



Facility & Asset Management Software



instanta
Facility



Brochure

Company profile



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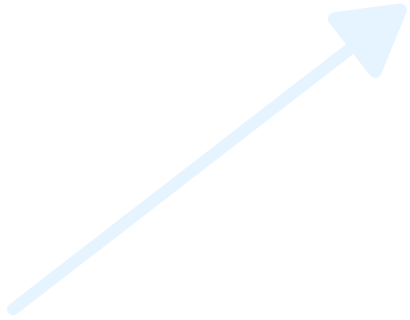
www.sysserve.com

Sysserve was founded in 2011 as a software development company in Nigeria. Our mission is to deliver technology solutions that bring productivity to our clients by ensuring optimal use of their resources.

Our product Instanta is an indigenous, simple to use, customizable and scalable suite of mobile and web applications for businesses of all types and sizes to track the location, maintenance and utilization of their physical assets in order to achieve more control, greater insight and cost reduction

Instanta provides web based tools to record, schedule, assign, communicate and monitor all facilities, fleet, asset and inventory management activities, for quick and easy report generation for management decision making. With Instanta you can easily track the location, usage, maintenance history and total cost of ownership of your critical assets.

Our values



Integrity

We are honest, transparent and truthful to ourselves and our customers in all situations.

Empathy

We strive to delight our customers by listening to truly understand and share their feelings at all times.

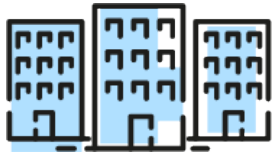
Competence

Zero tolerance to mediocrity, we always exceed expectation by delivering quality products and supreme support services. We work to be the best in what we do

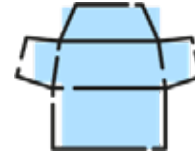
Continuous Improvement

We are never satisfied with our accomplishments; we will always push one another to be better individually and as a team.

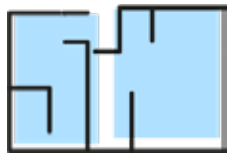
Our stats



500+
Managed facilities



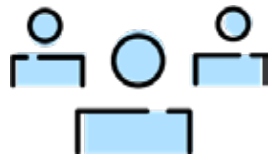
8,000+
Assets/equipments



5000+
Apartments & office space



10,000+
Managed fleet



7000+
Users

Instanta use cases

— Facilities management

— Financial institutions

— FMCG

— Telecommunication

— Oil and Gas

— Residential estates

— Manufacturing

— Educational institutions

— Construction and mining

— Car rental

— Waste management

— Haulage

— Public transport

— Courier delivery service

— Service & maintenance

— Agriculture

Some really happy clients



Our advantage



Web & mobile

Accessible on the go anywhere anytime



Secure

Instanta leverages encryption, offsite data replication and role based user management to safeguard your organization's data.



User friendly

Ridiculously easy to use



Incredible user support

Enjoy relentless dedication to quality service delivery and support



Highly customizable

Be it custom workflow, reports or document templates, Instanta can be easily customized that you would think it was tailor made for you.



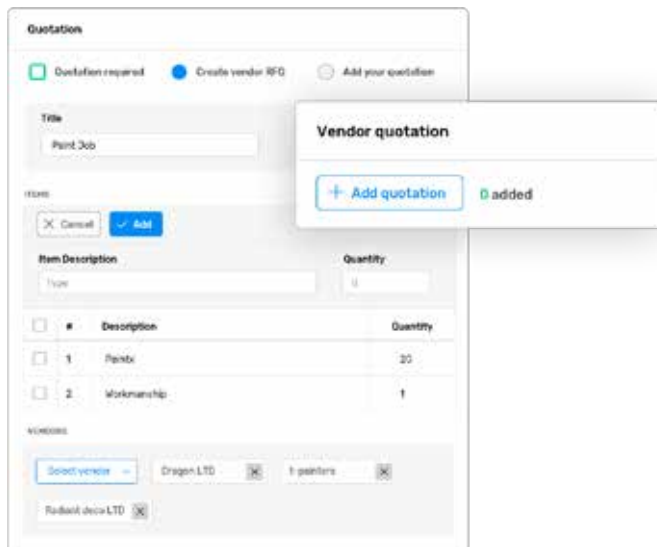
Integration

Instanta has robust APIs which enables seamless integration with other enterprise systems such SAGE, SAP, Microsoft Dynamics and Active directory.

