



Key Product Features: Fiix CMMS and Fiix ARP

A full feature list for all tiers

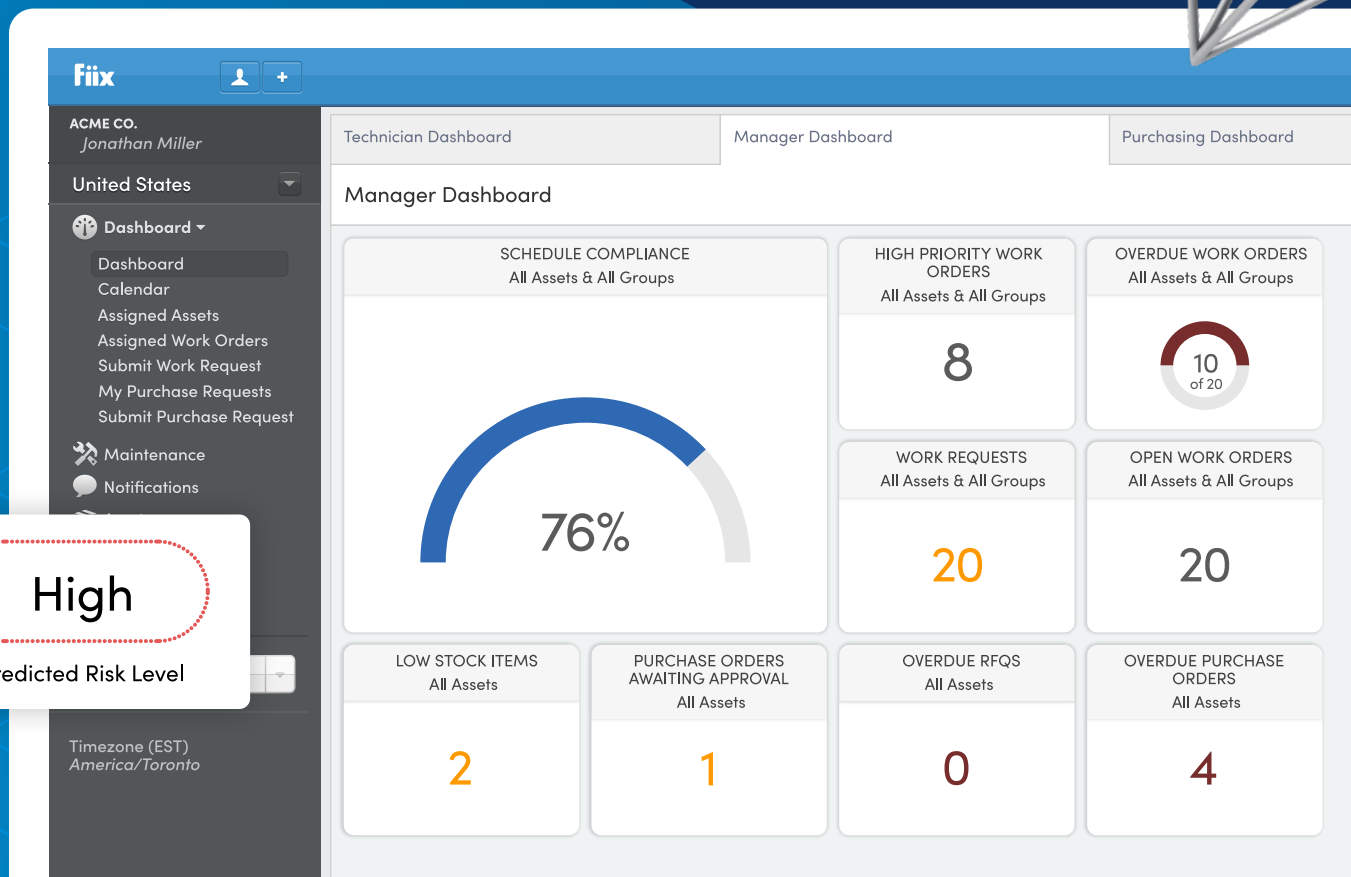


Table of contents

Work order management	3
Asset management	6
Parts and supplies management	8
Reporting and Analytics	10
Fiix Mobile	11
Fiix Asset Risk Predictor	13
Administrator capabilities	14
Integrations	18
Implementation, training and support	19

