

CommSHOP 360°

Manage your entire communications operation from a single application.



Designed specifically for customer owned and maintained communications operations

CommSHOP 360° is designed for communications operations whose responsibilities stretch beyond asset tracking. It combines our industry-leading asset tracking feature set with a fully integrated repair shop management tool, giving communications professionals everything they need to manage a fully functioning communications operation.

When developing CommSHOP 360°, we visited communications shops across North America to find out what was needed to effectively run a communications operation. One thing we quickly realized was that every communications operation is different, and therefore, we would need a solution that could be customized on-the-go to meet the customers exact needs. To accomplish this, we created an architecture where by way of different *modules*, features could be added and removed based on the customers exact needs.

Built as our flagship solution, CommSHOP 360° is the most robust of the MCM offerings. From a full work order management application with a parts inventory and billing back end, to interactive maps that show you where assets are located and work is needed, it can do more than compliment your operation, it can run it.

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Standard Modules



AGENCY MODULE

Manage the different organizations you work with. View asset assignments, work orders, billing info and more from an agency level.



ASSET MODULE

Track an array of asset specific information such as location, assignment, status, programming info, work orders and more.



WORK ORDER MODULE

Perform work orders against assets and agencies. Report on and bill for time and materials spent on specific jobs.



PARTS INVENTORY MODULE

Manage the parts and labor items used in the work order module. Dynamically tracks part levels and alerts when a re-order is needed.



PURCHASE ORDER MODULE

Fully integrated with the Parts Inventory Module. Automatically generate POs and refill inventory levels when parts are received.



PROJECT MANAGEMENT MODULE

Keep track of assets, vehicles, work orders, and man hours associated with specific projects and how they compare to estimates.



REPORTING MODULE

Take advantage of an array of standard reports or have us custom build a report suited to your exact needs.

Implementation Process

Implementing a new solution can be a complicated and intimidating process. That's why we assign a dedicated project manager to every implementation we perform.

PREPARE ▶

Before we begin configuring your application, your project manager will come on-site to evaluate your current operation. We then return to MCM's offices to build and configure your application.

EXECUTE ▶

When your solution is ready to go, your project manager comes back on-site and works with all parties involved to get the software installed. Once it is fully functional, we sit down with everyone in your operation for training. Then, once everything is in place, and everyone understands their job, we push the solution live.

EVALUATE ▶

When your solution goes live, your project manager will be on-hand to assist with any issues that might arise. This includes monitoring system performance, answering questions, and making tweaks as needed. Once your solution is fully operational, your operation will be transitioned to MCM's support and Maintenance program where dedicated support staff are standing by to assist you with any problems that might arise.

System Requirements (*minimum*)

OPERATING SYSTEM:

Server-	Windows 2000
Client -	Windows 2000

DATABASE PLATFORM

Server-	Microsoft SQL 2005
Client -	N/A

HARDWARE

Server-	Pentium 4, 2GB RAM, 3 ea. SCSI/SATA Drives-Raid 5
Client -	Pentium 3, 512Mb RAM

SOFTWARE

Server-	N/A
Client -	Citrix ICA Web Client (<i>hosted</i>)

WEB CLIENT

Server-	N/A
Client-	Microsoft Silverlight

NETWORK SPEED

Server-	10 Mb (<i>min</i>) 100Mb (<i>rec.</i>)
Client-	10 Mb (<i>min</i>) 100Mb (<i>rec.</i>)

(Ask about our hosted options)

Optional Modules

ID MANAGEMENT



Keep track of the different systems and ranges radios are assigned to talk on as well as the actual ID's programmed in the radio.

WORKFLOW ALERTS



Help keep your operation on track with custom defined alerts that notify a person or group of people when changes are made.

SIGHTMAP



Graphically display asset and infrastructure locations on an interactive map. Select locations on the map to view specific information.

WEBASSET MANAGER



Web-based application that allows organizations you do business with to login and view/edit asset information specific to them.

WEBSERVICE MANAGER



Web-based application that allows customers to login and generate work order requests.

RECURRING BILLING



Setup recurring billing cycles based on subscriber units talking on the system.

MOBILE ASSET ASSISTANT (MAA)



Streamline your asset tracking practices by taking your database into the field and making changes on the fly.

COMMSHOP *mobile*



Give technicians the ability to perform and record work orders from live in the field.

CommSHOP 360° is a true turn-key solution that will impact your operation from the moment it goes live.