

# DIGITISING AND MODERNISING WORK ORDER MANAGEMENT



**DALRAE  
SOLUTIONS**

**SAP® Recognized Expertise**  
SAP HANA®

**SAP® Recognized Expertise**  
User Experience



member of the **SAP**  
 **AppHaus**Network

# MEET YOUR SPEAKERS



**Julia Exelby**

*BTP Communications Specialist*

Julia has a history of communicating, visually, verbally, anything except interpretive dance. She's also passionate about translating from "tech" into normal English.



**Jorg Thuijls**

*Technical Development Lead*

Jorg is an experienced SAP practitioner with a strong development background, he is passionate about software and adept at implementing automated solutions to improve the efficiency of SAP systems. Jorg is also a regular contributor to the SAP development community globally.



### **Improve Usability**

Reduced Complexity

Improve business agility

Good for business & operations



### **Innovation Platform**

SAP's Innovation Platform

Future proof your business

Build business resilience



### **Transform Today**

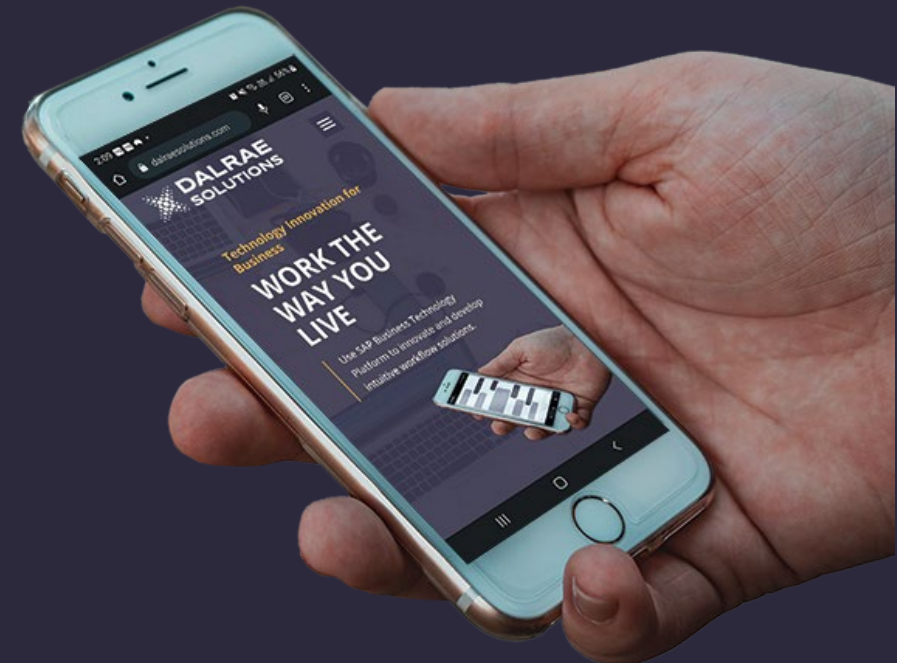
Ready to leverage today

Low cost to entry

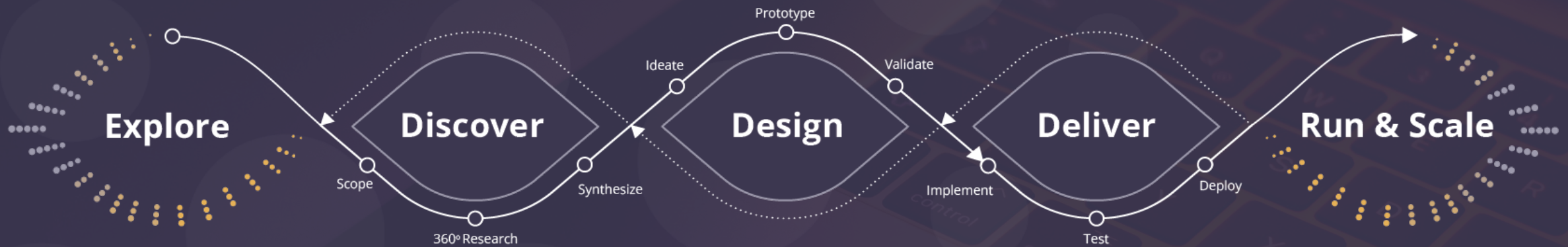
Fast time to value

# **WORK THE WAY YOU LIVE**

With SAP BTP you can help your organization function in the same way you live and interact with technology outside the office.



