GIM 11

User

Password

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Control, Power and Adaptability

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Our brilliant past, present and future

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tcman is a company with over 25 years of specialized experience in designing solutions for maintenance management in any type of organization (CMMS).

Currently, **tcman** is an established international company that has driven more than 1,400 companies worldwide with their GIM program over the past two decades, providing reliability and resource optimization.

tcman has a team of specialized professionals who work on the development and implementation of their products so that GIM continues to be a benchmark in the field of asset management applications. CMMS / Asset Management.

When making an investment, the most important thing for a company is to make sure that they are making the correct one.

From the results obtained in its **GIM** program (Integral Maintenance Management), **tcman** can ensure that choosing them will be the most profitable choice; thousands of companies achieve optimized results every day from using our GIM program.

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Our philosophy is to work well in order to get closer to our customers, adapting to each type of business need.

Our technicians work exclusively for us, allowing us to obtain first hand information on the needs of each of our client companies, to manage user requirements, and to optimise time to reduce costs.

tcman is proud to offer continuity, innovation and consistency in its product and service policy.

Companies must deal with the unique challenges of the global market and the global economic crisis, such as:

- - Improving process and workplace productivity
- - Reducing unnecessary costs.
- - Increasing the reliability of all the elements involved in services and / or the production process.
- - Managing the complexity of the latest technologies.
- - Integrating technological solutions into daily operations

All these challenges can be solved with the use of our GIM software. We can facilitate the effective and efficient management of maintenance operations through our GIM program. In order to create work environments free of errors, aimed at improving quality, productivity and the quality of maintenance professionals' work as well as optimizing global costs.

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03
Offices & Team

04
Technologies

tcman has a strong sales network in Spain and many other countries.

We know what it means to have a supplier close by and our sales network continues to expand.

No matter where you are, our affiliated companies (or collaborators) will guarantee a quality post-sales service and the possibility of making specific changes in GIM to respond to your particular requirements.

tcman has offices in Barcelona, Madrid, Lima and Mexico City.

It also has local representatives in many American countries.

tcman is a company that implements the latest technology to streamline the task of adapting to customer requirements.

It incorporates Android handsets, PDAs, etc. into their technological platforms as needed.

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05
Differentiating factors

06
Strengths

More than 25 years on the market with over 1,500 customers around the world.

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Local service without losing continuity, innovation or consistency in its product policy.

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Advanced technology in response to current market requirements.

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Multiple platforms: Web, Mobile (Android and Windows Mobile) (PDA, Tablets, Smartphones).

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Maintenance consulting and turn-key projects.

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Integrability: ERP, Scada, Production Control, …

tcman is an internationally established company with an excellent reputation in the field of maintenance.

tcman offers a comprehensive consulting service called "turn-key", which allows the company's current asset management situation to be analyzed, and which allows the software implementation to be performed based on the actual diagnosis, optimizing cost and time.

tcman is proud to maintain a high renewal rate of maintenance contracts for its system, recognition of the capacity and quality of the customer service offered.

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SERVICES

01. Hosting

tcman offers customers our application hosting platforms. Through this service, the customer only needs to connect to the internet and pay a monthly fee to access their application. This frees the client from having to purchase servers, operating systems, databases, backups, etc. Only an internet connection is required and it is ready.

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02. SaaS

Through this service, the customer pays a monthly fee in return for using the software. This option already includes the use of GIM v2014 licenses, maintenance services, technical support and version updates. No other fees have to be paid.

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03. Support

Personalized technical support over the phone, via email or via remote access.

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04. Updates

Because its program has the latest available technology, tcman includes an update service through which the latest versions of **GIM** are available.

05. Customization

Customizing the GIM program: **GIM** is fully customizable depending on the needs of each company. The **GIM** program can meet all of the company's requirements in order to have the most effective tool that adapts to their needs.

