MEX FAQ

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 Maintenance operation

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?

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.

I have an old CMMS, can I use the data from it? Can I import that data into MEX?

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

Whether it's a conversion from an old CMMS to brand new data, MEX can import the data you need to get your CMMS off the ground.

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. MEX Stores provides you with an inventory management platform that can handle stock levels, allow you to carry out stock takes, create purchase orders, requisition parts and report on your inventory.

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 will need to be purchased separately from the MEX system.

Can MEX handle invoicing?

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

Can I add permits to MEX?

New to MEX, Electronic Permits can now be added to Work Orders and Preventative Maintenance schedules.

How secure is the MEX system?

MEX has a comprehensive security system at your disposal. How secure your system is will really depends on how much security you want to put in place and have enforced.

MEX gives you the ability to dictate the levels of controls you have in place and defined for what individuals. There are a number of predefined security groups available that you can use or build security groups around.

What is the MEX Licensing model?

MEX works off a concurrent licensing model. Meaning if you hold a five user licence, then only 5 individuals can be logged into MEX at the same time. This does not limit how many users you have set up to use the system. Understanding this will help you determine how many user licences you need to effectively use MEX. Simply ask yourself, at a peak time in your operation, how many users do I need to have access to MEX and perform their jobs comfortably in the process?

For more questions in relation to the licensing model and also for licensing associated with other MEX products, please contact the MEX sales team at sales@mex.com.au

Can MEX work with Active Directory?

We are proud to announce that as of MEX V15, administrators can now set up MEX to work alongside Active Directory. Allowing you to carry over the same user structure used in your domain into your CMMS system. This simplifies user administration not only in MEX but for the organisation as a whole.

What systems can I interface with MEX?

If there is a need to integrate with a certain system, our consultants 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.

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

MEX can be used on computers that use Windows 7 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. We do however recommend to not use MEX with iPhones and other mobile devices of similar sizes for a better experience with MEX.

What Languages can be used with MEX?

MEX is available in the following languages:

- Turkish
- German
- French
- Russian
- Chinese (simplified)
- Arabic
- Portuguese
- Spanish
- Japanese
- Indonesian
- Korean
- Swedish
- Thai

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 MEX 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.

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

MEX
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