



▲ This equipment is under warranty!    ▲ This equipment is under contract!    ⚠ Critical Equipment/System    ▲ Equipment Down

**Request Information**

Work Order #\* 5770    Request Date\* 07/09/2020 02:46 AM    Status\* Closed    Status Date\* 07/16/2020 02:03 PM

Type\* Corrective Maintenance    Requester Aaron Peters    Phone #    Email

Problem\* broken

---

**Equipment Information**

Tag Number DEFIB3    Manufacturer 3Com    Model 116    Type Defibrillators, AED

Description Defibrillator    Serial JSlone    Risk 16    Status Active

Nameplate Manufacturer 3Com

---

**Dispatch/Location**    Update    Expansion

**Location**

Facility\* Southeast Medical    Building Main Hospital

Wing Main Building    Floor Floor 8

Room Patient Room 8009    Free Text Location

As Of 03/06/2020 02:14 PM

**Dispatch**

Cost Center\* Blood Bank    Responsible Center\* Burn Unit

Priority\* Routine    Due Date\* 07/09/2020 06:32 PM

Estimated Hours 0.5    Job Type

Procedure    Vendor Assigned

Service Department\* Facilities Engineering

Assigned To Allison, Beth; Jackson, James

---

**Attachments (2 files attached)**



# COMPANY SHOWCASE

## Phoenix Data Systems, Inc.

**P**hoenix Data Systems, Inc. was formed in the early days of specialized software based on the urgent need for Michigan hospitals to have a modern maintenance work order system. In 1984, after two years of design and development, the first AIMS system was delivered to eight Michigan hospitals. Today, AIMS is used in 3,000 facilities in 18 countries. Phoenix Data Systems, Inc. recently launched its fifth platform to carry AIMS users well into the late 2020s and beyond.

**Battery Information**

Replacement Date

Battery Model

Battery Recondition

Notes

Fieldset

- + Add Field
- Textbox
- Text Area
- Dropdown
- Checkbox
- Radio Button
- Date

“Our most exciting product is our fifth generation CMMS, called AIMS 3,” President and CEO Ben Mannisto says. “This is not just a facelift of our current product, AIMS.NET, but rather a culmination of 35 years of experience in the industry listening to our customers’ needs and requirements, and putting all of that into a rewrite using the latest technologies. The product will still feel

familiar to our existing customers so there will be little to no training needed to make the transition to AIMS 3.”

“With built-in metrics and machine-learning algorithms, we can instantly alert users when they are drifting from acceptable performance levels, costs, task results, compliance or other trackable metrics. AIMS 3 will provide improved workflows and more

information at your fingertips, so technicians can spend less time using the software and more time out on the floor taking care of medical equipment and maintaining facilities,” he adds. “AIMS 3 will be browser agnostic with built-in dashboards, and can be installed locally or hosted by Phoenix Data Systems, Inc. at one of our offsite data centers (cloud), in either the U.S. or Canada.”