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06. Training

tcman offers a training service. At **tcman** we are aware that a good maintenance program needs properly trained a staff in order to take full advantage of the investment that the company makes. Therefore, we offer theoretical and practical training and are currently offering the following courses:
• ASG: GIM Software Administrator
• AUG: Advanced User of GIM Software
• CGM: General Maintenance Course
• CMMS: Computer Assisted Maintenance Management

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07. Turn-key

tcman offers a comprehensive consulting service called "turn-key", which allows the company's current asset management situation to be analyzed, and which allows the software implementation to be performed based on the actual diagnosis, optimizing cost and time.
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UIM

01 GIM Android REAL Mobility

GIM Android is an APP (not a browser application) that runs on all Android devices 2.2 or later.

It works without needing coverage (which is only required for the reception and return of information to the server).

With **GIM Android** the operator is fully independent in order to carry out all the maintenance tasks.

Among others, it has the following functions:

- Complete management of notices, work orders (Corrective, preventive, conductive, predictive).

Integrated with barcode function, QR and NFC.

- Equipment inventory

- Warehouse control.

- Work with materials, labour times (Internal and subcontractors), checklist.

- Control of operator presence at facilities.

- Access to equipment technical documentation.

- Access to equipment history.

- Association of images, video and voice notes to interventions.

- Reassignment / Acceptance / Rejection of
- work orders (under configurable permissions).

- All from an easy-to-use interface that is friendly
- and efficient.

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02
Synoptic displays

Real-time graphical display of warnings, incidents, work orders and status updates on machinery and installation synoptic displays.

The user can navigate between these displays and view graphic warnings caused by equipment failure or caused by maintenance tasks that are yet to be carried out.

These alerts are configurable using rules to define which equipment (based on criticality, type, etc.) or what types of maintenance must be viewed in the displays and how (icon display, intermittently or not ...)

03
Dynamic workload allocation

The Workload Allocation module allows the user to plan the operators' workload, depending on the dates, types of maintenance to be performed and other parameters or variables such as the type of intervention required, cause of failure, criticality , type of equipment, installation, customer, area ....

The allocation of each of the tasks to the operators, groups, teams and shifts can be done visually, easily and quickly. It can be configured for calendars (in Outlook or other mode) or work queues.

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GIM

04
Management of automatic notifications

GIM has an automatic notification module that is fully configurable by the user allowing them to set as many notification rules as they need, under the combination of parameters that the user deems appropriate.

Notification rules can be configured relating to warnings, work orders, labour assignments, warehouse movements, delays, work order and warning close-outs and budgets.

05
Coordination of business activities

A series of specific documents relating to the activity to be carried out with set expiry dates (specific to each case and document) are required for activities to be carried out by external companies. GIM integrates the following features:

- The owner can define the documentation required from each supplier or group of suppliers

- The supplier can upload the required documentation

- The owner can validate the documentation that the supplier provides

- Control of the expiry dates of the documentation provided, with expiry notification rules

- The owner can grant or deny the supplier access to their facilities

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06
Geolocation of equipment and operators

GIM has a georeferencing module that allows equipment and operators to be located on a map.

 The instantaneous real-time location and location history can be viewed for fixed equipment that is georeferenced, mobile equipment with GPS systems and operators with Android devices.

Furthermore, CAD drawings or images in different formats can be included for buildings and facilities, graphically showing where equipment is located.

07
Outlook tasks for workload

The workload scheduling can be exported to Outlook where the work orders are shown as Outlook tasks.

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GIM

08
Quick Start-up

09
New Audit Trail tool

Data can be imported using Excel templates.

GIM has a module that generates Excel templates so that the user can fill them and import the data themselves and in increments.

With the use of these templates relevant information such as as departmental and organizational hierarchies, equipment, workplaces, customers, suppliers, operators, users, complete ranges of maintenance, warehouses and warehouse references can be imported into the application.

These automated data load processes mean that our maintenance solution can be quickly started up.

Audit Trail is a tool that allows administrator users and application managers to consult all actions relating to the insertion, update and deletion of records that each of the users in the database has done.

The options for its control that we want to consider (inserts, updates, and / or deletions) are fully configurable by each application user

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Complete management of PPEs

GIM has a Tool and PPE management module that can control the available quantity for each of these, who they have been delivered to and when, as well as which profiles the operators must have in order to use them.

