

Field Service & Asset Maintenance System

Admyon Systems

Building Smarter Business Solutions

Dashboard


COPYSERV

Work Order and Asset Management
Main Dashboard

Process Incoming PDFs

+ New Work Order

+ Add New Asset

+ Add New Customer

View Reports

Search

Clear

Search Results

Work #	Asset ID	Customer Name	Order Date	Status
W00001	5	Company 3	7/20/2025	In Progress
W00010	10	Company 5	7/16/2025	In Progress
W00004	6	Company 7	6/15/2025	In Progress
W00018	1	Company 9	6/11/2025	In Progress
W00009	8	Company 6	5/16/2025	In Progress
W00002	1	Company 9	5/7/2025	Invoiced
W00015	4	Company 6	5/4/2025	In Progress
W00012	2	Company 9	5/3/2025	Invoiced
W00013	9	Company 9	4/29/2025	In Progress

Exit

Project Overview

The Field Service & Asset Maintenance System is a comprehensive Computerized Maintenance Management System (CMMS) designed for equipment leasing and repair companies. It bridges the gap between customer management, physical asset tracking, and technician dispatch by centralizing service tickets, tracking hardware serial numbers, and automating PDF work order processing.

Business Problem

Companies that service, repair, or lease physical equipment (such as heavy machinery, HVAC units, or corporate copiers) often lose track of their hardware across various client locations. Relying on paper-based service tickets makes it impossible to view the historical maintenance cost of a specific machine. This lack of an asset-centric database leads to delayed invoicing, inefficient technician dispatching, and replacing equipment that should be retired.

Our Solution

Admyon Systems engineered a custom CMMS that links every service ticket directly to a specific physical asset and customer profile. The system tracks equipment by its unique serial number and physical location, allowing dispatchers to assign technicians with full visibility into the machine's past problems. Featuring an advanced PDF processing module and a robust reporting engine, the platform transforms reactive repairs into a streamlined, documented, and highly trackable operation.

Key Features

- Centralized Work Order & Ticketing Dashboard
- Master Asset Registry (Serial Numbers, Models, Locations)
- Automated "Incoming PDF" Processing Module
- Comprehensive Asset Service History Tracking
- Technician Assignment & Status Workflows (In Progress, Invoiced)
- Corporate-Grade Printable Reporting Engine

Technologies Used

Technology	Used
Microsoft Access	✓
VBA (Visual Basic for Applications)	✓
SQL	✓

System Modules

- Main Operations Dashboard
- Work Order Management
- Asset Registration & Lifecycle Tracking
- Customer CRM & Billing/Shipping
- Reports Center & Analytics

Screenshots

Main Operations Dashboard

Dashboard



Work Order and Asset Management

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Exit

A highly functional dispatch center that allows staff to instantly search for ongoing service tickets, view invoice statuses, and trigger advanced automated workflows like incoming PDF processing.

New Work Order Ticketing

The screenshot shows a web application window titled 'frmWorkOrderDetail'. The main heading is 'New Work Order' with a subtitle 'Create a new service ticket for a customer.' In the top right corner, there are 'Cancel' and 'Save & Close' buttons. The form is divided into two main sections. The left section, titled 'Work Order Details', contains three sub-sections: 'Work Order #', 'Date', and 'Status' (each with a text input field); 'Service Details' with a 'Problem Description' text area; and 'Solution / Work Performed' with a larger text area. The right section, titled 'Customer', contains 'Select Customer' (dropdown), 'Asset' (with 'Select Asset (by ID)' dropdown), 'Serial #' and 'Location' (text inputs), and 'Assigned Technician' (with a 'Technician' dropdown).

A structured service form that explicitly links customer complaints to specific hardware serial numbers and assigns the job to a designated field technician for resolution.

Asset Registration Module

The screenshot shows a web application window titled 'frmAssetDetail'. The main heading is 'Add New Asset' with a subtitle 'Register a new piece of equipment in the system.' In the top right corner, there are 'Cancel' and 'Save & Close' buttons. The form is divided into three main sections. The first section, 'Asset Information', contains 'Asset ID' (text input with a '(New)' button), 'Serial Number' (text input), 'Manufacturer' (dropdown), and 'Model' (text input). The second section, 'Service Details', contains 'Assign to Customer' (dropdown) and 'Status' (dropdown). The third section, 'Purchase Details', contains 'Install Date' (text input). At the bottom, there is a 'Notes' section with a large text area.

