

INTRODUCING ESM:

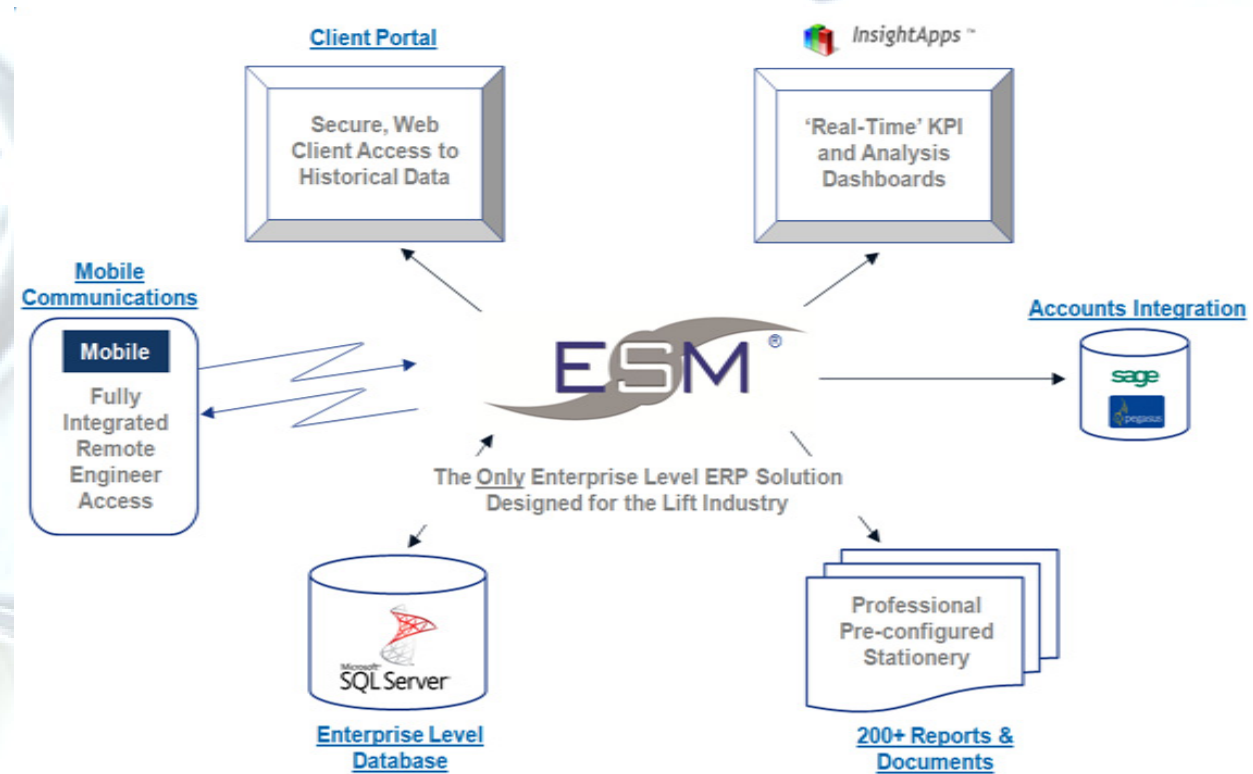
ESM¹ is the only 'enterprise level' ERP² solution designed specifically for the lift industry!

- An enterprise level database is a robust, secure database system capable of handling thousands of simultaneous users.
- An ERP solution is an integrated software product that can be used by all business functions, facilitating information sharing and single data entry points.
- ESM was designed specifically for the Lift Industry by Managers and Engineers experienced in Industry **best** practices.

The ESM solution provides both the software and business processes to efficiently develop and grow your business from a portfolio of a few lifts to over 10,000 Lifts in Service. The solution comprises a modular approach, allowing you to add functionality and users as your business grows.

ESM is designed for a networked environment, consequently the ESM solution can be accessed simultaneously from any client³ computer across your business's local area network.