Work order management

Work order form features

Feature	Functionality	Benefit
Work request portal	- Unlimited guest access to submit work requests and receive automatic updates - Guest users can sort and track all submitted requests	- Cut down on requests for status updates and avoid duplicate requests - Get better clarity on requests with a customized form and mandatory fields
Work order form	- Indicate maintenance type, priority, status, and more - Attach files and images to the work order such as manuals or an image of the issue - Suggest parts needed for repair	- Include supporting information with a work order so technicians know what to expect and can resolve the issue faster - Classify work orders to make it easy to search, group, and report on work orders
Work assignment	Assign, batch assign, and automatically assign work orders to a user, multiple users, or a group of users	- Build accountability and know exactly who is responsible for what work - Cut down on admin time
Inspection tasks	Create inspection tasks with automated follow-on actions on pass, fail or N/A results (send out notifications to specific users or create follow-up work orders)	Streamlines maintenance processes by automatically triggering appropriate actions based on inspection results, ensuring timely responses and reducing manual intervention
Time tracking	- Set work order due dates - Indicate estimated hours on work orders and labour tasks to compare actual completion time against estimates	- Understand how long it takes to complete work orders to improve planning and understand cost of repair - Determine KPIs such as overdue work orders, scheduled compliance, and more
Cost tracking	Track parts usage, labor hours, and other miscellaneous costs to calculate total work order cost	Know how much your assets and work orders are costing you to make better repair/replace and budgeting decisions
Multi-asset work orders	Allows the creation of a single work order that includes tasks for multiple assets	Simplifies the management of complex maintenance activities, reducing administrative overhead
Work order tagging and scanning	Each work order is automatically tagged with a printable QR code	Quickly find and pull up work orders on the mobile app with a QR code scan

Maintenance scheduling features

Feature	Functionality	Benefit
Scheduled maintenance	- Create scheduled maintenance templates and configure triggers to launch preventive maintenance work - Visualize a list of upcoming preventive maintenance and inventory consumption	- Track scheduled maintenance in one place and plan ahead with an understanding of upcoming work and inventory need - Simplify the admin process by using pre-set templates
Nested scheduled maintenance	Stack preventive maintenance tasks based on the frequency of triggers	Organize work orders and streamline work by grouping multiple work orders for the same asset together
Time-based, meter reading, and event-based triggers	Trigger preventive maintenance work orders from date, time, meter reading, or events	Optimize your preventive maintenance and avoid over- or under-PMing by using accurate work order triggers
Condition based maintenance	Trigger maintenance based on the real-time condition of equipment using integrated sensors	Automatically triggering work orders based on real-time asset condition
Predictive + prescriptive maintenance <i>(Part of Fiix Asset Risk Predictor)</i>	- Continuously monitors asset data from sensors and historic work order trends to detect signs of potential equipment failure days in advance - Automatically generates work orders in your CMMS when high risk of failures are detected	The AI/ML model summarizes historical risk predictions in interactive dashboards, allowing for minimal proactive maintenance and reduced time for decision making
Tasks and task groups	- Create a library of tasks and task lists for scheduled maintenance, checklists, standard repair procedures, and visual operating procedures - Assign task groups to assets to automatically associate task lists to work orders	- Standardize work practices - Cut down on administrative work by repurposing task groups and automatically associating task lists to work orders
Pass/fail inspection tasks	- Add inspection-style tasks to scheduled maintenances and work orders - Configure failed inspections to automatically trigger follow-on work orders	- Clearly trace failed inspection rounds to followup work - Easily pull up a report to demonstrate corrective work for auditors

