# MEGAMATION

# DIRECTLINE SOFTWARE SERVICE



# MEGAMATION SYSTEMS

# UNLIMITED SUPPORT

Dedicated Account Team providing implementation assistance

# **CUSTOM**

The software is adapted to your unique requirements. The workflow can be customized to meet your needs

# UNLIMITED TRAINING

Directline Service includes Unlimited Training.

## **UPGRADES**

Stay up to date and keep your modifications



# PREVENTIVE MAINTENANCE

# PLANNED HOURS

Entering estimated time for work order tasks.

# CHECKLISTS

Digital documents that you can report on, audit and track. Actions and alerts can be created.

# PLANNED MATERIALS

Tracking reserved materials for work order tasks.

# UPLOADING DATA

Data can be uploaded from Megamation Standard Excel Templates



# WHY CHECKLISTS?

"WE CAN HAVE THE MOST HIGHLY SKILLED,
HIGHLY TRAINED, HARD WORKING PEOPLE BUT
THE VOLUME AND COMPLEXITY OF WHAT WE
KNOW CAN EXCEED OUR ABILITY TO DELIVER
ITS BENEFITS CORRECTLY, SAFELY OR RELIABLY.
THE SOLUTION TO THIS PROBLEM IS A
CHECKLIST." ATUL GAWANDE, THE CHECKLIST
MANIFESTO

MEGAMATION

# CHECKLISTS

# REPLACING PAPER

Directline Mobile first replaced the printed work order. Very quickly clients requested we replaced printed checklists and tasks

# TYPES OF CHECKLISTS

Mechanical/Electrical, Custodial, Environmental, Room Inspections, Water Tests, Health and Safety, Sanitation, Bio-Medical

# ON DEMAND CHECKLISTS

Checklists started in the PM module but moved throughout the application

# **ACTIONS**

Events and actions can be triggered by user entry. Alerts, followup work orders, notifications



# MOBILE

# REPLACING PAPER

Work orders, checklists, receipts, requisitions, on-demand inspections

# BARCODES/QR CODES

Input can be made easy and more accurate. Buildings, rooms, equipment and inventory can be tagged

# TIME TRACKING

Clock in and out of work orders. Get wrench time and travel time

# **DOCUMENTS**

Everything can be accessible not kept on shelves, in binders, boxes or file cabinets



# MEGAMATION DEMONSTRATION m.megamation.com/dldemo/facility

#### FW: Status is now Closed on Work Order # 623623







#### HOW DID WE DO?

Click one of the thumbs



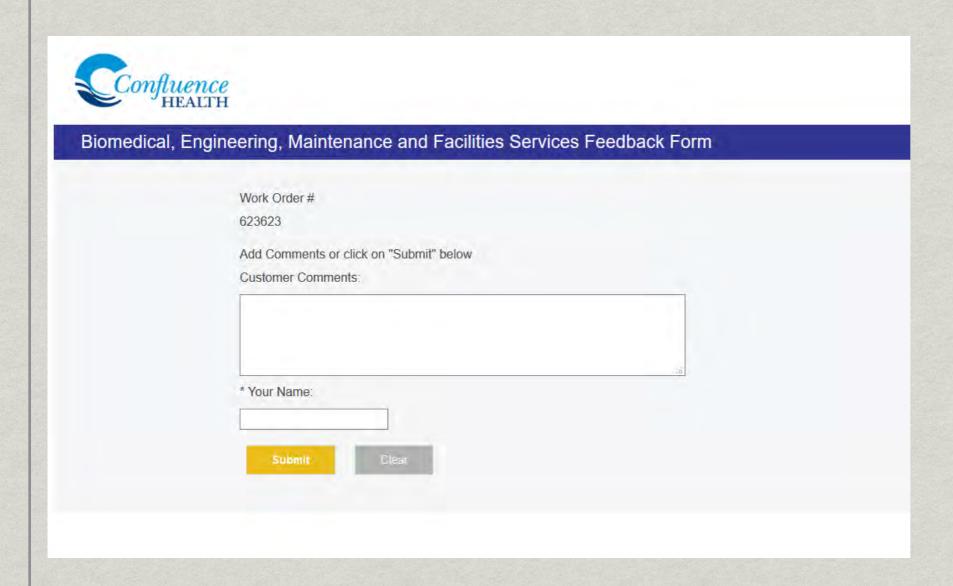
If you are not satisfied that this job is complete, please call the work group listed below to reopen the work order

- 1 Work Order#: 623623
- 3. Date: 10-01-2019
- 4. Work Description: TEST WORK ORDER, PLEASE IGNORE
- 5. Type of Service: Preventive Maintenance Consolidated
- 6. Room/Location:
- 7. Building: BLD008 HAUG BUILDING
- 8. Equipment#: HVAC158 HAUG AC3
  - a Manufacturer
  - b Model:
- 9. Submitted By: PM SCHEDULER Tel:
- 10: Work Group/Assigned to: WVH-ENGINEERING WVH Engineering / WVH-ENG Wenachee Valley Hospital Engineering
- 11. Closing Comments: Comments from BARRY, MICHAEL on Nov 06 at 12:35PM; test Comments from Groth, Duane on Oct 17 at 03:06PM; completed

Do not respond to this email, it is linked to an un-attended address.

In this client screenshot example, after a WO is completed the requestor receives an email asking How did we do? With the ability to give a thumbs up or down and be linked to a webpage to fill in comments.





After the requestor clicks the thumbs up or down, they can fill out further comments.

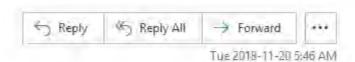


#### Work Order Completion Survey:

When a work order is completed, a survey email is sent to the originator.

#### Work Order 100028





Hello,

Thank you for taking the time to fill out a work order. Your work order is being closed because it has reached completion status. Please open the attached work order to review your request and any closing comments. If you have any questions regarding your work order or would like to provide comments, please respond to I and a peak to our friendly staff. If your work order has been closed in error, please contact us so that we can help accommodate your needs.

Thank you, Facilities Services

------ To aid the Facilities Services with our processes, please take a minute to fill out the quick survey below:

#### Submit Work Order Survey

if the link above does not work, please copy and paste the address below into your internet browser.

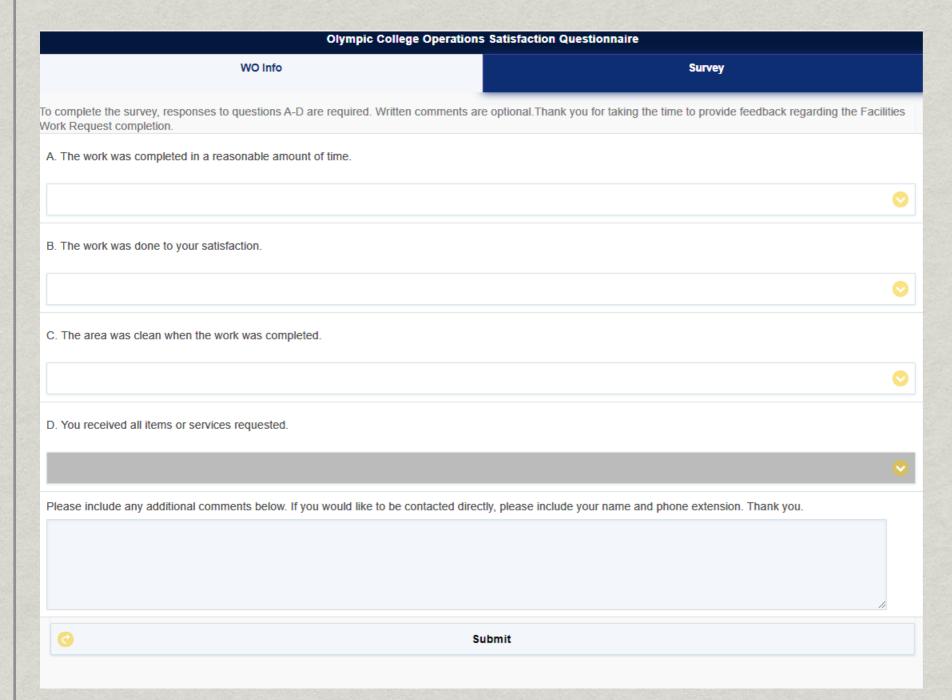
http://dlweb.megamation.com/Olympic/DLWEB.php/O4W WO SURVEY?WO NO=2D3651A0DD65

Details and comments about the work order can be viewed by opening the document attached to this email.

If you were unsatisfied, please leave your name so we can follow up with you.

In this second example, a requestor receives an email with a link to Submit a Work Order Survey once the work order has completed.





This survey allows the user to select from a dropdown for 4 questions A-D and then add additional comments.



#### Questionnaire results 20191891 Received



Work Completed by: Search 1997, 6

Survey Completed by:

Survey Completed by Email:

Work Completed Date:15 OCT 2019

Work Order: 20191891

A. The work was completed in a reasonable amount of time.: Very Satisfied

B. Was there appropriate communication during the work order process: Very Satisfied

C. Were you pleased with the quality of work: Very Satisfied

D. Was this work a rework from a previous reported discrepancy: Very Satisfied

Comments:

Survey result returned on: 16 OCT 2019 Once the survey is completed an administrator can receive the results of the survey in an email.







Survey Information can be provided on the Analytic Dashboard



# BUILDING IMPROVEMENT REQUEST

Community Colleges of Spokane - Building Improvem...



#### DISTRICT FACILITIES DEPARTMENT

Phone: 533-8630

#### SCC BIR Request

Fixed Wing Hangar	171-301
Apprenticeship & Journeyman Training Center A	171-602
Apprenticeship & Journeyman Training Center B	171-603
Maintenance Annex	171-606
Esmeralda Center North	171-624
ECCC Head Start	171-633
Esmeralda Center South	171-635
Bowdish Valley Center	171-636
Anrode Hangar	171-687
Colville Center	172-617
<b>NE Community Center Head Start</b>	172-973

#### SFCC BIR Request

Adult Education Center	172-604		
Newport Center	171-630		
Lodge	172-009		
Magnuson	172-027		
Industrial Training Center	172-608		

# BUILDING IMPROVEMENT REQUEST

SCC Building Improvement Request			
Fields with * must be filled in order to submit the work request. Two email addresses may be entered by separating them with a comma.			
*BIR or EST?			
*Date	Feb 15, 2024		
*Building ID			
Room(s) Number			
*Project Contact Name			
*Project Contact Email			
*Administrator Approver			
*Administrator Work Email			
Identify funding deadline(s)	(grants, tech fees, etc) when a fund source will no longer be available to cover charges.		
Detailed Project Request (Include additional budget splits)		11	
Please click Next to continue.			
	Nevt		

# BUILDING IMPROVEMENT REQUEST

*Building		
*Requested By		
*Phone No		
*E-Mail		
Dept Head/Dean/Director		
Work Tags (UW Only)	Cost Center (8 digits) Fund (5 digits) Function (5 digits) Resource (8 digits)	
Grant, Gift, Or Program:		
Funding Available (in dollars)		
Please choose the service(s) nee	ded, please note lead times *Lead times vary depending on size and complexity of project.	
*Project Type		
*Project Description (please incluspace)	de problem statement, goals, and details such as expanding operations, adding FTE, type/amount of	
	<b>Q</b>	
Desired Completion Date:		
Pictures	Upload images/pictures after work order saved	
<b>©</b>	Save	

# BUILDING IMPROVEMENT REQUEST APPROVAL

To: kathy.albin@sfcc.spokane.edu <kathy.albin@sfcc.spokane.edu>
Subject: Action needed: New BIR Request 21 Submitted

You have been identified as administrative approver for this estimate/BIR: 216751

Please provide budget number and forward for prioritization:

SCC: Joanne Arsenault SFCC: McCall Fadeley

District: Frances MacDonald-Davis

Your estimate/BIR will be prioritized and processed through Facilities.

Type: PEND Pending (No Action without Administrative Authorization)

Status: Initiated

Submitted By: Katie Smith

Date: 01/25/2023 Building: Library

Project Contact Name: K
Project Contact Email: ka
Administrator Name: Kat
Administrator Email: katl
Budget(s): 7172-146--64

Detailed Project Request:

Please change out the lock on door 003B to key C1B6

THIS KEY IS INTENDED FOR THIS SPACE ONLY - Please do not issue this key for any other rooms in bldg 172-Library.

Please rename room "003 B Passport Lounge"

call with questions Katie Smith x4114 - Thank you :)

Selected Type: BIR

Room(s) Number: 0003 B Faculty Development

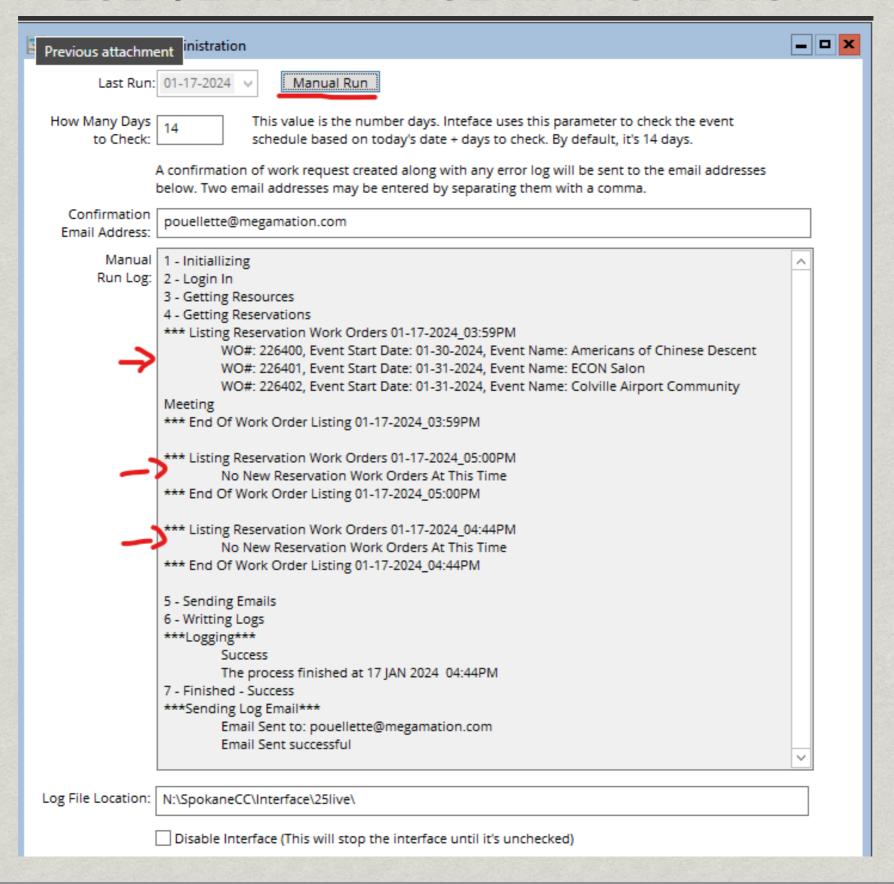
ASBESTOS CAUTION: This work site could contain ASBESTOS.