ESM Solution Overview:



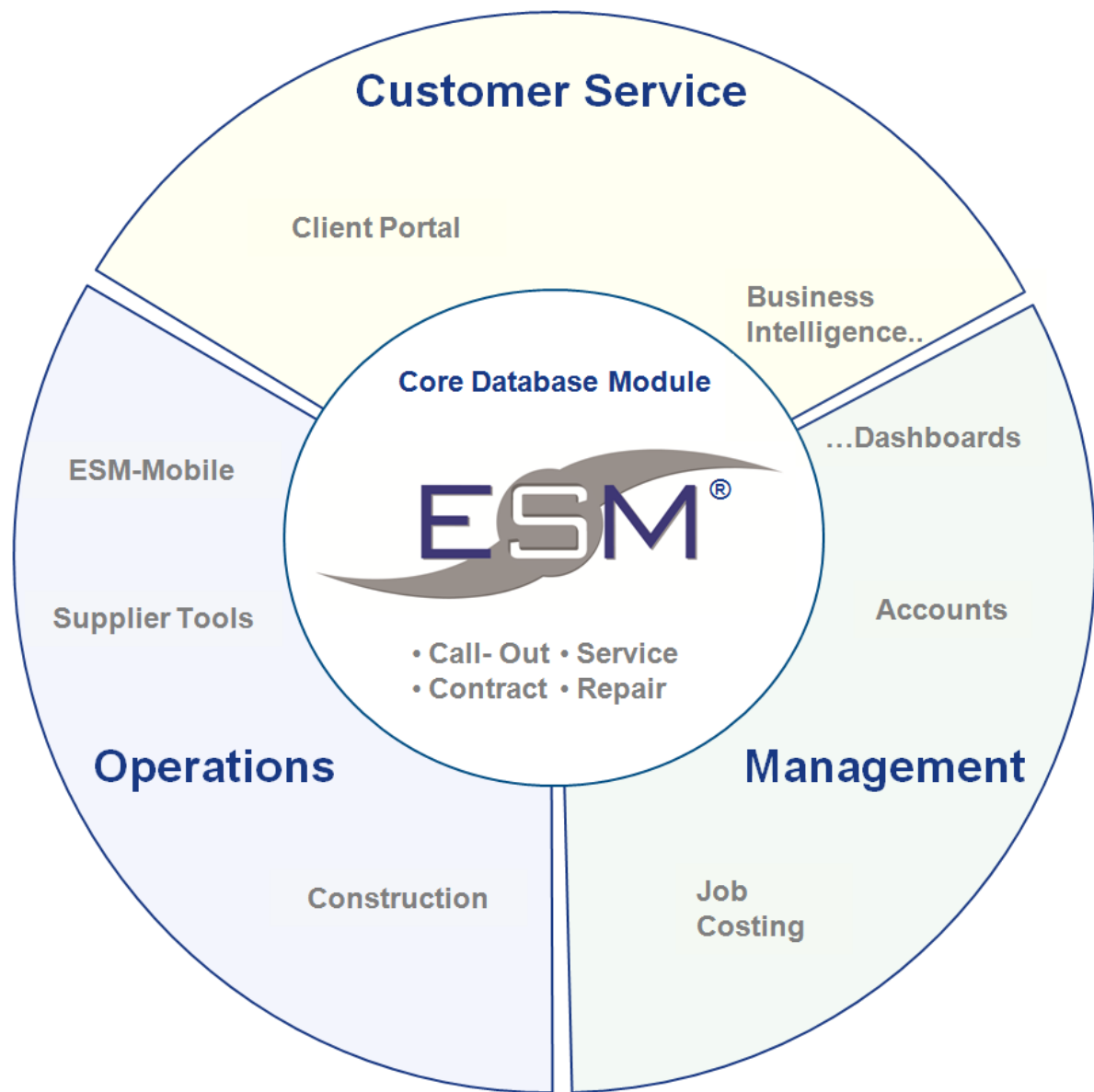
¹ ESM: Elevator Service Manager

² ERP: Enterprise Resource Planning (System)

³ ESM supports both Client / Server Network environments and Peer to Peer networks for smaller users.

