

PPM

ProNett System



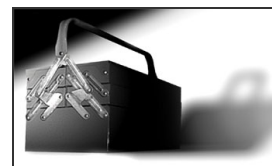
Maintenance Management

## PPM ProNett System Maintenance Management

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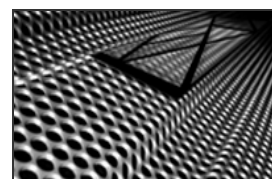
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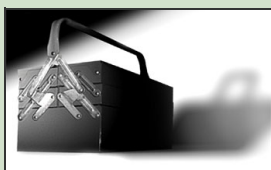


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## About ProNett

### What Is ProNett?

ProNett is a simple to use, web enabled software solution developed and provided by PPM & Associates, that facilitates the central control and management of reactive and planned maintenance repairs on a multi-site, multi-regional property estate along two primary objectives :-

- i) To enable one Senior Property Manager to be in complete managed administrative control of finance, quality and performance of works undertaken on a property estate ranging from 50 – 5,000+ units.
- ii) To allow the self-serve purchase ordering of maintenance activities, financially administering the process from end to end, eliminating invoicing errors and queries whilst maintaining the highest standards on works.

ProNett offers return of administrative and financial control for the corporate user in the often bewildering environment of property maintenance on a large scale, generally being either difficult to manage or outsourced to Facilities Management organisations. ProNett has the potential to cut out the tiering of Facilities Management or for it to be retained to far greater effect; the flexibility in usage is a customer choice.

PPM's collective and in-depth knowledge of building services maintenance and property management has been painstakingly incorporated into the design of the ProNett software, in order to share and pass on management strategies to the package by design. Our extensive analysis of spending patterns and invoicing of repair works allows us to position ProNett as having the capabilities of achieving a minimum 20% like for like reduction in cost.

## What Are The Benefits?

ProNett is predominately aimed at the large corporate sector user with multiple stores, branches or outlets, with a property estate typically ranging in size from 50 – 5,000+ units.

The primary functional benefits are as follows :-

• Call logging & status management of all maintenance works.	• Planned Maintenance contract management.
• Complete maintenance knowledgebase.	• Maintenance budget management.
• Purchase ordering of maintenance related works.	• Audit trail, recording of all historic transaction data.
• End to end financial administration of maintenance works.	• Parts list pricing and management for repairs and replacements.
• On-Line direct read commitment of maintenance expenditure.	• Exceptional management reporting on maintenance activity.
• Management analysis & reporting of maintenance works.	• Geographical profiling of the maintenance contractors.
• Contractor data management and performance analysis.	• Time management for outsourced and in-house operatives.
• Maintenance inspection certification management.	• Integrated asset & inventory management.

## How Are The Savings Achieved?

ProNett delivers measurable & transparent cost savings via a host of methods and strategies integrated within the system functionality. A selection of these cost savings / benefits available from utilising ProNett are as follows :-

- Transactions completed & approved on-site upon completion of job.
- Duration of times spent on site recorded by the Unit Manager.
- No maintenance cost paid without a system recorded site visit.
- System calculated labour costs at agreed contracted rates.
- Callout & Re-Attendance costs are inclusive of all disbursements.
- If two callouts attended to at the same time a singular callout charge is paid.
- Duplication of hours on-site for separate jobs is not possible.
- Jobs paid at agreed labour rates therefore no subcontractor premiums paid.
- Requirement for valid reasoning for multiple operatives attending site.
- Out of hour's attendance for non-emergency jobs - in hours labour paid.
- Non-business critical problems have no availability for premium rate callouts.
- Callouts can only be made to warranty contractors for new equipment.
- Late attendance of an emergency callout will not pay the premium rate.

[more]

- Transparent job costs broken down by callout, labour and individual parts.
- Recalls on failed repairs pay a re-attendance fee only (no labour charges.)
- In excess of 5000 pre-approved parts prices loaded into the system with images.
- Any part not selected from the approved list is vetted prior to payment.
- Planned Maintenance is fully scheduled – no duplicate / early visits possible.
- Dynamic real time spend shown against budget in all views.
- Spending limit constraints upon unit managers and management tiers.
- SMS Text alert to management for spend to budget.
- Dynamic contractor comparisons on job averages, efficiency and cost.
- On-Line competitive quoting facilities - Audit controlled for competitive pricing.
- Paperless administration end to end.

## Who Is It Designed For?

The multidimensional interaction by different user groups of the singular system facilitates a better ability for maintaining data integrity, ownership and responsibility in usage, by each grouped user. With different tiers of authorisation and responsibility, it allows a tiered and crystalline management structure to easily deal with the items that require attention whilst providing all of the necessary electronic support to enable effective decision making across the corporate structure, with specific features and benefits for the following :-

- **Property :**  
Delivery of an entirely paperless maintenance process, allowing single point management of call logging, planned maintenance visit expenditure, contractor performance, asset management and warranties.
- **Operations :**  
One stop reference point for unit management teams on works progress and cost. Allows management to view and follow up on any items that require attention by group of units, geographic area or singular site as required.
- **Finance :**  
Facilitates an automated payment process requiring little or no manual input or data entry. Provides a single source of management accounting information on maintenance expenditure.
- **Commercial / Purchasing :**  
Provides in-built competitive tension between contractors / suppliers, allowing transparent and robust management of rates and performance on an individual, local, regional or group level.
- **Legal :**  
Provides a historic database of all works carried out such that the details can be instantly recalled if required.