<u>Approve the request</u> OR <u>Reject the request</u>

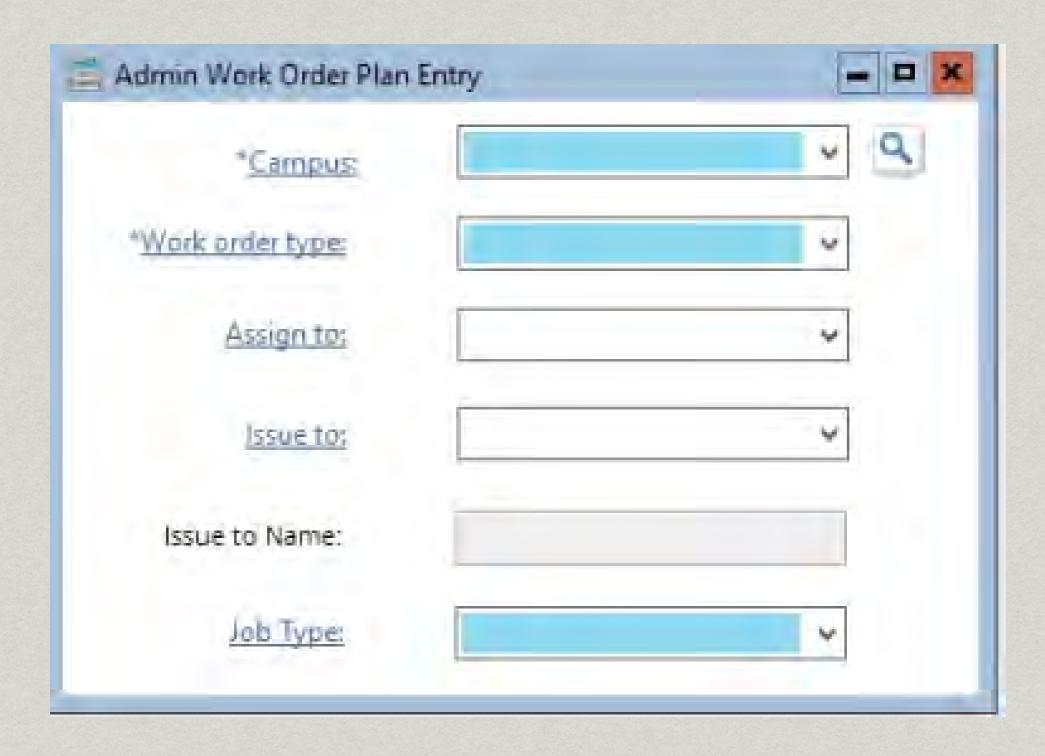
# EVENT RENTAL REQUEST

	1	Event Rental Req	uests Form	Save
*Requester's Full Name				
*Phone Ext.				
*E-Mail				
DEPARTMENTAL CODING				
*Fund (3 digits)				
*Unit (6 digits)				
*Grant (6 digits)				
*Project (6 digits)				
*Object	64533			
REQUEST DETAILS:				
*Building # (eg. 060)				
Room #:				
Closest To Room #				
*Delivery Date / Time				
*Pickup Date / Time				
Days of Rentals Required				