The following Modules are available to meet both your current and future business needs;

- ESM Database Module:- The Core Database Module
- *InsightApps™* Dashboards:- A 'real-time', Web based BI⁴ Dashboard solution
- ESM-Mobile:- Remote Engineer Access
- Client Portal:- Web Based, Client Access to Information
- Construction Module:- Management of New or Refurbishment Projects
- Accounts Processing Module:- Enables direct interface with 3rd Party Accounting Packages
- Supplier Tasks Module:- Purchase Order Management
- Job Costing Module:- Job Costing & Profitability Analysis

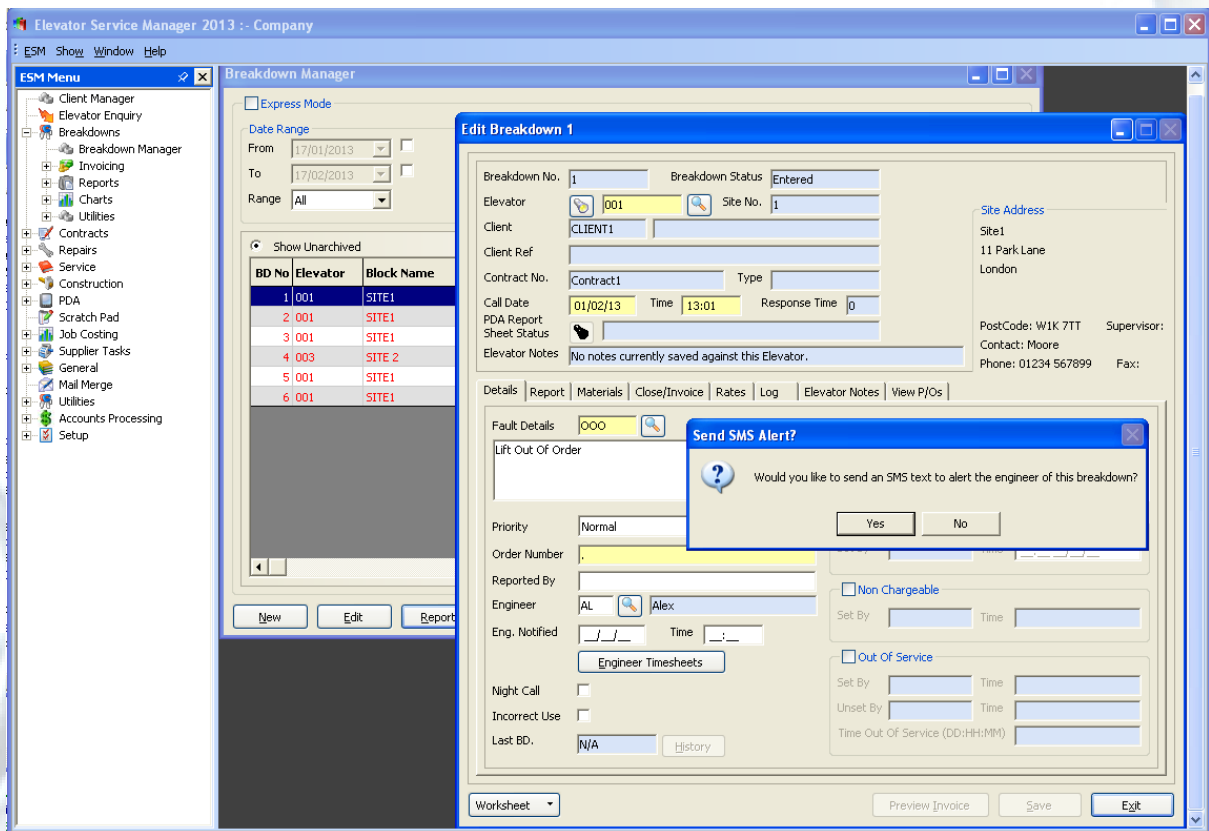


⁴ Business Intelligence

ESM DATABASE MODULE:

This is the core module and includes the database and all the Management Software for;

- Call-Out (Breakdown) Management
- Contract Management
- Servicing and Schedule Management
- Repairs Management



ESM Main Window: Showing Breakdown Manager and Edit Breakdown Windows

Database:

ESM utilises a Microsoft SQL Server, 'enterprise' level database. The system is both extremely robust and benefits from Microsoft's considerable security features.

Microsoft SQL server employs ODBC⁵ connectivity which is a key requirement enabling accessibility for all modules and providing the client with database independence and portability.

ESM includes a utility to allow automatic database backup to a location of your choice.

⁵ Open Database Connectivity, available on most professional database systems for over a decade

Call-Out (Breakdown) Management:

Call-Out Management provides all the processes for a Lift Company to Manage Call-Logging, Engineer Allocation, Fault Reporting and Invoicing. The process recognises both Chargeable and Non-Chargeable calls.

The Breakdown Manager 'grid' responds in real-time to changes in status, providing a clear listing of all current breakdowns.