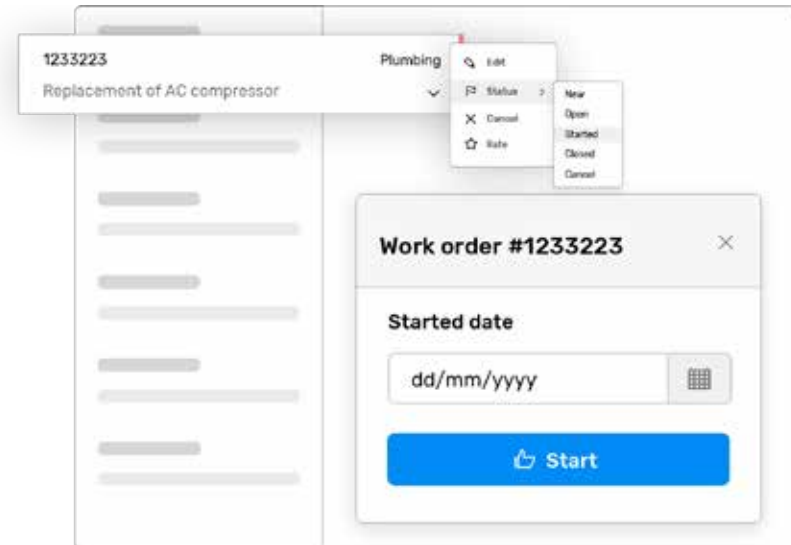
WORK MANAGEMENT

Plan, schedule, assign and resolve work orders faster

Everything your facility management team needs to offer world class service experience to your facility users. Get capabilities for processes like Work request, Work order, Preventive maintenance, Service level agreement (SLA), Feedback & ratings and more.



The screenshot shows a 'Quotation' form with a 'Vendor quotation' modal. The main form has tabs for 'Quotation required', 'Create vendor RFQ', and 'Add your quotation'. The 'Vendor quotation' modal has an 'Add quotation' button and a status 'added'. The main form includes a 'Title' field (Paint Job), a 'Cancel' button, an 'Add' button, and a table with columns 'Item Description' and 'Quantity'. The table has two rows: 'Paint' with quantity 20, and 'Workmanship' with quantity 1. Below the table is a 'Vendors' section with a 'Select vendor' dropdown (Dragon LTD), a 'h painters' field, and a 'Radical deco LTD' button.



The screenshot shows a 'Work order #1233223' modal. It has a 'Plumbing' category and a 'Status' dropdown menu with options: 'New', 'Open', 'Started', 'Closed', and 'Cancel'. The modal includes a 'Started date' field with a date picker (dd/mm/yyyy) and a blue 'Start' button.