Work order organization features

Feature	Functionality	Benefit
Resource-based Calendar	- View scheduled work orders by users on a calendar in real-time - Drag and drop work orders to quickly schedule and assign work	- Visualize your team's workload in one centralized calendar to ensure no-one is over- or underworked - View upcoming work
Hourly rates	Set hourly rates for users to track labour costs	Calculate total work order and equipment cost based on labour spent on repair
Projects	Group scheduled maintenances and work orders as projects	Keep tabs on work being carried out across the team, and run analyses such as understanding total cost of project
Import tool	Batch upload and mass edit work orders from a csv file	Import data into Fiix with one click when transitioning CMMS systems
Internal and external notifications	Automatically send and receive notifications through email, mobile push notifications, or the web app when a work order is assigned	Enhances communication and alignment between maintenance teams by delivering important updates directly to their devices.
Work order history and work log	- Track all work order updates in one central location - View asset work order history	- See asset work order history to be informed on what actions to take - Better visibility into work order history - Quickly pass audits by knowing exactly when a work order was updated and by whom
Failure codes	Set up most common failure codes and quickly select a preset problem code to understand possible causes and actions	- Simplify troubleshooting with pre-set failure codes - Run reports on common problem and cause codes to determine if there is a recurring issue
Work order insights <i>(Part of Fiix Foresight)</i>	An applied AI solution that automates the process of reviewing work orders to identify patterns and abnormalities that could impact your operations	Optimize maintenance processes to free up team resources, or allocate resources more effectively and minimize administrative mistakes
Mobile work orders	Access, manage, and complete work orders on a mobile app, even without an internet connection	Ensure technicians have the most up-to-date information and can respond quickly to maintenance needs from the field



Asset management

Asset organization features

Feature	Functionality	Benefit
Asset hierarchy	- Arrange your assets in a hierarchical tree - Run reports filtered by parent-child relationships	- Better visualize where assets are organized in your facility - Easily locate your assets
Regions	Group sites by regions and view KPIs based on region	Get a high-level view of your regional operations in real time
Asset tagging and scanning <i>(Part of mobile app)</i>	- Automatically generate QR codes and barcodes for all of your assets - Continuous label printing for asset tags - Scan tags with your mobile app to pull up asset records	Easily identify assets and pull up asset history, scheduled work and documentation
Asset categories	- Create custom categories to group similar assets together - Establish SOPs by automatically assigning task sequences to all work orders associated with an asset category	- Automatically attach SOPs to similar assets to ensure consist work across assets - Understand KPIs by asset category grouping
Rotating assets	- Track your rotating assets and spares as they move between sites, suppliers, or contractors - Approve or reject asset moves	Keep track of your assets and understand exactly where they are when they were moved
Import tool	Import existing assets from CSV or excel to easily migrate from other systems	Upload all assets, asset hierarchy, asset categories, and more in one click to easily set up your Fiix CMMS

Asset tracking features

Feature	Functionality	Benefit
Asset Criticality	- Assesses and mitigates risks by evaluating the potential impact of asset failures - Helps prioritize maintenance activities by identifying the most critical assets	- Reducing the likelihood of catastrophic failures and improving overall reliability - Ensure that resources are allocated to the assets that have the highest impact on operations

Asset tracking features – Continued

Feature	Functionality	Benefit
Asset profile	- Maintain a centralized record of asset nameplate information such as manufacturer and serial number - Attach files such as manuals, images, and videos, and important information like vendor, warranty and BOM	- Keep all asset information in one centralized location - Keep tabs on asset and asset data without paperwork or communication gaps
Asset warranty tracking	You can attach warranties to equipment records for easy access to information such as the warranty's expiry details, its provider, and other details. Multiple warranties can be attached to one equipment record	Enhances equipment management by attaching multiple warranties to records, ensuring easy access to crucial details in timely situations
Asset log	Keep track of your equipment history with a detailed log of work order history, active work orders, offline history, parts usage, and more	Easily pull up asset history for audits and see asset details and work history at a glance
Meter readings	- Track equipment usage with meter readings - Schedule maintenance based on equipment KPIs - Connect Fiix with production systems like PLCs and sensors for real-time meter reading data	- Keep a history of asset meter readings to see trends over time - Set more accurate preventive maintenance cycles by triggering work based on equipment usage - Reduce chances of data error with meter reading data fed directly from production systems
Personnel assignment	Assign assets to specific users or a user group and notify designated personnel of updates and assigned work	Auto-assign work orders to specific labour resources to according to ownership, specialization or certification
Downtime tracker	- Track and measure equipment uptime and downtime - Customize and assign a reason code for your downtime events	- Easily determine asset KPIs such as MTTR and MTBF - See downtime reasons over time to identify patterns
Cost tracker (total cost of ownership)	- See all your maintenance costs for a single machine, a group of assets, or all your equipment - Track labour costs, parts costs and other miscellaneous expenses	Understanding cost of equipment maintenance to easily make repair or replace decisions and make budgeting decision
Asset events	Create custom asset events to trigger maintenance and track asset event history	- Automatically trigger work based on specific asset events - Associate events to downtime to see trends over time
Asset insights (Part of Fiix Foresight)	An applied AI solution that helps you monitor your monthly asset data and identify assets that require more attention	Simplify decision making to minimize the likelihood of overlooking costly and high-maintenance assets



