

**Hirotec**  
TECHNICAL SERVICES.

## ABOUT HIROTEC

Established in 1972, Hirotec is today one of Australia's leading privately owned facilities maintenance business. Hirotec's team of almost 200 professionals form the foundation of its success ensuring it is the service provider of choice for many major companies and institutions throughout Australia. Hirotec is a leading national 'solutions' designer, installer and maintainer of technical services to multiple market sectors, with a well-established national operation.



**Hirotec**  
TECHNICAL SERVICES.

**HiViz™**

# CUSTOMER PORTAL

# TRUSTED.

## FIND OUT HOW HIROTEC CAN HELP YOU

If you would like to find out more about how Hirotec's HiViz™ Customer Portal can help you, please call, email or visit our website.

**1300 654 664 | [INFO@HIROTEC.COM.AU](mailto:INFO@HIROTEC.COM.AU) | [WWW.HIROTEC.COM.AU](http://WWW.HIROTEC.COM.AU)**

NEW SOUTH WALES - VICTORIA - QUEENSLAND - AUSTRALIAN CAPITAL TERRITORY  
WESTERN AUSTRALIA - TASMANIA - SOUTH AUSTRALIA



# IT'S ALL GIVING YOU THE INFORMATION YOU NEED - ENERGY, MAINTENANCE, CONDITION, HISTORY, COMPLIANCE - EVERYTHING YOU NEED TO KNOW EASILY ACCESSIBLE THROUGH HIROTEC'S CUSTOMER PORTAL... HIVIZ™.

Through our innovative new customer portal, HiViz™, Hirotec gives you access to all the information, statistics and support you need to effectively and confidently manage your vital business assets and also allows you to dive deeper into your data than you ever imagined possible.

## WHAT IS HIVIZ™?

Hirotec has taken our customer reporting to the next level with the development of our HiViz™ customer portal.

Providing a highly visual view of your building compliance and asset management information with the ability to “deep dive” through to detailed asset level analysis, the HiViz™ portal provides access to real time operational and compliance information from a range of internet connected devices including smartphones, tablets, desk and laptop computers.

The HiViz™ customer portal has been designed to support the needs of our mobile customer base, connecting them to their asset information and optimised for use on any operating system or computing hardware. HiViz™ provides Hirotec customer's insight from behind a desk or in the field, anytime, anywhere.



## Complete detail across your entire asset portfolio

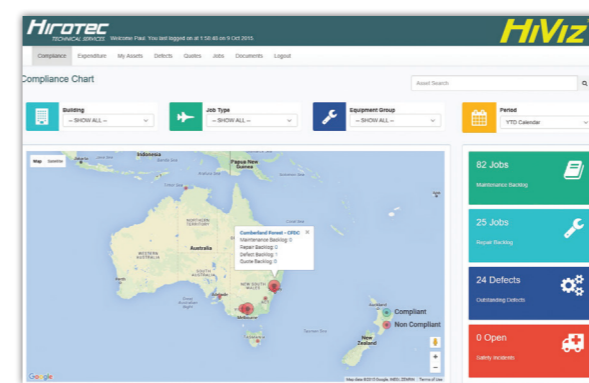
Gain insight into the status of equipment across your entire building portfolio with drill-down capabilities on individual asset detail, including:

- Accessing maintenance and testing results
- Defect and quote management
- Check on job status
- Up-to-date compliance reporting
- Raising service requests and approve quotations 'on the go'

## The Hirotec HiViz™ customer portal – seamlessly delivering innovative technical solutions and information

HiViz™ works seamlessly for any service on any device. Whether reviewing activities or downloading service reports, compliance documents, you won't find a more seamless solution.

