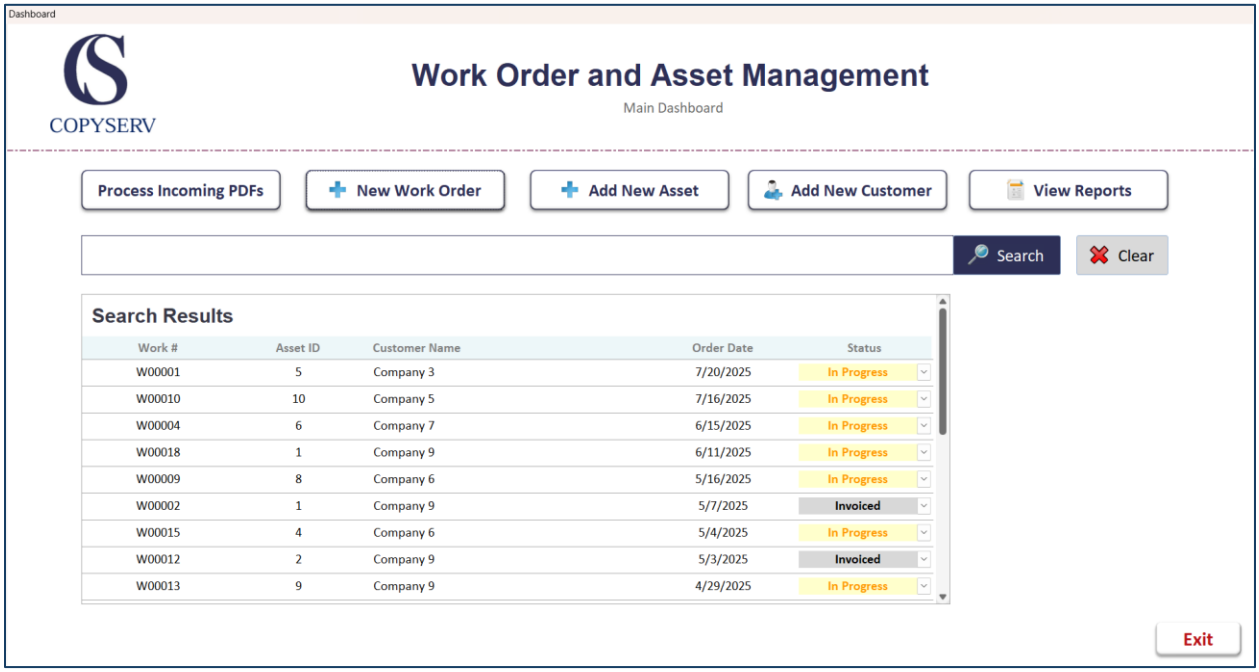
Field Service & Asset Maintenance System

Admyon Systems

Building Smarter Business Solutions



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

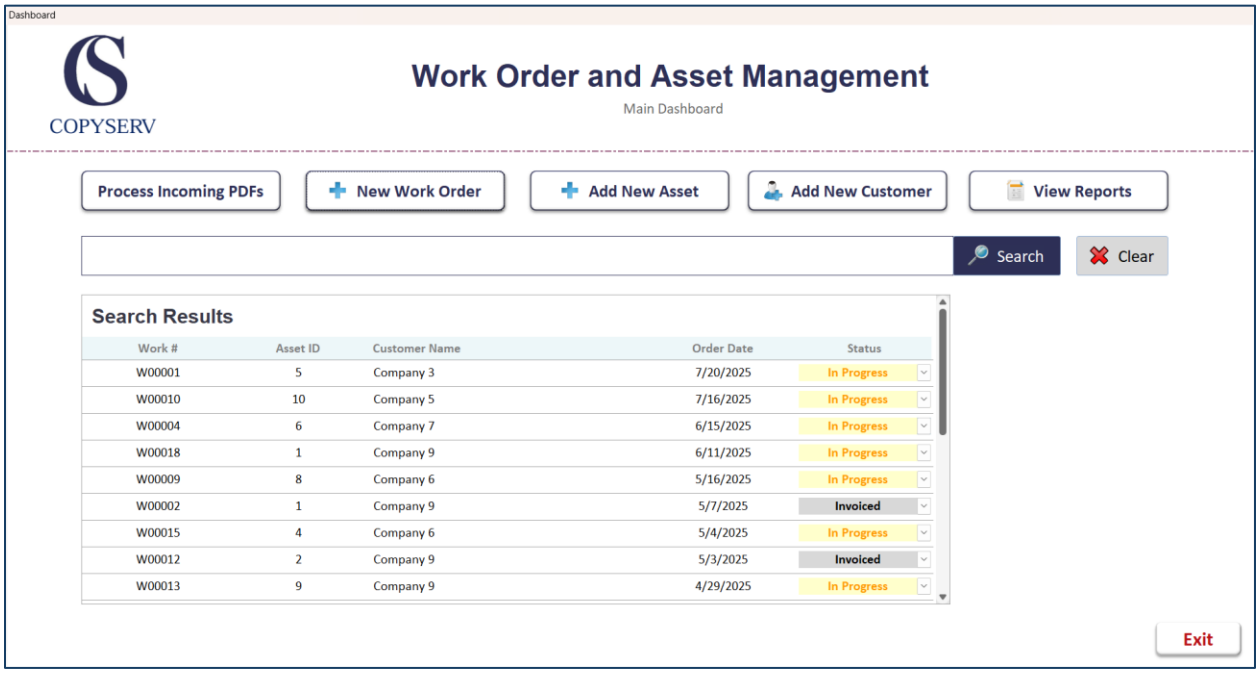
Technology	Used
Microsoft Access	✅
VBA (Visual Basic for Applications)	✅
SQL	✅