## 25LIVE INTERFACE MANUAL RUN

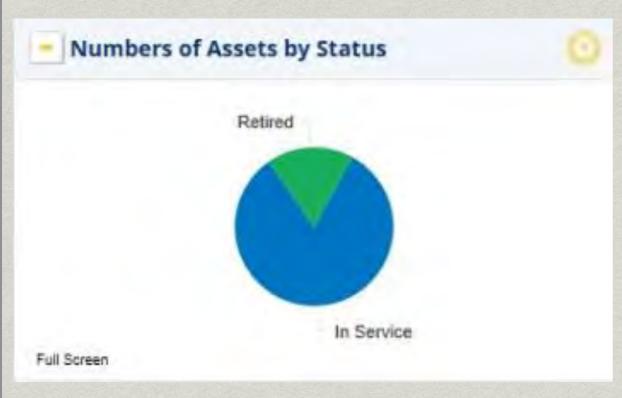


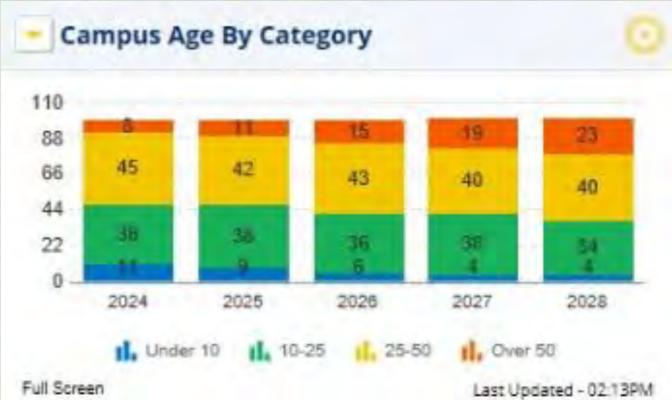
# **AUTOMATED PLANNING**

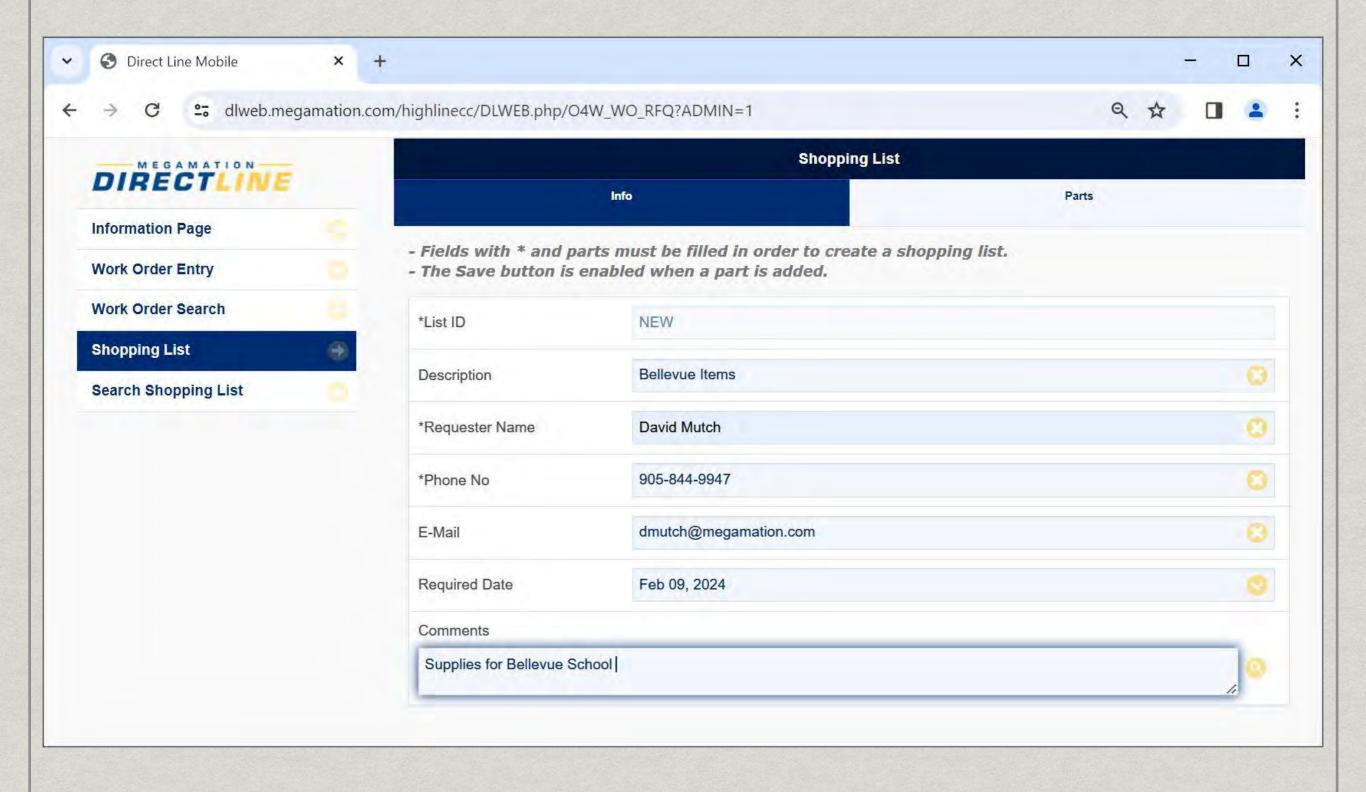


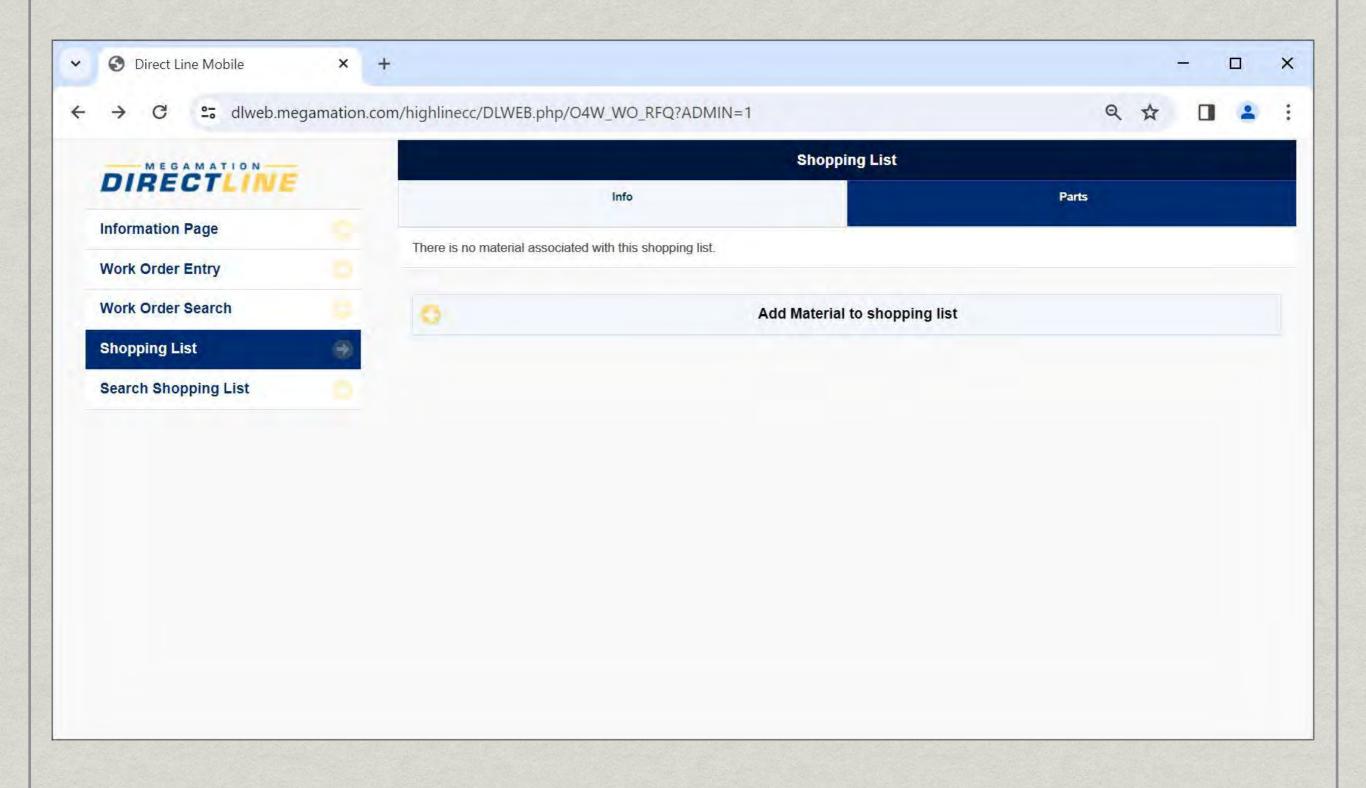
# **ANALYTICS**

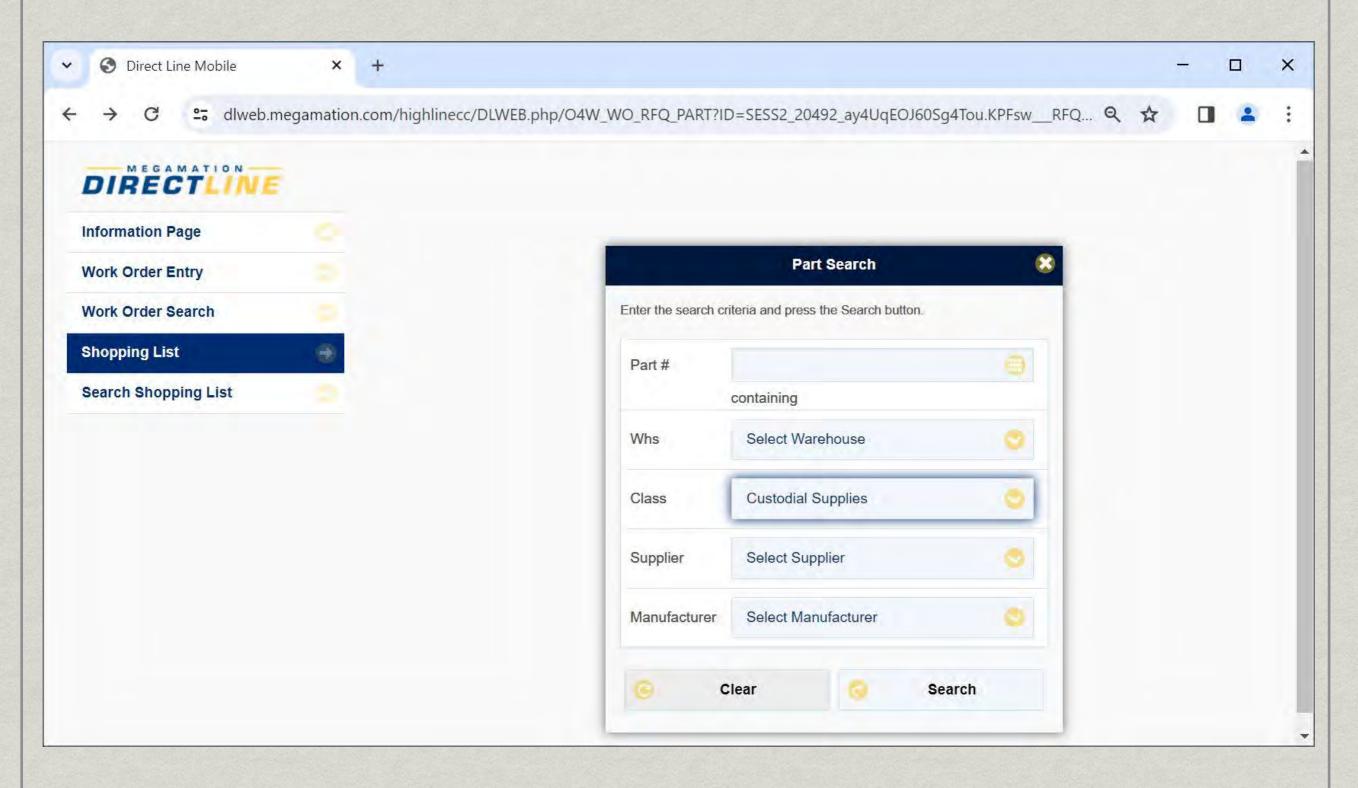


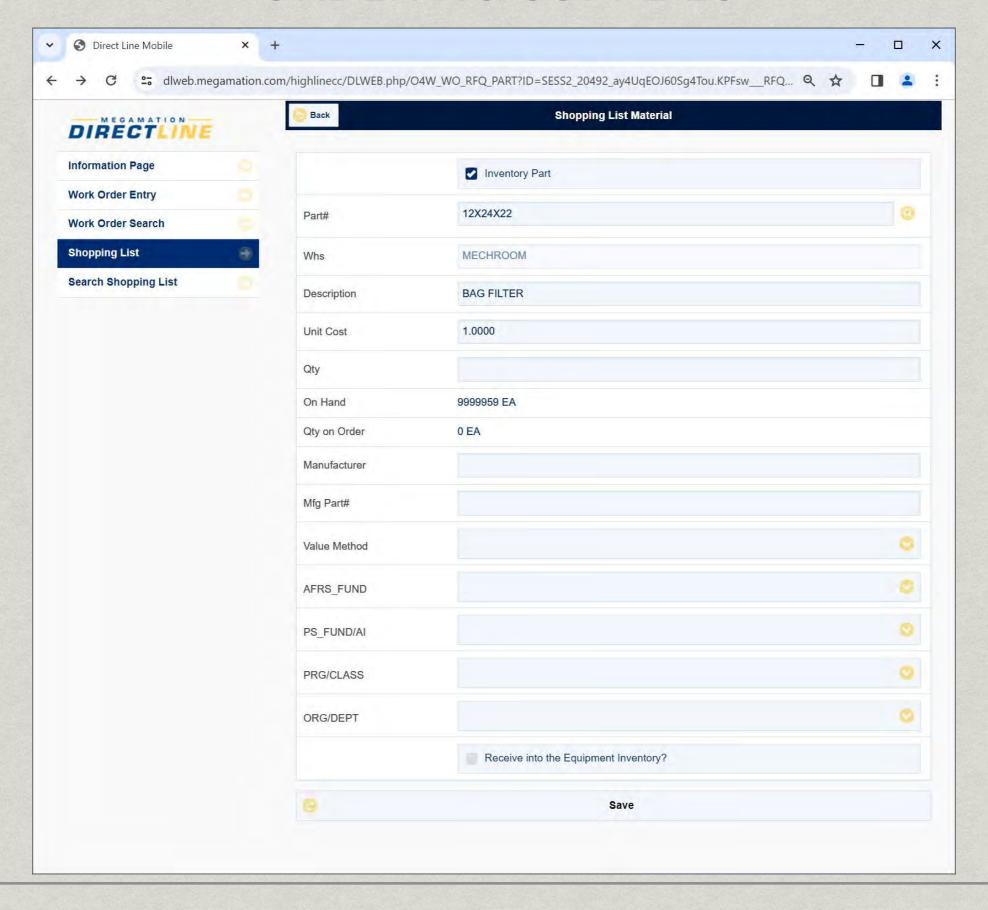


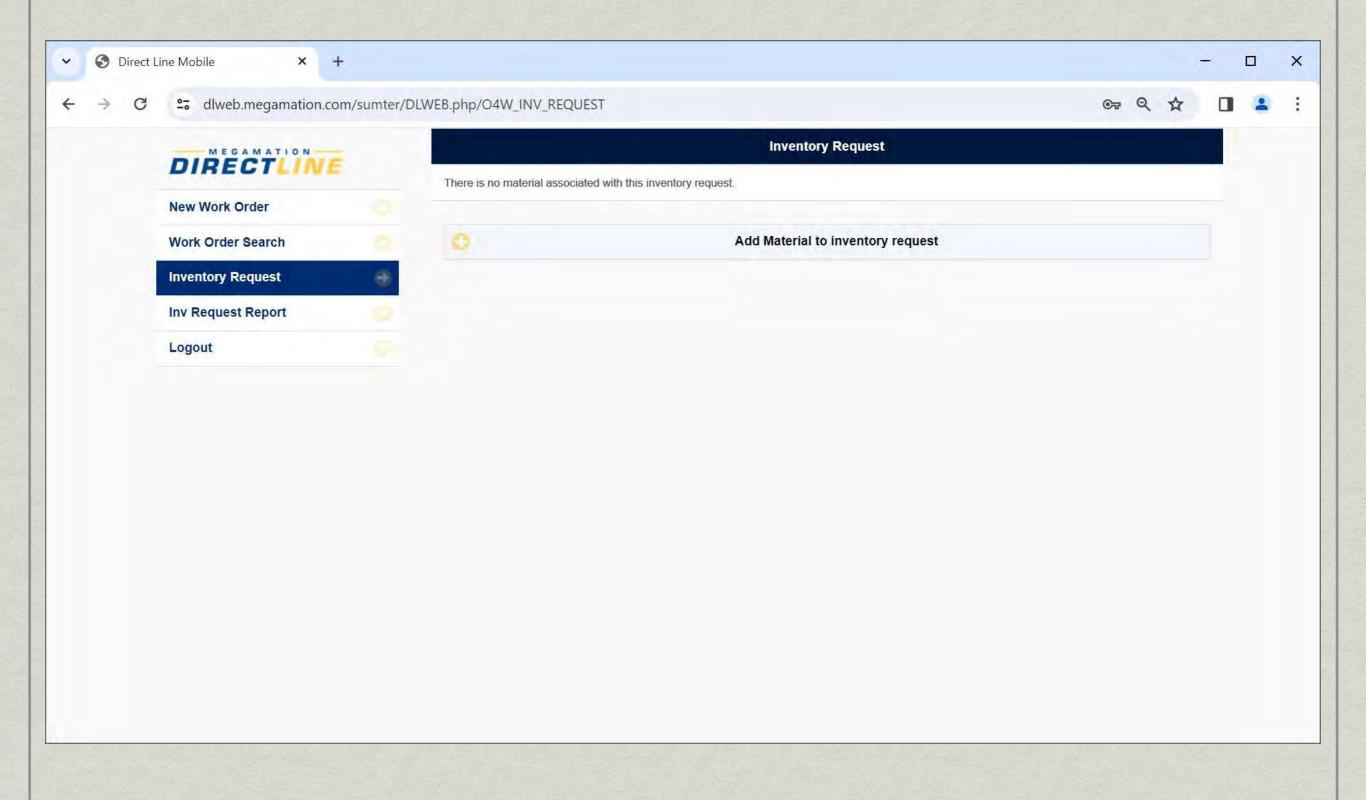


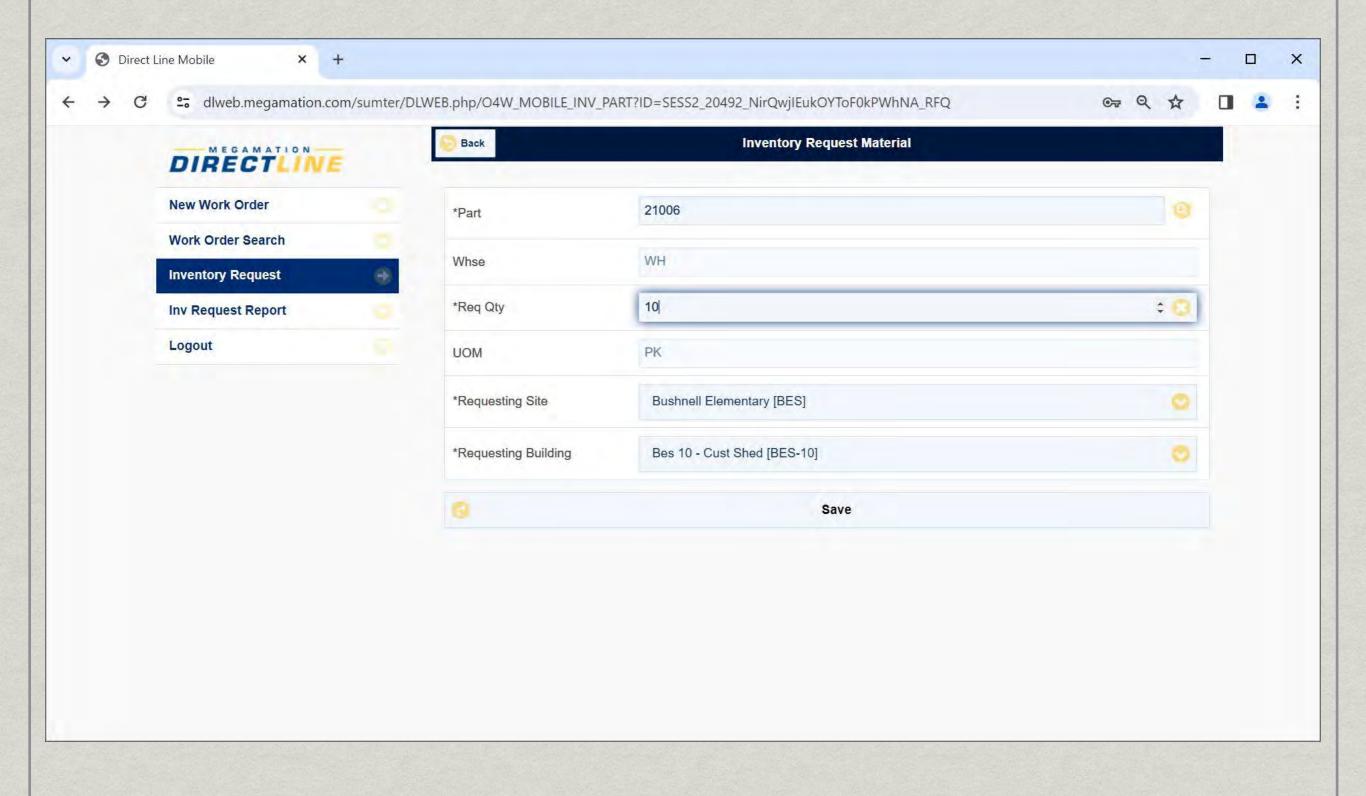


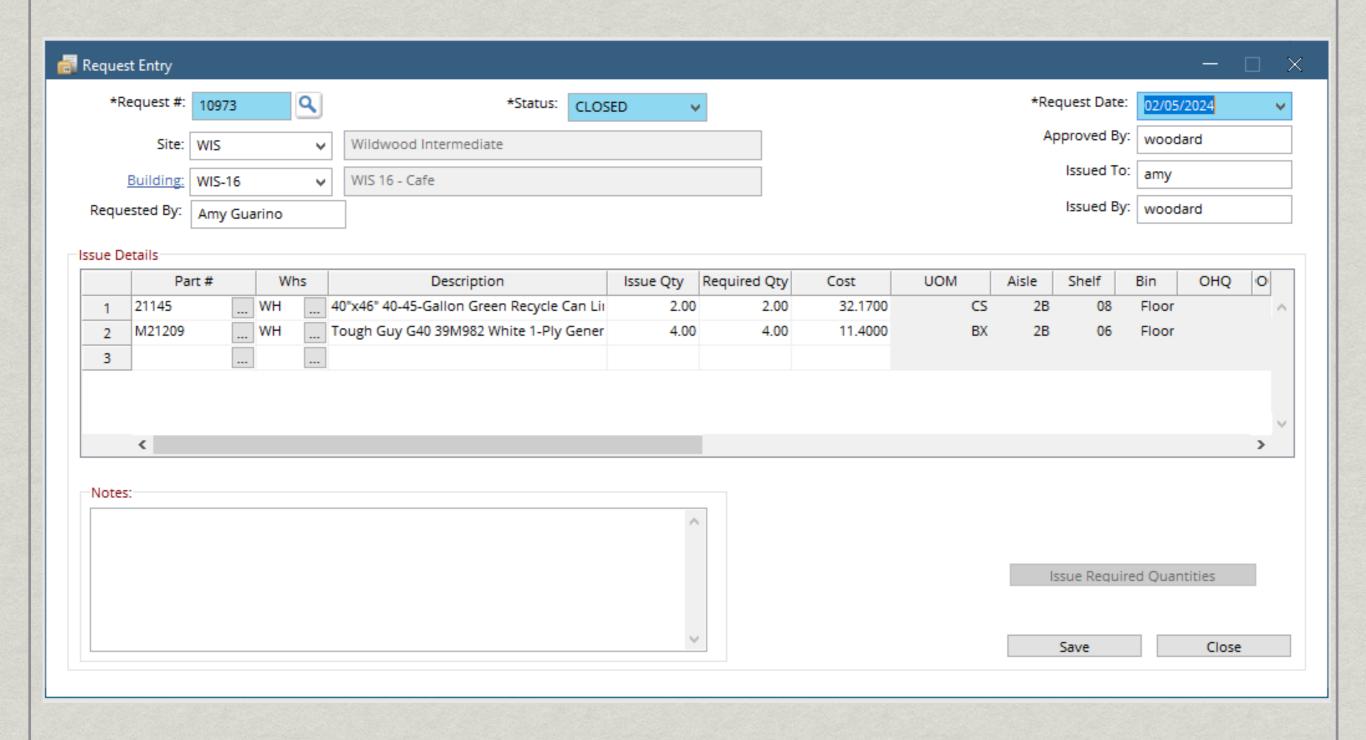


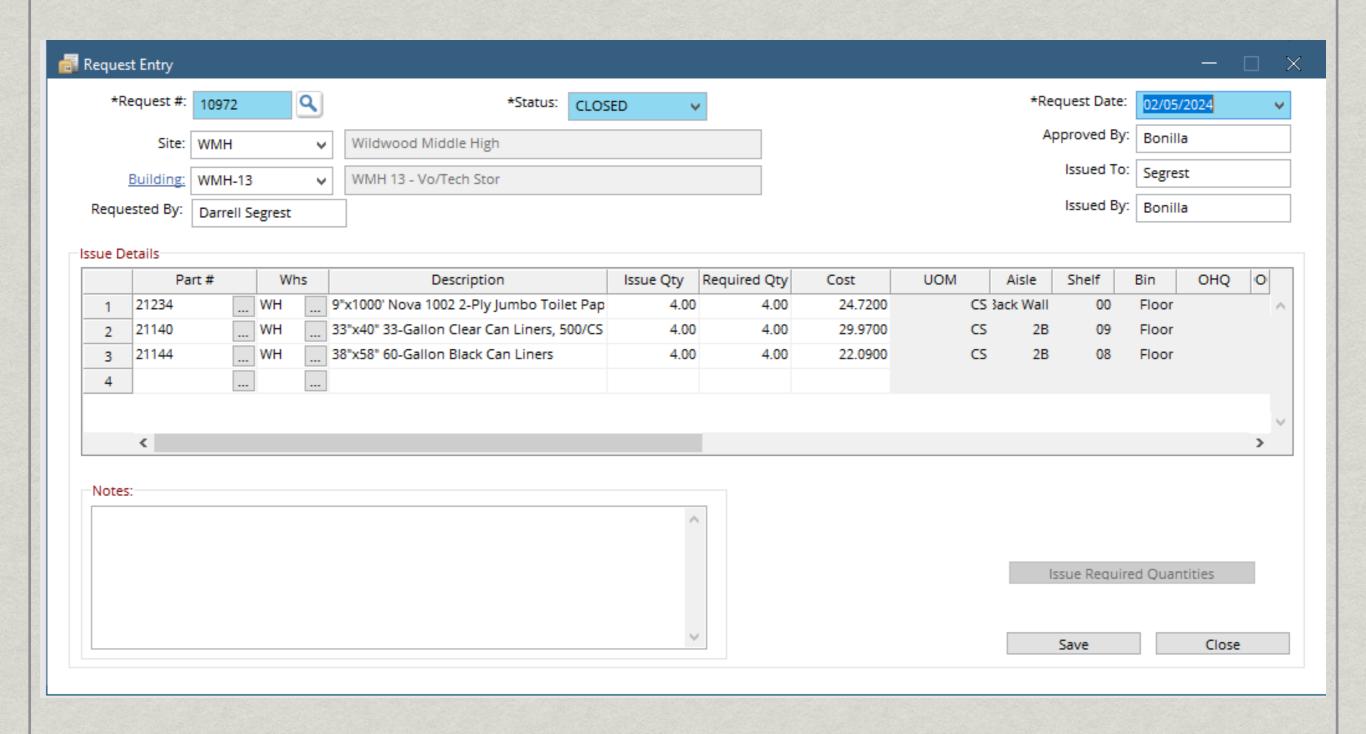


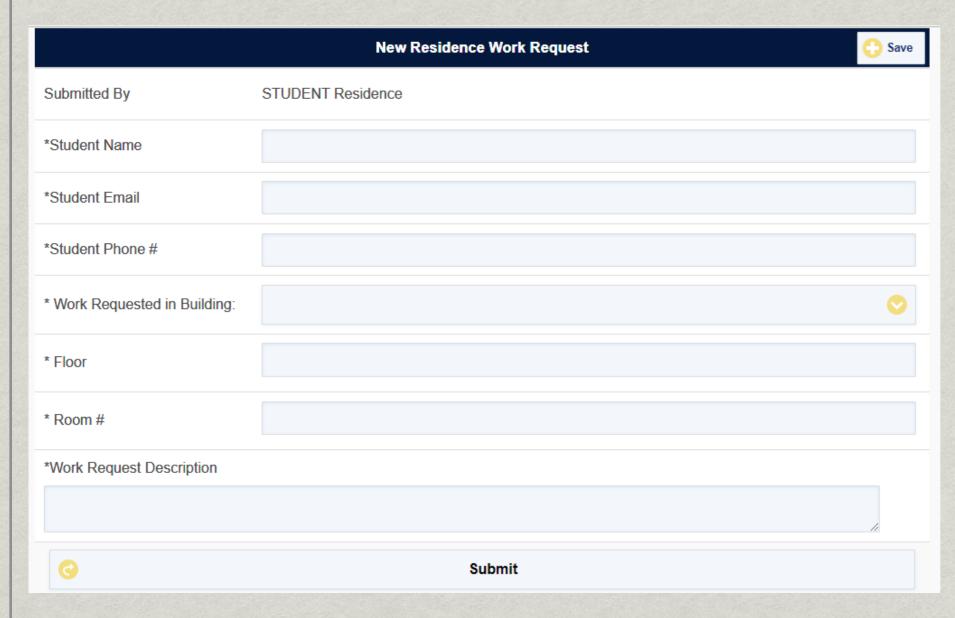








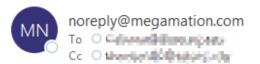




For this client we allowed a requestor to submit the request.



#### Notification: New Student Request created 1043





New student work request received!

Please click on the link below to approve the request

Student Request #: 1043

Date: 11/04/2019

Building: 020 - HERITAGE

Work Description:

Testing the Student Work Order Process: Please approve and assign the work order request (both JT and Bev). One of you will receive a reply that says it has already been approved by the other. Let me know how it goes.

Thanks. Lenee

Approve the request

