



FaMe® Assetmanagement

Management of all IT resources

Assets in an optimal condition are important for successful business operations. To do that the assets have to be registered to overview the condition and the maintenance. The asset register is also necessary for the fiscal operation and the insurances requirements. The business operation needs as well consistent information about the condition of the available assets – especially for active assets like IT-Equipment or Building Technic. Network down time or terminal down time can be very expensive for a company. FaMe® has developed a tool for the administration of every kind of Assets.

The web capability and the integration in a complete facility management system is a special feature of the Asset Module. It is possible to use the Module in a comprehensive facility management system or as a single solution. The FaMe® system can be used by a standard browser via Intranet or Internet.

It is not necessary to install additional software to use the FaMe® software – the system browser is enough. The system data are accessible from each workplace in a company which has a standard browser installed. It saves installation costs, license costs and maintenance costs. The user authorization data are saved and each user has a user profile with his activated data.

The system contains the following functions:

Inventory Administration

Parameters, Attributes about the equipment (asset) are saved with the inventory data. With a classification, which is provided as a standard by FaMe®, makes an evaluation to groups and sort by features possible. Each type of inventory can be administered with the system. Special user or an authorized group can allocate attributes to an asset group or asset category. With the attributes there is the possibility to add special information to an asset group. The attributes can also directly allocated to an unique inventory.

Single Inventories can be assemblies to a complex unit. It is possible to build with different components - e.g. to a PC a network

card, cd- rom drive or other additional devices - a complex unit. The system copies all the predefined components automatically during the creation of the inventory from the assembled Equipment.

With the FaMe® warehouse management module it is possible to allocate consumable materials to a technical inventory like an Air Condition Unit. The Warehouse contains also a storage administration, income and outgoing materials can be determined.

The assets can be linked to a person, a workplace, a room or an Installation. Also multiple links are possible. This links are helpful for the asset management e. g. in the case the staff resigned and has to handover the personal equipment back to the company. The links to workplace and rooms supports the relocation process.

Barcode/ RFID Administration

The FaMe® system supports different kind of tagging proceedings. Every inventory can be labeled with a Barcode or RFID Label. The inventory management contains printing functions for barcode and programming functions for RFID labels.



In the case the client use CAD or the FaMe® Viewer, a visualization of the Asset in a drawing is included. A location control e. g. for the yearly asset register can be done with the Barcode or RFID System. The inventory in a room can be scanned with a mobile scanner. The reading information can be transferred with wireless or a docking station to the central FaMe® Asset Database. The reading current location can compare with the Information at the FaMe® database and can be updated if necessary automatically.

Removal Management

The relocations of assets are managed with the FaMe® removal management. The client can predefine a workflow for a relocation task. The FaMe® system generates the removal detail tasks automatically, and link



them to the responsible department.

The removal order contains the location and the inventory number of the relocated inventory. Financial data like current cost center are also updated with the FaMe® relocation functions.

The internal or external costs for the removal order can be written in the order paper or direct at the system removal form. The costs will be automatically assigned to the cost center. The order paper is labeled with a barcode. The technician can call up the order by a scanner and handheld and can enter directly on site the spending material and the working hours for the accounting.

The removal process is also supported by the FaMe® Self Service System. It is possible to use the self service module for relocation requests from the staff. The clearing department sets up the relocation process link to the request.

Help- Desk- Function

A Help- Desk- Module is integrated in the FaMe® System with a link to the Asset Management. The actual Asset information supports the Help Desk to handle the requests. Asset Information like location, last maintenance, assets repair history or assemble information can automatically selected from the database by the call center agent. The help-desk-function contains 3 levels. In the first level, the request is captured via Help Desk, Internet Self Service or Building Control System. At the second level the supervisor assigned the “to do”, allocate staff, tools and material to fix the problem. The third level is reserved for projects in the case the request could not close at level2.

The first level supports a trouble ticket function. The call center agent can check predefined solutions e. g. predefined troubleshooting instruction from the supervisor for the case the air condition does not work. A technician has defined the troubleshooting instruction in advance and stored the possible solutions at the trouble tickets. That reduces the on-site appointments in case the call center agent can solve the issue with the trouble ticket information directly over the phone.

The system can integrate over the internet also external companies. If the measure can not be solved by the usual service staff, the responsible person of level 2 can forward the

message to an external provider or opens a level 3 task. This level can order an appropriate measure by complex problems.

The help desk module contains different automatically warn levels. If a problem is not solved within a determined time frame, a message will be sent to a predefined group of people automatically. It is interesting for the equipment which is used in a company critical area. Also a operation budget can be entered in the system, and if the budget is higher than expected, a message will automatically be generated.

Contract Management

Optional the asset can be connected via contract management module to a contract. Over the contract management it is possible to find out, if for the particular assets a maintenance contract exists. In this case the request will be forwarded to the responsible company.

Warranty prosecution

To save costs it is important to utilize the warranty time consistently. The FaMe® system contains the warranty prosecution with the warranty module. The assets are allocated to warranty times. If a part becomes inoperative during the warranty time, an e- mail can be sent over level 2 to the responsible company. The company gets a detailed description about the failure type, the location of the device and an advice about the delivery contract with the warranty times. In the case the company replaced the equipment, the new warranty times will be set by the warranty module. It is also possible, that the system sends an alert message of parts of which the warranty times will be expired in foreseeable time to check the equipment before the warranty expired.

Workflow Management

The FaMe® system contains a workflow management, business processes can be pre-defined and linked to an asset and process. After a service order is called up, the pre-defined business process is initiated.