ESM provides the facility to automatically send an SMS message with Call Details to your remote engineers.

A number of pre-configured reports are provided to allow you to manage your business as well as several documents allowing you to print⁶ professional invoices, worksheets etc. directly.

Contract Management:

Provides a central point for managing your clients and their contracts. Individual contracts can be grouped by site and client to allow group billing and contract renewals are automatically scheduled. A number of pre-configured reports are provided.

Contract types allows you to distinguish between any number of contracts, such as comprehensive, basic as well as Client response times.

Service Management:

Service Management provides the ability to manage your service portfolio, schedule maintenance visits by route or engineer and report on completions.

A log is provided for insurance reporting to ensure all your data is in one location.

Repairs Management:

Repairs Management provides a comprehensive set of processes to manage your repairs, from Quoting, to conversion to Repair Orders, through the management of the repair delivery, to the Invoicing of the client.

The process has the ability to recognise chargeable repairs and non-chargeable repairs that are included in a comprehensive contract.

Again a comprehensive set of reports are provided to allow you to easily monitor your activities.

⁶ document e-mail options are available, if setup

InsightApps™ DASHBOARDS:

InsightApps™ is a 'state-of-the-art,' web based, Management Dashboard designed by Lift Industry professionals, to provide you and your team, real-time, summarised information on both the Business's day to day operations and overall business trends.

If you have '**lot's of data, but no information**' *InsightApps™* is the tool to solve your problem!



InsightApps™ Dashboard showing high impact charts and a selection of Lift Industry KPI's

KPI⁷ and operational information is provided in high level, high impact graphical summaries, allowing you to quickly grasp the big picture and understand where the important issues are. With the click of a mouse button, you are able to 'drill-down' to the data to get to the route of the issue.

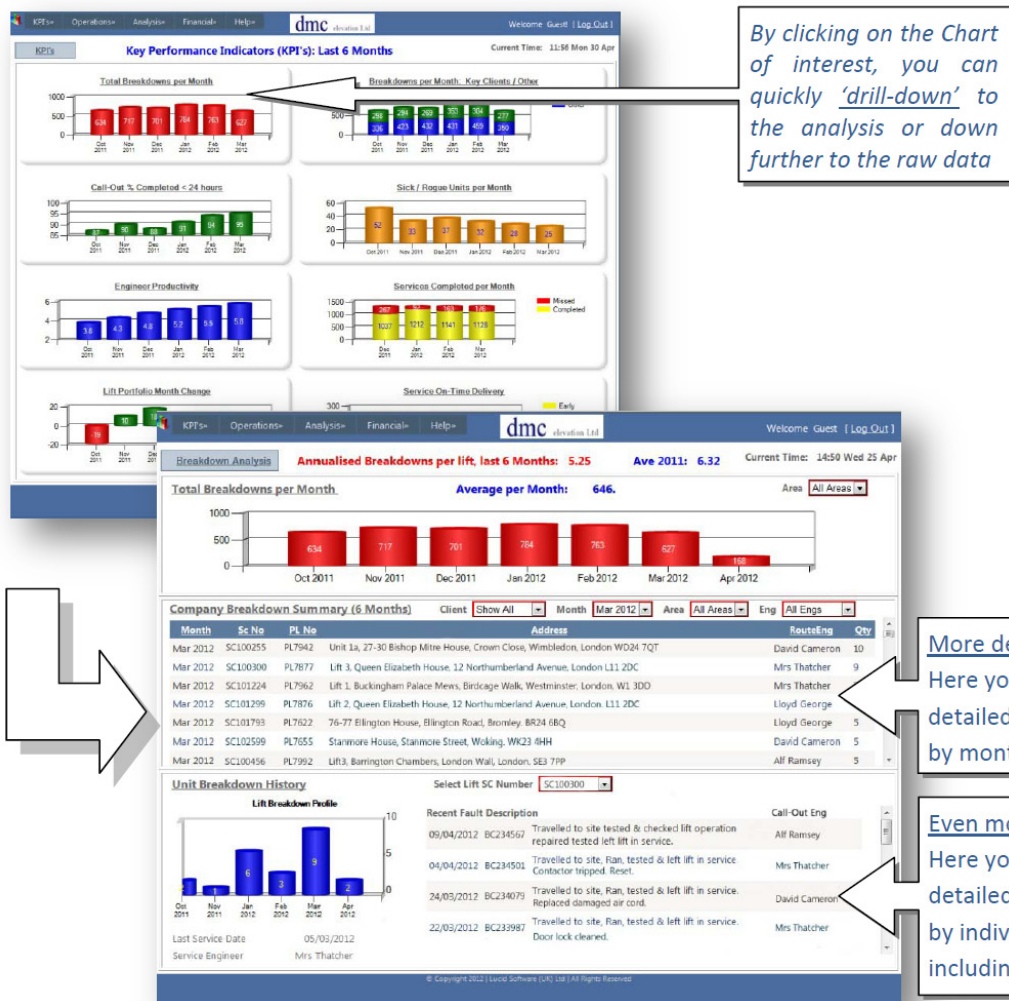
Information is 'real-time' so you always see the current 'picture' and colour coding ('traffic light') responds to the 'live' situation, providing you a quick visual check on what's good...and what's not! The information is easily searchable/sort-able, without the need for advanced MS excel skills, pivot tables etc.