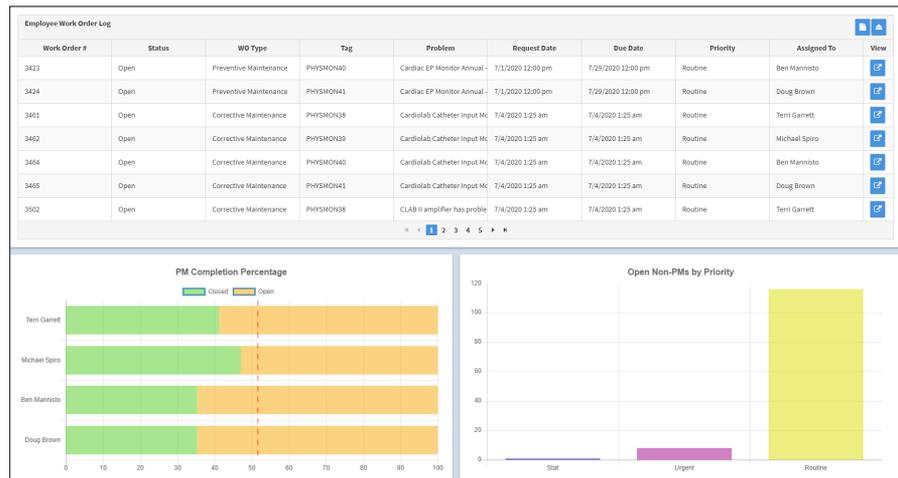


**Q: HOW EASY IS IT TO CHANGE FROM OUR CURRENT CMMS TO AIMS 3? WE HAVE HEARD SOME VENDORS DON'T CONVERT CURRENT DATA EVEN THOUGH WE ARE REQUIRED TO KEEP THOSE RECORDS AND WILL STILL NEED ACCESS.**

A: Phoenix Data Systems, Inc. completes a full database conversion to move all of your current data into AIMS 3. Our Implementation Team works with your team to ensure all data is accurately converted for full access and usability in one system. We set real delivery dates for every step of your implementation and consistently meet customer expectations. Full implementation can be achieved in as little as 90 days, with some completed in even less time.

**Q: WE HAVE MULTIPLE DEPARTMENTS (HTM, CE, FE, IT, ETC.) THAT ALL NEED TO BE ON THE SAME SYSTEM. HOW WOULD THAT WORK IN AIMS 3 SO THAT EACH DEPARTMENT ONLY SEES THEIR OWN INFORMATION, BUT THE SYSTEM CAN STILL BE MANAGED AT THE GLOBAL LEVEL?**

A: All opportunities to filter, secure and assign data in AIMS 3 work at the service department level. This provides a unique experience when a technician from any department logs into the system. The tech will only see the data they are permitted and required to access based on their security level and their assigned service department. This includes equipment, work orders, contracts, parts, etc., and also the fields that make up those records. If an equipment type is assigned to FE only, then only FE employees will have the ability to see that equipment type when accessing that field. When an HTM tech accesses the same field, they will view a set of information relevant to HTM. Customized screen layouts are set at the security level, so each service department can have a unique set of fields visible that are relevant to the user. Administrators have rights across all service departments to efficiently manage the system from a



global level. This includes reports that can be executed with combined hours, costs, material dollars, purchase orders, etc. across a service department, facility or the entire organization.

**Q: WHAT OPPORTUNITIES ARE THERE TO USE AIMS ON A MOBILE DEVICE? CAN TECHNICIANS ACCESS THE FULL APPLICATION OR A SUBSET OF FUNCTIONALITY?**

A: AIMS 3 is designed for use on any browser and on any device. AIMS 3 full functionality is accessible using a smartphone, tablet, laptop or workstation. This provides the opportunity for a technician standing next to a piece of equipment in the field to view any attached documents, create new work orders, complete open work orders, view contract information, call vendors and even chat online with other technicians or managers if they need assistance, all from inside the AIMS 3 application.

**Q: OUR HOSPITAL NEEDS THE CMMS TO INTEGRATE WITH MANY OTHER APPLICATIONS. WHAT INTERFACE OPPORTUNITIES ARE THERE WITH AIMS 3?**

A: AIMS 3 was designed to interface with any system in the world. It is fully API driven, so every field in the system can be pulled or pushed into the database through the API. Assets, work orders, contracts, parts, purchase requests/orders, etc. can all be interfaced to other systems. Our current interfaces and partners include ServiceNow, ECRI, Lawson, PeopleSoft, ZingBox, AeroScout, ANSUR, BC Group, Datrend, Kronos, McKesson, oneSOURCE, PartsSource,

Versus, StrataJazz and Meditech to name a few. AIMS 3 can also interface with custom software. Some integrations are very simple, where the data is either pushed or pulled in one direction, while others involve data moving in both directions, such as our interface to ServiceNow. Asset, IT information and work orders can flow in either direction, and can be completed in one system and updated in the other, so reports and metrics can be pulled from both systems. If APIs are not available in the other third-party system, AIMS is also capable of using flat files, EDI files, web service calls, punch outs or any other method of connecting for full integration.

