

DIGITAL MAINTENANCE CONTROLLER

Managing a large fleet of vehicles requires significant time and effort. Reviewing and implementing more efficient systems and their features is essential to enable you to save time on service, maintenance and repair authorisations.

1link Service Network's Digital Maintenance Controller is a virtual Maintenance Controller who assesses each jobsheet submitted for authorisation and then can either automatically amend certain job lines or automatically respond to the Service Centre when certain criteria are met.

Key benefits

- Frees up the time of maintenance controllers
- Enables flexibility at peak periods
- Full control is retained
- Gathers further information, such as issue diagnosis or images, ahead of the job being sent for review, speeding up the authorisation process.
- Fully auditable in the same way as any other maintenance controller

If you'd like any further details or a demo, please contact your Account Manager at accountmanagement@epyx.co.uk

Key features



AUTO-AMENDMENT

- The Digital Controller will amend figures on the jobsheet (such as labour hours, labour rate, MOT pricing) to match the rules in 1link Service Network
- This occurs the first time that the platforms sees the specific jobline
- The rules and parameters set for your maintenance team, underpinned by manufacturer data, will be used.
- A fleet operator can set additional rules which can be followed
- Rules can also be exempted so that auto-amendment never takes place based on them



AUTO-RESPONDING

- For line items where additional information is usually requested by Maintenance Controllers, for example, about AdBlue being added to a vehicle or air conditioning – notes or questions can be added to the system in advance which will be displayed to a Service Centre if that line item is added to the jobsheet
- The fleet operator can decide which types of sites to display this to – specific groups, specific sites, or all sites
- The fleet operator can also decide in which circumstances the note will be displayed – a particular work reason, a particular jobline or a combination of the two
- The Service Centre will need to acknowledge the note before a jobsheet can be submitted for authorisation
- A question needs a response and depending on the response, the jobsheet will either be referred, not referred or a text box displayed for a Service Centre to provide the additional information required
- A fleet operator sets up when auto-response appears and can update and add to these as required

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Key features



AUTHORISATION

The Digital Controller can automatically authorise a jobsheet at the amended values



CLARITY

The jobsheet is clearly highlighted to show where any auto-amendments have been made



CONTROL

If the jobsheet fails to be automatically authorised, the auto-amendment will still take place for the applicable lines and the jobsheet will be referred for review



TRANSPARENT

The Digital Controller can be given an alias, such as Digital Controller or Auto-Amended, to appear in the jobsheet history/audit trail, if required



FLEXIBLE

If required, just auto-responding can be enabled, without auto-amendment and vice-versa

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