System Modules

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

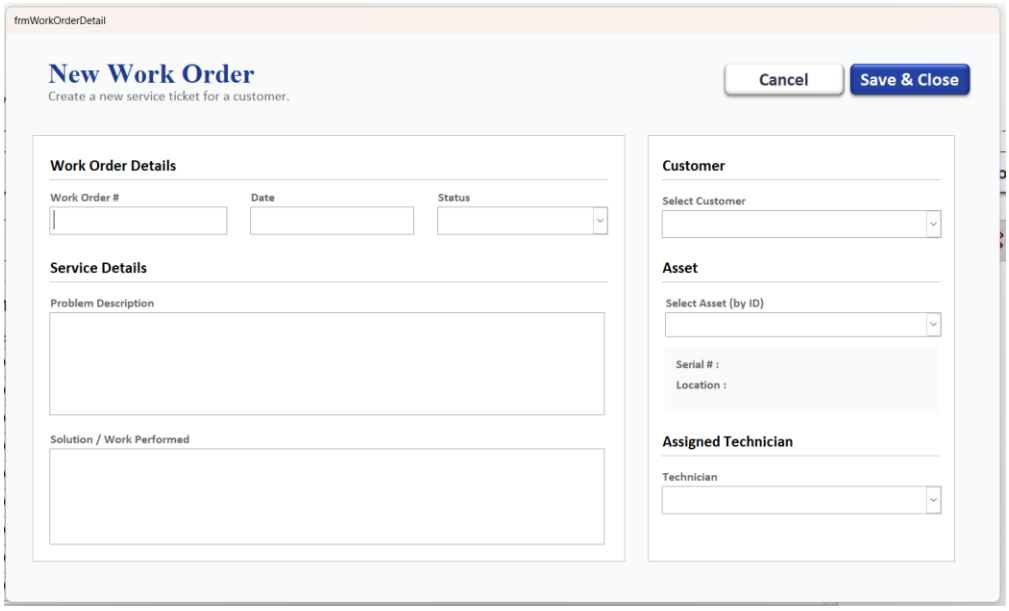
Screenshots

Main Operations Dashboard



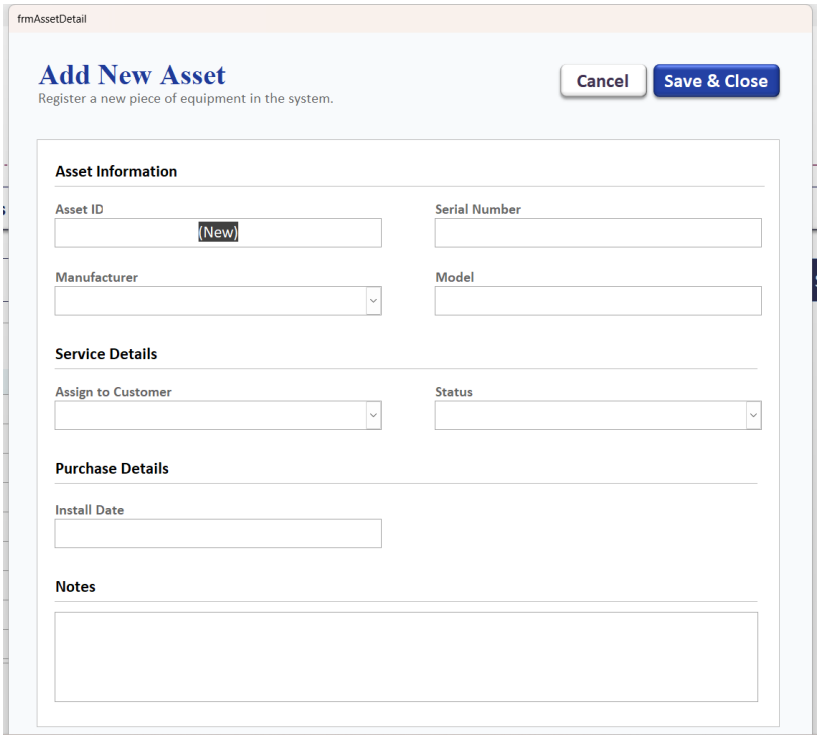
A highly functional dispatch center that allows staff to instantly search for ongoing service tickets, view invoice statuses, and trigger advanced automated workflows like incoming PDF processing.

New Work Order Ticketing



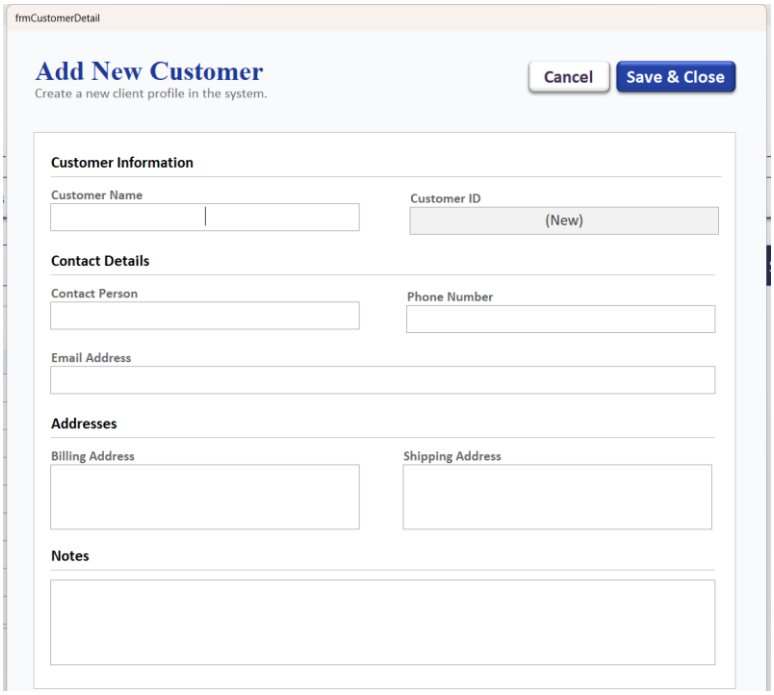