**Q: WHAT REPORTING OPTIONS ARE THERE IN AIMS? CAN WE CREATE OUR OWN CUSTOM REPORTS OR DO WE HAVE TO HAVE PHOENIX DATA SYSTEMS, INC. CREATE THEM? ARE THERE ALSO CHARTING OPPORTUNITIES?**

A: AIMS 3 is the least restrictive CMMS when it comes to getting your data out for reporting purposes. Phoenix Data Systems, Inc. understands that any system is only as good as the data you can get back out when necessary. AIMS 3 includes built-in reports, but they are not hard-coded and can be quickly edited by the user to meet management needs. There are numerous charting opportunities, including a customizable home screen that allows the user to select which charts are applicable to them. The full dashboard component can be used to set up a suite of charts available to a wide variety of users, or specific to just one person. All charts auto-refresh, so

users see the latest data at all times. Custom reports can be written by the end-user or by Phoenix Data Systems, Inc., and can then be imported into the system for quick access. Custom SQL scripts can be written from within the software to pull any data directly from the database. This data is presented in Excel for easy sorting and reporting. AIMS 3 also offers a full export feature for every field in the system, including the unlimited number of user-defined expansion fields. For data exports and SQL scripts that require more than a single run, users can save the setup as a macro so it can be called in the future.

#### Q: WHAT ARE SOME FEATURES THAT SEPARATE AIMS 3 FROM OTHER CMMS SYSTEMS ON THE MARKET?

A: A few of the features that make AIMS 3 unique include:

- **Chat!** Although most users have internal chat programs, this has become one of AIMS 3 most used features. Conversations are saved in the database, so the history is available in AIMS 3, and it is accessible while the user is on the record requiring discussion. No need to leave the window to find your other chat program.
- **Calculated Downtime.** AIMS 3 has the ability to calculate downtime on equipment automatically. This calculation even takes into account the equipment or cost center's hours of operation, so your calculated downtime is accurate and easily reportable. Users can instantly find all equipment items that are currently down to ensure techs are quickly dispatched to those items.
- **Detailed security at the field level.** This allows you to fully define security for every role in your organization. One example is that a user can be given the rights to update an equipment record's location and condition, but can also lock them out from changing the model number or equipment type. This will help keep your data quality higher while still giving them the ability to

Security					
Security Level	Super User				
Description	Super User				
Custom Header Fields					
Name	View	Add	Change	Delete	
▼ Home	<input checked="" type="checkbox"/>				
Home Dropdown		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Dashboard	<input type="checkbox"/>				
▼ Equipment Component	<input checked="" type="checkbox"/>				
▶ Tools	<input checked="" type="checkbox"/>				
▼ Nameplate			<input checked="" type="checkbox"/>		
Nameplate Manufacturer			<input checked="" type="checkbox"/>		
Manufacturer			<input checked="" type="checkbox"/>		
Model			<input checked="" type="checkbox"/>		
Model Name			<input checked="" type="checkbox"/>		
Description			<input checked="" type="checkbox"/>		
Serial			<input checked="" type="checkbox"/>		
Equipment Type			<input checked="" type="checkbox"/>		
Risk			<input checked="" type="checkbox"/>		
Asset Number			<input type="checkbox"/>		

input information to complete their specific responsibilities.

- **Images on screen.** Users can add a default image at the asset, work order and part levels. This helps the user or clinician identify that they are servicing the correct equipment, or that the correct critical parts are being used to repair or maintain that equipment. Equipment images are also visible in our web request system, EasyNet, so your customers are ensured they have assigned the correct equipment to the work request.
- **Custom Critical Messages.** In addition to the built-in critical pop-up messages such as Under Warranty, Under Contract, Equipment Down and Critical System, users can also define their own criteria for critical messages to be displayed at the top of user-de-

fining equipment and work order records. The criteria, wording and text color can all be setup by the user. This can be used to quickly identify equipment that needs to be replaced or is retired when creating work orders.

- **Multi-Language.** AIMS is used in 18 countries, many for which English is the secondary language. Every label and message can be changed to any language or wording by the user, which also means every label and message can be customized by any customer without any involvement from Phoenix Data Systems, Inc. Users simply access the built-in label change feature or export the entire language file, make their updates and upload all labels at once. ⚙️

For more information, visit [www.goaims.com](http://www.goaims.com).