

# VISUAL DOLPHIN

## COMPUTER AIDED FACILITIES MANAGEMENT





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Visual Dolphin CAFM streamlines facilities management & maintenance. it gives a clear visibility to all the components you need to work with in your environment.. a user-friendly interface which equips you to plan, monitor and execute all your premises management tasks. it allows a complete coordination between the physical facilities & the human resources to optimize the functioning of your organization. With its integrated business intelligence tools & powerful mobile app, Visual dolphin CAFM assists managers to improve every element of their business

It applies to the servicing of all types of properties & their assets (Villas, Residential Buildings, Malls, Manufacturing plants, machineries, pools, ...). It integrates with Dolphin Equipment Management system & Preventive Maintenance Planning, Task Work Order (for Task assignment of technicians & time scheduling), JobDor mobile App for tracing the tasks, checking IN & OUT, Material consumption and clients billing.

Built-In CRM features for customer Contacts & Information, history of repairs by property or by asset, and, Direct Mail Sender to concerned persons. It includes advanced reporting on cost analysis, sales statistics and detailed analysis on client/ticket profitability.



# COMPUTER AIDED FACILITIES MANAGEMENT

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- ▶ Property & Assets Definition
- ▶ Help Desk/Call Center
- ▶ Registration of Tickets for ad-hoc repairs
- ▶ Track history of Property repairs & maintenance
- ▶ Maintenance of Equipment, Assets, Properties...
- ▶ Inventory control and Integration with Dolphin Finance
- ▶ Management of Material Pick List and Consumption
- ▶ Task Scheduling of technicians. View in a Calendar
- ▶ Check In/Out on a task through JobDor Mobile App
- ▶ Check list Management (on tablets or through Mobile)
- ▶ Preventive Maintenance Planning
- ▶ Tenant or Property owner Billing (Labor & material)
- ▶ Customers Survey
- ▶ Residents Portal tracking Ticket's status online



## CONTRACTS & JOB COSTING, ANNUAL MAINTENANCE, GENERAL

Contracts dealing with Tenants or Property Owners: Usually, based on an annual retainer, it includes the agreement terms related to the various services to offer to the properties owners or developers: Maintenance Services in various area (Civil, MEP, Plumbing, Landscaping, Cleaning...), Repairs, Preventive maintenance and Security.

Cost estimate: It budgets for the expected costs that would be involved in order to fulfill clients commitments. Budgets include expected costs for the various areas of a property with respect to labor costs, material consumption and subcontracting.

Client billing based on multiple criteria: Annual or Monthly billing, "Cost Plus" on material spent, Billing based on accomplished phases (for projects), Cost sharing across many residents or co-owners...

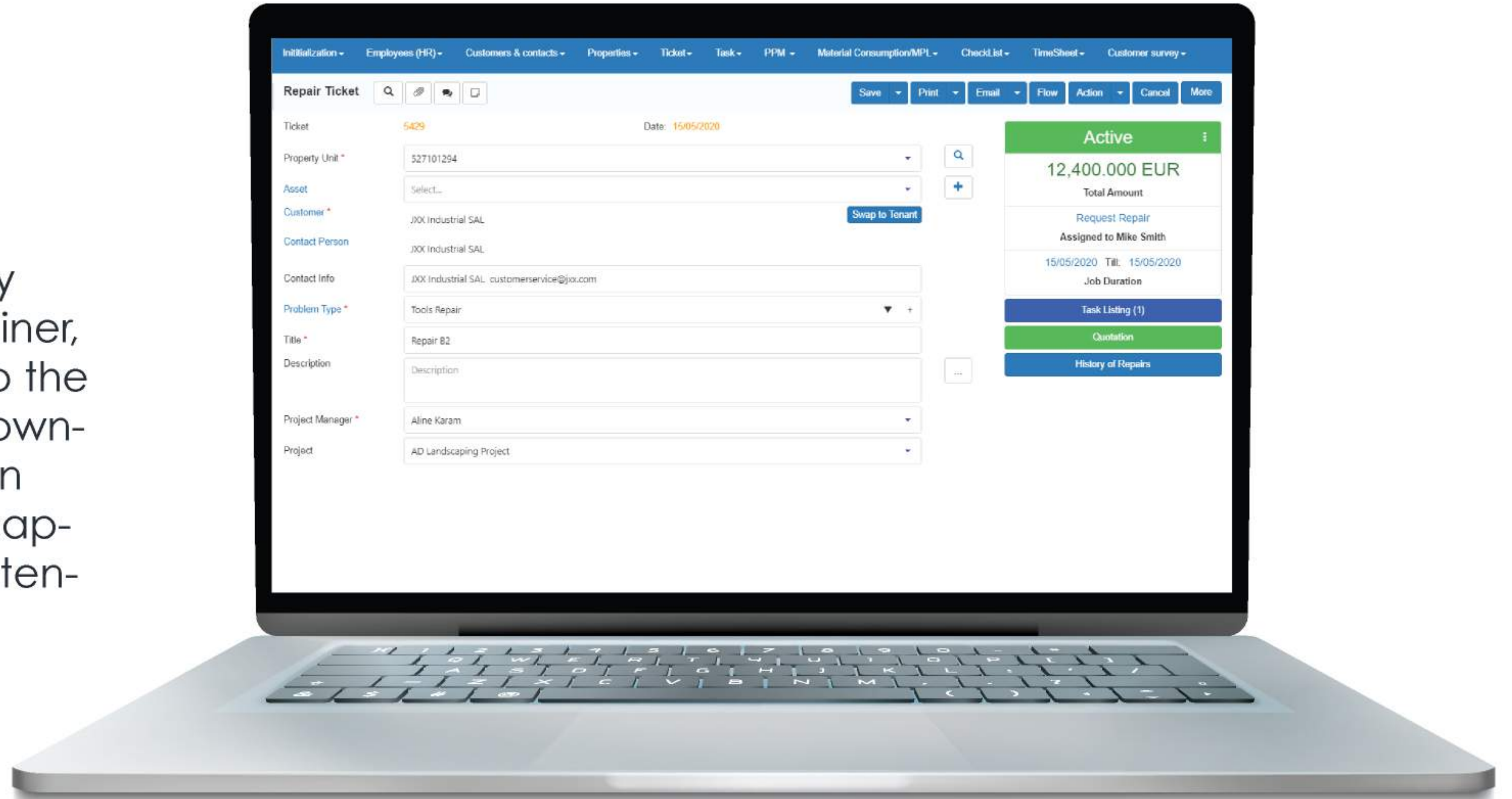
Built-In CRM covering Contact Management & Information, Client's history, Direct Mail Sending to clients, Statement of accounts & Balances, Visit reports, Client brief (requirements & scope of work). Definition of client contacts & information details, management of Leads, Opportunities.