VENDOR & TECHNICIAN MANAGEMENT

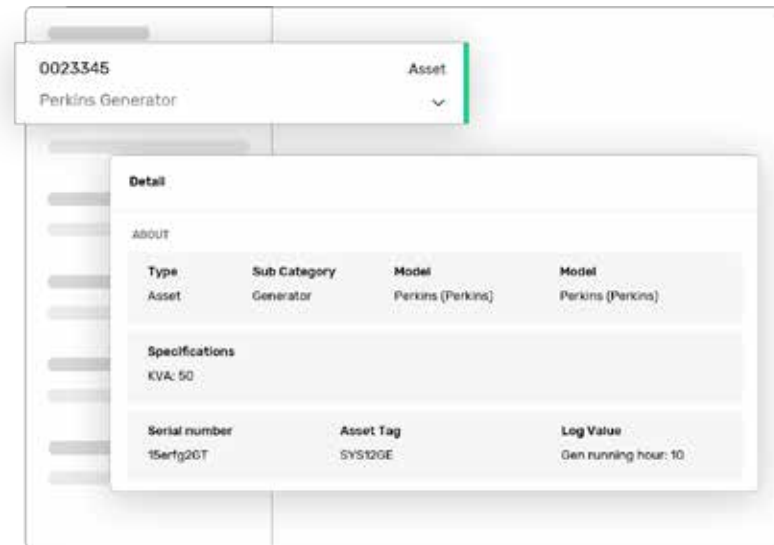
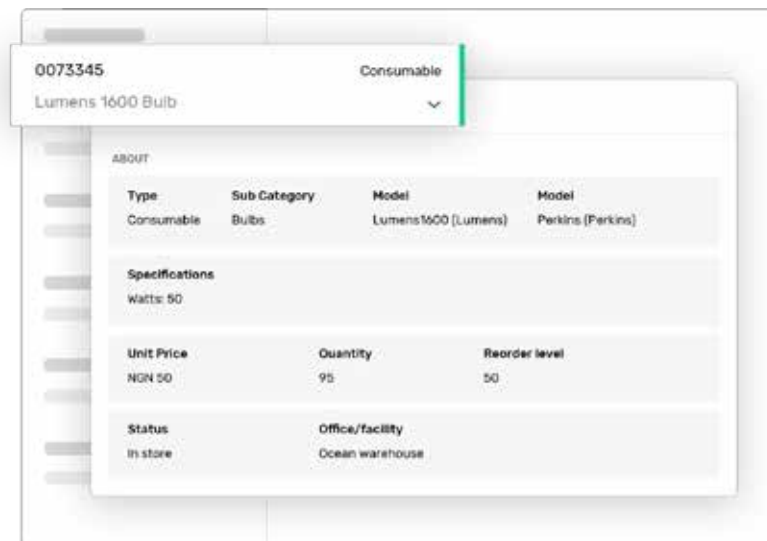
Assign jobs, manage quotations & evaluate performance with ease

Single source of truth for all vendors' information such as contacts details, job history, quotations, payment history and performance ratings. Get features to easily assign jobs, send RFQ & receive quotation, create & send purchase order, issue job completion certificate and process payments.

ASSET MANAGEMENT

Monitor the location, maintenance history & cost of your critical assets

Easily keep track of all the activities related to your tangible assets, be it procurement, deployment, maintenance, or disposal.



PROCUREMENT & INVENTORY MANAGEMENT

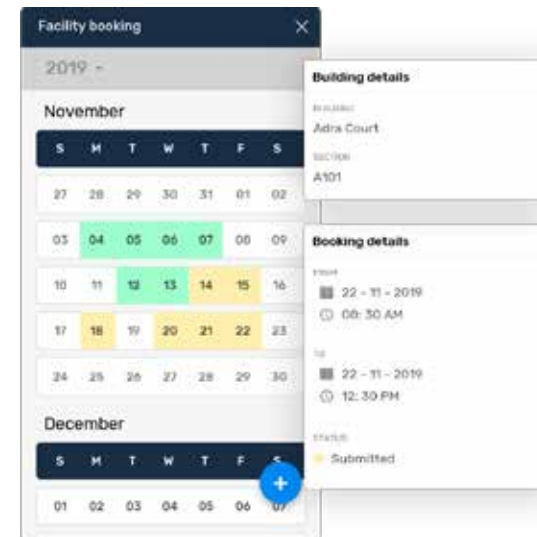
Procure, store and use, with more control & less leakages

Achieve complete visibility into what you have in stock and how it is being used. Get capabilities for weighted average, FIFO, LIFO, receive re-order level notifications and easy access to details such as stored items specification, warranty and expiry information.

