

AHD: apfm-helpdesk.com

About our company and our solutions

APFM-Systems Kft. has decades of experience and professional, reliable colleagues to help with all administration and property management tasks. With our advanced systems, we make data and administration transparent and manageable. Our goal is to provide our partners with safe, proper and verified solutions, as we have done for the past decade. With more than 15 years of experience, we are proud to provide software solutions for over 200 'A' category commercial real estate properties, more than 300 bank branches and over 1,000 other locations.

Advantages of the AHD system

As AHD has become the standard for FM systems, it is no coincidence that it tackles the needs of organizations ranging in size from small businesses to logistics parks spanning several hundreds of thousands of square meters.

The goals of the building management system are for:

- reports to be forwarded to operating staff quickly, and for
- resolutions to be started as soon as possible.
- For every responsibility you always know: Who? When? and for What?,
- and can clearly present this to your superiors, tenants or owners.

The reporting system is an internet-based web application that doesn't need to be installed. It runs on PC, tablet and mobile, is browser based, and does not require a separate application.

Highlighted references:

ERSTE Asset Management real estates, CPI Property Group office buildings, BNP Paribas real estates, Auchan hypermarkets, Rehau, Budapest City Management Center (FKF), OTP Asset Management real estates, CBRE, First Facility and Kraft FM.