Jobdor to mention little bit: System shall have extension to Android/iOS based mobile devices where the user will be Dolphin CAFM system Integrates with JobDor Mobile APP and Dolphin Procurement module.

### TICKETS

Effectively manages all maintenance works required at a location, to a property or to an asset within the facility.

Tickets are generated through a call center or a help desk (Receiving Calls and Recording Complaints on technical defects). It applies in case of breakdowns, (ad-hoc repairs) unexpected issues, or, to repairs governed by some maintenance agreements such as preventive maintenance...



Main specifications: Attachment of documents & pictures, Workflow circulating the tickets based on the company's processes (problem inspection, cost estimation, supply of material, supervisor assignment to a technician...), Generation of quotations and client billing, cost calculation of a ticket based on the material consumption, time spent, and external purchases done, Alerts when tickets exceed time beyond the SLA.

It applies to the servicing of all types of properties (Villas, Residential Buildings, Malls, Manufacturing plants,... including their assets such as machineries, pools, ...). Built-In CRM features for customer Contacts & Information, history of repairs by property or by asset, and, Direct Mail Sender to concerned persons.

Integrates with Dolphin Equipment Management system & Preventive Maintenance Planning, Task Work Order (for Task assignment of technicians & time scheduling), JobDor mobile App for tracing the tasks, checking IN & OUT, Material consumption and clients billing.