⁷ Key Performance Indicator

InsightApps™ DASHBOARDS: continued.

In addition to KPI Management, standard analysis include:

- Current Call-Out Analysis
- Services Complete, Month to Date
- Engineer Productivity
- Sick Units (frequent failures)
- Breakdown Analysis
- Repairs Analysis



InsightApps™ Dashboard showing 'drill-down' capability

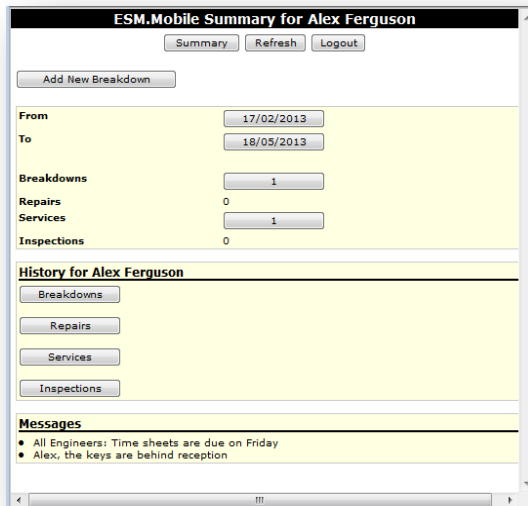
Because *InsightApps™* is web-based, it allows easy access from any PC on your Company's Intranet. The product incorporates Microsoft security features allowing Internet access for remote users, such as Managers, or Technicians checking 'Sick Lifts⁸', or Clients.

While normally coupled with your ESM database, *InsightApps™* can be configured separately to run with any ODBC database and so can be used to provide access to your legacy data, allowing an easy upgrade path to a full ESM implementation.

⁸ Sick Lift: A Lift with a consistent failure, normally classed as breaking down more than 3 times per year

ESM-MOBILE:

The ESM-Mobile module provides users with a major enhancement to the core database module by delivering remote access capability for your engineers. Directly integrated, ESM-Mobile allows a seamless addition to the call-recording process, which provides the information to the engineer's mobile device in addition to an audible alert.



The screenshot shows the ESM-Mobile interface for Alex Ferguson. It includes a 'Summary' tab, 'Add New Breakdown' button, and filters for 'From' (17/02/2013) and 'To' (18/05/2013). The summary shows 1 Breakdown, 0 Repairs, 1 Services, and 0 Inspections. Below this is a 'History for Alex Ferguson' section with buttons for Breakdowns, Repairs, Services, and Inspections. At the bottom, there is a 'Messages' section with two messages: 'All Engineers: Time sheets are due on Friday' and 'Alex, the keys are behind reception'.

Engineers mobile device screen, showing Engineers Summary

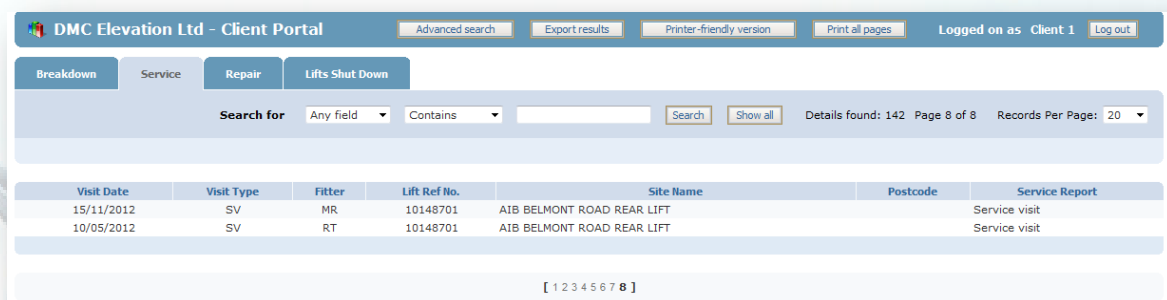
The benefits are considerable;