SPACE BOOKING

Simplify the booking & use of the common areas within your facility

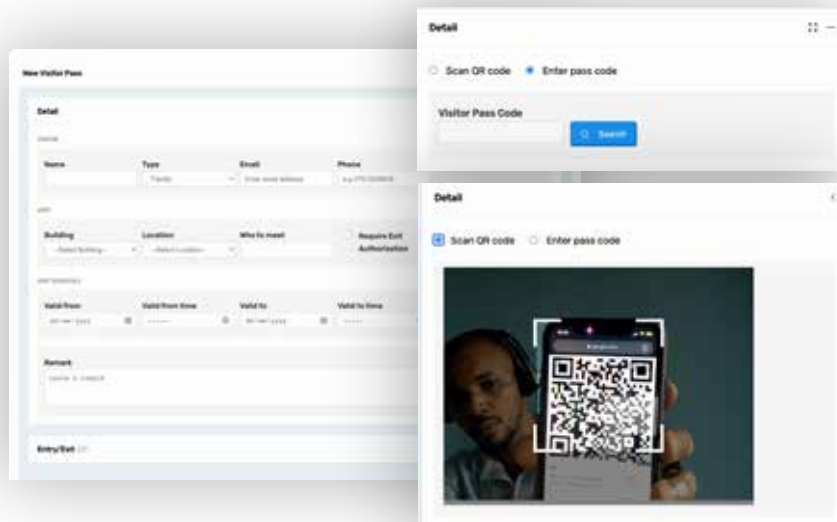
Give your end users the capability to view the availability of common areas within your facility and make reservation. You then receive notifications for new reservations, approve reservation, send invoice where applicable and monitor use.



VISITORS MANAGEMENT

Securely control and track visitors entry and exit in your facilities

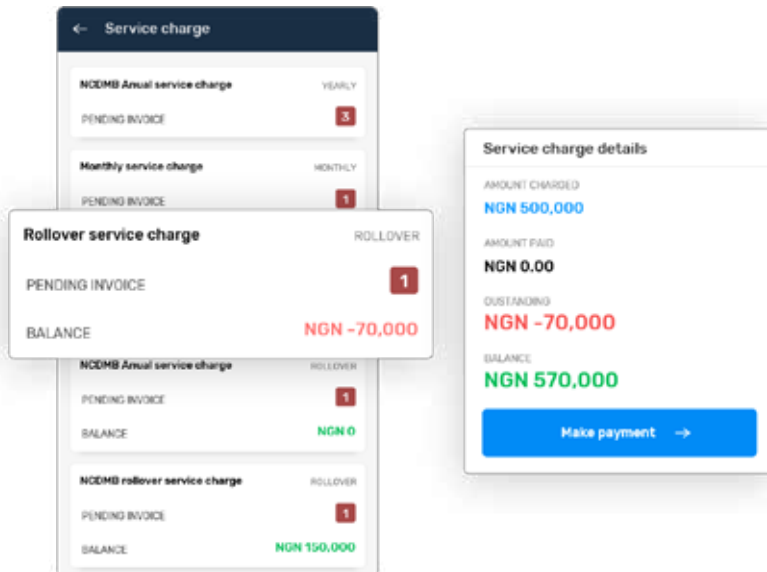
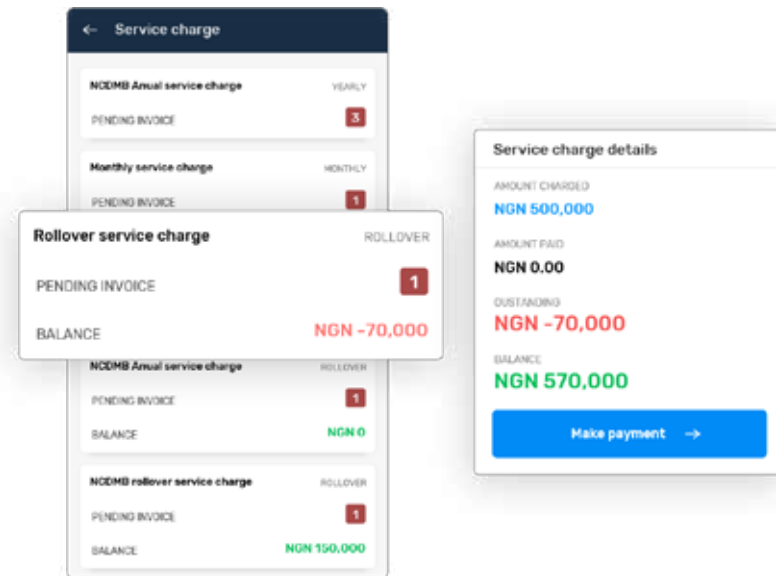
Securely admit and exit visitors from your facilities by enabling your users to create electronic gate passes for their visitors prior to their arrival. The gate pass is then validated on arrival before they are granted access into the facility. The user will then receive automated notification to inform him of the visitor's arrival.