The core inventory tool for managing leased or serviced equipment, capturing critical lifecycle data including manufacturer, installation dates, and current maintenance status.

Customer CRM Profile

The screenshot shows a web application window titled 'frmCustomerDetail'. At the top, there is a header 'Add New Customer' with a subtitle 'Create a new client profile in the system.' and two buttons: 'Cancel' and 'Save & Close'. The form is divided into several sections: 'Customer Information' with fields for 'Customer Name' and 'Customer ID' (with a '(New)' button); 'Contact Details' with fields for 'Contact Person', 'Phone Number', and 'Email Address'; 'Addresses' with fields for 'Billing Address' and 'Shipping Address'; and 'Notes' with a large text area.

A clean client database separating billing and shipping addresses, ensuring that physical equipment is mapped to the correct service location while invoices go to the corporate office.

Reports Generation Center

The screenshot shows a web application window titled 'frmReportMenu'. At the top, there is a header 'Reports Center' with a subtitle 'Generate and view reports for your business.' and a 'Close' button. The form is divided into four sections: 'Assets Reports' with a sub-section 'Asset Service History' (described as 'View a complete history of all work orders for a specific asset.') containing a 'Select Asset ID' dropdown and a 'Review Report' button; 'Work Order Reports' with a sub-section 'Work Orders by Date Range' (described as 'Generate a list of all work orders within a specific period.') containing 'Start Date' and 'End Date' fields and a 'Generate Report' button; 'Full Asset List' (described as 'Generate a list of all active assets currently in the system.') with a 'Review Report' button; and 'Work Orders by Customer' (described as 'View all work orders associated with a single customer.') with a 'Select Customer' dropdown and a 'Review Report' button.

An administrative hub dedicated to generating critical business analytics, allowing management to pull data by date ranges, specific customers, or individual asset IDs.

A vital, corporate-branded document detailing the complete lifecycle of a single machine, listing every historical problem reported and the corresponding technician's solution.

rptAssetServiceHistory

X

Service History Report

A complete maintenance record for the selected asset.

COPYSERV
1900 S. SALINAS BLVD.
DONNA, TX 78537

ASSET DETAILS

CUSTOMER DETAILS

Asset ID: 1

Serial #: SN00001

Model: Model-1

Customer: Company 9

Location: 180 Service Lane, City 9

Contact: Contact 9

Work Order History

WO #	Date	Problem Reported	Solution
W00002	5/7/2025	Problem description 2	Solution description 2
W00006	10/18/2024	Problem description 6	Solution description 6
W00008	1/25/2025	Problem description 8	Solution description 8
W00014	1/6/2025	Problem description 14	Solution description 14
W00018	6/11/2025	Problem description 18	Solution description 18

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No Filter

Business Benefits

- ✓ Accelerated the billing cycle by accurately tracking work orders from "In Progress" to "Invoiced"
- ✓ Reduced manual data entry through automated processing of incoming PDF service requests
- ✓ Lowered equipment downtime by providing technicians with complete historical service logs
- ✓ Improved asset lifecycle management by identifying machines that frequently require maintenance
- ✓ Streamlined field dispatching by maintaining accurate physical locations for all client hardware

Project Highlights

- Asset-Centric Architecture
- Advanced PDF Automation
- Print-Ready Corporate Reports
- Serial Number Tracking
- Technician Dispatch Logic

Future Enhancements

Future versions of this system may include:

- Automated Preventative Maintenance (PM) scheduling based on installation dates
- A mobile companion app for field technicians to update work orders on-site
- QR code generation and scanning for rapid asset identification in the field
- Inventory tracking for spare parts consumed during repairs

Project Summary

The Field Service & Asset Maintenance System proves Admyon Systems' capability to build robust operational tools for the equipment and maintenance sector. By creating a flawless relational structure between customers, physical assets, and service history, the platform empowers service providers to operate with maximum accountability and professional efficiency.