If above link does not work, please copy and paste following URL into your Browser

To Approve the

request: https://dlweb.megamation.com/WPUTEST/DLWEB.php/O4W LOGIN DLWEB MOBILE?

ID=5 W W W

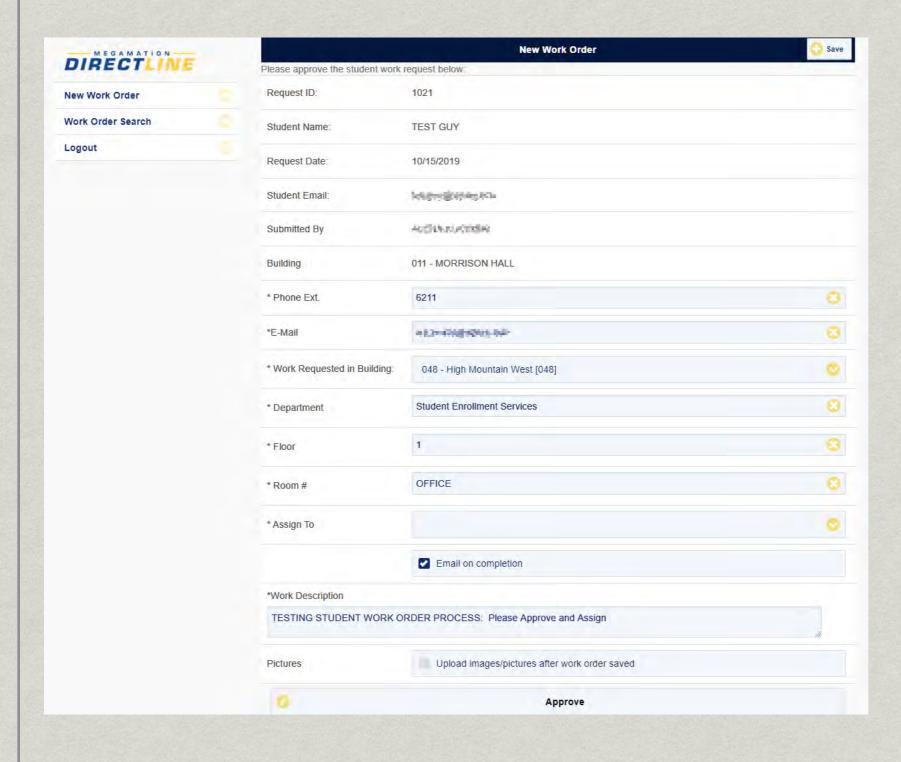
Respond with questions/comments to:

**TEST GUY XI** 

testguy11@wpunj.edu

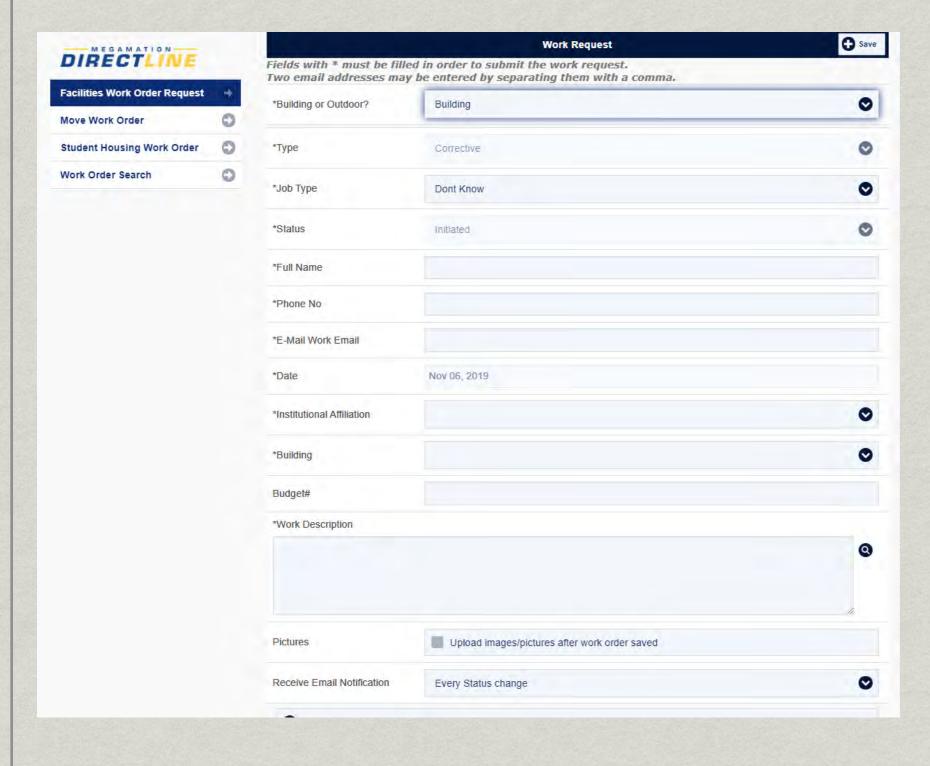
The notification of the request is sent to the appropriate user who can click on the **Approve** the request link in the email.





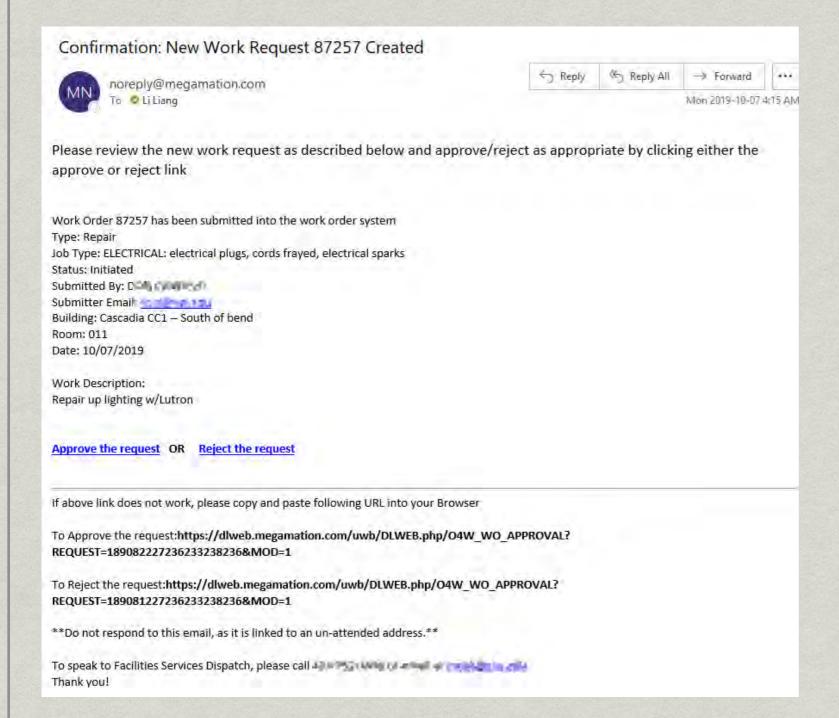
The approver can view the details of the request and click the Approve button at the bottom of the page.





This is a second example of client who allows a requestor to enter a Work Request for approval.





In this second example the approver gets an email with a link to Approve the request OR Reject the request.

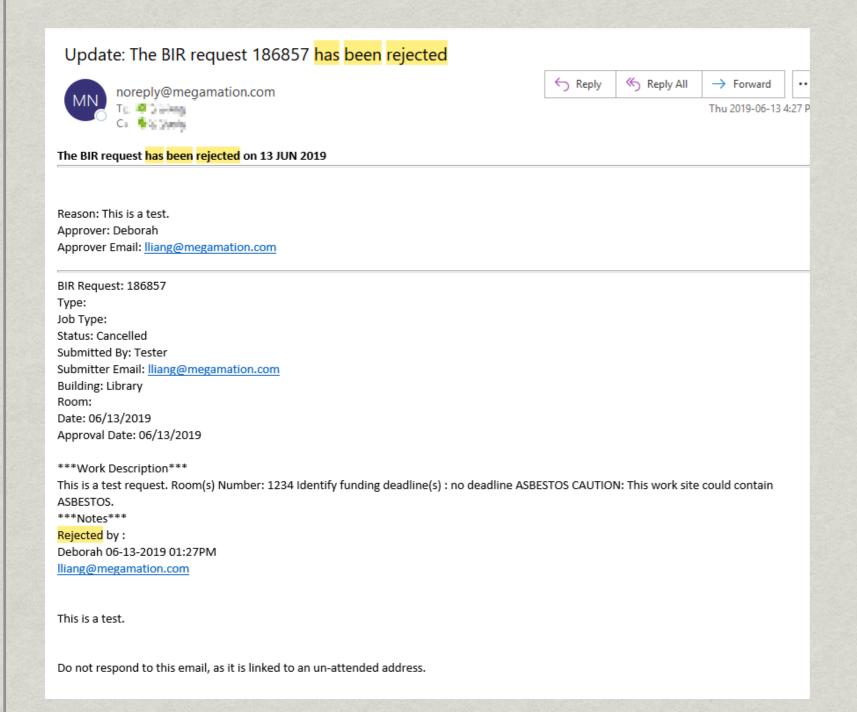


	Work Order Approval syste	em
7	To Reject this request 87257, please st	tate the reason
:	*Approver Name:	
:	*E-Mail:	
	Reason (Required):	
		Save

Megamation setup the system for this client to require the approver to enter a reason for the rejection of the request.