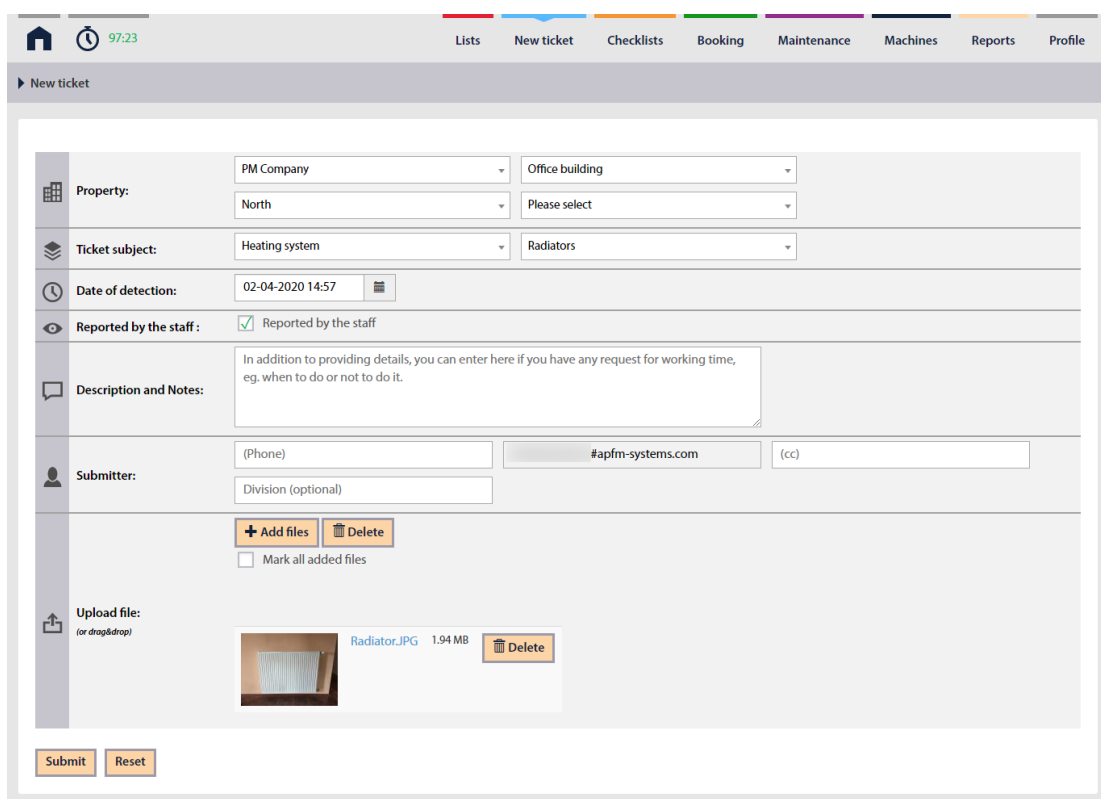


Available functions of the AHD system

1. Ad hoc error submission interface complete with overview 'List' function
2. Submit ticket by scanning a QR code (for both installed machines and machines for sale or rent)
3. Managing recurring maintenance tasks, which can be a general plan or a task list for a specific device
4. Machine database with QR code or NFC chip
5. Maintenance task list and instructions assigned to a machine
6. Daily tasks with NFC checkpoints
7. Reservation management (parking, meetings, maintenance times, etc.)
8. Controlled entrance to and exit from the building for guests and subcontractors
9. Custom order forms
10. SLA monitoring to measure planned and completion times
11. Statements and automatic reports, including display of data from external sensors connected to the system
12. Periodic view of tasks

1. Ad hoc error submission interface complete with overview 'List' function

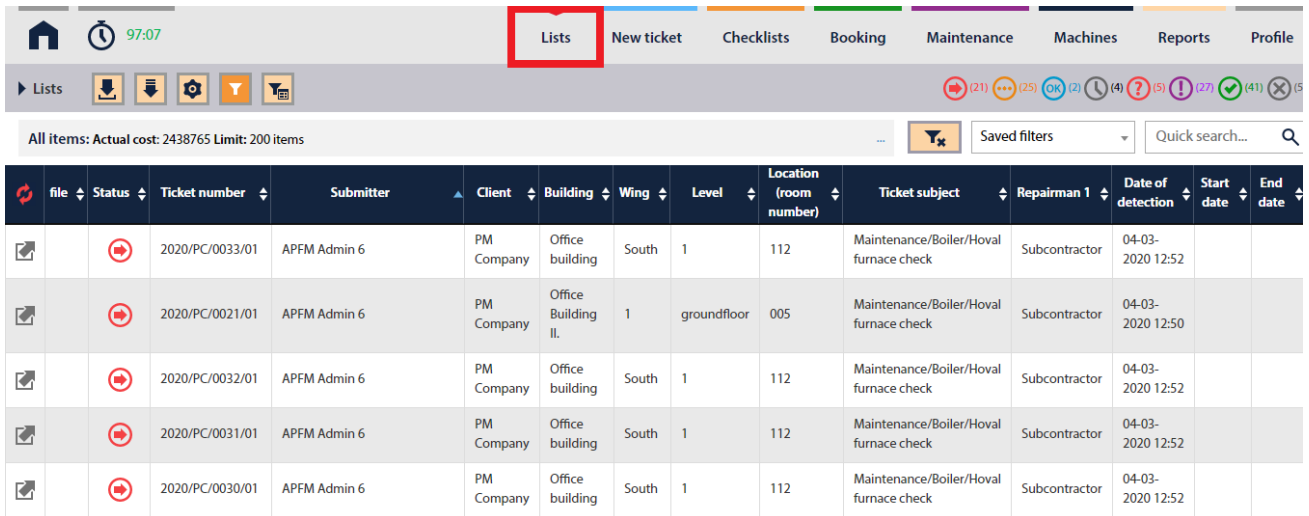
Users can submit problems by filling out a simple and clear reporting form, with the option to attach files. For repairmen, this interface may have more features available than for a tenant (eg. Marked as reported by the staff, Reporting under a different name, Priority settings, Selecting a repairman).