Parts and supplies management

Inventory organization features

Feature	Functionality	Benefit
Parts profile	- A central parts record of the type, make, model, cost, vendors, stock and location of your parts across all sites - Able to associate warranties and other files to parts	- Provide accurate descriptions on parts information to keep inventory organized and prevent overlooked stocked - A centralized parts record to streamline integrations with ERP's
Parts tagging and scanning <i>(Part of mobile app)</i>	- Associate barcodes with parts or use system generated QR code - Scan QR or barcodes to check out a part	Quickly locate and check out parts on the mobile app with a QR code scan
Parts and supplies log <i>(Part of the work order management module)</i>	- Provides detailed records of parts usage and costs on work orders and assets - Calculate parts cost of work orders or total cost of ownership on assets	Help identify cost-saving opportunities and improve budget management
Parts forecaster <i>(Part of Fiix Foresight)</i>	An applied AI solution that uses Fiix work order and inventory data to predict demand and recommend purchase quantities	Achieve the perfect balance of inventory stock to ensure you have parts on hand and not overspending capital unnecessarily
Automatic re-order purchase requests	When an item is consumed in a work order and falls below your specified minimum quantity, a purchase request is automatically generated in the Purchase Planning Board	- Automates purchase requests when inventory falls below minimum levels, ensuring timely replenishment - Avoid stockouts and extended downtime due to lack of critical spares
Inventory cycle count	- Allows inventory counts to be conducted without halting business operations - Keep track of who performed the inventory cycle count and when	Ensures precise tracking of inventory levels by regularly counting subsets of inventory, reducing discrepancies and maintaining optimal stock levels
Tool crib	- Ensures precise tracking of tools and equipment - Check tools in and out of the tool crib	Keep track of your tools and stop maintenance delays from misplaced tools
Bill of materials (BOM)	Provides a clear overview of the parts and materials required for each asset or work order	Proactively provide technicians with a list of parts associated with an equipment to facilitate repair to take the guesswork out of repair work
First-in-first-out (FIFO)	A setting that enables the oldest purchased part in your inventory to be consumed first	Maintain accurate cost tracking by ensuring the earliest parts purchased are the first parts to be used

Purchasing features

Feature	Functionality	Benefit
Vendor and business tracking	• Store files such as contract documents and a certificate of insurance for vendors • Designate preferred vendors and automatically send RFQs to vendors	• Easily track down vendors by keeping vendor, part, and asset information in one central location
Purchase order workflows	• Send RFQs, RFPs and POs to vendors directly from your CMMS • Associate purchase orders to work orders • Customize and set state controls for purchase orders based on your company's processes • Keep a record of receipts	• Save money with a formalized purchasing process linked directly to your maintenance system • Avoid unauthorized parts spending with a purchasing approval process • Understand why a work order may be delayed • Report on purchase transactions
Pre-built connectors <i>(Part of the Integration Hub)</i>	• Two-way integrations automatically send information from Fiix to ERPs and vice versa • Send and receive purchase orders and inventory receipts • Update parts information and inventory levels	• Centralize financial records in one system of truth (ERP) and ensure cross-departmental visibility of maintenance costs • Avoid double data entry for purchases and inventory updates