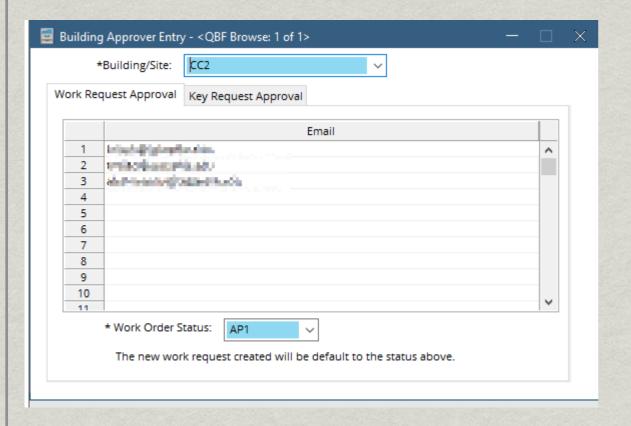
# WORK REQUEST APPROVAL



If the request is rejected the requestor will receive an email notifying them of rejection and the reason for the rejection.

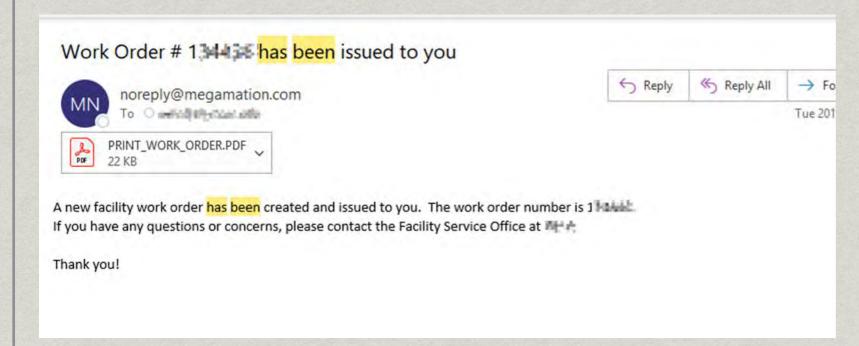
MEGAMATION

# WORK REQUEST APPROVAL



Megamation set up a table for the administrators to be able to add and edit the users able to approve work requests for a building/site.

## WORK REQUEST APPROVAL



Action Console

ISD Work Order Issue to ... \*

No matching record(s).

AP10 GROUNDS \*

15 matching record(s).

AP11 CUSTODIAL \*

2 matching record(s).

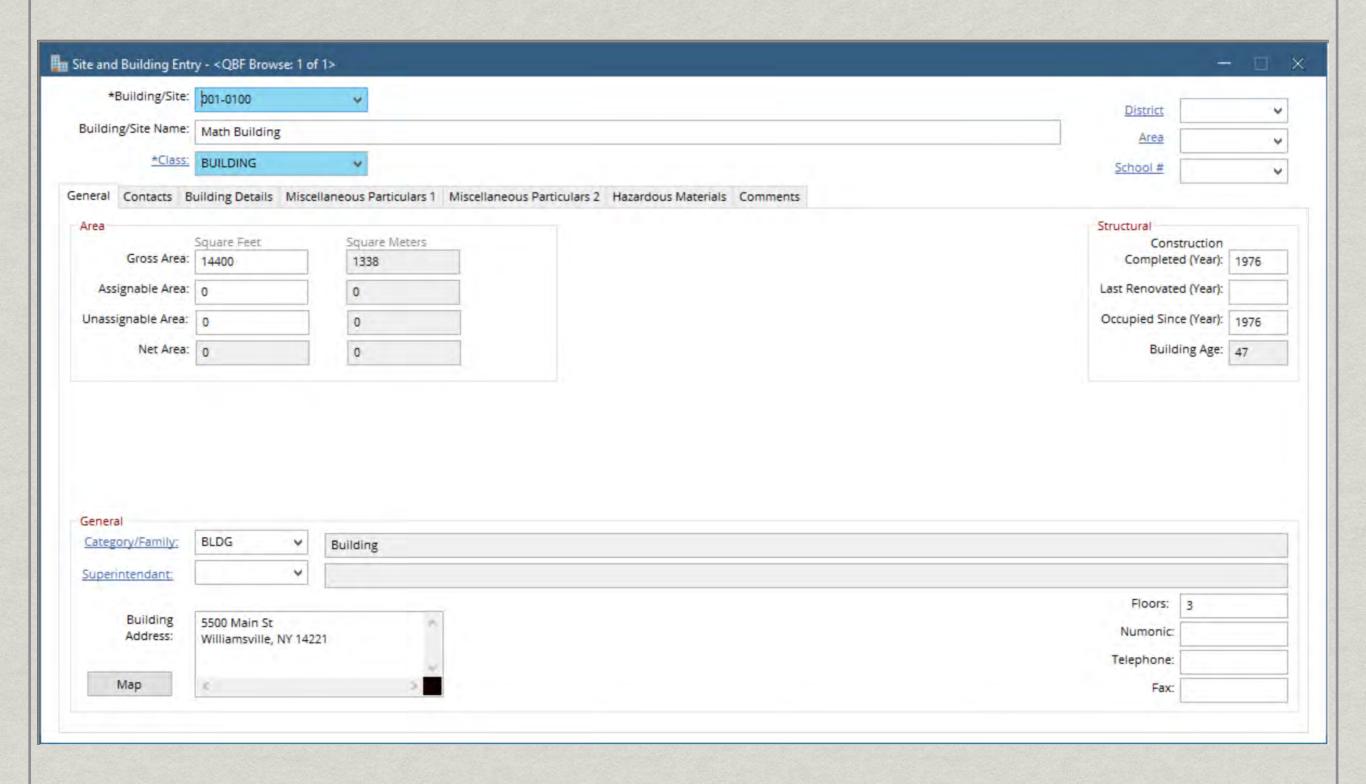
AP2 MOVE/SETUP \*

17 matching record(s).

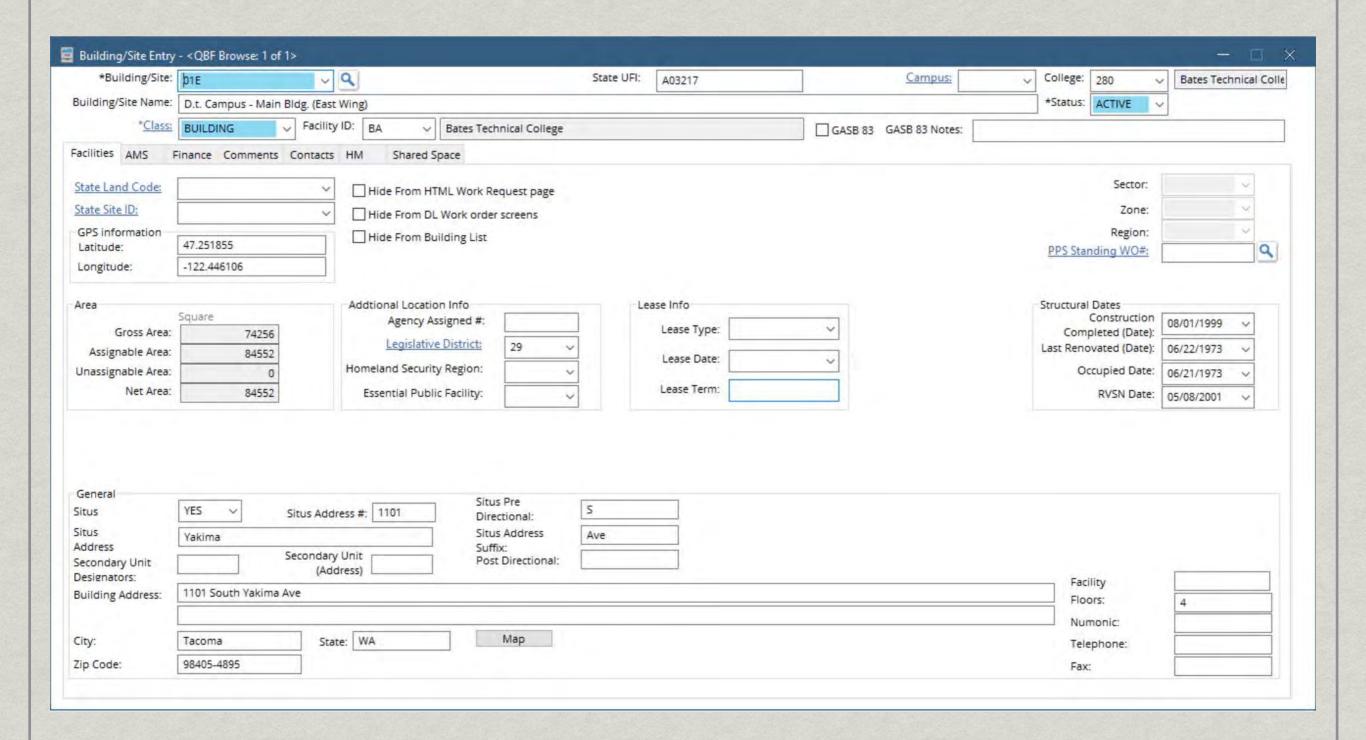
Once the Work Request is approved it can be automatically routed to a technician. In this example the user receives an email or it can be added to their action console or mobile device.