The screenshot shows the 'New ticket' form in the APFM-Systems Kft. interface. The form is organized into several sections:

- Property:** Includes dropdown menus for 'PM Company', 'Office building', 'North', and 'Please select'.
- Ticket subject:** Includes dropdown menus for 'Heating system' and 'Radiators'.
- Date of detection:** Includes a date and time field set to '02-04-2020 14:57'.
- Reported by the staff:** Includes a checkbox labeled 'Reported by the staff' which is checked.
- Description and Notes:** Includes a text area with a placeholder: 'In addition to providing details, you can enter here if you have any request for working time, eg. when to do or not to do it.'
- Submitter:** Includes input fields for '(Phone)', '#apfm-systems.com', '(cc)', and 'Division (optional)'.
- File Upload:** Includes 'Add files' and 'Delete' buttons, and a checkbox for 'Mark all added files'.
- Upload file:** Includes a file upload area with a placeholder '(or drag&drop)'. A file named 'Radiator.JPG' (1.94 MB) is shown with a 'Delete' button.
- Buttons:** Includes 'Submit' and 'Reset' buttons at the bottom.

An overview of each event is available in the Lists menu, where the list can be filtered and downloaded in Excel format. You can also save attachment files in .zip format (for example, if you want to extract separate worksheets from the system).



The screenshot shows the 'Lists' menu highlighted in red. Below the menu is a table of tickets with the following columns: file, Status, Ticket number, Submitter, Client, Building, Wing, Level, Location (room number), Ticket subject, Repairman 1, Date of detection, Start date, and End date.

file	Status	Ticket number	Submitter	Client	Building	Wing	Level	Location (room number)	Ticket subject	Repairman 1	Date of detection	Start date	End date
		2020/PC/0033/01	APFM Admin 6	PM Company	Office building	South	1	112	Maintenance/Boiler/Hoval furnace check	Subcontractor	04-03-2020 12:52		
		2020/PC/0021/01	APFM Admin 6	PM Company	Office Building II.	1	groundfloor	005	Maintenance/Boiler/Hoval furnace check	Subcontractor	04-03-2020 12:50		
		2020/PC/0032/01	APFM Admin 6	PM Company	Office building	South	1	112	Maintenance/Boiler/Hoval furnace check	Subcontractor	04-03-2020 12:52		
		2020/PC/0031/01	APFM Admin 6	PM Company	Office building	South	1	112	Maintenance/Boiler/Hoval furnace check	Subcontractor	04-03-2020 12:52		
		2020/PC/0030/01	APFM Admin 6	PM Company	Office building	South	1	112	Maintenance/Boiler/Hoval furnace check	Subcontractor	04-03-2020 12:52		

2. Submit ticket by scanning a QR code

By scanning QR codes in public areas (reception, dining room, toilets), anyone can report a problem directly through their phone. This has the advantage of reporting problems the moment they occur.

NEW TICKET

Back (216)
Submit

If you want to use the reporting system with this feature, a dispatcher or repairman will need to review these types of tickets and classify the error types or assign them to repairmen. This allows you to create more detailed FM reports of the building.

3. Managing recurring maintenance tasks

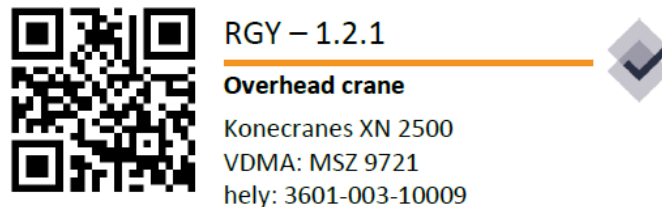
Recurring maintenance tasks are displayed in an annual view, with each color representing the current status of the maintenance item. The list can be filtered, for example, by subcontractor, type of task, location or time. From the annual view, move to the maintenance event you want to document by clicking on the x.