Reporting and Analytics

Track and report maintenance data

Feature	Functionality	Benefit
Advanced Analytics	- Configure personal or shared dashboards and reports that provide real time maintenance KPI information - Choose between dozens of widgets and filters and view data from all sites or one site to organize your data - Click through the widgets to fast track your way to see the data that contributes to your visual graphs	Gain instant access to key metrics such as scheduled compliance, MTTR, overdue work orders, low stock items, offline assets, and more
Custom reports and dashboard builder	- Choose from over 100 templated reports and pre-built dashboards for maintenance - Build your own reports with our custom report builder - Have reports automatically sent to user inboxes on a regular basis	- Send and receive automatic reports to keep up to date with maintenance and equipment data - Save time building reports with custom reports
Custom threshold notifications	Set notifications on your reports based on frequency, time, data conditions and decide where you want the message to be received (email, text)	Ensures timely delivery of custom KPI's to preferred channels and stakeholders
Fiix Foresight <i>(Includes work order insights, asset insights and parts forecaster)</i>	An AI-powered dashboard tool that helps organizations predict and prevent equipment breakdowns, delays, and stockouts by analyzing maintenance data to identify trends and patterns	Dedicated dashboards under each corresponding module allows for more efficient planning, purchasing, and management of maintenance activities
Fiix Asset Risk Predictor <i>(Part of the asset management module)</i>	- Continuously monitors asset data from sensors and historic work order trends to detect signs of potential equipment failure days in advance. - Automatically generates work orders in your CMMS when high risk of failures are detected.	The AI/ML model summarizes historical risk predictions in interactive dashboards, allowing for minimal proactive maintenance and reduced time for decision making



Fiix Mobile

Feature	Functionality	Benefit
Offline mode	- Use the Fiix mobile app with limited or no internet connection - Seamless transition from online to offline mode - Mobile app data automatically syncs to the web app once you have service	- Avoid skipping critical tasks in work orders or forgetting to log work by ensuring you can track maintenance work and pull up asset information no matter where you are - Automatic syncing prevents users from forgetting to sync information to the web app
QR code and barcode scanner	- Scan asset tags and work order QR or barcodes to quickly pull up information - Scan parts tags to easily check out parts to a work order	- Effortlessly pull up information - Easily differentiate between similar looking assets or parts
Live image capture and upload	- Capture and upload photos directly to work orders, assets, and more - Select photos from your photo gallery to upload	- Visually record the work you are doing with a photo - See images of broken equipment for more information on repair
Speech-to-text dictation	Avoid typing notes by using speech to text dictation to automatically record work completion notes	- Save time tracking maintenance work - Ensure the team is adopting the app with features that simplify the work order tracking process
Push notifications	Receive push notifications when a work order is assigned to you, and more	Be alerted immediately when a work order is assigned and cut down on work order response rates
Work request portal	- Unlimited guest access to submit work requests and receive automatic updates - Guest users can sort and track all submitted requests	- Cut down on requests for status updates and avoid duplicate request - Get better clarity on requests with a customized form and mandatory fields
Work order management	- View and sort your work order list - View and update incoming work requests - Create new work orders - Access work order information such as description, due date, priority, tasks and SOPs, suggested parts, manuals, images, and more - Track time and work spent on tasks, work orders and completion notes	- Easily access and prioritize work order information - Take care of your to-do list without having to fill out paper work orders or run back to a workstation - Track work completion on-the-go and ensure the data is accurate and up to date

Fiix Mobile - Continued

Feature	Functionality	Benefit
Asset management	• View assets in an asset hierarchy • Access asset information such as meter readings, manufacturer, description, BOM, work order history, and more • Set assets online and offline • Attach and upload images	• Quickly pull up assets and see where they are located in your facility • Access asset information such as BOM or work order history on the go for easier troubleshooting
Parts and supplies management	• Access parts information such as stock, location, last price, and more • Perform inventory cycle counts • Consume parts against work orders	• Easily check out a part to a work order • Ensure your inventory is accurate with a scan to update mobile inventory cycle count feature