POWER & SERVICE CHARGE

Schedule, apportion, invoice and track customer balances effortlessly

Everything you need to effectively eliminate the hassles, delays and errors associated with your facilities service & utility charge billing, apportionment, invoicing and managing customer balances.



PROPERTY LEASE MANAGEMENT

Receive notification for expiring leases, track invoices and payments

Simple interface to create, track and manage your property leases. You receive renewal notifications, manage invoices and track payments with stunning ease.

Mobile app

The screenshot shows the 'Create work request' screen. It has a title bar with a back arrow and the text 'Create work request'. Below the title bar, there are three sections: 'DETAIL', 'DESCRIPTION', and 'LOCATION'. The 'DETAIL' section contains a 'TITLE' field with the text 'Leaking pipe' and a 'CATEGORY' dropdown menu with 'Plumbing' selected. The 'DESCRIPTION' section contains a 'DESCRIPTION' field with the text 'I observed water on the kitchen wall this morning, it appears a pipe is broken inside it'. The 'LOCATION' section contains a 'FACILITY' field with the text 'NCDMB House' and an 'APARTMENT' field with the text 'Flat A'. At the bottom of the screen, there are two buttons: 'Cancel' and 'Submit'.

CREATE WORK REQUEST

Create, assign and track on the go

Create and assign new work, track existing requests and work orders that are new, started, overdue, or unassigned. Get updates via push notifications and use filters to customize your view.

QUOTATION

Send RFQ and view quotations effortlessly

Create and send requests for quotations to multiple vendors from anywhere at any time, compare submitted quotations and pick the preferred vendor on the go.

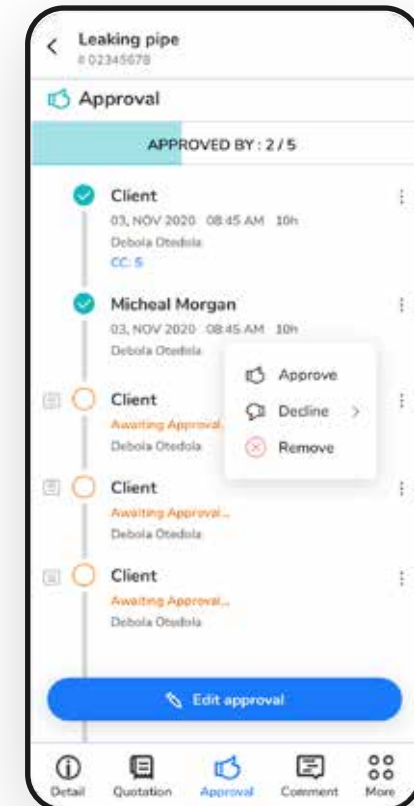
The screenshot shows the 'Leaking pipe' screen. It has a title bar with a back arrow and the text 'Leaking pipe # 02345670'. Below the title bar, there is a 'Quotation' section with a 'QUANTITY' field showing '30'. Below this, there is a 'VENDOR' section with a list of vendors: '360 Plumbers', 'Tolulope Plumbers', 'Vendor Business', and 'Vendor Business'. Below the vendors, there is a 'QUOTATION' section with a table of quotations. The table has two columns: 'Vendor' and 'Quotation'. The data rows are: '360 Plumbers' with 'N 39,000', 'Tolulope Plumbers' with 'N 37,500', 'Vendor Business' with 'N 50,500', and 'Vendor Business' with 'N 50,500'. At the bottom of the screen, there is a 'Vendor Business long name' field with the text 'N 40,850' and a blue circular button with a white icon. At the very bottom, there is a navigation bar with icons for 'Detail', 'Quotation', 'Approval', 'Comment', and 'More'.

Mobile app

APPROVAL

Touch to approve

Request approval from multiple users, track approval status and approve with a touch.



DASHBOARD

Make better decisions with Instant analytics and stats

Single source of truth for all vendors' information such as contact details, job history, quotations, payment history and performance ratings. Get features to easily assign jobs, send RFQ & receive quotation, create & send purchase order, issue job completion certificate and process payments.



All Features

Work management

WORK REQUEST

Empower your facility users to easily submit and track their work request using a web interface or mobile App anywhere at anytime.