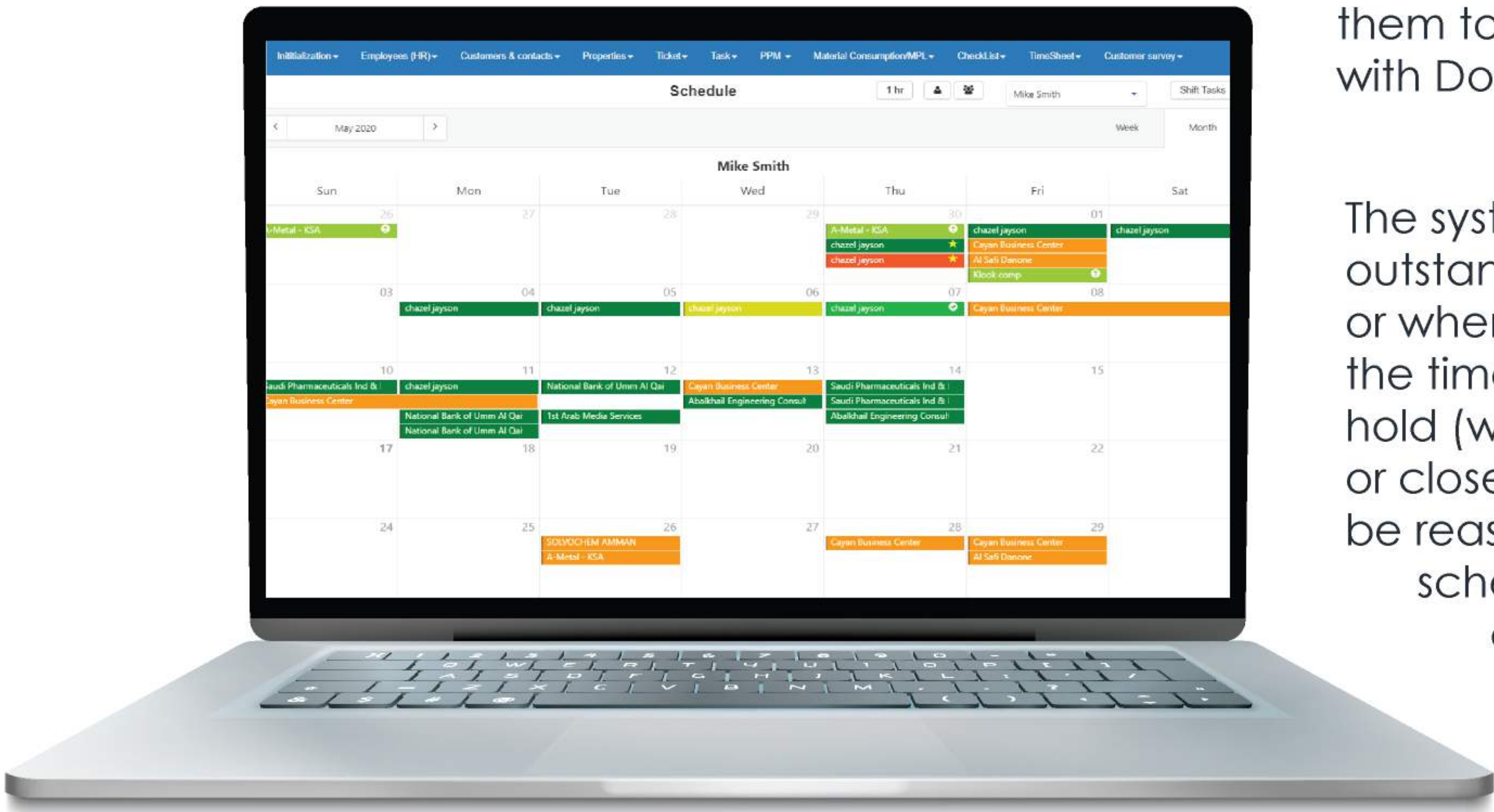
Advanced reporting on cost analysis, sales statistics and detailed analysis on client/ticket profitability.





TASK & CALENDAR TRAFFIC

The generation of Task Work Orders is based on a ticket related to a Repair case or on a preventive maintenance scheduled and already due. The Task Work Order contributes to monitoring the assignment of Actions (TA-SKS) to be taken by the various resources, and scheduling in time depending on the scopes of specialization.



Tasks may be linked to a client, to a Ticket or, may be stand alone. Accessible from any web browser (Mac or PC) or from a JobDor mobile APP, a listing monitors the daily activities (TWO) assigned to specific Technicians or related to a client or to a problem type. Similarly, tasks are displayed in a calendar giving a better view on the work's distribution between resources (displaying names of technicians, dates & time, task description, and, length/duration). When many technicians are involved, a friendly way to drag and drop tasks moving them between team members of the same group, or rescheduling them to another date or time. It integrates with Dolphin Time Sheet module.