A structured service form that explicitly links customer complaints to specific hardware serial numbers and assigns the job to a designated field technician for resolution.

Asset Registration Module



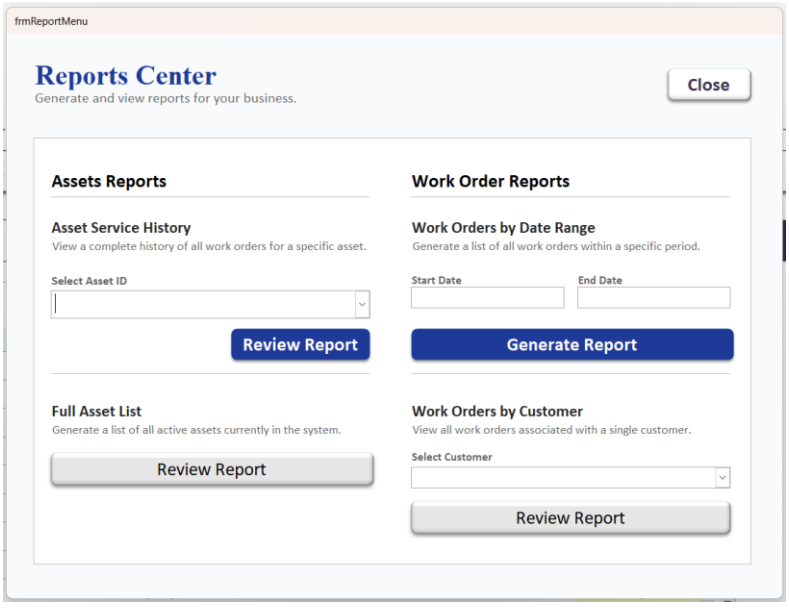
The core inventory tool for managing leased or serviced equipment, capturing critical lifecycle data including manufacturer, installation dates, and current maintenance status.