Fiix Asset Risk Predictor

Feature	Functionality	Benefit
Predictive risk calculations	Utilizes historical data, real-time sensor inputs, and advanced algorithms to forecast potential risks and failures in assets. This feature continuously monitors asset conditions and predicts when and where issues are likely to occur	Enables proactive maintenance by identifying potential problems before they happen, reducing unexpected downtime, minimizing repair costs, and extending the overall lifespan of assets
Automated work order creation	- ARP automatically generates detailed work orders based on predictive risk assessments and predefined maintenance schedules - Pre-integrated with Fiix CMMS, ARP ensures that maintenance tasks are assigned to the right personnel at the right time, with all necessary information included	- Streamlines maintenance processes by reducing the need for manual intervention, ensuring timely and efficient maintenance activities, and freeing up staff to focus on more strategic tasks - Native integration to Fiix CMMS ensures streamline information transfer and a holistic maintenance solution
Prescriptive suggestions	Leverages a private large language model (LLM) and existing data from work orders and any supporting documents (e.g. OEM manuals) to provide tailored maintenance recommendations and action plans on work orders	- Address risks quickly with AI-generated task suggestions based on work order history and precise technical documentation - Increases staff availability and streamlines maintenance processes by reducing manual intervention
Self-learning model	Employs an out-of-the-box machine learning model that only requires one week of normal operational activity to develop a baseline, and react to changing conditions and asset behaviors	Increases accuracy and reliability over time by adapting to assets and operations, providing more precise and effective maintenance recommendations as the program evolves
Sensor agnostic	- Designed to be compatible with a wide range of sensors, regardless of the manufacturer or type - Allows seamless integration with existing sensor infrastructure without the need for specialized or proprietary sensors	Provides flexibility and cost savings by allowing users to utilize their current sensor setup, avoiding the need for expensive upgrades or replacements when scaling
Advanced Analytics	Real-time data visualization, historic trendlines and comprehensive reporting options, allowing users to explore and analyze data down to individual sensors	Enhances operational efficiency, identifies areas for improvement, and supports strategic planning by turning raw data into actionable insights
Fiix Maintenance Copilot	- An intelligent assistant that supports maintenance teams by providing real-time guidance, troubleshooting tips, and step-by-step instructions - Offer contextual advice based on the current situation and historical data, helping users navigate complex maintenance tasks with ease	- Automates routine tasks and processes, freeing up time for maintenance teams to focus on more critical activities and reducing the overall workload - On-the-spot assistance boosts the confidence and productivity of maintenance personnel, leading to improved asset reliability and performance



Administrator capabilities

User management and security

Feature	Functionality	Benefit
User groups	- Sort users in groups - Share dashboards, assign work, manage permissions, and more to groups	- Manage permissions and work based on departments and teams - Reduce time spent on administrative work by applying changes to groups rather than individuals
User access controls and permissions	- Manage your user permissions through user groups to ensure that the right people have the right viewing and editing capabilities in your CMMS - Set manager-team relationships - Configure notifications	- Set user permissions to ensure that the right people have access to the right CMMS capabilities and your team is focused on their work - Limit editing capabilities to ensure you have clean data in the system - Ensure everyone is notified the way you need them to be
User certification tracking	Manage and keep track of your workforce's certifications so that only properly qualified technicians work on your equipment	- Know when certifications are set to expire so that you can proactively schedule recertification training - Ensure the right technician is on the right job
User logs	View a log of assigned work orders and assets for each user	Increase visibility on your team and know who is working on what
Session timeout management	Configure how long your users can stay logged in before the system signs them out	Heighten security and ensure session timeout standards in your CMMS align with your internal protocol
Single sign-on (SSO)	Control access to your Fiix CMMS by integrating with your corporate identity provider on SAML2.0 or OpenID Connect protocols	Ensure secure logins, prevent unauthorized usage of your CMMS, simplify user management, and eliminate password fatigue
Firewall	Provide secure access to a tenant by assigning IP ranges to any user or user group	Keep your data secure and ensure access is only granted to approved personnel
SOC 2 compliance	Implements stringent security controls to protect sensitive information and systems	Ensures the confidentiality, integrity, and availability of customer data, reducing the risk of data breaches