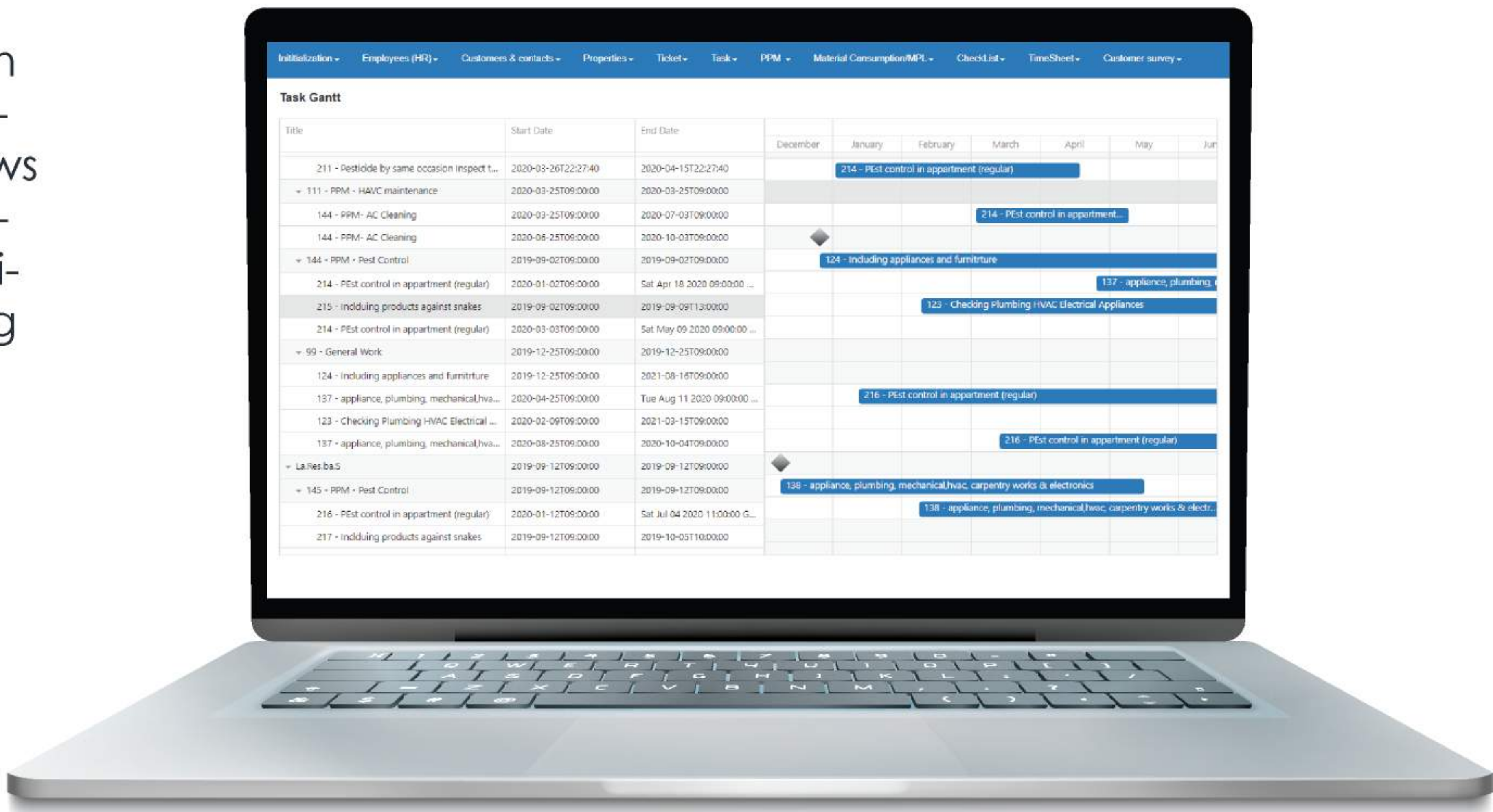
The system issues alerts when tasks are outstanding for a certain period of time, or when the total time spent has exceed the time estimate. Tasks may be put on hold (waiting for spare parts), cancelled or closed upon completion; these may be reassigned to other employees or rescheduled at another date or time. KPIs are for measuring the duration between the time of receiving a call, the time it is assigned to an employee and the time when completed.

TWO integrates with JobDor Mobile App.

PREVENTIVE MAINTENANCE (PPM)

Keeps on top of what needs to be done with pre-planned preventive and repair maintenance alerts. Preventative Maintenance allows facilities to schedule and track regular maintenance and inspections on properties, equipment, utilities and assets. It helps preventing unexpected asset failure/breakdown and extend the life expectancy of the property or the equipment.

Dolphin PPM manages the regular maintenance to be conducted on each asset or property, based on a specific frequencies (once every quarter, or 2 times a year...).



Accordingly a planner will generate an annual calendar by creating tickets & tasks each time a preventive inspection needs to be taken. The ticket will generate a list of properties on which the tasks have to be performed. Dolphin PPM integrates with the checklist module, and with the Material Pick List/Material Consumption when corrective actions are to be taken during the preventive inspection.

Automated maintenance alerts are provided on-screen or via e-mail to keep up on top of the prevention!



## ASSET MANAGEMENT & PROPERTY MANAGEMENT

Facilities (Properties & Locations): The system defines properties & sub properties by location and property type. These are defined by hierarchy at various levels of units, and, may be classified by compound and clusters, or, by building, area and sections. It provides a detailed descriptions of each property. Updating owners and tenants information, as well as contact detail.

Assets: Tracks an unlimited number of assets in various applications including facilities, marine, aviation, machinery, and more. Extreme flexibility that adapts to any type of asset requiring preventive maintenance. Inventory of assets is defined by location or by property; it may or may not consider serial numbers.

