Ticketing @ Franke

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General:

Target is, to simplify/automate sending alarms to the maintenance team of a plant. A ticket system is available for IT purpose, but not for maintenance. Using this ticket system could be an option, but there are also other software components in use, which could act at least as gateway for sending messages.

There are two main targets:

a) Ticket should be visible at machines (how many open tasks)
b) Tickethandling

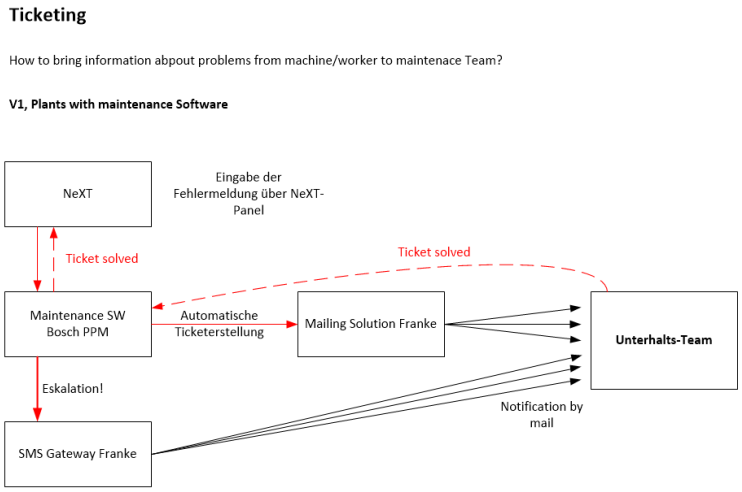
Depending on size of the plant, different solution could be needed, depending on subsystems needed for solution.

Concept:

Ticketing is not needed as a standalone solution; it has to be integrated into a subsystem. At the moment, it looks, that two different solutions are possible.

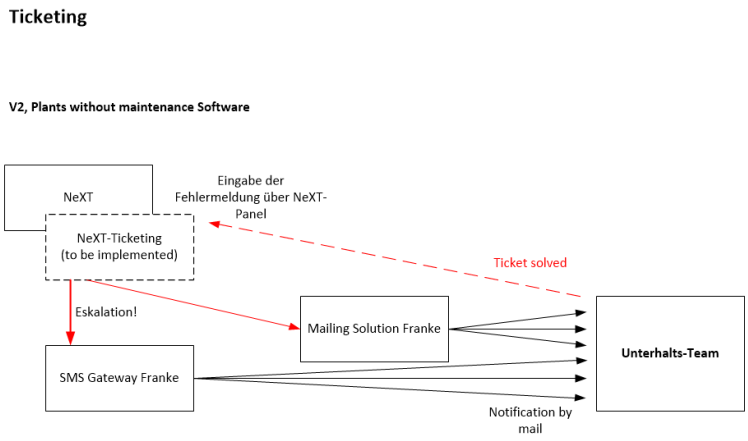
a) For bigger plant, which will get a “maintenance software”
b) Smaller plants whitout maintenance software

Plants with “maintenance software



Ticket handling will be done from “maintenance software”. Also counting for open tickets/costcenter should be done at “maintenance software”, but result has to be delivered to “NeXT” for displaying result.

Plants without “maintenance software”



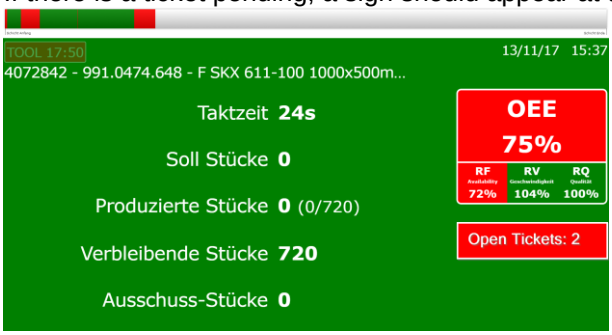
Ticket handling has to be done by NeXT

In both cases, input has to be done at NeXT-surface. A part of the work is already done, there are two buttons available to declare “start of repair” and “end of repair”. An additional button to define “waiting for maintenance” is needed to have a full overview what time was needed to repair a machine (from notifying to finalize the work to repair). For the moment, just tracking of “repair time” is possible. For doing so, there are two wrenches visible, a green and a red one.

By pressing the green symbol, NeXT will start to count time for “maintenance work”. By pressing the red symbol, time will be stopped. For the future, an additional symbol is needed, maybe a phone. By pressing this symbol, a frontend should pop up. The choosen problem should appear as default, but changing to another must be possible. By pressing a button, a mail (ticket) should be sendt to the system. When maintenance starts to repair, the maintenance guy has to press the green wrench, if work is done the red.

It should also be possible, to add a “Ticket” for a minor issue, not related to the existing downtime. This has to be handled separately.

If there is a ticket pending, a sign should appear at the andon board.



If a problem is resolved, information has to be sent back to the related client and to be counted off at the andon. To do so, a specified content (form) of the ticket should be negotiated, to handle the calculation of open tickets automated, However, a manual “adjustment” for number of tickets is needed (at the web-frontend for managers).

Timeline Project

Depending on implementation of “maintenance software”. To pretend problems with interface and not do it twice, the project should not start before “maintenance software” is in place. For plants without “maintenance software” a request for quotation was sendt to NeXT.

Costs

Additional costs per plant (not in project!)
Network infrastructure

Mobile devices and Computers (not in project!)

Guess for Cabling at FBS / internal cost (not in project!)

Precondition: exisiting networkswitch in building, switchport available.
Additional network infrastructer (switch), if needed:

Cabling work & material, network cable cat. 7 (per cabel) average CHF 600.- per cable (range 300 – 800 (depending on distance).

Mounting of hardware / sensors with work & material average CHF 600.- / additional for power connection CHF 100.- = total CHF 700.-/machine