## Key Usage Statistics

Over the last 100,000 reactive 'Emergency' and '24 Hour' callouts completed on ProNett, the statistics read as follows :-

- 14,000 Emergency callouts 1st fixed within ½ a day.
- 6,000 Emergency callouts re-attended and completed within 3½ days.
- 60,000 24 Hour callouts fixed within 28 hours.
- 20,000 24 Hour callouts re-attended and completed within 4½ days.
- The average time from placement to completion on all callout is 4 days.
- The average order cost is currently £124.00

The key constituent to achieving these statistics is the transparency and management accessibility to data, all in a live and real-time view, coupled with constant communication to the contractors ensuring that the customers exacting requirements and performance targets are met.



## How Much Does it Cost?

### Initial Costs

There is a one-off initial fee (priced per unit) for the set-up and configuration of the ProNett system.

This fee is dependant on the clients specific requirements and includes for staff training and project management as necessary.

### Ongoing Costs

ProNett is licensed for use on a monthly fee per unit basis and is dependant on the clients requirements.

### Hosting Costs

ProNett can be either hosted in-house by utilisation of the clients existing servers and infrastructure thus minimising the expenditure.

**or**

Alternatively and if required, it can be hosted by an outsourced provider.

### Usage Term

Typically, the minimum usage term for the ProNett application would be an initial 36 month period after which it may be extended, or otherwise on a 3 month notice period.



## Implementation, Training & Support

### Minimum Infrastructure Requirements

The use of ProNett requires a minimum level of infrastructure to support its implementation within the client's organisation, which at its most basic level is for a company wide 'intranet', with each unit having a PC capable of 'browsing'.

### Implementation

To make the implementation as easy as possible, we will project manage the process from start to finish to ensure that the necessary details and areas are covered to ensure that the client is able to gain best possible benefit from using the system.

We will utilise the information provided to populate the clients bespoke ProNett application and liaise with both in-house personnel and external organisations to obtain any further detail as required such that the whole process is transparent and seamless.

### Training

As training is a key component of implementing ProNett, the training programme (included as part of the setup process) is designed to support and ease the process throughout the organisation.

Split in to three key areas, it is intended to provide all required members of staff with sufficient knowledge to know not only how to use ProNett, but enable them to utilise the tools available within the system to train any further staff as required.

### Support & Helpdesk

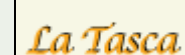
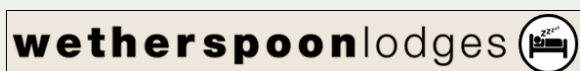
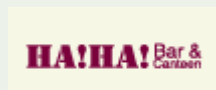
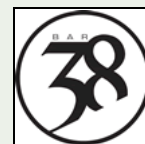
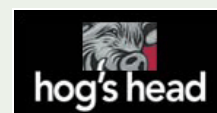
For the lifetime of its use within an organisation and dependant on client requirement, we provide a full support package to the ProNett application, including telephone support, administration and call handling services as may be required to facilitate the complete and managed property maintenance solution.

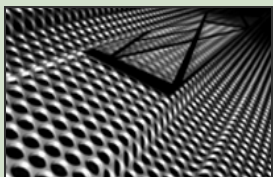


## Who's Using ProNett

### Existing Brands utilising the ProNett System

ProNett is the system of choice for 20% of all managed bars & public houses within the UK, however it is a non-sector specific solution and will readily accommodate any corporation with a multi-site property estate. Below are a selection of the brands already utilising ProNett :-





## Further Information

### Additional Modules

In addition to Maintenance Management, PPM provides further modules for the ProNett System as follows :-

#### New Build & Re-Investment Module

The New Build & Re-Investment Module is a 'bolt-on' module designed to facilitate and manage capital expenditure projects (such as new-build's and refurbishments) for companies running large investment programmes on both their existing estate and new property purchases.

It offers extensive control of expenditure to the Corporate user by utilising the same management principles found elsewhere within ProNett, whilst providing a flexibility of use such that it offers considerable benefits to both the clients business and external suppliers interacting with it.

#### Estates Management System

The Estates Management System is another 'bolt-on' module intended as a single point repository for all information and detail relating to a property estate, including but not limited to the following :-

- Unit Information (inc. Maps, Plans etc...)
- Tenure, Rents
- Leasing
- Licensing
- Insurance
- Rates
- Services / Utilities

### Contact PPM & Associates

If you would like any further information, please contact us either by phone on (01322) 229912 or alternatively by E-Mail at [ppm@ppm-associates.com](mailto:ppm@ppm-associates.com).