SERVICE LEVEL AGREEMENT (SLA)

Configure as many SLA policies as needed to track compliance to defined timelines based on facility, job category and priority. Add multiple escalation rules to notify the right team members when a job has passed the defined SLA or due date.

WORK ORDER

Create maintenance jobs, and track average resolution time. Instant access to the maintenance history of all your managed facilities, apartments and assets.

BUDGET TRACKING

Set budgets per project, location or job category and easily track compliance. You will receive notification for budget overruns and generate timely budget performance reports.

FEEDBACK & RATING

Allow end users to easily submit feedback on completed jobs and ratings. Receive end user satisfaction rating for performed jobs. Allow end user to reopen a work order if not satisfied.

PREVENTIVE MAINTENANCE

Create PPM schedules, link PPM to assets and configure service frequency. You receive automated reminders for all scheduled maintenance jobs close to the due date. Monitor PPM compliance, view assigned personnel (Vendor or Technician), items used, cost, and see progress reports anywhere anytime.

All Features

Vendor management

VENDOR & TECHNICIAN DATABASE

Update or register a new vendor, specify the work category, the details of the vendor's contact person, and keep tabs on the vendor's work history, performance ratings and payment history.

PERFORMANCE EVALUATION

Carry out better and more objective vendor and technician performance evaluation using criteria such as SLA compliance, client satisfaction rating and frequency of repeated jobs.

VENDORS PAYMENT REQUISITION

Automatically initiate vendor payment request to your account department when a vendor workorder is approved or completed. Generate an electronic job completion certificate for vendor to process payment.

QUOTATION MANAGEMENT

Simple interface to request for quotation from multiple vendors, add new and update existing vendor's quotation, then automatically send award letter or purchase order to the vendor whose quotation was selected and rejection notification to the vendors whose quotations were rejected.

All Features

Asset & inventory management

ASSET REGISTER

Register new assets and update existing assets in a central database. Quickly view asset details such as the location, manufacturer, model, specifications, supplier details, asset & serial number, purchase date & price, warranty information etc.

INVENTORY CONTROL

Reduce inventory leakages and control stock levels via automated stock level updates which reduces the stock count when items are issued and increases the stock count when items are purchased or transferred into the store. You will always know which items are in stock, the quantity of items currently in stock and the usage history of each stored item.

ASSET MAINTENANCE

Interface to plan and create maintenance schedules for your assets to reduce costly unplanned maintenances, Tie assets to work order and easily report asset maintenance history and cost.

REORDER LEVEL

Avoid running out of stock by receiving automated alerts when an item's current stock level reaches the predefined reorder level.

ASSET DEPRECIATION

A quick view of your assets depreciation and performance metrics will enable you make accurate asset disposal decisions, including current value, salvage value, accumulated depreciation, remaining useful life, TTF, MTBF and MTTR.

ITEM TRANSFER

Track material/asset issuance, movement and usage from anywhere at anytime

All features

Procurement

PURCHASE REQUEST

Web interface for users to submit material requests and track the status of their request.

PURCHASE ORDER

Streamline your procurement process by tying new purchase order to submitted purchase requests or work order, automate the delivery of approved purchase orders to the supplier via email, send payment request to account department and track the supplier's payment status.

SUPPLIER REGISTER

Web interface to register a new supplier or update existing suppliers, specify the category and the contact details, and track the supplier's history, performance ratings and payments.

REQUEST FOR QUOTATION (RFQ)

Send request for quotation to multiple vendors, add & update submitted quotations, then automatically send award letter or purchase order to the vendor whose quotation was selected and rejection notification to the vendors whose quotations were rejected.

GOODS RECEIVED NOTE

Interface to create goods received note from a purchase order and record quantity received, confirm the supplied items' specification and condition before acceptance and subsequent warehousing & shelving. The stock level will be updated automatically when supplies are received into the store.

All features

Space booking and visitors management

BOOKING REQUEST

Simple and intuitive booking interface for your clients to view the availability of a bookable common area and to submit a booking request for the available time slot.

INVOICING & PAYMENTS

Create invoice for booking request where applicable and track payments

CONTROL BOOKINGS

Control the usage of your bookable facilities by creating a workflow to approve, reject or comment on a booking request.

