

PARADIGM

INFORMATION SYSTEMS

Field Management System

FMS is a software package designed specifically to automate the day-to-day operations of the service, repair and construction departments of elevator companies. Here's how it works... When a customer calls, you look up his information in the extensive customer database that you have built and you then create a new service ticket. After you assign the call to your best mechanic, you automatically page him with the information that he needs to close the call. When the elevator is fixed, the mechanic uses the TREO Smartphone in his pocket to fully document the call, including capturing a customer signature. That information is electronically sent to the office throughout the day for processing. Its simple, paperless, and thousands are already doing it.

Construction Mgrs get the following benefits:

- Have your job foreman capture job status data daily
- Automatically determine %complete on a daily basis
- Know how many hours a job is projected to turn back or lose BEFORE the job is done
- Capture important data on the TREO
- Much, much, more...

Description	Est.	Actual	OT Hrs	Hrs Used	Hrs Remaining	Pct. Comp.	% Efficiency	03/08	02/22
Phase 1	25.00	29.25	4.00	150.96	-13.25	100.00	66.24		
Phase 2	22.00	4.00		18.18	18.00	67.00	368.54		
Phase 3	24.00	3.00		12.50	21.00	0.00		3.00	
Phase 4	22.00				22.00	0.00			
Pump/Wired									
Punch List Items	6.00				6.00	11.00			
Total	100.0	46.25	4.00	46.25	53.75	41.40	88.51	3.00	00

Additional Features & Benefits

- Schedule maintenance/routes for customers using a full 52 week routing system
- Maintain detailed history records online
- Full parts inventory for the office and trucks
- Powerful SQL database
- Sophisticated reporting capabilities
- Windows Mobile or Palm OS... you decide
- Superior training, support and assistance
- Open architecture.

Ticket #	Work Date	Mechanic	Location	Address 1	City	State	Employee No	Work Performed Code
346912	01/05/2006	ROLLINS, LARRY	FUNDOM ENTERPRISES	600 TACOMA CT	PLAIN CITY	OH	0611040	00
347056	01/05/2006	TAYLOR, STEVEN	FUTURAMIC TOOL & ENG	2438 TRIPALDI WAY	EATON RAPIDS	IA	06113046	00
346880	01/05/2006		HERCOLD SHEET METAL INC	46 SPRAGUE ST	FULLERTON	MO		00
346756	01/05/2006	RICH, DANNY	KODIAK MACHINE	5642 BORWICK AVE	YORKTOWN	MN	0611193	00
301024	01/05/2006	WILLIAMS, ANNE	WINDYBROOK MACHINE PRODUCTS	232 BELL PARK DRIVE	MINNETONKA	CA	0611468	00
347579	01/05/2006	ROLLINS, LARRY	MAINLAND MACHINE	255 EAST STREET UNIT # D	ANAHEIM	CA	0611040	11
347049	01/05/2006	COX, WILLIAM	MC CLELLAN AFB (CA)	10600 TELUMISEN-CLINTON HWY	MILWAUKEE	WI	0611469	00
343952	01/05/2006	OSWALFORD, ALAN	NORFIELD INDUSTRIES	5550 BEECH HILL ROAD	ANAHEIM	CA	0611408	33
343952	01/05/2006	SMITH, FRANCIS	NORFIELD INDUSTRIES	5550 BEECH HILL ROAD	ANAHEIM	CA	06110784	33
347273	01/05/2006	BODWELL, LARRY	SHUR LOK CORPORATION	5335 OUTER DR	NILES	IL	06112574	44
347064	01/05/2006	TAYLOR, STEVEN	SWEENEY ENGINEERING CORP	8615 DALTON RD	NEWARK	VA	06113846	00
346719	01/05/2006	RICH, DANNY	TOUGH CUT INC	7392 BURBANK RD	PERRYSBURG	CA	0611193	00
347055	01/05/2006	WILLIS, TOOL & DIE INC	70 INDUSTRIAL AVENUE	SEATTLE				00
30001	01/05/2006	HOPKINS, JOHN	DEFAULT ACCOUNT	Unknown Address	DALLAS	TX	06119552	44
30000	01/05/2006	HOPKINS, JOHN	DEFAULT ACCOUNT	Unknown Address	DALLAS	TX	06119552	44
347255	12/30/2006	BODWELL, LARRY	KEPCO PRECISION ENGINEERING	11812 RACE TRACK ROAD	PARAMOUNT	CA	06112574	44



"We know what you're thinking..."

9 years ago, we worked directly with an elevator service mechanic in Los Angeles to design FMS. It took a while, but we were able to automate all of the time tickets that he was doing manually. We did a good job. So good in fact, that his employer, ThyssenKrupp, decided that all of their service mechanics in the U.S. would do the same thing. We spent years helping ThyssenKrupp successfully implement FMS nationwide. We've been on the front line for years. We've been in the offices helping to process the time ticket data that comes in. We've driven to the field to meet with mechanics directly so we could learn first hand what they go through. Just to make sure our software works, we even implemented FMS at much smaller, independent home elevator company. Guess what? They are successful too! When we say those 5 words, we really mean them. *We know what you're thinking...* and it shows.