In addition, the tools and PPE relating to specific operations can be associated to the maintenance tasks in their configuration, indicating whether the use of these is mandatory or left to the operator to choose.

11
Technical and legal tasks

tcman offers its customers a service that implements legal maintenance periods, including its subsequent maintenance and annual update for the following groups of equipment.

-       Climate control

-       Domestic hot water

-       Fire protection

-       Legionella

-       Refrigerating equipment

-       Low voltage

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GIM

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Areas of application

13
Integration with other systems and Scada

Currently, **GIM** is implemented as the maintenance solution for the following sectors:

- Fleets of vehicles (buses, trucks, tanks, ...)
- Maintenance companies
- SAT
- Production plants (automotive, food, chemical, ...)
- Pharmaceutical laboratories
- Office buildings, hotels
- Municipal Councils, Universities, Hospitals
- Roads / Motorways / Railway Infrastructure
- Civil works
- Traffic (toll systems, signals, ...)
- Street lighting

…. AND MANY MORE!

GIM has a broad integrating capacity with other systems thanks to the system's ease of customization and personalization to the needs of each client. This allows **GIM** to be integrated in the work processes or circuits of each client, adapting to the corporate management systems that are already in place.

In different facilities where **GIM** has been implemented it is currently integrated with other systems like SAP, Navision, AS-400, SCADA systems, etc. as well as multiple   issue tracker systems.

These integrations are often bidirectional. That is, both systems send and receive information to maintain data consistency and synchronization between the two applications.

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Invoicing module

GIM has a budgeting and invoicing module which allows work orders to be associated with maintenance budgets, and for dockets and sales invoices to be generated based on the work that is carried out.

The user has full traceability of the costs and sale prices linked to the work orders that are completed.

GIM

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BUSINESS INTELLIGENCE

GIM incorporates Business Intelligence (BI), a solution composed of analytical tools and support which primarily help decision-making, thereby giving a clearer and more intelligent business vision.

Using pivot tables in Excel format the user can combine and cross-compare decision variables and generate graphs to represent them.

The basic control processes that the company needs to carry out to make Business Intelligence possible are to globally implement indicators, to monitor trends over time and to assess their facilities by comparing them with others.
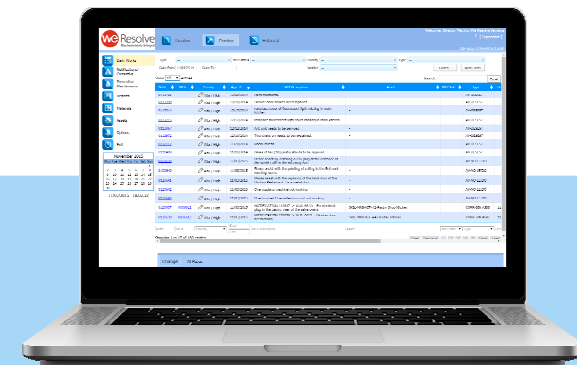
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Customized KPI
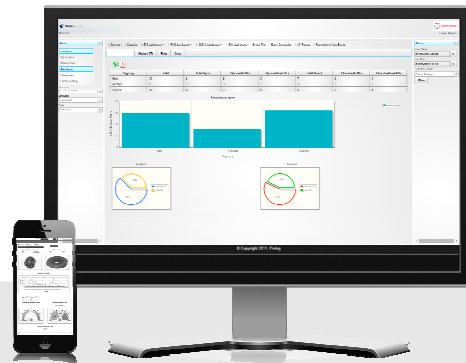
Key Performance Indicators (KPI) are quantifiable measurements that are agreed beforehand and that reflect the critical success factors of an organization.

KPIs are important to an organization because they are highly effective in exposing, quantifying and visualizing deficiencies.

The KPI in GIM are adapted to each organization to reflect their objectives and may be modified as the organization's goals change. They help to eliminate all the activities that are not necessary and to quantify inefficiencies, thereby contributing to an overall improvement of the system.

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Asset management documentation

The organization and availability of documentation, both legal and technical, is particularly important in asset management. GIM has a complete asset management module.

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