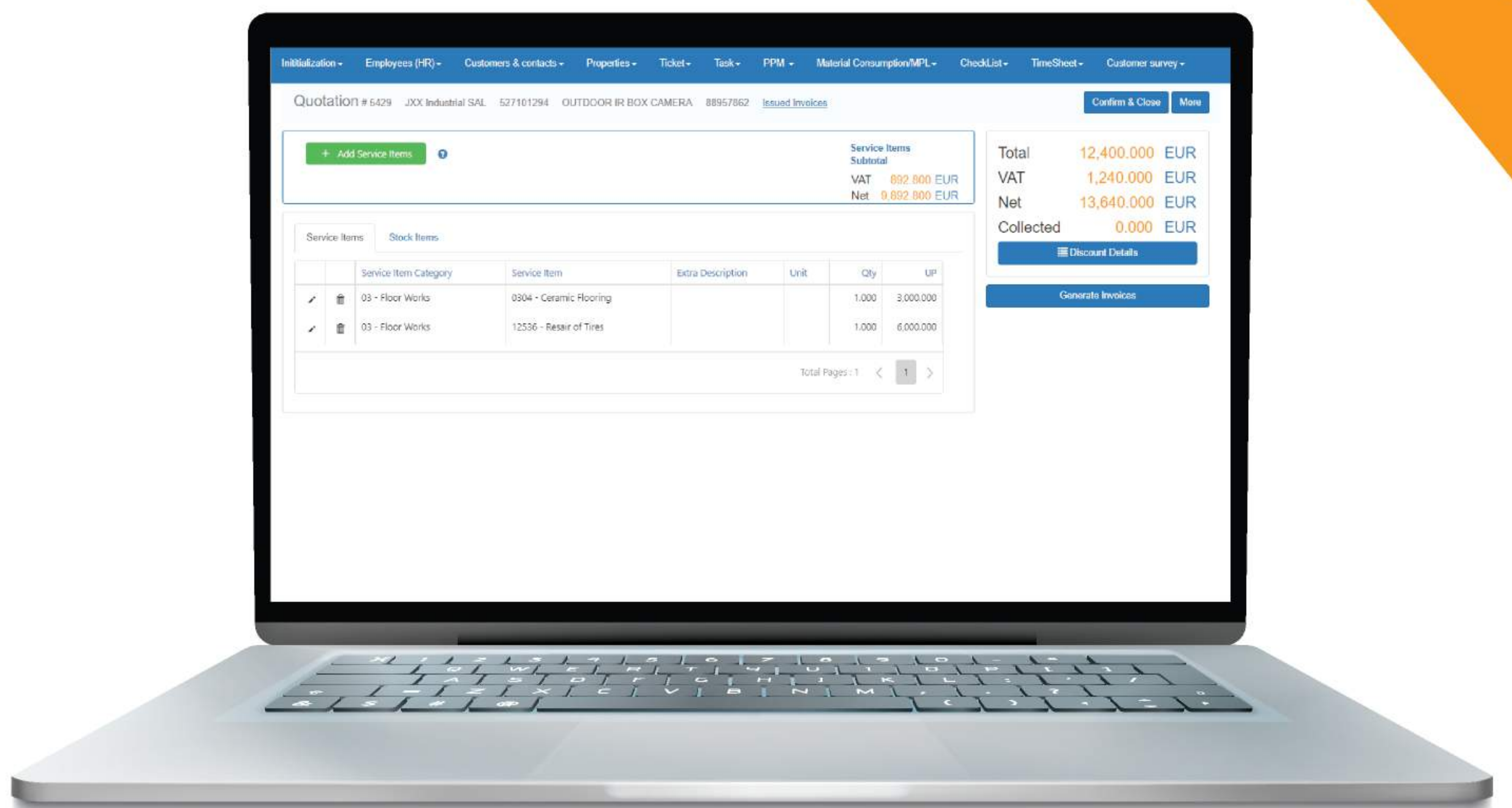
The assets module integrates with Dolphin Fixed Assets module, in case these belong to the company.

## CLIENT QUOTATION & TICKET BILLING

Preparation of quotations may be done following the inspection of the asset or part of the property that needs to be repaired. It covers the cost of labor, cost of material (parts & consumables) and outsourcing costs.

Customer billing may be generated based on an approved quotation, or, after the work is done, based on the ticket's costs incurred (spending of Material, Time sheet of Employees & Labor, and, the Direct Expenses such as External Purchases, outsourcing, subcontracting).

Invoices may be submitted to the tenant, the owner or association committee of a property.



## MATERIAL PICK LIST & MATERIAL OUT

Itemize and track usage of parts, spare parts & consumables while a maintenance is being performed. Dolphin provides a full inventory management system for stock tracking, reorder notifications, purchasing, placing supplier orders, transfer between stores and booking items. Such system offers alternative of part through equivalent item codes or equivalent bar codes when supplied from various sources.

The material Pick list is a document formulated by the technical team, containing the list of materials to be issued from the stores on a ticket or on a project. From the site, over a mobile or through a web browser, the list of items needed is re-routed to the store keeper for dispatching the goods. Governed by a workflow and approval process, 3 options may be considered:

Issuing Material on ticket for consumption, Placing a back to back purchase order (part of the supply chain), or Operating a transfer between stores.

The Material Pick List displays the quantities in store online, the quantities under shipment, and the ones reserved in projects.