Customization

Feature	Functionality	Benefit
Custom branding	Brand your CMMS with your company logo	Ensure your reports, printed work orders, asset tags, emails, and more are branded to display your custom logo
Configurable interface and templates	- Customize the appearance of your CMMS such as work order forms, asset and parts profiles, list views, and more - Set mandatory fields - Add custom fields, change drop down fields, and more	- Configure the CMMS so that it informs and reinforces internal processes - Add your own fields for any inputs that are unique to your organization
Customizable failure codes	Detailed tracking of specific failure modes and causes tailored to your organization's unique equipment and processes	Improves the accuracy of diagnostics and troubleshooting, leading to faster resolution of issues
Customizable lookup tables	Add, remove, or edit CMMS fields such as work order priority, work order status, meter reading units, asset event types, and more	Help with CMMS adoption and reinforce processes by customizing field labels to adhere to the way you run maintenance on your team
Custom reporting and dashboards	- Choose from over 100 templated reports and pre-built dashboards for maintenance - Build your own reports with our custom report builder - Have reports automatically sent to user inboxes on a regular basis	Provides customized reports and dashboards that cater to specific user needs, ensuring relevant and actionable insights for different roles and department

Multi-site support

Feature	Functionality	Benefit
Multi-site work order management	Create, assign, and track work orders for any site from a single interface, allowing for efficient management of maintenance tasks across multiple locations	Improves coordination and response times, ensuring timely completion of maintenance tasks and reducing downtime across all sites
Multi-site asset management	- Sort, view data, and organize users by site - Roll-up all site data in real time and in multiple languages, and understand maintenance KPIs based on site - Create consistent maintenance practices and standards across all sites (i.e. regulations compliance)	- Get a complete view of maintenance across multiple sites around the world in one central location - Benchmark sites against one another to understand what is and isn't working
Multi-site parts management	Consolidates parts inventory data from all sites into a single system for accurate availability tracking	Balance inventory levels by redistributing parts where needed, reducing excess stock and preventing shortages and expedited shipping

Multi-site support – Continued

Feature	Functionality	Benefit
Multi-site vendor management	Manage vendor relationships, contracts, and performance for each site, with centralized oversight to ensure consistency and quality of service	Streamlines vendor interactions, ensures consistent service quality across all locations, and facilitates efficient procurement of services and parts
Cross-site reporting	Generate comprehensive reports that aggregate data from all sites or compare performance metrics between different locations	Identifies trends and best practices across the organization, facilitating continuous improvement and enabling data-driven decision-making
Standardized procedures	Implement and enforce standardized maintenance procedures and workflows across all sites to ensure uniformity and compliance with industry standards	Ensures uniformity in maintenance operations, improving efficiency, reducing errors, and ensuring compliance with regulations and best practices
Data dictionary	Provide standardized definitions for all data elements used within the CMMS, ensuring consistency and clarity	Understand how Fiix organizes your data to create complex reports on your own and configure your CMMS across the organization in confidence

Localization

Feature	Functionality	Benefit
Time zone management	Automatically adjust for different time zones, ensuring accurate scheduling and time tracking across global locations	- Roll-up all site data in real-time - Ensure work is triggered at the right time for your global sites
Multi-language support	Translate your CMMS with Fiix translations or custom build translations on any language of your choice	Make sure your team is adopting the software by allowing technicians to work in their preferred language

Data

Feature	Functionality	Benefit
Real-time data sync	Synchronize data in real-time across all devices and locations, ensuring that everyone has access to the most up-to-date information	Enhances collaboration and decision-making by providing accurate and timely data to all users
Unlimited historical data retention	Maintain a complete and detailed record of all maintenance activities, asset performance, and historical data	Provides a valuable resource for historical data analysis and simplifies the process of meeting regulatory requirements and maintaining accurate records
Data imports	Effortlessly import historical and current data from legacy systems or spreadsheets into the CMMS	Ensures a complete and accurate database, providing a robust foundation for maintenance management
Database export	Download the complete set of CMMS data and related files to store offline	Periodically backup production data or to run more complex business intelligence through tools and services such as MySQL
Audit Trail	All activities completed in your CMMS are captured and recorded in a central audit log	- Gain full visibility into any changes or updates in your CMMS and submit proof during audits - Build accountability on the team

