

# MIZAR



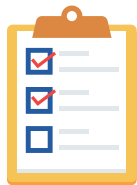
**MIZAR Field Service Management System**



**BEX**  
Solutions Limited

# MIZAR

MIZAR is a cloud-based solution that delivers a streamlined field service management system for empowering our customers to efficiently resolve issues, reduce staffing requirements, and increase field work productivity. By adopting Mizar, customers will enjoy high quality management, significant cost savings, and improved customer satisfaction levels.



## Routine Maintenance

Contact back end for schedule arrangement



## Direct Calling

Direct call for support or maintenance



## App

Report problem



## Staff/ Service Provider/ Adminstrator

Arrange and assign to frontline workers



## Technician / Worker

📍 Receive job notification arrive to work place



Take photos and upload to console



Job checklist



Update progress



Customer sign-off



Check support / Maintenance history



Expense Claim



Online chat room



## Web Console



Monitor job status, confirm order completed



Follow-up work, consult and analyze



Quotation



Schedule to renew annual service contracts



Job Completed

# Functions & Features



## Chat Room

- Independent project chat room, on apps and web
- Chat with whatsapp/ wechat client directly



## Quotation, Tender Editor and Invoicing

- With various template, simplify quotation preparation
- Based on project progress, can issue invoice by phases



## User Defined Form & Digital Signature

- support date/time, text, Number, email
- Design your own service form/ checklist



## Email and API Integration

- Automate work order issuance
- Various API for integration with 3rd party system



## Job Assignment

- Assign and re-assignment of work order
- Real time progress update, status clear at a glance
- Support 360 photo / Video
- Real time location, support google map/ amap



## Project Plan

- Able to integrate with MS Project



## Attendance

- Clock-in/out record, able to integrate with HRM system



## Service Contract

- Contract expiry reminder, auto-generate schedule job



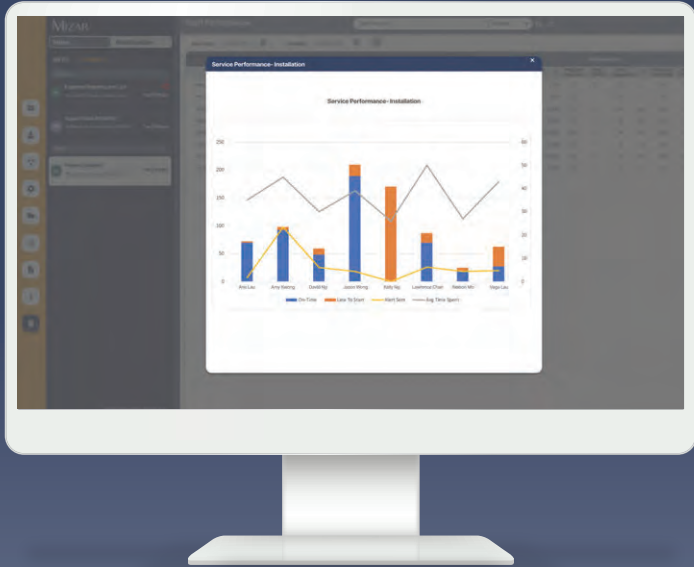
## Document Library

- Save all important documents, share with authorized personnel anywhere, anytime



# MIZAR comprises with **2** components:

## Management Console



- Assign works and monitor frontline workers
- Able to sync with HR system
- Centralized document library built with powerful search function
- Chat room between workers via WhatsApp / Wechat
- Able to integrate with service kiosk to review task
- User-defined e-forms deliver a paperless environment
- Contract expiry reminders avoid missing renewal
- Follow up work, enquire job history and perform analysis works

## Mobile Apps

- To-do list displays all assigned jobs with all the information required to complete the task
- Assist supervisors in tracking team members' tasks status and reassign tasks
- Allows update job progress, capture photo, request expense claim, fill in service form electronically and customer sign-off on mobile
- Conduct property security patrols and promptly report any issues or concerns encountered
- Chat with colleagues and WhatsApp or Wechat
- Clock-in/ out for attendance records



# Benefits

MIZAR has greatly improved the efficiency of your work, the quality of customer service, and manages your records in a well-organized manner. Quick access and provides analysis from different perspectives can help management identify the root cause of problems so as to make improvements and allow the company's business to expand rapidly.



### Enhance workflow efficiency and service quality

Chat rooms effectively integrated with WhatsApp / We Chat



### Collection of information

Easy to organize and analyze



### Real time update all frontline service

Minimising the risks of delays, being aware of critical deadlines, preventing scope creep



### Analysis on different perspectives

Identifying the root cause of a problem and areas of improvement

## Application



Property



Renovation



Security Project



Electrical



Surveyor



Air-conditioning Engineering



Lift and Elevator Project



Market Survey Statistics



Electronic



Construction

## Contact Us



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