The MPL integrates with the Dolphin Inventory management module; it applies in the Workshop billing of Parts & Material, as well as the Cost Estimation modules.

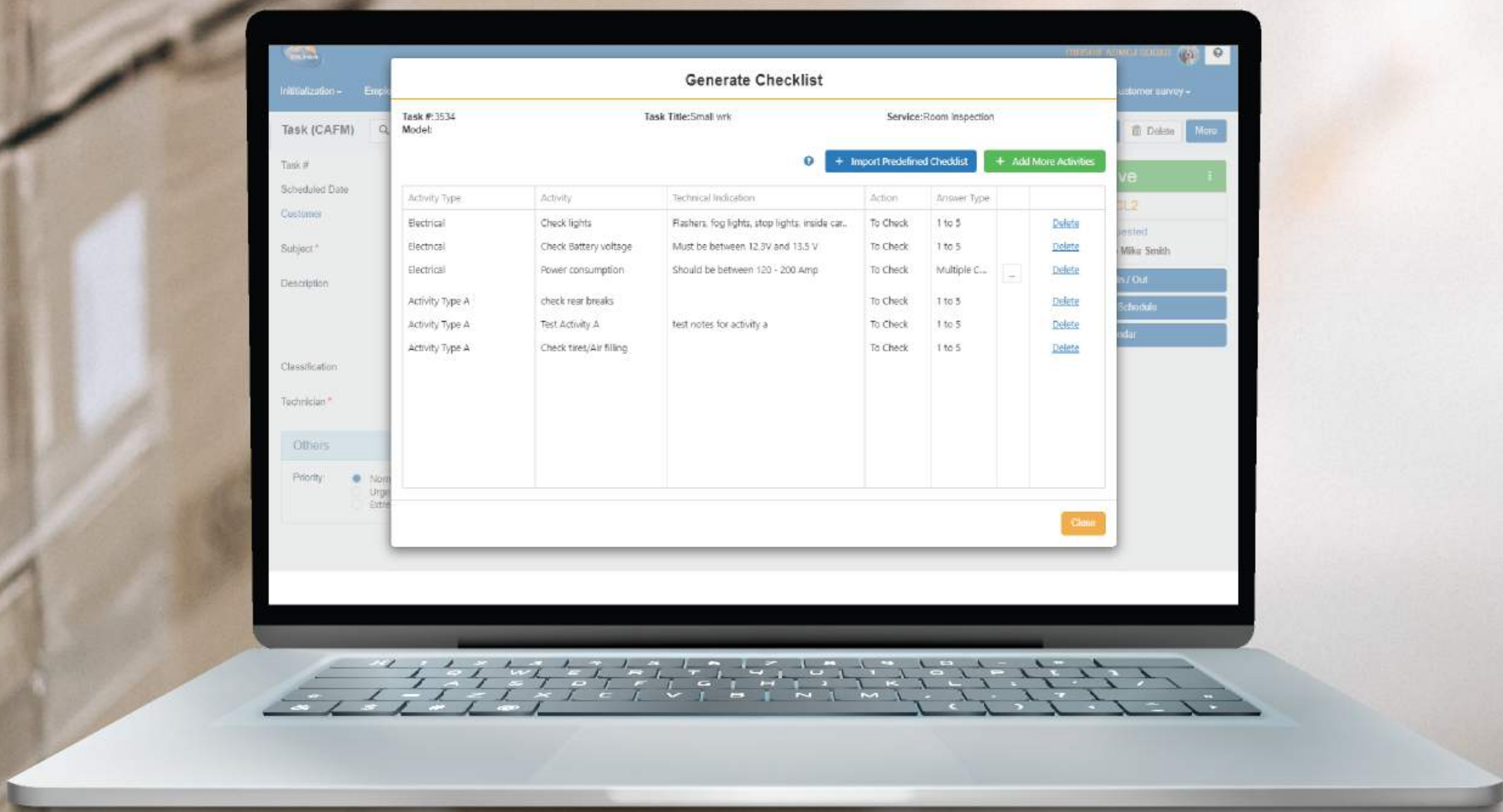


CHECKLIST

In the frame of regularly scheduled inspections, tests, servicing, replacements, and repairs, the checklist (including action to do or to check) intends to help reduce the impact and frequency of assets failures.

The maintenance checklist forms represent a sets of documents, each valid for a case, for an asset, or for an equipment, containing activities to be acted upon, checked or reviewed for maintenance. It also points out the things which have been reviewed (usually marked) with corrective actions when needed.

Dolphin Checklist operates within Dolphin Task Work Order module.

