

The MEX Maintenance Software Solution



Why do potential customers come looking for a CMMS solution like MEX?

Customers usually outgrow their current maintenance system whether it is paper based or a complex system. This creates the need for a solution that will take them to the next step in their maintenance operation.

Typically, potential customers look to MEX for four main reasons;



Reactive Maintenance

A lot of maintenance operations are caught out doing more reactive maintenance and this really impacts on expenditure and productivity. This tends to increase downtime and cost of maintenance and also their backlog of work.



Plant Failure

Poorly maintained equipment will break down more often than not. Catching the customer off guard and resulting in more downtime, increasing reactive maintenance and pulling resources into something that could have been prevented.



Statutory Reporting

Being able to report effectively on the maintenance service history of your assets is very common across a wide range of customers where asset reliability, safety and regulatory compliance need to be demonstrated.



Going Mobile

The ability to access maintenance data on site is paramount to many maintenance operations. Giving users the ability to enter all information, hours and spares used on particular jobs there and then.



Need for More Functions



Complex Current System



Limited Access

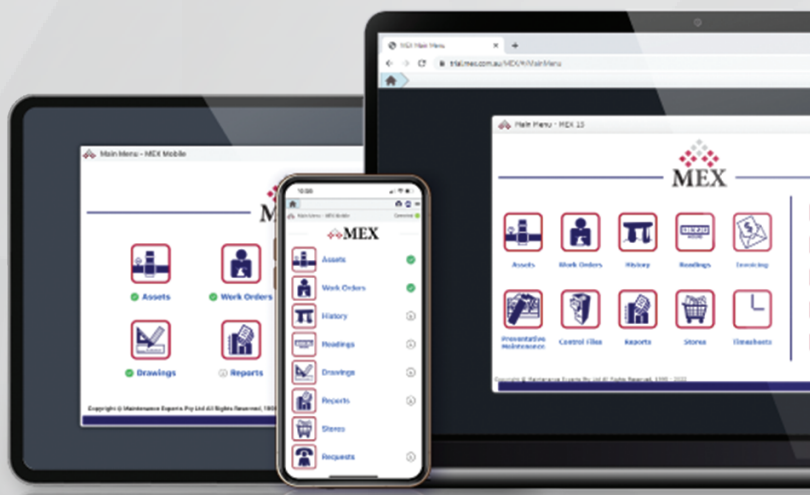


Reduce Capital Expenditure

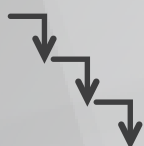
Other Operational Issues



Easy Asset Identification



Deployment Issues



Flexible Asset Register



Sustain Asset Life

What makes MEX better than our competitors? i.e. How do we convince new customers that we are better than our competitors?

We say we are simple, value for money, offer good customer service but this is pretty much what our competitors say as well

All of our competitors similarly claim that they are simple to use, are value for money and have good customer service however the feedback from our current customer base is that this actually is their experience with MEX, giving MEX that reputation in the market

MEX is versatile enough to be used in the most basic form and implementation can be as basic or complex as the user intends it to be. It's really down to how the customer chooses to apply the system.

Factors that make MEX Easy to Implement and Ease of Use include



User Friendly
Intuitive System



Simple to Setup and
Use



Requires Minimal
Administration



Limited Training
Required



Integrate Easily with
other Systems

MEX is really a one stop shop. Supported by a grounded team that provides our own support and our own agile software development, giving us the ability to implement fixes instantaneously to the system. Our sales team and highly experienced consultants can easily relate with customers and that builds the relationship as they come on board. The fact that MEX provides its own training means there are no third parties, just the one dedicated team.

Customise MEX At No Extra Cost

MEX has the ability to allow its users to add extra fields into any form or listing they see fit. From an Assets Details to the Preventative Maintenance templates, MEX can be customized to capture all the information you need.

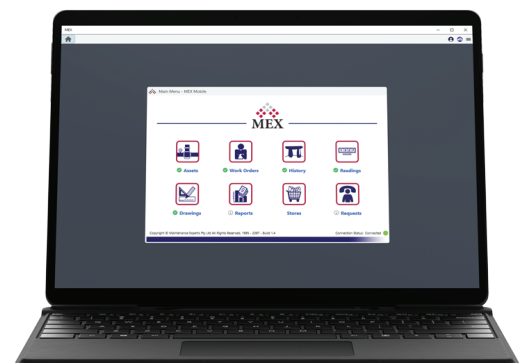
We have not stopped there, with four fully customisable modules available MEX. Create that Tool's Register or a Paint Register that you have always wanted. Basically, if you have a need to store a particular piece of information in MEX, create your own and save your information there. Best of all, all your additional fields can then be added into custom reports and extracted when you need to.

System Deployment and Online Hosting Options

MEX gives you plenty of options for installation and hosting. You are able to run the program from individual computers, through a network, or online via our Data Hosting service.

When you choose our Data Hosting option, your whole system is held in our secure data centre. You'll be able to access the system (and your data) through any computer, tablet, iPad or iPhone with an internet connection.

By using MEX online, you can reduce management overheads, save money on infrastructure and increase the security of your data. No IT personnel are required as we manage everything, including your database and the servers that MEX or FleetMEX operate on.



Statutory Reporting Options

- MEX provides a reporting module containing a whole list of important reports as well as having the ability for customers to create new reports on just about any piece of data held in the maintenance system.
- A comprehensive maintenance history to satisfy industry and regulatory compliance is the driving factor.

Support and Customer Relationships

- Our support is very hands on and do not involve any third party's
- We offer comprehensive support via email or telephone, extensively trained personnel who know the product and its platforms.
- Fast issue turnaround time.

Other Features

- Streamlined process to Contractors with the Contractor Portal, contractors have instant access to their work.
- Robust Easy to use Scheduling tool.

What benefits will a customer receive by using MEX? What is the potential ROI that a customer will get by implementing MEX in their company?

The Return on Investment (ROI) basically depends on the type of implementation. A simple setup is a guaranteed ROI. Again, our promise of ease of use is a significant factor that gets our customers over the line. MEX is a simple product to implement and has a low training overhead. A two-day standard course and a one day advanced course, a three day training investment to be able to use MEX is as good as it gets. This means that companies can have MEX installed, key staff trained, system setup in a very short time frame and achieving ROI while other providers are still working out the implementation strategy.

When you couple that with the guidance provided by “our experienced consulting and training staff” they are able to start realizing the return on investment very quickly by average around 6-12 months. Where they will start to see a decrease in breakdowns, a reduction of downtime and costs of maintenance, work becomes more PM based and not reactive. All in all, they can better control stock, have a better knowledge of costs, and better track their equipment.

Ease of use also means that end users actually can use the system. It's not complex and they don't disengage by saying “I can't use it it's too hard”. This guarantees that managers will receive measurable data to base life cycle management decisions on. If you think about the principles of KPIs, the data must be simple to capture, MEX satisfies that requirement.

Contact sales@mex.com.au for more information