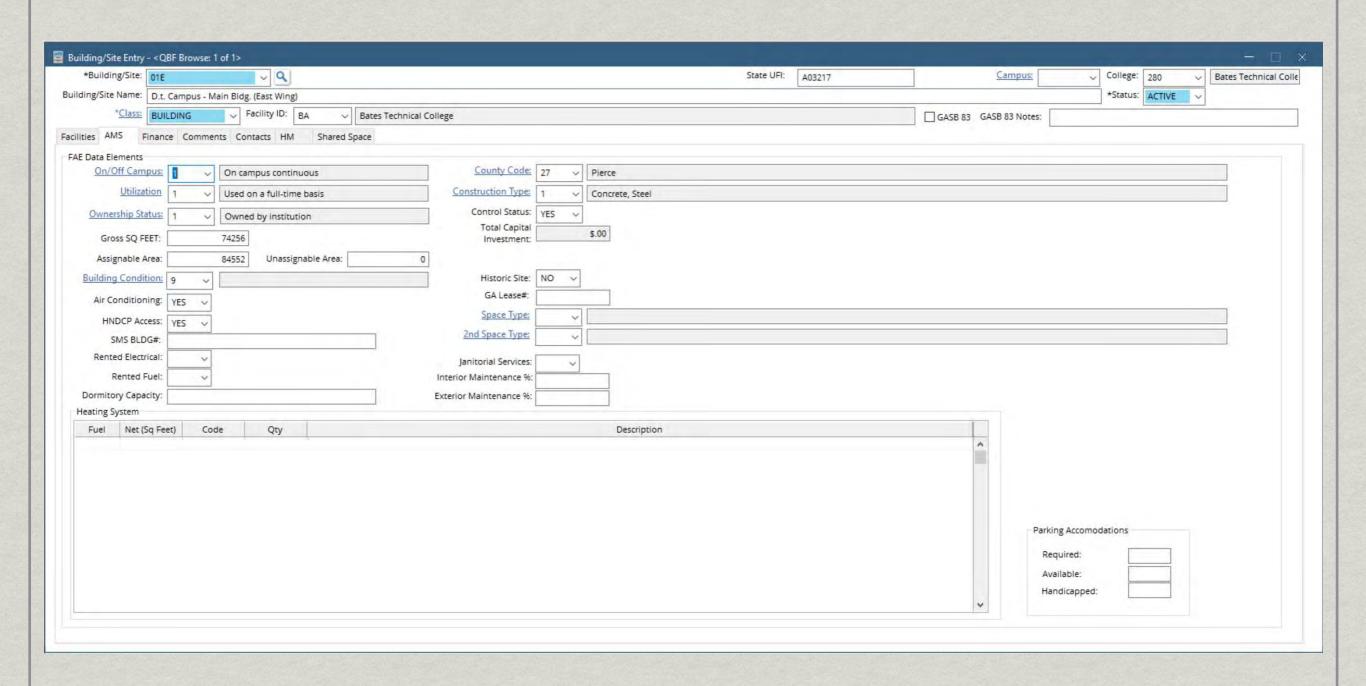
## BUILDING ENTRY DIRECTLINE



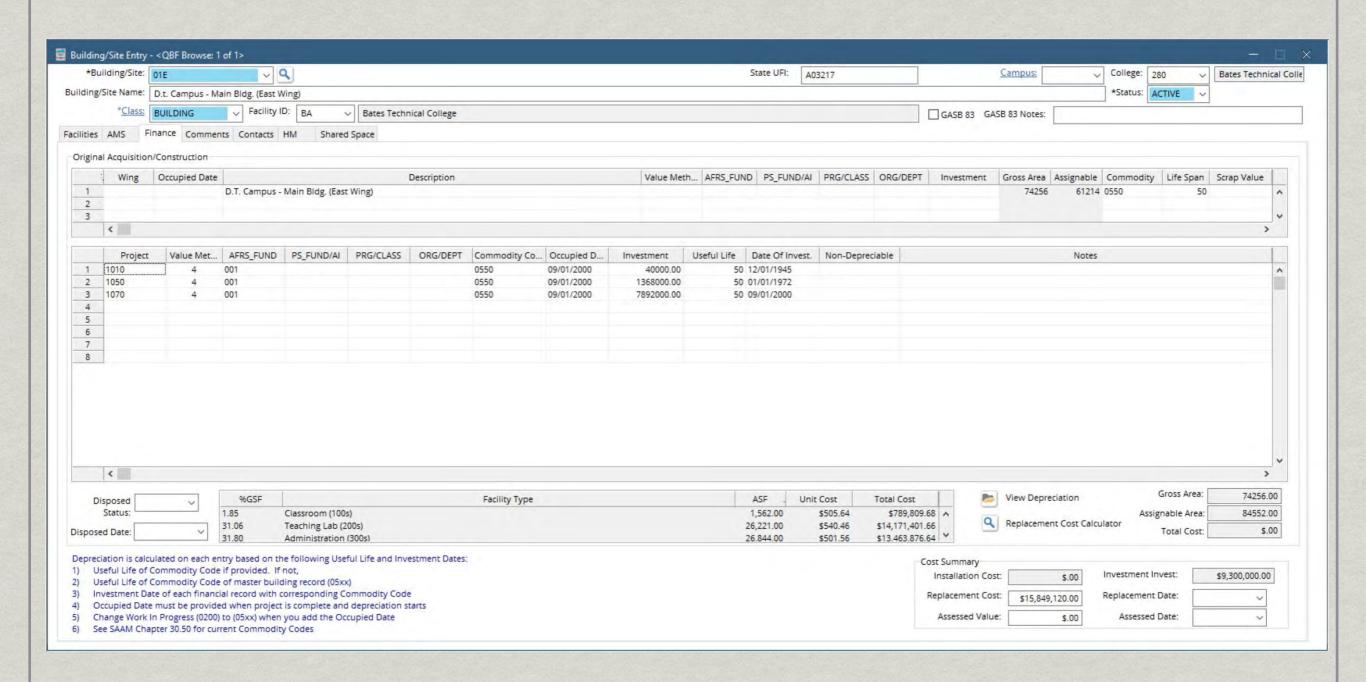
### **BUILDING ENTRY - FAE**



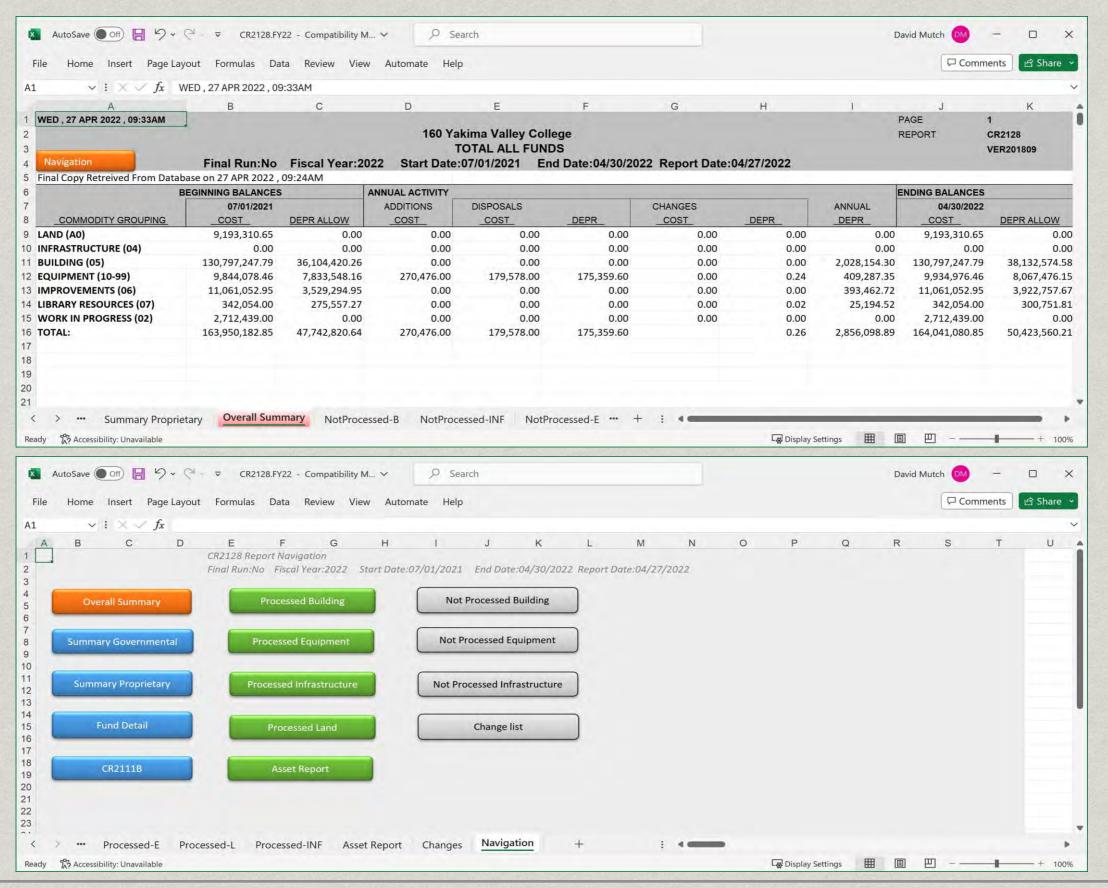
### BUILDING ENTRY - FAE AMS



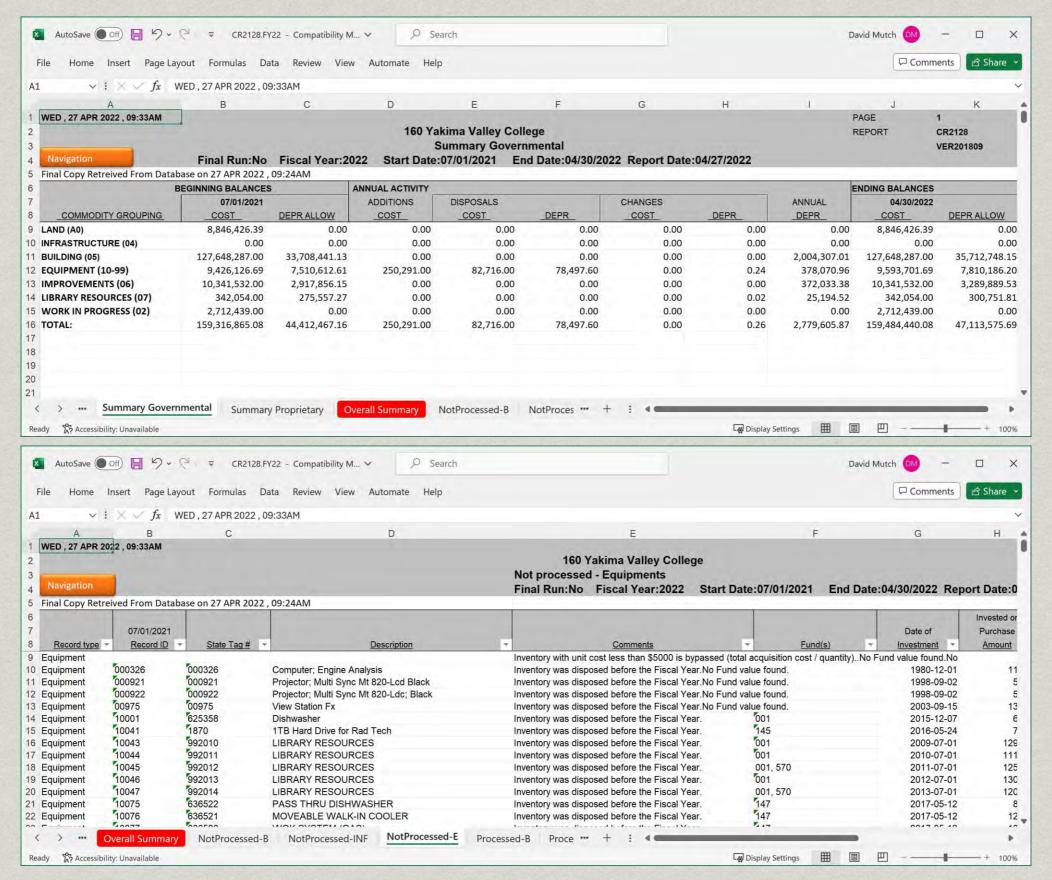
### BUILDING ENTRY - FAE FINANCE



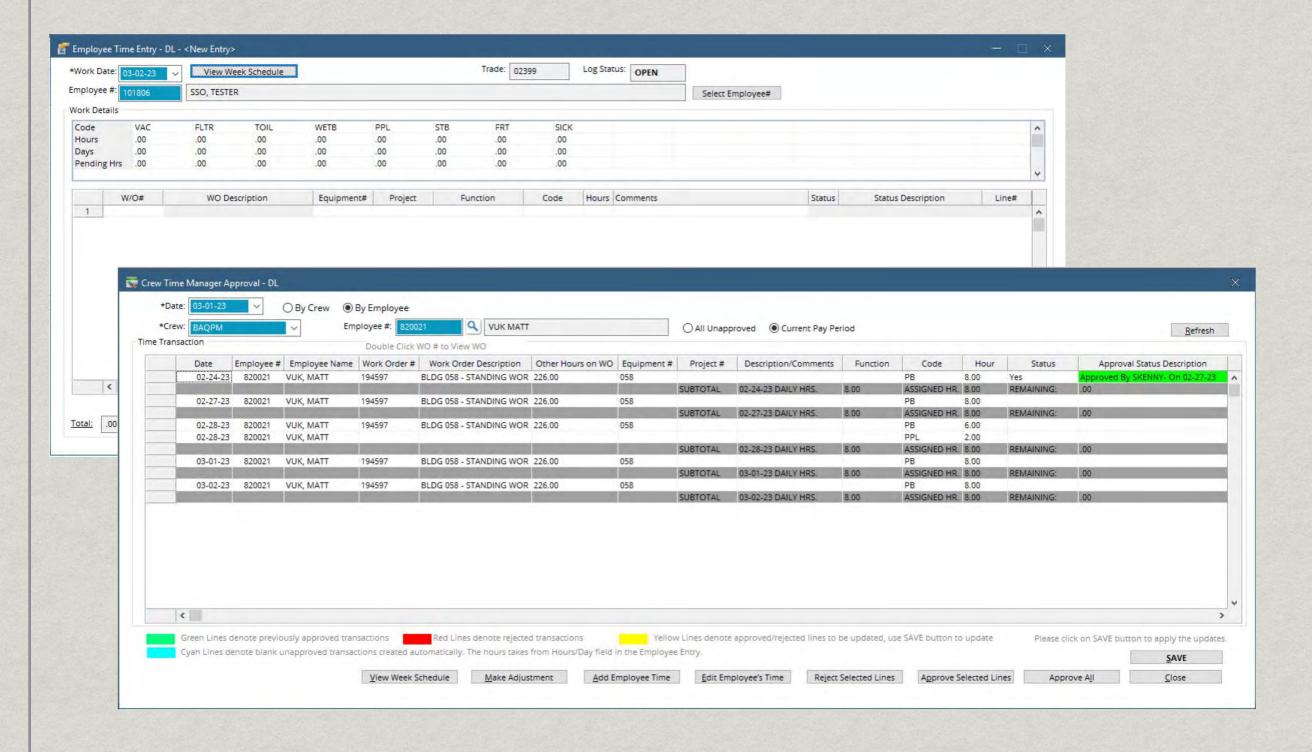
### STATE REPORTING - WASHINGTON COLLEGES



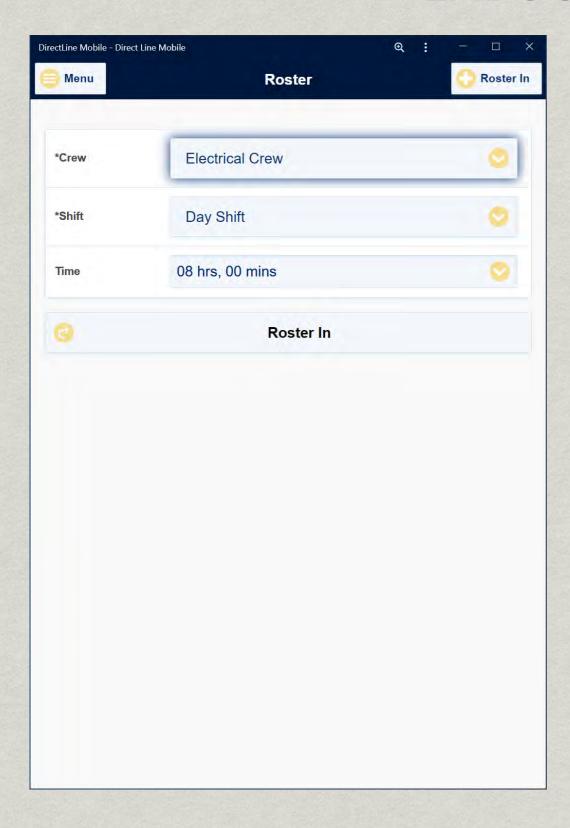
### STATE REPORTING - WASHINGTON COLLEGES

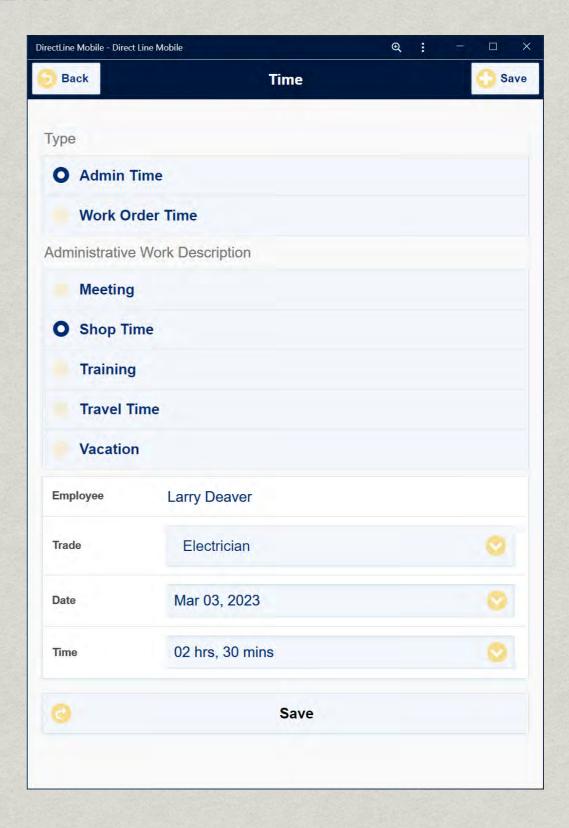