Customer CRM Profile



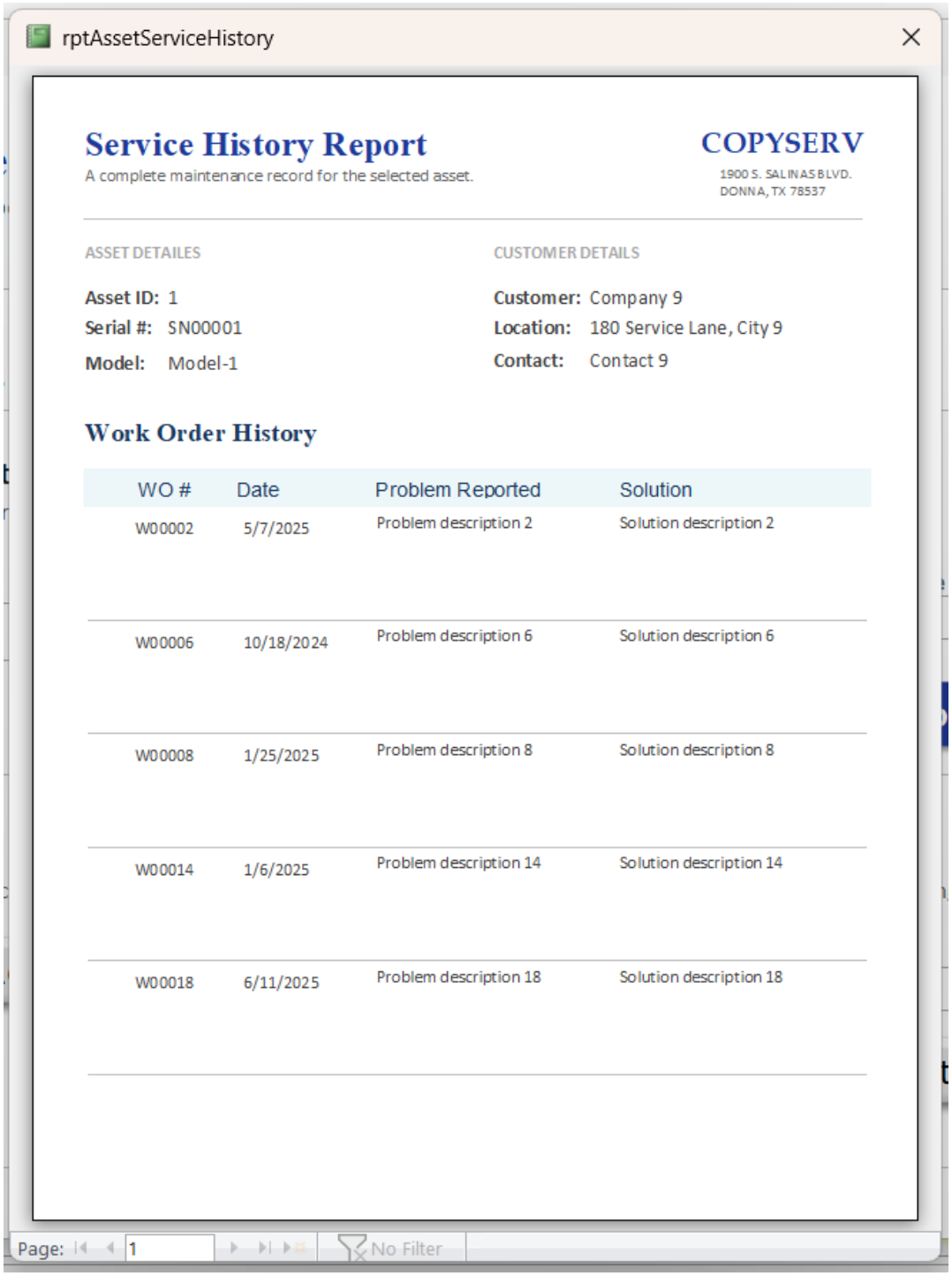
A clean client database separating billing and shipping addresses, ensuring that physical equipment is mapped to the correct service location while invoices go to the corporate office.

Reports Generation Center



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

Asset Service History Report



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

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.