Integrations

Fiix Integration Hub features

Feature	Functionality	Benefit
Open API access	- Have the ability to create your custom integrations on our Open API (compatible with any iPaaS for IT solutions, and any edge-to-cloud software for OT solutions) - Use our developer tools such as a developer guide, API reference, software development kit (SDK), and more - Set up a sandbox account to test your integrations	- Leverage OT integrations to trigger condition-based and predictive maintenance via connected equipment sensors, PLCs, SCADAs, HMIs and more - Leverage IT integrations to seamlessly send accurate data and automate tasks in ERP systems, condition monitoring tools, and business process management software
Pre-built connectors	Fiix develops reliable connections between Fiix and third-party applications such as ERPs, accounting tools, BI platforms, and productivity apps—ensuring seamless data flow without the limitations of generic, one-size-fits-all connectors	- Establish the connection between your CMMS data to third-party software without rigorous coding or long wait times - Create synergy and interdepartmental visibility by automatically sharing your maintenance data to other connected software
IoT Partner Network	- Easily connect Fiix with production systems and sensors such as PLCs, SCADAs, HMIs and more - Automatically trigger condition-based maintenance	- Tie all your production systems together no matter the manufacturer or system - Automate machine data flows and machine monitoring - See accurate KPIs in one centralized location
Fiix Asset Risk Predictor <i>(Part of the asset management module)</i>	- Continuously monitors asset data from sensors and historic work order trends to detect signs of potential equipment failure days in advance - Automatically generates work orders in your CMMS when high risk of failures are detected	The AI/ML model summarizes historical risk predictions in interactive dashboards, allowing for minimal proactive maintenance and reduced time for decision making

Implementation, training and support

Implementation

Feature	Functionality	Benefit
Implementation planning	Develop a detailed implementation plan tailored to the organization's specific needs and goals, including timelines, milestones, and resource allocation	Ensures a smooth and structured implementation process, minimizing disruptions and ensuring that the software is deployed effectively
Data migration	Assist with the migration of existing data into the new CMMS, ensuring data integrity and accuracy throughout the process.	Facilitates a seamless transition to the new system, preserving valuable historical data and reducing the risk of data loss.
System configuration	Customize the CMMS to align with the organization's workflows, processes, and requirements, including setting up user roles, permissions, and integrations	Ensures that the software is configured to meet the specific needs of the organization, enhancing usability and efficiency
Premium support	Access to supercharged customer success support (i.e. analytics and API technical expertise, setting maintenance KPI goals, etc.)	Help customers create and attain their digital transformation goals to maximize CMMS adoption and ROI

Training

Feature	Functionality	Benefit
Enablement support	- Three implementation packages available to help with project launch management and CMMS configuration (Kickstarter, Kickstarter Plus and Custom). - In-office – Online / Hybrid formal training	- Offload projects that have a scope and a timeline (data uploads, integration development, CMMS health-checks, analytics dashboards...) - Enhances user adoption and confidence, ensuring that the organization can fully leverage the capabilities of the CMMS
The Fiix Learning Center	On-demand multimedia courses in the form of structured learning paths that help you learn how to use Fiix (interactive tutorials, webinars, videos, etc)	Advance your Fiix usage and learn how you and your team can the most of our your CMMS
The Help Center	An extensive knowledge base and documentation, including FAQs, user guides, and troubleshooting tips	Offers users easy access to information and solutions, empowering them to resolve issues independently and efficiently

Support

Feature	Functionality	Benefit
Fiix Maintenance Copilot <i>(Part of Fiix Asset Risk Predictor)</i>	- Assist in creating, assigning, and tracking work orders with intelligent suggestions and automation - Provide real-time insights and recommendations for predictive maintenance based on historical data analysis, supportive documentation and machine learning	- Provides data-driven recommendations and insights, helping maintenance managers make informed decisions quickly and confidently - Automates routine tasks and processes, freeing up time for maintenance teams to focus on more critical activities and reducing the overall workload
The Fiix Community	Facilitate community forums and user groups where users can share experiences, ask questions, and provide feedback	Fosters a sense of community and collaboration among users, enabling them to learn from each other and improve their use of the software
A dedicated customer success manager and account manager	Conduct regular check-ins and performance reviews to assess progress, address any issues, and identify opportunities for improvement	Help keep users on track with their maintenance objectives, ensuring they derive maximum value from the software
Live technical support	Round-the-clock customer support through various channels, such as phone, email, and live chat	Provides timely assistance to users, ensuring that any issues are resolved quickly and minimizing downtime
Case support	A structured approach to issue management, ensuring that all cases are addressed promptly and efficiently	Fiix's technical support team has an average response time of 41 min and 99.6% satisfaction rate