Building	Wing	Level	Location	Type	Description	Repairman	Machines	Quantity	Occurrences per year	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec
Office building	North	1	111	Maintenance/Fire alarm system	-	Subcontractor		1	4												
Office building	South	1	112	Maintenance/Boiler/Hoval furnace check	-	Subcontractor		1	12	x	x	x	x	x	x	x	x	x	x	x	x
Office building	North	1	115	Maintenance/0,4 kV electrical cabinet	-	Subcontractor		1	12												
Office Building II.	1	groundfloor	005	Maintenance/Boiler/Hoval furnace check	-	Subcontractor		1	12	x	x	x	x	x	x	x	x	x	x	x	x

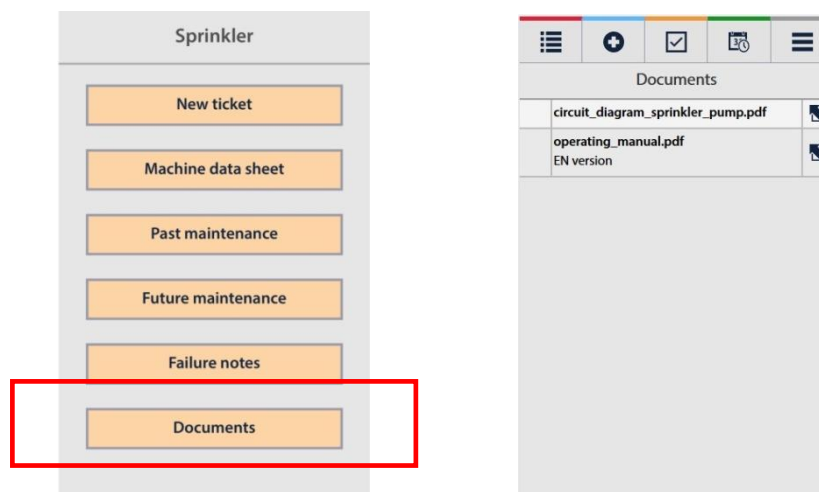
If the maintenance task is performed by a subcontractor, access to the system will be provided for them, where they will only see the current tasks assigned to them. With the help of automated e-mails, they can also receive notifications if the status of the task has changed or if there has been an exchange of messages within the system.

4. Machine database with QR code or NFC chip

Each machine is identified by a unique QR code / NFC chip, which is attached to the side of the machine and can be used - while standing next to it - to directly report any problems or to view the data sheet of the machine.



By scanning this code with a QR code reader application installed on the staff's mobile phones, you can view past maintenance data, view the schedule of future maintenance, open up-to-date maintenance details and previous errors, and you can record new ones, where the system recognizes and automatically fills in which machine you want to issue the ticket for. This feature helps you track the cost of maintaining your machine.



5. Maintenance task list assigned to the machine

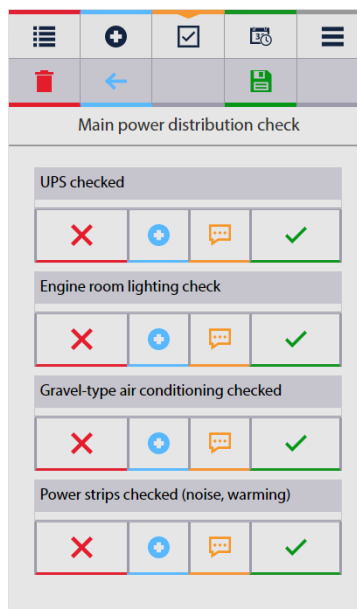
If a machine is associated with a maintenance item, a form may be added to that machine. The technician can only close the case by filling out this form.

General check list

The machine has been disassembled:	yes ▾
The required cleaning has been done:	yes ▾
The machine components have been lubricated (oiling, greasing):	yes ▲
Defective parts have been replaced:	<input type="text"/>
The machine has been assembled and the necessary settings have b:	Please select
	no
	yes

6. Daily tasks with NFC checkpoints

The checklist of the daily tasks can be uploaded to the system so that you can find your documents later. The maintenance staff can answer questions on the spot using a tablet or mobile phone. If you find an error, you can report it directly from the checklist. The checklist is available for download.