- Remote engineers can receive and submit breakdown, service and repair details directly to their mobile device.
- Report information is entered once by the engineer and available for review by the back-office immediately, without waiting for sheets to be returned (or hand-writing expertise!)
- The engineer can see a considerable amount of information about the lift, including notes and prior history. The optional signature capture functionality is available to record client acceptance, which can be forwarded as a receipt.
- Information is uploaded immediately to the main database providing call-handlers and Management with 'live' information.

Importantly, ESM-mobile is **not** limited by the make of the engineers portable device (smart-phone) or it's operating system, so there's no need to consider a costly phone re-investment.

CLIENT PORTAL:

The Client Portal allows your clients 'limited' access to their Breakdown, Service and Repair data securely across the internet. This is increasingly becoming a mandatory requirement for many larger contracts and is now recommended by leading Lift Consultancies.



The screenshot shows the DMC Elevation Ltd - Client Portal. It has a header with 'DMC Elevation Ltd - Client Portal', 'Advanced search', 'Export results', 'Printer-friendly version', 'Print all pages', 'Logged on as Client 1', and 'Log out'. Below the header are tabs for 'Breakdown', 'Service', 'Repair', and 'Lifts Shut Down'. The 'Service' tab is selected. There is a search bar with 'Search for' and 'Any field' dropdown, and a 'Search' button. Below the search bar is a table with columns: Visit Date, Visit Type, Fitter, Lift Ref No., Site Name, Postcode, and Service Report. The table shows two rows of service visits. At the bottom, there is a pagination link [1 2 3 4 5 6 7 8].

Visit Date	Visit Type	Fitter	Lift Ref No.	Site Name	Postcode	Service Report
15/11/2012	SV	MR	10148701	AIB BELMONT ROAD REAR LIFT		Service visit
10/05/2012	SV	RT	10148701	AIB BELMONT ROAD REAR LIFT		Service visit

Client Portal: Showing Service Visits

Clients are provided with their unique login details that allow them access to view their data displayed in a number of tabbed documents. Advanced searching capabilities offer the ability to pinpoint the relevant information simply. Print friendly pages are provided for when 'hard copies' are necessary and clients can also download data in a format of their choice.

CONSTRUCTION MODULE:

ESM's Construction Module delivers an integrated solution for managing your New Equipment Installations as well as your Lift Modernisations. You can build quotes from your saved BOM templates, record surveys and then manage the process from quotes through to order. Planning of the installation is made simple and accessible to all using the built in planner functionality.

Invoicing, Applications and VO's can be controlled and managed through the module and then posted to your chosen accounting system as required.

ACCOUNTS PROCESSING MODULE:

The Accounts Processing Module allows a direct link between ESM and your chosen accounting system. Generally invoicing is completed from within ESM, using the configurable invoice template.

Prior to posting, automatic validation confirms the ESM invoice processing is complete prior to export. Automatic invoice posting eliminates the need for duplication of entries on a separate accounting system and the possible data entry errors that may occur.

SUPPLIER TASKS MODULE:

With the Supplier Tasks Module you can include the ability to handle all your Purchase Order Management, within your ESM Implementation.

Parts can be ordered against a BOM from your nominated suppliers and delivered in accordance with the Warehouse Management details. The parts can then be allocated directly to jobs to ensure correct billing. Supplier invoices can be received, managed and then posted directly to the purchase ledger of your chosen accounting package.

JOB COSTING MODULE:

Perhaps you already know which of your Contracts and Routes are profitable! If you're not sure however, then ESM's Job Costing Module brings together both revenues and costs to allow you to manage and report on the profitability of Clients, Contracts, Jobs, Routes etc.

The built in timesheet analysis within the module allows you, or your accounts team, to manage closely the cost build up of hours and costs being attributed to jobs that can then be reviewed in a number of dimensions, to keep you fully informed.

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