MEX
Maintenance Software

How MEX Simplifies Your Maintenance Management

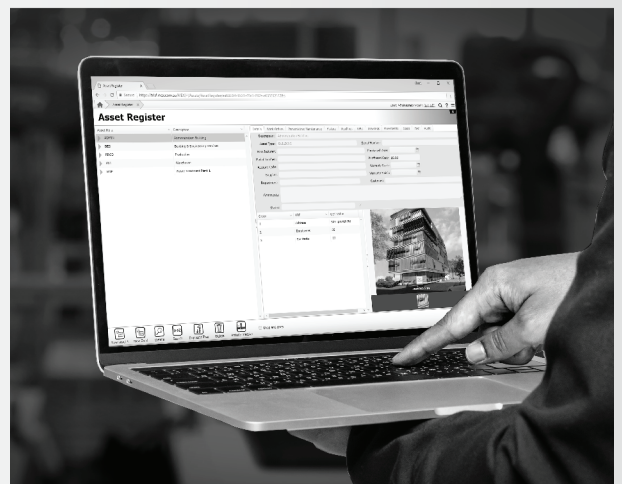# Frequently Asked Questions

What can MEX do for you?

MEX Maintenance Software is a versatile system that can be moulded into the perfect CMMS for your needs. The structure of MEX caters for all levels of maintenance, no matter how simple or complex in nature. When implementing MEX even in its simplest and most basic form, we still guarantee you a return on your investment.

The MEX Asset Register is the focal point of the CMMS, and when logically structured, can help you capture all the asset details and history you need to make informed maintenance decisions. If it's Preventative Maintenance that you need, MEX allows you to set up a comprehensive maintenance scheduling system. Furthermore, you can capture invoice details, monitor your inventory stock levels and take control of your request management with a HTML-based management system with iOS apps access as well.

What sort of benefits can you get out of MEX?

It depends on what your business does but the benefits that are normally achieved with MEX include:

- ✔ Reduction in breakdowns
- ✔ Reduction in maintenance and inventory costs
- ✔ Improved customer service
- ✔ Easily report on all aspects of your operation

How long will it take to set up MEX?

MEX is not complicated to set up in anyway. The installation process is straight forward and your system will be up and running in no time. What will determine the setup time frame is the volume of information you want to store in MEX.

It could take anywhere from 4 hours to 6 months and it is important to not rush an implementation set as you will want to get it right the first time. Remember that if you set up MEX correctly there's no reason to assume you won't have a successful implementation.
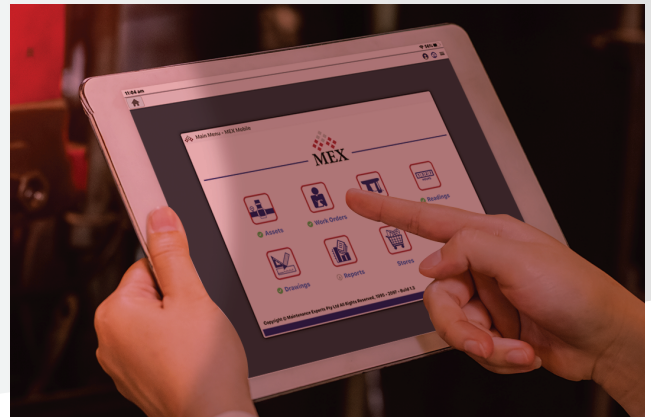
How secure is the MEX system?

MEX has a comprehensive security system at your disposal. Giving you the ability to easily dictate the levels of controls you have in place and defined for what individuals. With a number of predefined security groups available, you may control what a user may see & interact with, right down to the individual field or control. How secure your system is will really depend on how much security you want to put in place & have enforced.

If I have multiple sites, how can I separate their data in MEX?

The Regions module is used in MEX to segment available data through individual restrictions. This allows users from particular sites to only see the Assets, Work Orders, PM Schedules and other data that is a part of their respective site. Do note that this is an additional module of MEX and needs to be purchased separately.

Can MEX work with Active Directory?

MEX is designed to work alongside Active Directory with the MEX Single Sign On (SSO) feature. SSO comes as a standard feature and takes the hassle out of having to remember different credentials for multiple applications and eliminates the need to individually log into each one every time you need to use it.

What systems can I interface with MEX?

If there is a need to integrate with a certain system, our engineers will find a way to interface it with MEX. From accounting packages like MYOB and XERO to specialised reading capture interfaces. We will find a way to allow your other systems to work alongside MEX.

Is MEX easily customisable?

Yes, it is. Through our extensive experience dealing with customers from nearly every industry, we have designed MEX to allow seamless customisation(s) to any part of the system. Where most companies would charge a flat rate for a simple field edition, we give you the ability to increase the data capturing capabilities of your implementation as a standard option.

Whether it's a new field on an existing MEX form or a whole new module. MEX has an inbuilt customization tool that allows you to tailor your system to suit your maintenance practices.

What Languages can be used with MEX?

MEX is available in the following languages:

- English
- Turkish
- German
- French
- Russian
- Chinese
- Arabic
- Italian
- Portuguese
- Spanish
- Japanese
- Indonesian
- Korean
- Swedish
- Thai
- Czech

What devices or computers can the MEX system be used with?

MEX can be used on computers that use Windows 10 and later operating systems right across to Macs. Any device that uses a browser that is html 5 compatible will be able to use the full MEX System. That means that MEX V15 extends right across to iPad's and tablets as well. The MEX Mobile app is also available on Android, iOS and Windows UWP platforms. Any users planning to use MEX on site will benefit from the offline functionality and barcoding features of the robust app.

MEX Makes It Simple

Frequently Asked Questions

Can MEX be used on the Cloud?

MEX is now fully HTML 5 based, making it ideal for use on the cloud. Whether it is on your own server or through the MEX Data Hosting service. MEX can help you formulate an effective cloud solution that will suit your needs.

How long will it take to set up MEX?

What will determine the setup time frame is the volume of information you want to store in MEX. It could take anywhere from 4 hours to 6 months and it is important to not rush an implementation set as you will want to get it right the first time.

Can I import data into the system?

MEX has a range of data import tools and services at its disposal. From an elementary level through the application itself or whether it's our technicians carrying out a full import into the system based on data that you provide us.

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HOW DOES THE MEX LICENSING WORK?

MEX works off a concurrent licensing model. This means if you hold a 5 user licence, then only 5 people can be logged into MEX at the same time. This does not limit how many users you can set up to use the system. Understanding this will help you determine how many user licences you need to effectively use MEX.

Do I need to dedicate a person to data entry?

No, you do not. MEX is designed to be simple and easy to use. The best approach is to put in place a set of data entry procedures that dictate exactly how you want data to be entered into MEX. However, you should think about having an administrator in place to monitor the system and to ensure that users are following your procedures.

Can I manage inventory in MEX?

You certainly can. We have also built the MEX Stores module that is sold separately from the base MEX system. Stores provides you with an inventory management platform that can handle stock levels, allows you to carry out stocktakes, create purchase orders, requisition parts and report on your inventory.

Can MEX handle invoicing?

Invoices can be created ad-hoc or from a Work Order. Add in your charge-out rates & have this carried over to the invoice on a customer by customer basis.

Can I add permits to MEX?

Electronic Forms have been added to MEX to help you use Permits & other documents. Users can import form templates and attach usable forms to WOs.