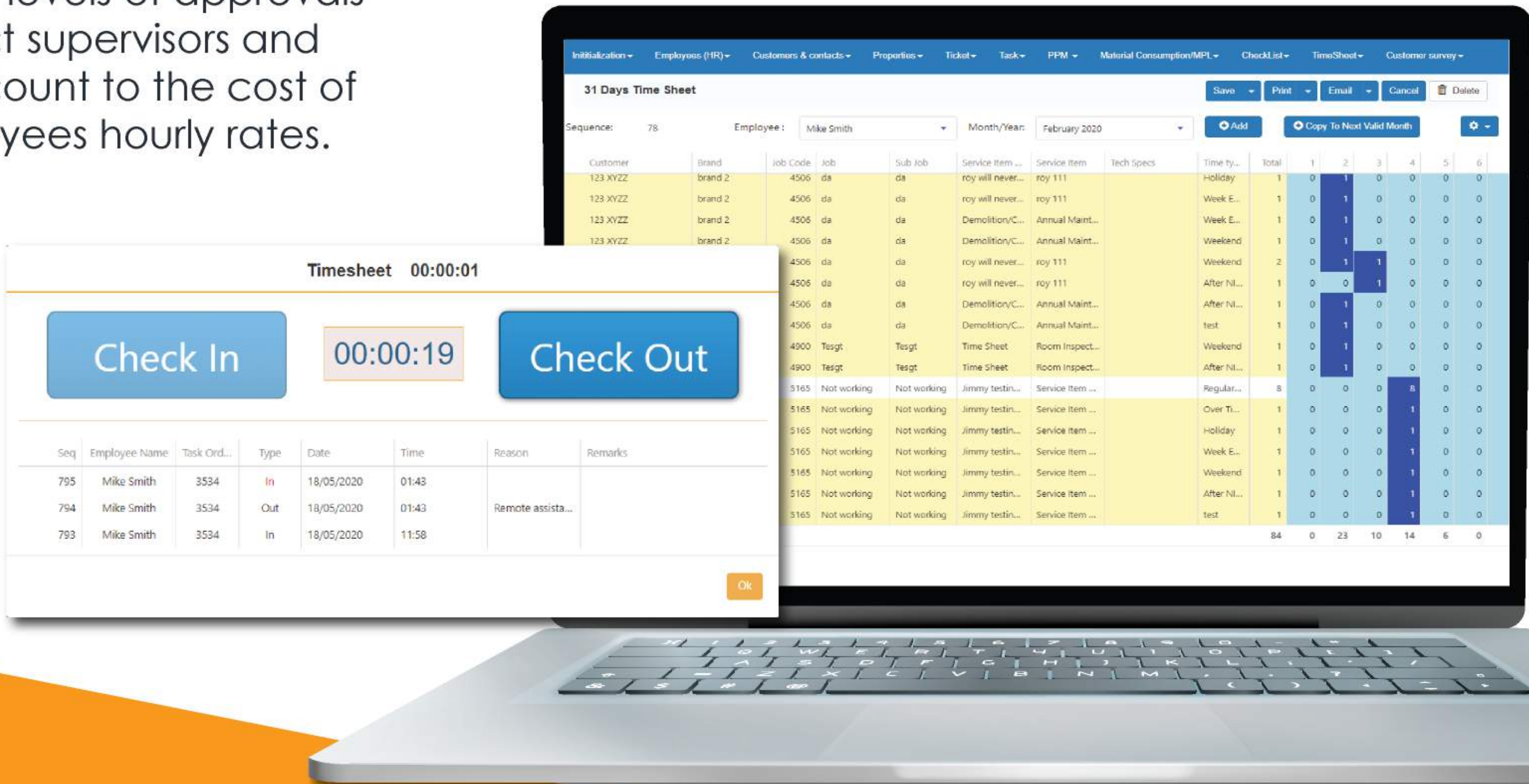


TIMESHEET

Multiple ways for entering & defining Time sheets: Based on tickets/job quick entries, or based on a checking in to a task, then checking out, or, based on 31 days entry grid.

Time sheet entries apply to all types of the servicing industries where the human resources represent an important component of the projects cost; it contributes to optimize the team members productivity & measure the time spent against the time estimate.

Time sheets have several levels of approvals (crossed between project supervisors and activity types); these account to the cost of jobs based on the employees hourly rates.

