses. In eRimses, the requester has an instantly overview of the actions which have been undertaken, the orders and the deliveries.

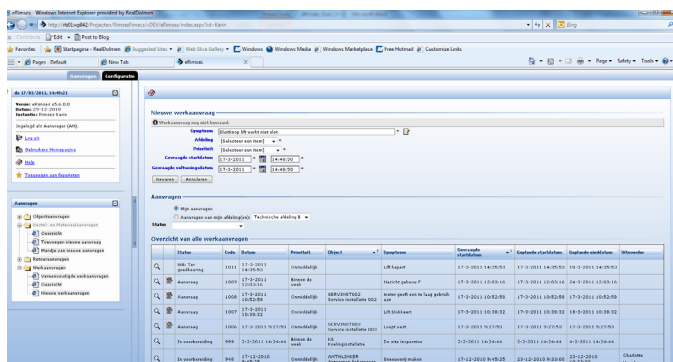
## ServiceDesk

This tool allows any user having an internet browser at his disposal, to use a user-friendly and structured service desk to register reports and troubles.

Thus, you improve communication with the technical services or your back-office. No reports are being lost and all information and specifications are immediately registered.

## Reports and notifications

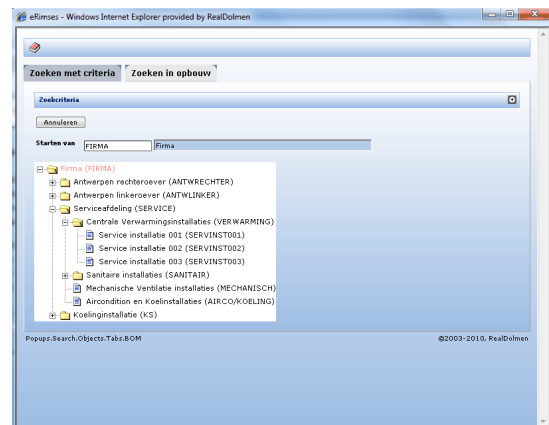
If the users want to report a problem, they can access to a function where they can easily describe the problem easily and to mention the urgency.



This function also allows the user to follow-up his notifications and can also filter to follow-up his own notifications or those of his colleagues

included. The user can additionally filter on the status of a notification. If you have more details about the installation, the machine, the building, ... for which you want to create a failure notification, you can immediately register a work request.

A search function in the tree structure of your organisation, allows you to perform a detailed search of the machine, the appliance or the local in the building where the failure is localised and register the failure.



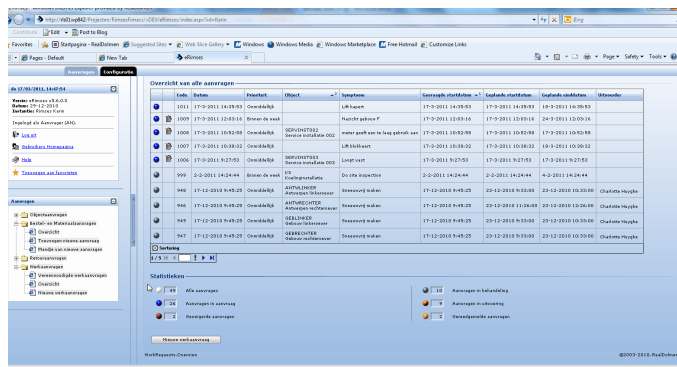
You can mention following technical information on the work request:

- Who has to follow up this notification?
- How important is the problem?
- Are there any special security and environmental specifications?
- Is acceptance requested once the problem has been solved, and who has to perform this?



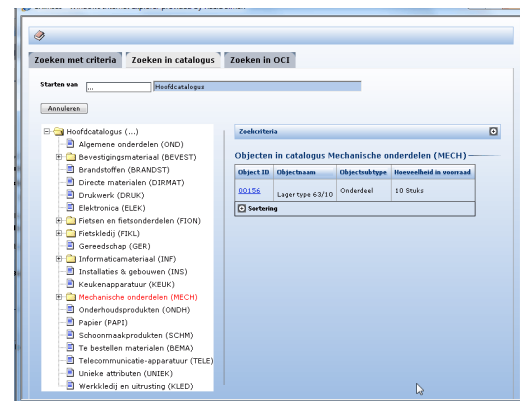
## How does the technical department process your notification?

At any time, you can obtain an overview of the status of the work requests. Has your request already been collected? Has the job already been started? How many requests are being processed at the time? Which requests are already terminated? A user-friendly overview allows you to stay informed at any time.



materials and services to your users, in which they can search what they need.

The system automatically detects whether the article is a warehouse article or not and whether it is in stock or not. For articles which have to be ordered, eRimeses will create purchase order requests. Services can also be classified in a catalogue or can be freely described in the purchase order request in eRimeses.



## Create material and service requests

An easy access to eRimeses allows any person to create material and service requests using the web site. You can present a catalogue of

### STRENGTHS

- Unique data registration
- Better follow-up of the tasks from notification until execution
- Efficient follow-up of material and services requests
- Basis for further notification
- Cost savings and cost efficiency thanks to integral follow-up from request to central processing
- Gain of time thanks to a better control of Lead Time

The requestor can follow up the status of his material or service request in eRimeses thanks to an easily accessible overview. The user will also get a signal in eRimeses upon delivery. For materials you requested earlier, you can also create a return request in case of a material surplus. This allows materials which were not used for the execution of a work, to be returned to the warehouse or if necessary to the supplier.

## Purchase order form authorization

If you choose to work with authorization flows, you can allow those people who have to approve purchase order requests to access eRimeses. A signal allows the approver to get an overview of the requests which are awaiting his approval. In case of rejection, the requestor can also consult the reason of rejection.

## Interested?

Surf to [www.rimeses.com](http://www.rimeses.com) or contact us via [info@realdolmen.com](mailto:info@realdolmen.com).