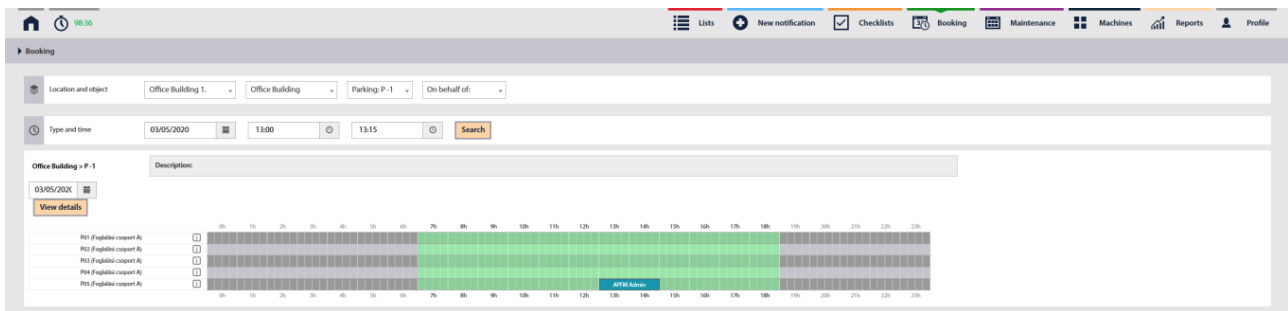
You can create an NFC chip for a location, which can be scanned to confirm your presence.

7. Reservation management

In the Booking module, you can set any object, such as guest parking, meeting rooms, conference room, maintenance time, etc.

There are two approaches to managing reservations:

- which object is available at a given time
- at what time is the object available



There are many options to suit your needs:

- the reservation may / may not be modified after the start time
- reservation is possible only in certain time units eg. 15 minutes, 60 minutes
- Optional additional information when reserving eg. Guest name, Host name, License plate number
- Specific users can only view details in encrypted form/ can only view but in full detail/ can view and edit each other's reservations
- You can specify the order that objects can be reserved, for example shared parking can only be reserved if the company's own parking lot is full.

8. Controlled entrance to and exit from the building for guests and subcontractors

The system has a module for pre-registering visitors to facilitate entry. The menu is located in the Booking module and contains 2 menu items: registration and the overview 'List' function. Registration is also possible on a tablet, and security guards can also manage a reservation as a last resort.

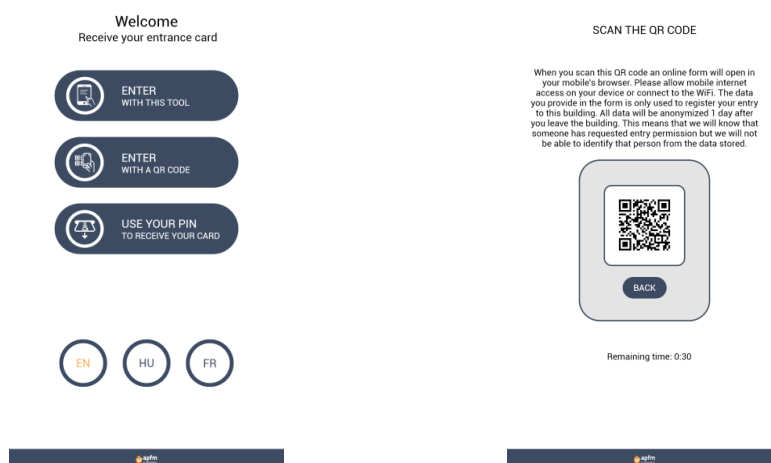
If you are authorized to register a visitor, you can enter the visitor information in the system under the Booking - Visitor Registration menu:

After you successfully submit your registration, you, the security service, and - if you have entered the visitor's email address - the visitor will all be notified when and where the meeting is scheduled.

Visitors can be found in the 'Visitors in the building' list.