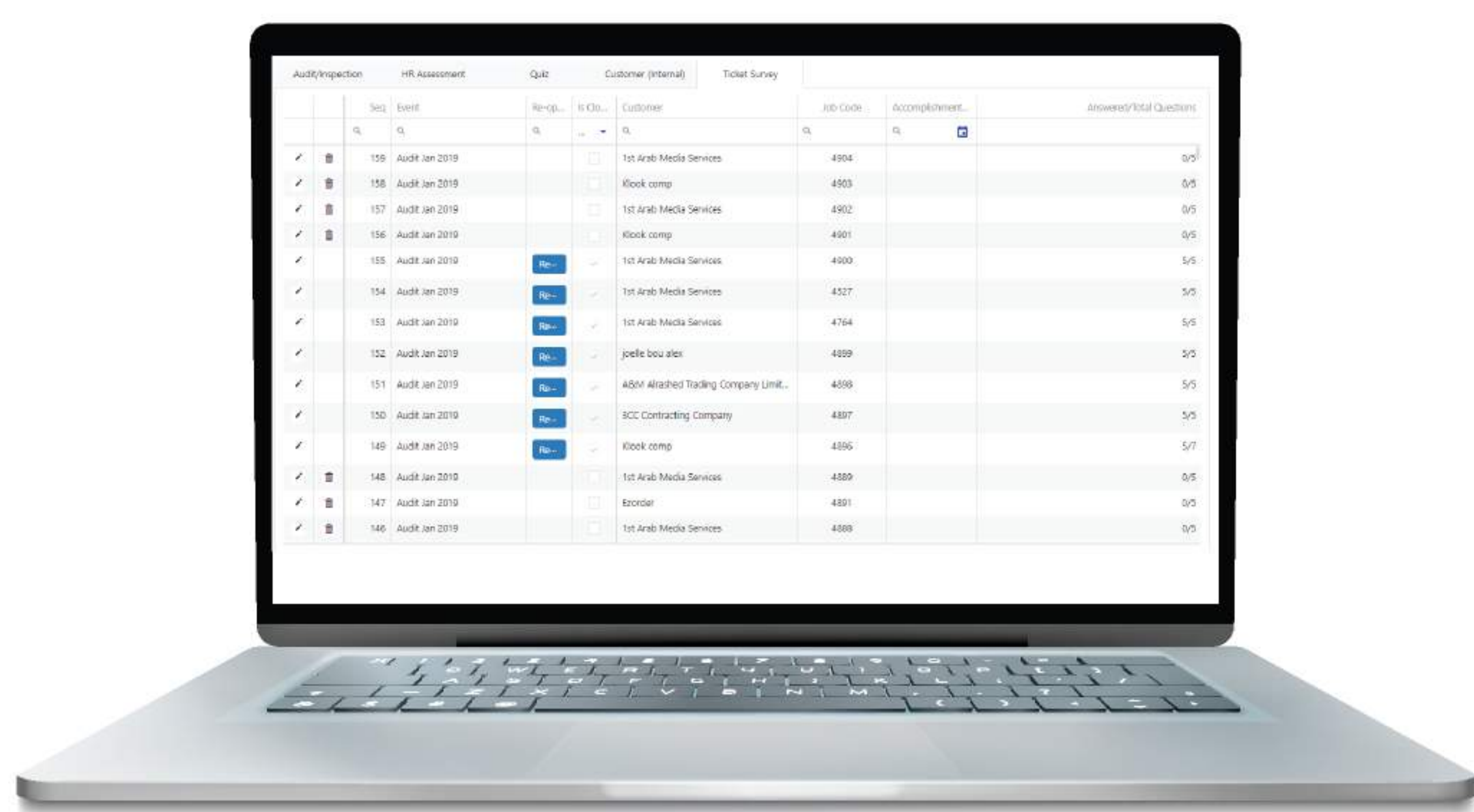




## CLIENT SURVEY

Upon closing a ticket, the system automatically mails a set of questions to the Customer or, to concerned persons, to help measure the level of client satisfaction.

It establishes a score measured against key performance targets aiming to improve the quality of the service in a company. That rating monitors changes over time, while gaining a deep understanding of whether or not the servicing company is meeting its customers expectations.



## CLIENT PORTAL

Clients may access the systems online, record a new repair ticket or check their tickets statuses. The system considers a users registration (validated from the back office prior to filling ticket online), selecting a project manager, writing notes & messaging, viewing tickets updates, reviewing history of tickets posted and accomplished... Tracking the outstanding tickets and reviewing tickets status.

As well customers may check online their financial balances, statement of accounts, invoices and payments.







## DOLPHIN SOLUTIONS FZ-LLC

Dolphin Solutions provides one of the best and most versatile option for managing your labor camp operation. Our experienced team of consultants is available to offer insights on all issues related to your business and to ensure that you are getting the best advice and support.

## OVER 30 YEARS MORE THAN 7000 CUSTOMERS

1985

Dolphin Solutions has been developing and delivering financial management systems for small and medium enterprises

Dolphin Solutions specializes in the development and implementation of ERP systems, Media, Job Costing, Retail and Business Intelligence solutions; and gets into customization and custom made projects.

With its headquarters located in Lebanon, SDCG has set up offices in the UAE, Riyadh, Jeddah and Kuwait

Dolphin Solutions boasts a team of 120 employees with a mix of financial/business background, with a proven experience in product development, implementation and client support on ERP software solutions made projects.

SDCG 7000 customers, spread all over the Middle East and North Africa, are small to mid size market leading trading and industrial firms, to which SDCG offers a comprehensive range of solutions catering all department's needs.

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