#### EMPLOYEE TIME ENTRY



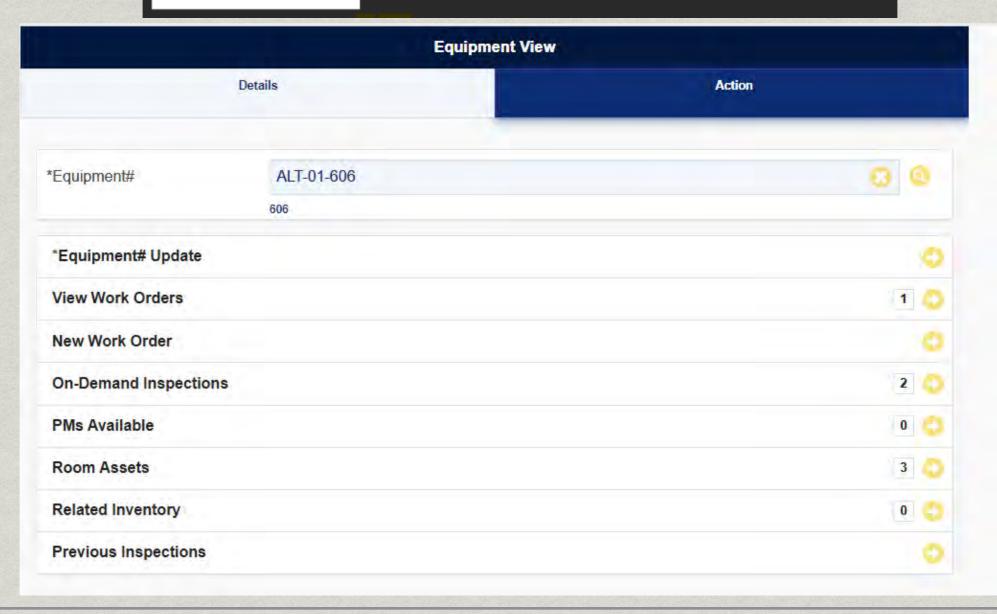
# LABOUR ENTRY



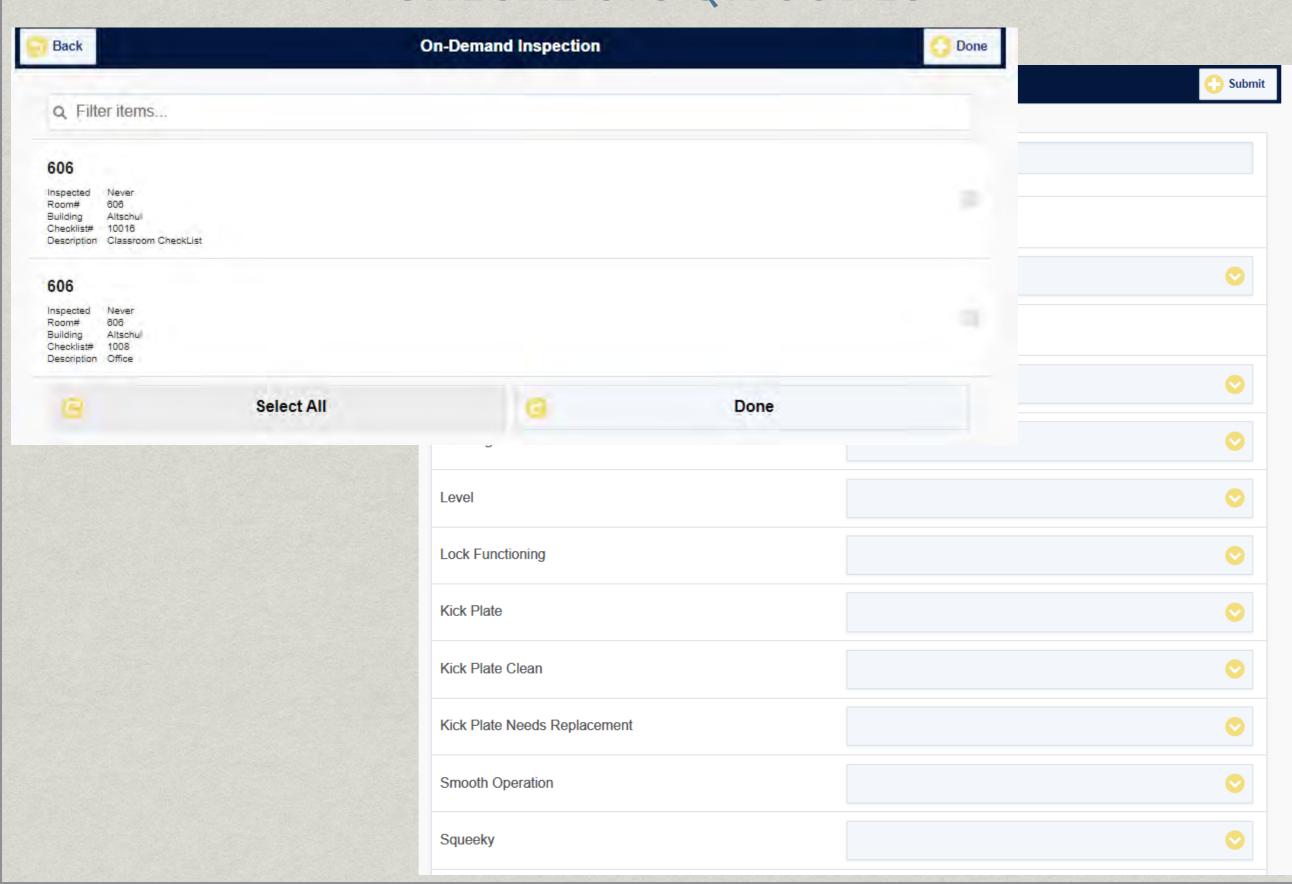


# CHECKLISTS QR CODES

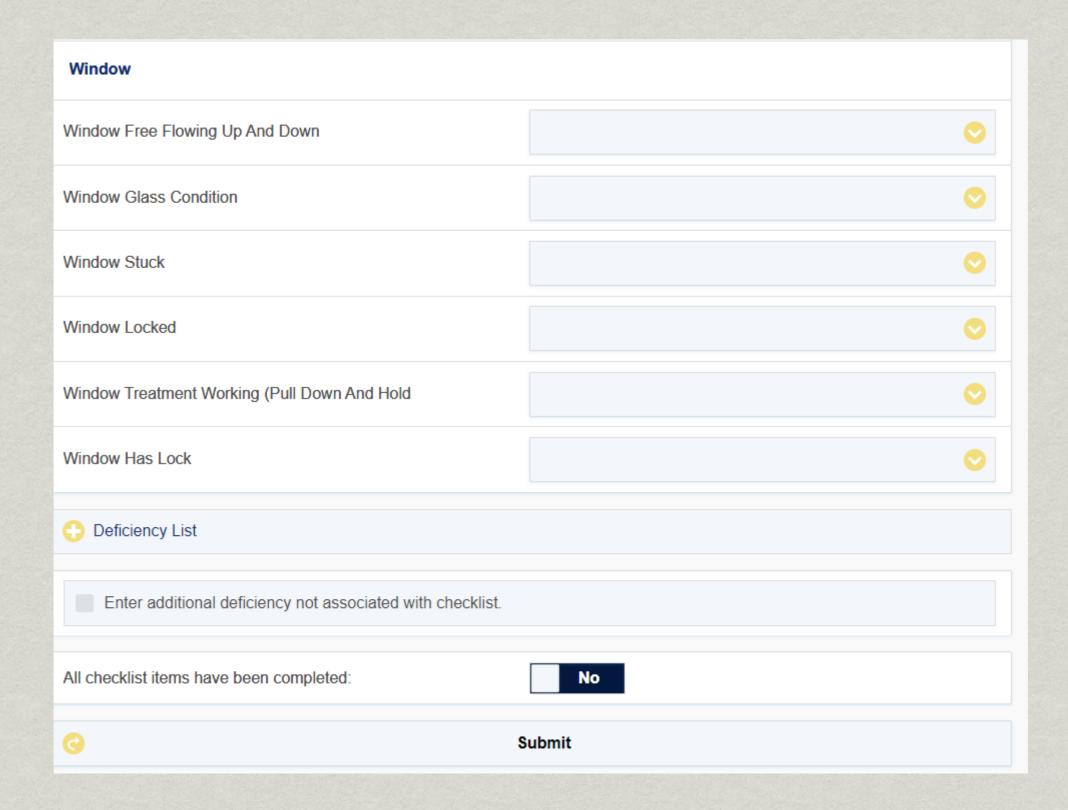
Here is a link for Equipment# "TACOMA\_CAMPUS" and a sample QR Code. We would add text along side it <a href="https://m.megamation.com/evergreen/DLWEB.php/O4W\_MOBILE\_LOGIN\_SEARCH?EQP=TACOMA\_CAMPUS&DETAILS=1">https://m.megamation.com/evergreen/DLWEB.php/O4W\_MOBILE\_LOGIN\_SEARCH?EQP=TACOMA\_CAMPUS&DETAILS=1</a>