Status	Arrival time	Visitor name	Visitor's company	Visitor's e-mail address	Building	Entry group	Name of host	Comment	Date of registration	Source	Options
2. waiting to receive an entrance card	03/05/2020 15:53:30	John Miller	Miller's	john.miller@millers.com	-	(Office building I.) Millers	Amy Taylor		03/05/2020 15:53:30	pc	Delete
3. allowed by building	03/04/2020 16:44:06	Joanna Smith	Smith inc.	joanna.smith@smith.com	-	(Office building II.) initech	Nick Taylor		03/04/2020 16:44:06	pc	

Unregistered visitors can also enter with the tablet at the reception or with the visitor's mobile phone. In both cases, registration is only possible if the required fields are filled in and the "Enter" button is pressed.



Card issuance: you can set up an automated system to issue entrance cards in place of receptionists.

9. Custom order forms

Custom order forms allow you to submit work permit applications, orders, etc. in the reporting system that previously had to be processed through email. The fields of the form can be customized, the order appears as a task in the reporting system, and pictures, files, and cost calculations can be uploaded like a general ticket submission.

After completing the task, a verification can be printed and attached to the invoice.

10. SLA monitoring

Contracted SLA deadlines can be assigned manually or automatically to each task or task type. The system records which tasks have been completed on time, and tasks that have not been completed can be downloaded.

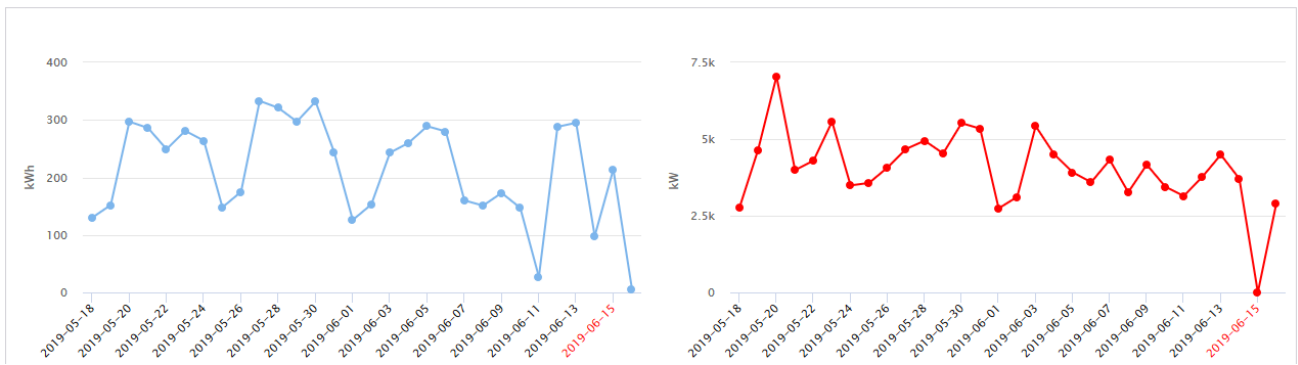
11. Statements and automatic reports

System data (tasks, worksheets, maintenance schedules, materials used, meter values) can all be downloaded in Excel format. If a customer wants to use their own report template, that is also possible. The report can be automatically sent as an email attachment at specific intervals (e.g., on Mondays every week).

The systems' general reports are available on all systems, including usage and task status statistics:



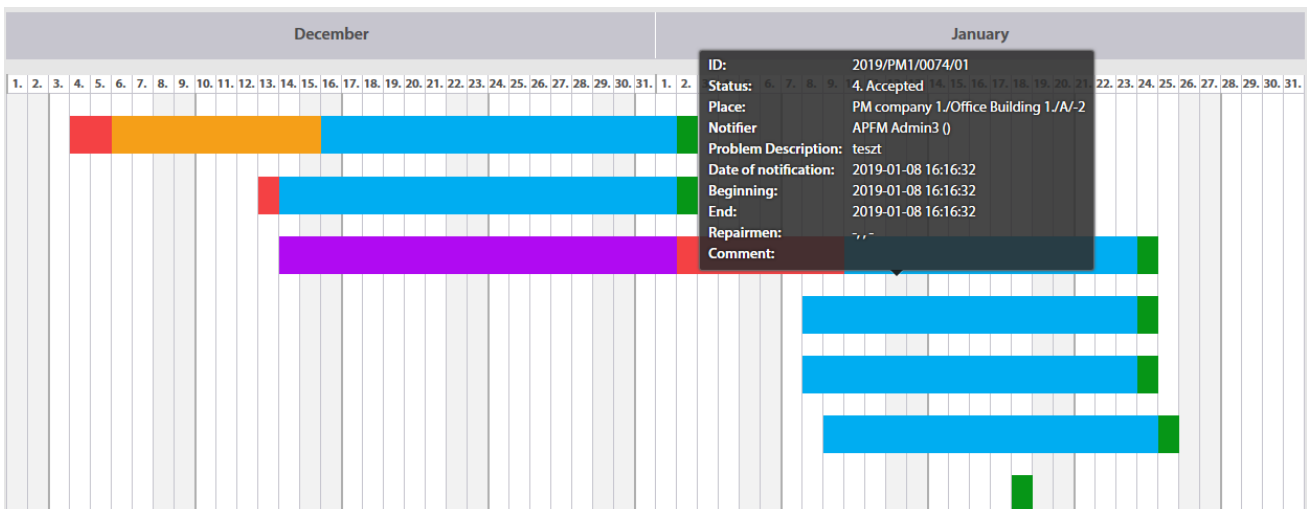
The data obtained from the sensors can be displayed as follows:



If the values measured by the sensor are outside the normal range, a task is automatically created.

12. Periodic view of tasks

A periodic view of tasks helps you to see how long a task took to be solved and whether each work phase took longer than ideal (e.g.: not approved, pending owner approval). This feature helps you plan your work more efficiently.



Other available features

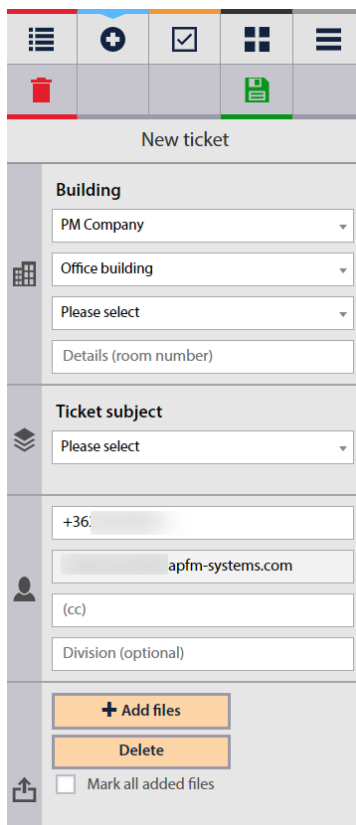
Some other features of the system, not specifically mentioned, are:

- Tablet / Phone Signature: The worksheet can be electronically signed at the place of repair
- Used materials and repair time can be recorded for the task
- Email feedback to users on all important steps
- After the completion of the task, the applicant can choose to accept
- Supplies and inventory management for a building
- Recording meter values
- The ability to set a unique start screen, such as building information, contacts, a map, useful information

Mobile view

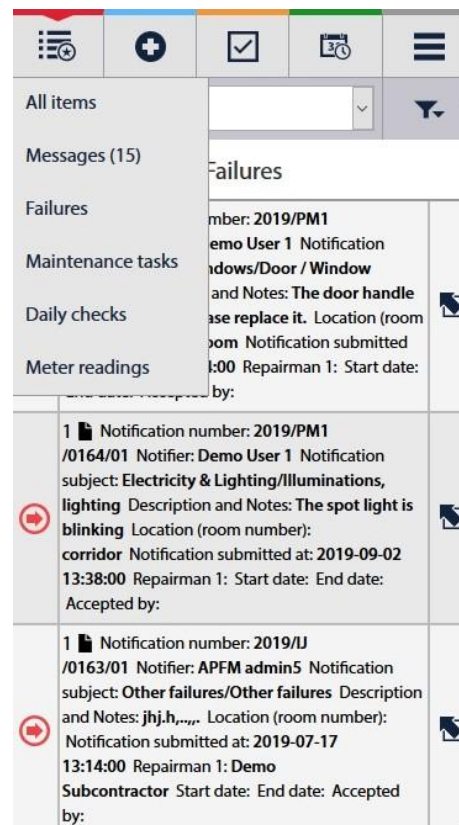
There is no separate application for the system - it can be used with an internet connection from Android and iOS platform mobile devices with a browser installed. The Lumia platform is not compatible with all AHD features, so BlackBerry and Windows Phones are not currently recommended.