VISITORS PASS

A simple interface for users to pre-register and create access codes for their guests / visitors prior to arrival. The access code is then delivered electronically to the visitor via email or SMS.

ELECTRONIC VISITORS LOG

Track and maintain a database of all visitors details and activities during their visit and optionally capture visitors' image or signature on arrival.

ARRIVAL NOTIFICATION

Automatically notifies users when visitor / guest is granted access into the facility after arrival.

All features

Power & service charge

SERVICE CHARGE SETTINGS

Configure service charge billing, budget apportionment and report settings based on square meter or apartment type.

CUSTOMER BALANCES

Send automated monthly service charge reports to each tenant via email. And give them a quick and easy mobile and web interface to view their current service charge and utility balances, unpaid fees and payment history

EXPENSE APPORTIONMENT

Easily generate the total shareable monthly facility expenses and apportion it to each customer using the configured apportionment rules. Deduct the apportioned expense in addition to the other applicable direct customer expense from the customer's service charge deposit.

ENERGY & OTHER UTILITIES BILLING

Easily log meter readings to auto calculate the energy consumption and cost per tenant. Common area energy cost will be shared among the tenants according to the configured billing rule.

BULK INVOICING

Automatically schedule and perform fast invoicing of multiple facility users with a few clicks without breaking a sweat

ONLINE PAYMENT

Collect service charge payments online and reconcile invoice with payments automatically.

All features

Property lease management

MANAGE LEASES

Simple interface to create new lease, view existing lease details such as location, apartments, occupant contact email & phone number, lease start and end date, fees, contract documents, status, renewal history and more.

REMITTANCE AND PAYABLES

Record and track payments to landlord, solicitors and third party agencies.

RENEWAL NOTIFICATION

Receive automated renewal notification for all expiring leases close to the expiry date. For example 3 months to the lease expiration date.

BULK NOTIFICATION

Quickly send bulk notifications & alerts via SMS and email to registered facility users and other stakeholders

TRACK INVOICES AND PAYMENT

Tools to manage lease invoices and payments. You receive automated notifications and reminders for unpaid or part-paid leases that have passed due date.

Management benefits of Instanta

EXTEND THE ASSETS' LIFE SPAN

Facility management software gives you tools to effectively plan and implement OEM (Original Equipment Manufacturer) recommended preventive maintenance schedules. This helps to slow down asset deterioration, maintain optimal asset working & safety condition and ultimately extend the lifespan of the asset.

REDUCE MAINTENANCE COST

Reduce your facilities maintenance cost by 5 – 15% in the first year and up to 30% by the third year. Save cost on reactive and downtime maintenance, reduce personnel overhead, reduce the cost of paper printing, handling, storing and retrieving.

REDUCE THE FREQUENCY OF ASSET BREAKDOWN

With a facility management software, you can progressively migrate your maintenance activities from reactive to proactive, crisis mode to planning mode and disruptive to predictive. Thereby minimizing asset breakdown and the associated repair cost, embarrassment and overall equipment downtime impact on the business.

SAVE PERSONNEL TIME SPENT ON ADMINISTRATIVE FUNCTIONS

Studies have shown that half of maintenance personnel time is spent on administrative activities such as documentation, scheduling, planning, communication, resource assignment and coordination. Facilities management software provides tools to automate all these administrative activities, thereby freeing up your personnel time for use in activities that directly benefit the bottom line.

Management benefits of Instanta

CUT DOWN ON INVENTORY FRAUD AND LEAKAGES

Easily monitor and control inventory activities from anywhere at any time.
Report stock usage, receive automated low stock notification to avoid running out of stock of critical spare parts. Configure maximum stock level for inventory items to avoid overstocking and thus improve cash flow.

GAIN CONTROL AND BETTER INSIGHT THROUGH MANAGEMENT REPORTS

Quickly generate facility & asset performance report, objectively appraise the performance of your technicians & external contractors, monitor SLA compliance and escalate non-compliance

Instanta return on investment



Return on investments: 10 to 100 times



Operational visibility and transparency: 95% to 100%



Reduction in maintenance cost: 25 to 30%



Reduction in unplanned downtime: 70% to 75%



Increased building and asset utilization: 20% to 25%



sysserve

...be productive

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