TRIRIGA Operations™

TRIRIGA Operations provides organizations with critical information needed to preserve and enhance the usability, safety and value of their property and assets.

Automated preventive maintenance keep equipment operating at peak energy efficiency

TRIRIGA Work Planner balances workloads to reduce overtime expenses

Today's Operations and Maintenance managers face the daunting task of maintaining a safe and productive workplace, resolving unexpected issues, managing requests, planning future repairs, and communicating to field personnel - all while keeping costs down.

TRIRIGA Operations is a robust Computerized Maintenance Management System (CMMS) that works through unique portals and templates to match our customers' needs. Deployed via web portals specifically designed for maintenance supervisors, technicians in the field and occasional maintenance requestors, TRIRIGA Operations automates demand maintenance, planned (or preventive) maintenance schedules, self service requests, approvals, dispatching, cost tracking, and reports.

Features of TRIRIGA Operations include:

- **Planned Maintenance** - Create, schedule and issue job plans, preventive maintenance schedules and tasks; utilize the workflow engine to automate repetitive tasks such as scheduled tasks and triggering user-defined processes; define and utilize maintenance, operations and inspection standards, procedures and plans using procedure libraries.

- **Demand Maintenance -** Implement TRIRIGA Request Central - a simple-to-use, web-based interface - that allows employees to create requests and report problems quickly; provide employees with immediate access to the status of all their requests; automatically eliminate duplicate requests; automatically route tasks to the appropriate party.

- **Contact Center** - Utilize a powerful but simple user interface to manage requests coming from calls, emails or faxes; quickly identify the caller or contact and get immediate access to all pertinent information about that contact; identify the Service Level Agreement criteria for the contact, the contact's organization and the problem's location; access a central knowledge base that provides solution records based on the type of problem; capture the conversation with the caller for historical purposes and future use.

- **Asset Management** - Track the procurement, storage, installation, assignment, utilization, value, repair, replacement, and disposal of all of an organization's assets and equipment; customize asset types and forms to fit the unique assets of your organization; manage the critical lifecycle data associated with equipment.

- **Inventory and Procurement Management** - Monitor all types of inventory, including assets and consumables; track all aspects of the item's lifecycle, including quantity on-hand, reserved for future delivery, on-order, under repair, on-loan, and pending receipt; generate purchase requests and purchase orders based on user-defined replenishment rules; store preferred vendors and contract information for related products and services; group specifications and products into user-defined catalogs.

- **Contract Management** - Centrally store, track and manage any type of contract – leases, blanket purchase orders, service agreements, standard contracts, etc. - including information related to assets, critical dates and actions, financial transactions, options, conditions, clauses, and documentation; create and evaluate transaction scenarios to help make business decisions; manage critical dates – expirations, renewals, approvals, etc. - and automatically send notifications to the appropriate parties; view summarized and aggregated key performance indicators within a highly visual dashboard environment.

- **Key Management** - Maintain key security by storing important information, such as key assignees and key, core and lock locations, as well as key cuts; create a user-defined hierarchy for key security levels, including great grand master, grand master, master, and change keys; use advanced application security to restrict access to the tools and information associated with keys to only authorized users.
- **Mobile Solutions** - Extend TRIRIGA's functionality to your mobile workforce through a variety of handheld devices; allow field personnel to receive and update work orders, task lists and schedules; access critical information including warranties, manuals and documentation.

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TRIRIGA serves the entire maintenance and operations lifecycle. With TRIRIGA, customers can improve reliability, material optimization, labor efficiency, warranty, and service management across the asset base.

For more information about TRIRIGA Operations, contact us at 1-888-TRIRIGA or visit www.tririga.com.