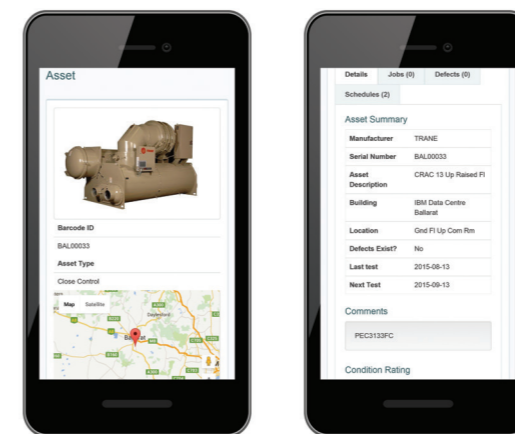
At Hirotec we understand that our customers are busy and place their trust in us to manage the 'detail' required in effectively and cost efficiently delivering complex technical services. At Hirotec we understand that our customers are busy and place their trust in us to manage the 'detail' required in effectively and cost efficiently delivering complex technical services. The HiViz™ portal allows customers ready access to the level of information that suits their needs.



## Dashboard Views

Hirotec's HiViz™ customer portal provides customers with complete data transparency via easy-to-read dashboard views that give immediate insight into operational compliance and expenditure.

Customers can search by asset, service stream, individual building or building portfolios with the click of a button – thereby allowing them to 'manage by exception' and focus on critical issues, confident that the 'detail' is being managed and delivered by Hirotec.



## Mobile 'Point and Prove' Functionality

The system's innovative mobile 'Point and Prove' functionality allows users to scan the unique bar code on an asset and view maintenance status, defects raised, test dates and more – all from their own smart phone. Building and facility managers are no longer tied to a desktop computer to see what is happening with their asset portfolio – this information is now available anywhere.

Maintenance Report		23/05/2015		Hirotec	
Site Details	Job Details	Customer	Service Provider		
Site Name: B-142 Berrimah Hwy Court House	Work Order No: 45000	Customer POC: PHF Pty Services Testing M	Company: HIROTEC Maintenance Pty Ltd		
Site ID: B-142	Job ID: 45000	Customer POC: PHF Pty Services Testing M	Address: 31 Parkway Street		
Site Address: B-142 Berrimah Hwy Court House	Engineer: DAVID COOPER	Customer POC: PHF Pty Services Testing M	Phone: 08 9222 2020		
Site Contact: DAVID COOPER	Completion Date: 23/05/2015	Customer POC: PHF Pty Services Testing M	Phone: 08 9222 2020		
Site Contact: DAVID COOPER	Completion Time: 01:00:00	Customer POC: PHF Pty Services Testing M	Phone: 08 9222 2020		
Maintenance Activities	Asset ID	Customer ID	Location	Cost Ref	Service Desc
1.11	45000	45000	PHF	PHF	PHF
1.12	45000	45000	PHF	PHF	PHF
1.13	45000	45000	PHF	PHF	PHF
1.14	45000	45000	PHF	PHF	PHF
1.15	45000	45000	PHF	PHF	PHF
1.16	45000	45000	PHF	PHF	PHF
1.17	45000	45000	PHF	PHF	PHF
1.18	45000	45000	PHF	PHF	PHF
1.19	45000	45000	PHF	PHF	PHF
1.20	45000	45000	PHF	PHF	PHF
1.21	45000	45000	PHF	PHF	PHF
1.22	45000	45000	PHF	PHF	PHF
1.23	45000	45000	PHF	PHF	PHF
1.24	45000	45000	PHF	PHF	PHF
1.25	45000	45000	PHF	PHF	PHF
1.26	45000	45000	PHF	PHF	PHF
1.27	45000	45000	PHF	PHF	PHF
1.28	45000	45000	PHF	PHF	PHF
1.29	45000	45000	PHF	PHF	PHF
1.30	45000	45000	PHF	PHF	PHF
1.31	45000	45000	PHF	PHF	PHF
1.32	45000	45000	PHF	PHF	PHF
1.33	45000	45000	PHF	PHF	PHF
1.34	45000	45000	PHF	PHF	PHF
1.35	45000	45000	PHF	PHF	PHF
1.36	45000	45000	PHF	PHF	PHF

## Compliance Document Repository

The Hirotec HiViz™ customer portal also contains a secure 'document repository' that provides an online storage facility for all critical documentation.

Maintenance and testing reports, certificates, condition reports, maintenance plans, energy plans, drawings or any other file that is critical to the management and operation of your facility can be stored on HiViz™.