New ticket recorded:



The screenshot shows the 'New ticket' form in the mobile app. It includes a top navigation bar with icons for menu, add, check, calendar, and list. Below the title 'New ticket', there are several input fields: 'Building' (with a dropdown for 'PM Company' and 'Office building'), 'Ticket subject' (with a dropdown for 'Please select'), a phone number field starting with '+36.', an email field 'apfm-systems.com', and a 'Division (optional)' field. At the bottom, there are buttons for '+ Add files', 'Delete', and a checkbox for 'Mark all added files'.

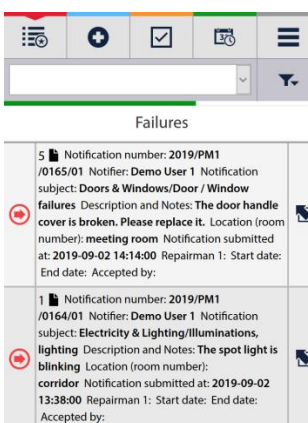
Custom Lists by job type:



The screenshot shows a custom list of failures in the mobile app. A dropdown menu is open, showing categories like 'All items', 'Messages (15)', 'Failures', 'Maintenance tasks', 'Daily checks', and 'Meter readings'. The main list displays two failure entries:

1	Notification number: 2019/PM1/0164/01 Notifier: Demo User 1 Notification subject: Electricity & Lighting/Illuminations, lighting Description and Notes: The spot light is blinking Location (room number): corridor Notification submitted at: 2019-09-02 13:38:00 Repairman 1: Start date: End date: Accepted by:
1	Notification number: 2019/IJ/0163/01 Notifier: APFM admin5 Notification subject: Other failures/Other failures Description and Notes: jhj.h.,... Location (room number): Notification submitted at: 2019-07-17 13:14:00 Repairman 1: Demo Subcontractor Start date: End date: Accepted by:

All tasks:



The screenshot shows the 'All tasks' view in the mobile app. The title is 'Failures'. The list contains two entries:

5	Notification number: 2019/PM1/0165/01 Notifier: Demo User 1 Notification subject: Doors & Windows/Door / Window failures Description and Notes: The door handle cover is broken. Please replace it. Location (room number): meeting room Notification submitted at: 2019-09-02 14:14:00 Repairman 1: Start date: End date: Accepted by:
1	Notification number: 2019/PM1/0164/01 Notifier: Demo User 1 Notification subject: Electricity & Lighting/Illuminations, lighting Description and Notes: The spot light is blinking Location (room number): corridor Notification submitted at: 2019-09-02 13:38:00 Repairman 1: Start date: End date: Accepted by:

Open task details as a repairman:

🗑️
←
💾

Add material

Select

▼

(Mandatory)

📅

Data entered

Mechanical items
 Name: **Door handle**
 Quantity: **1.00**
 Q.U.: # ✎
 Date of use: **03/05/2020** 🗑️
 Comment:
 External identifier:

E-signature

🗑️
←
💾


Add Approver's signature

Notifier (Name)

Your name

One or more used materials are not priced related to this item.
 The worksheet can be signed but the case will not be accepted.

Add Approver's signature



12/14/2018 11:02:00

Description and Notes

Comment