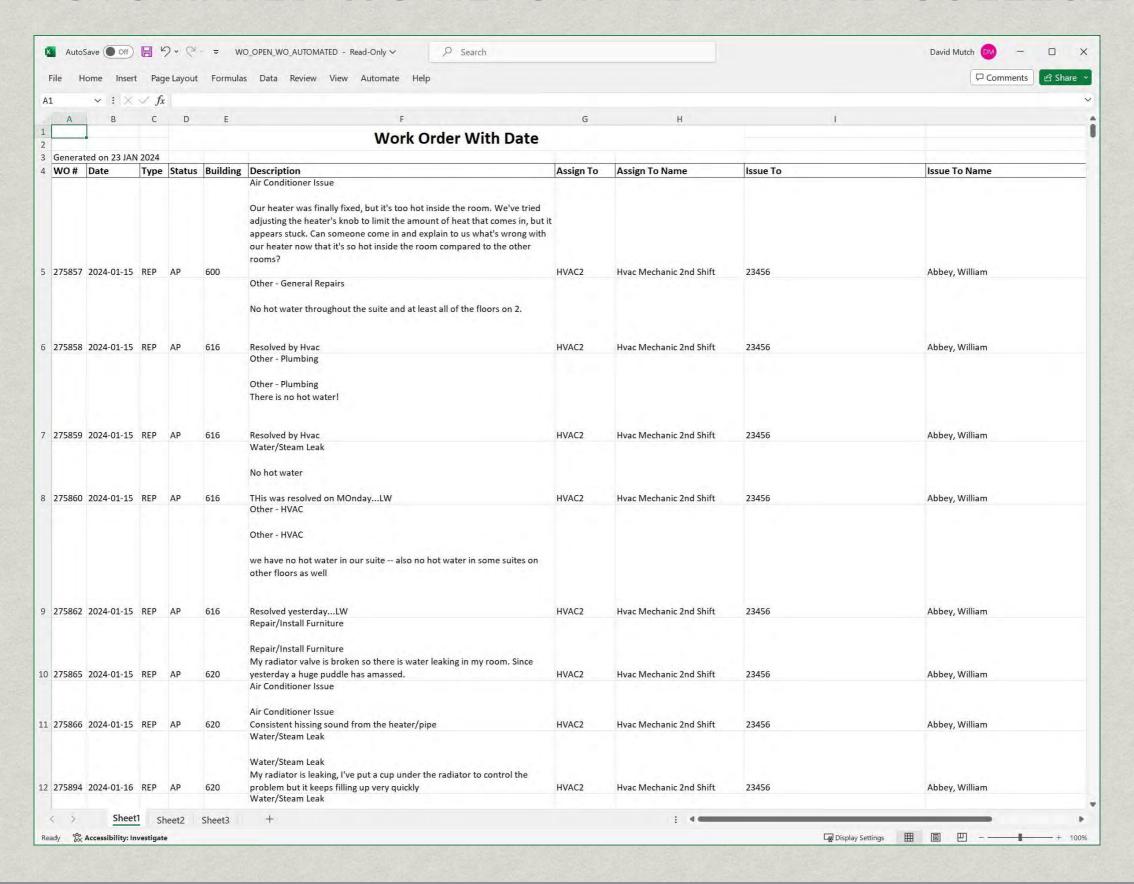
# CHECKLISTS QR CODES



# CHECKLISTS QR CODES



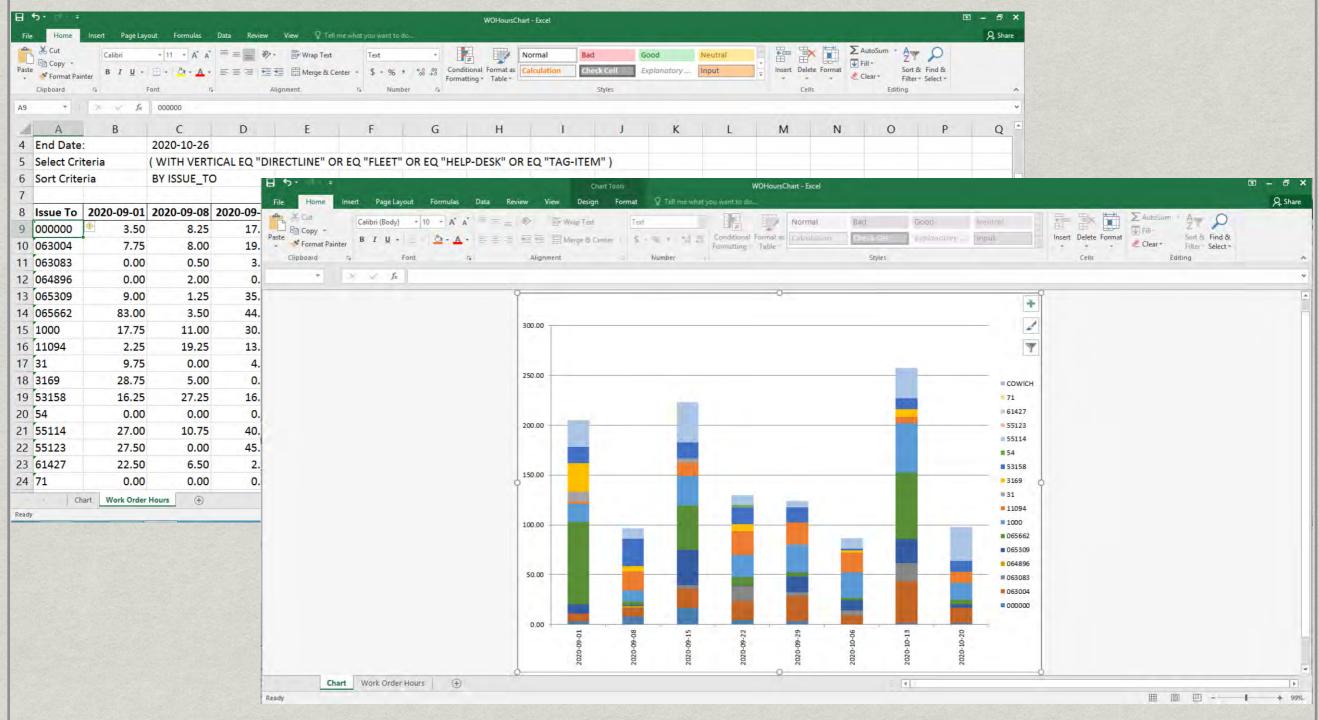
### AUTOMATED WO REPORT -BARNARD COLLEGE



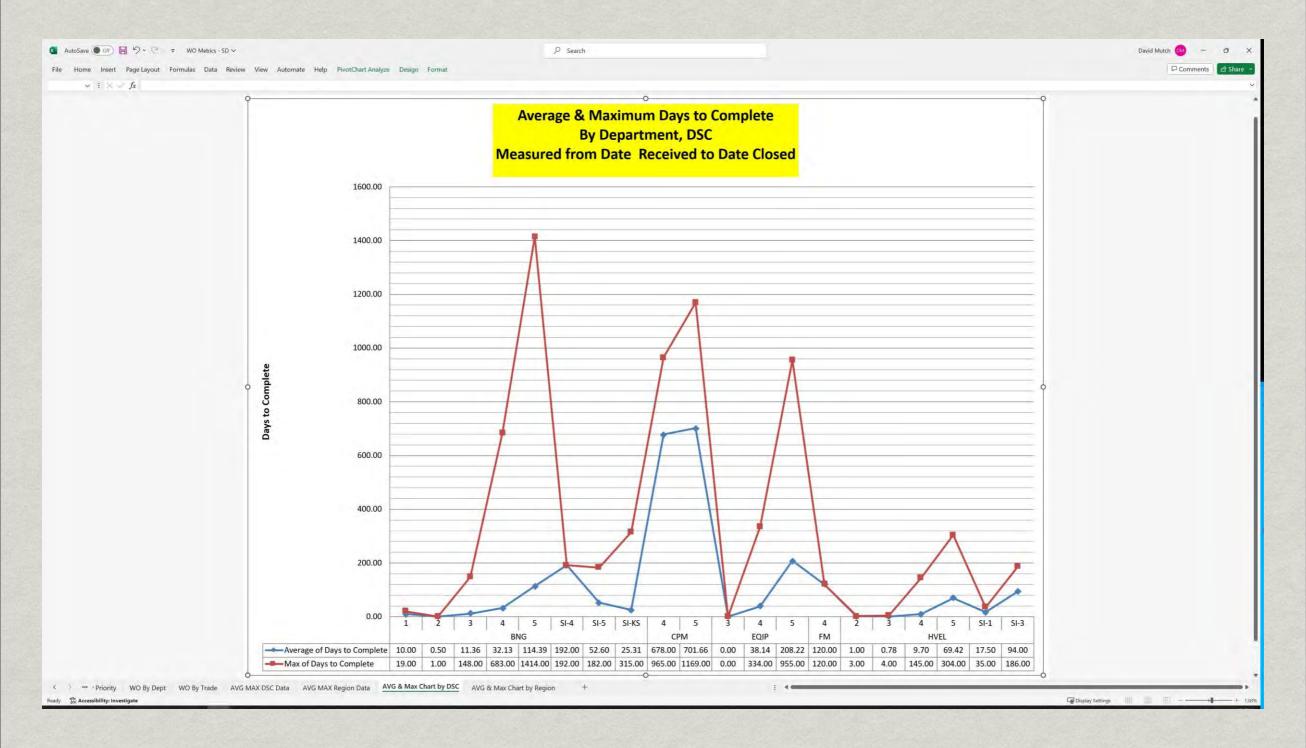
utoSave Off 🖫 🥠 🗸 🔻	DL_EIMP_WO_	THVIE Report -	Read-Only - Co	этраношту к	viode *	9 Search			_					David Mutch		
e Home Insert Page Layout	Formulas Data	Review	View Help												☆ Share  □	Comme
▼ i × ✓ fx Emp	oloyee Name															
A	В	С	D	E	F	G	Н	i	J	K	L	M	N	0	Р	
					ee hours fr			to 10-N	OV 2020			.,,,				
			WO LII	ipioye	e nours n	0111 0 1-140	J V 2020	10 10-14	J V 2020							
Employee Name	Employee #	WO#	Туре	Status	Assigned To	I ah Date	Reg Hours	Hours 1.5	Hours 2.0	Total Hours	Planned Hours	% Actual vs Planned				
DAN McNEILEY	78971	342456			ME	07-Nov-20		8.00		8.00						
DAN McNEILEY		342456			ME	08-Nov-20		0.50	8.00			-				
DAN McNEILEY			REDTAG		ME	08-Nov-20	-		1.50							
DAN McNEILEY			REDTAG		ME	01-Nov-20	+		2.00			-				
DAN McNEILEY			REDTAG		ME	01-Nov-20	+		8.00							
I DAN McNEILEY		343902			ME	08-Nov-20			1.50							
DWAYNE GILLIM			REDTAG		EL	01-Nov-20			1.50							
B DWAYNE GILLIM		343698			EL	01-Nov-20			0.50							
4 DWAYNE GILLIM		343699			EL	01-Nov-20			0.50							
DWAYNE GILLIM	78961	343735	REDTAG	CL	EL	01-Nov-20			1.00	1.00	1.00	100				
6 JACOB HUMPHREY	78743	343788	REDTAG	CL	ME	02-Nov-20	2.00			2.00	2.00	100				
7 JASON FULKERSON	78880	343448	PM	CL	ME	03-Nov-20	3.00			3.00	3.00	100				
JASON FULKERSON	78880	344108	REP	CL	ME	09-Nov-20	1.00			1.00	1.00	100				
MICHAEL WINK	70842	343354	REDTAG	CL	ME	07-Nov-20		4.50		4.50	3.00	66.67				
MICHAEL WINK	70842	343448	PM	CL	ME	03-Nov-20	3.00			3.00	3.00	100				
1 MICHAEL WINK	70842	343490	REDTAG	CL	ME	07-Nov-20		1.00		1.00	1.00	100				
2 MICHAEL WINK	70842	343669	REDTAG	CL	ME	07-Nov-20		2.00		2.00	3.00	150				
3 MICHAEL WINK	70842	343889	PM		ME	08-Nov-20			1.00	1.00	1.00	100				
4 MICHAEL WINK	70842	343892	PM	-	ME	08-Nov-20			1.00	1.00	1.00	100				
5 MICHAEL WINK		343893		_	ME	08-Nov-20			1.00							
6 MICHAEL WINK			REDTAG		ME	08-Nov-20			5.50							
7 MICHAEL WINK		344108			ME	09-Nov-20				1.00						
8 RICHARD MATTINGLY		342002			ME	01-Nov-20			2.00							
9 RICHARD MATTINGLY		342403			ME	01-Nov-20	-		2.00			_				
0 RICHARD MATTINGLY		342577		-	ME	01-Nov-20			1.00							
1 RICHARD MATTINGLY		343031			ME	01-Nov-20			1.00							
2 RICHARD MATTINGLY		343032			ME	01-Nov-20			1.00							
Time (+)	78028	2/2272	DEULTAC	CI	IVVE	US NOV 20			1.50	1 50	1 50	100				





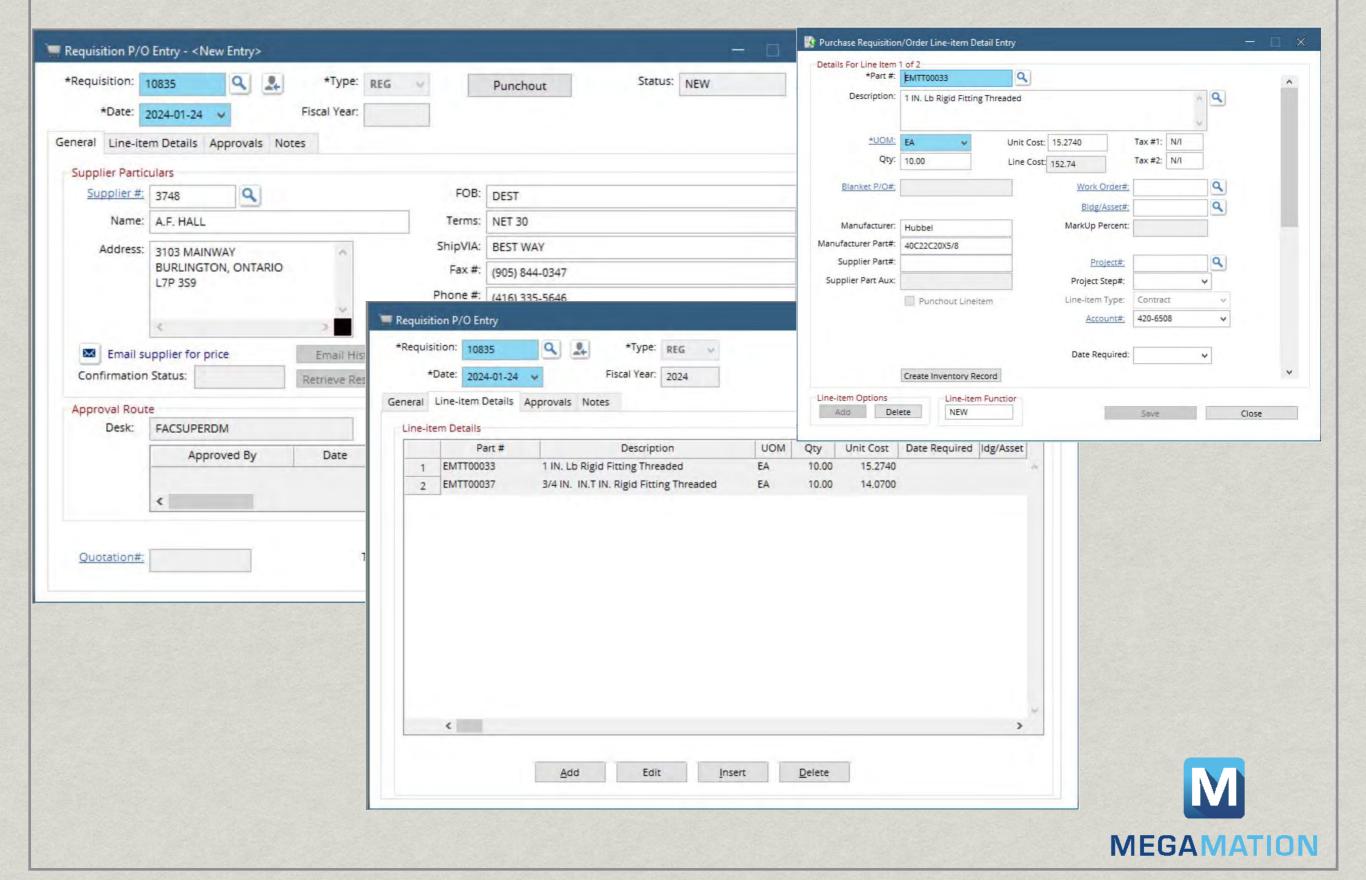


MEGAMATION

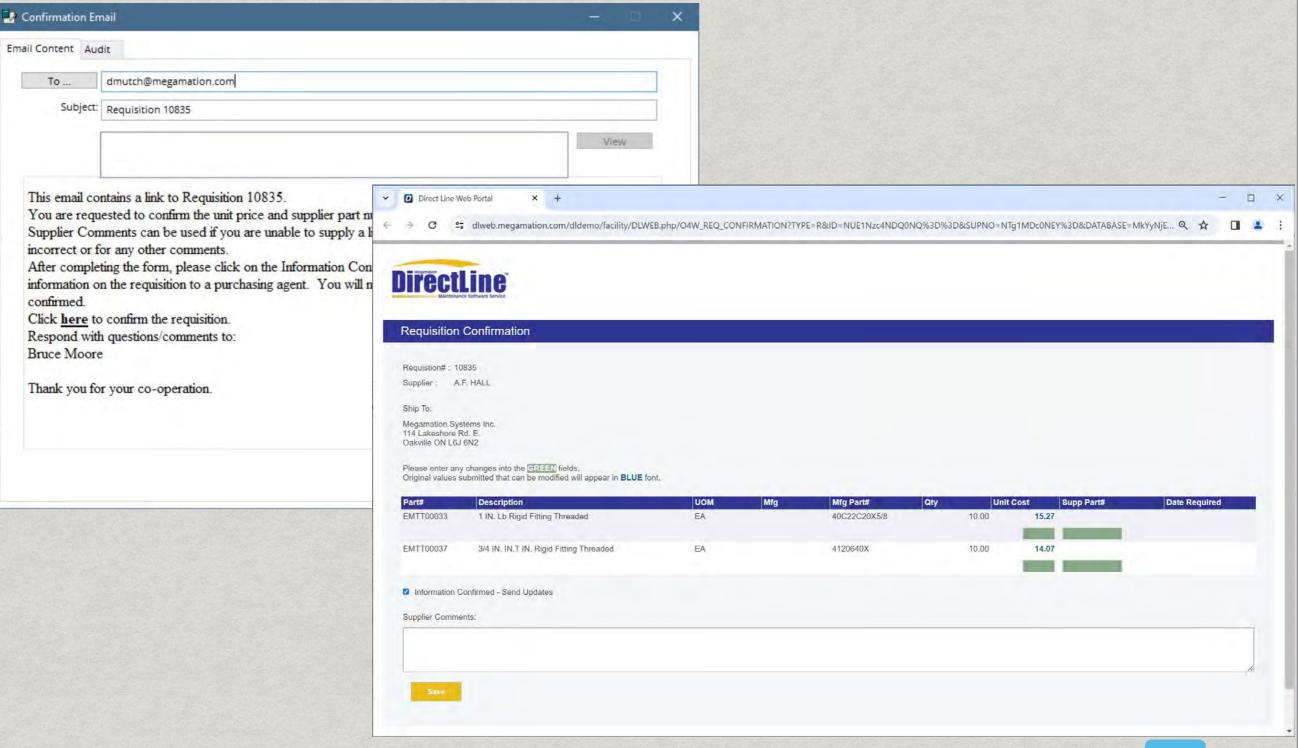




## PURCHASING - EMAIL SUPPLIER

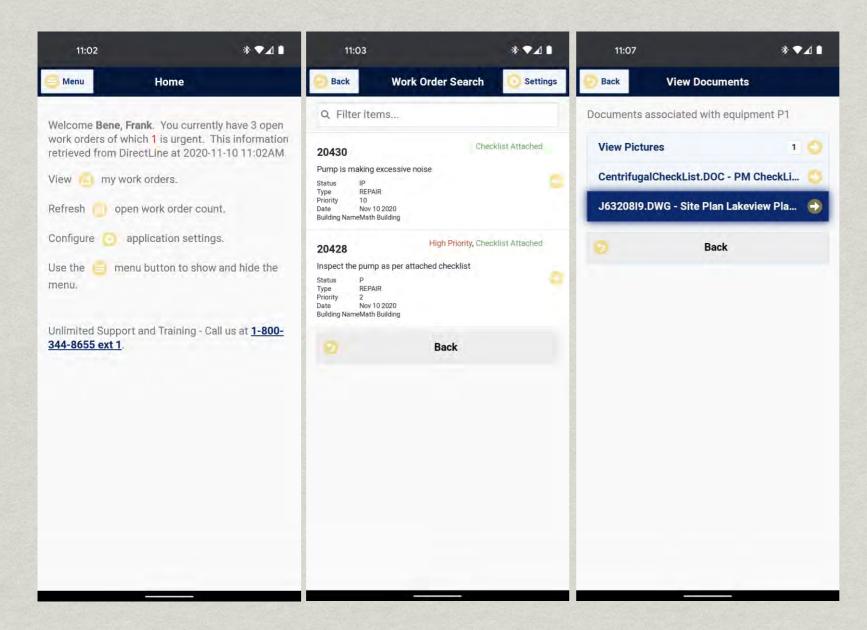


## PURCHASING - EMAIL SUPPLIER





### MEGAMATION DIRECTLINE MOBILE



Megamation Directline Mobile can use Barcodes, QR Codes, NFC and RFID to allow a user to scan a tag and find a piece of equipment.

Documentation can be linked to the equipment allowing the user to see drawings, manuals and any other important information.

# **EQUIPMENT VIEW**