# DalRae AppHaus



Start with Design Thinking

Scale with Architecture Thinking

# The Art of the Possible



Automate Business  
Document Processing



Achieve Seamless  
Integration



Create Simple Custom  
UI Applications



Artificial Intelligence



Data & Analytics

# OUR VISION FOR WORK ORDERS AND ASSET MANAGEMENT



## Human Centred Design

User interfaces that are familiar and intuitive for users, reducing the training required



## Real Time Insights

Easily track asset conditions and maintenance impact to operations




## Customised Dashboards

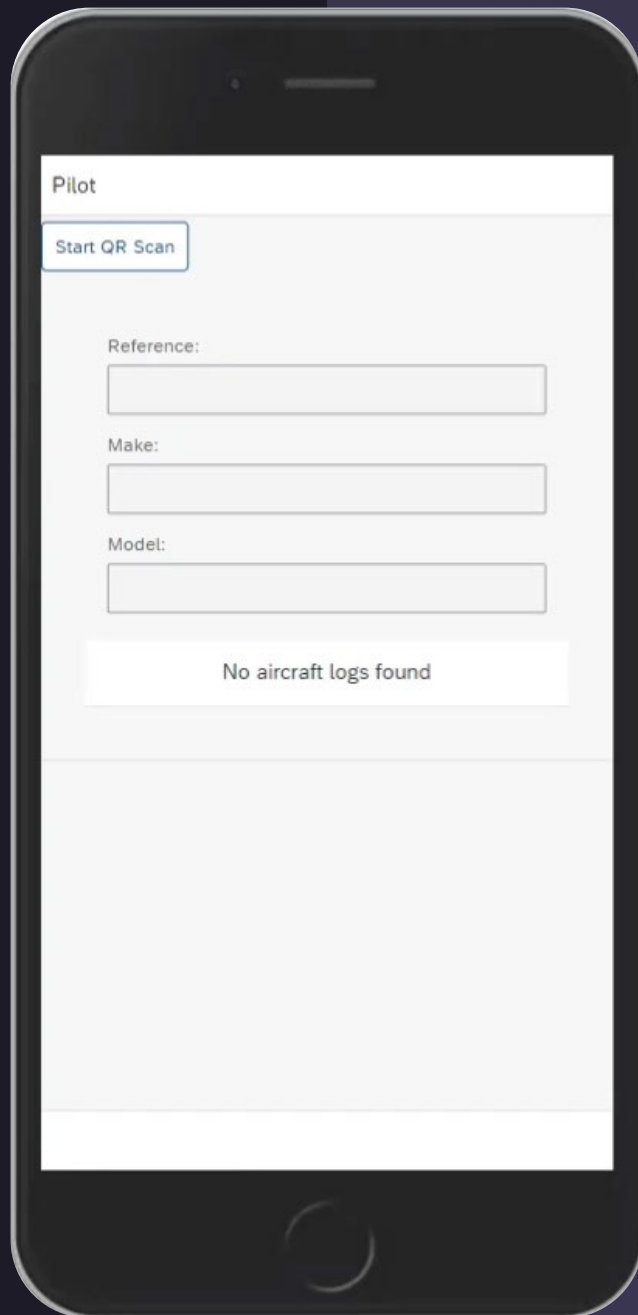
Different levels of information and functionality offered to the user based on their role within the organisation

# How far are we from using Paper?

PREVENTATIVE MAINTENANCE WORK ORDER			
<b>CONTRACTOR</b>		<b>CLIENT</b>	
COMPANY: _____		COMPANY: _____	
ATTN: _____		ATTN: _____	
ADDRESS: _____		ADDRESS: _____	
CITY, STATE: _____		CITY, STATE: _____	
ZIP: _____		ZIP: _____	
PHONE: _____		PHONE: _____	
E-MAIL: _____		E-MAIL: _____	
<b>PAYMENT</b>		<b>SCHEDULE</b>	
Down Payment: \$ _____		Date: _____, 20____	
Payment is Due: _____		Work Order No.: _____	
Total Amount: \$ _____		Start Time (if any): _____ <input type="checkbox"/> AM <input type="checkbox"/> PM	
Payment is Due: _____		End Time (if any): _____ <input type="checkbox"/> AM <input type="checkbox"/> PM	
<b>SERVICE</b>	<b>HOURS</b>	<b>RATE (\$/HR)</b>	<b>AMOUNT (\$)</b>
TOTAL			
<b>PRODUCTS / MATERIALS</b>	<b>QUANTITY</b>	<b>UNIT PRICE</b>	<b>AMOUNT (\$)</b>
TOTAL			
IN WITNESS WHEREOF, the Client agrees to pay the total amount when payment is due for the services requested and products / materials used. The Contractor agrees to provide the services in exchange for the total amount.			
CLIENT'S SIGNATURE _____		SUBTOTAL	
Date _____		DISCOUNT	
		TAX / VAT	
CONTRACTOR'S SIGNATURE _____		TOTAL	
Date _____			







# Meter Readings

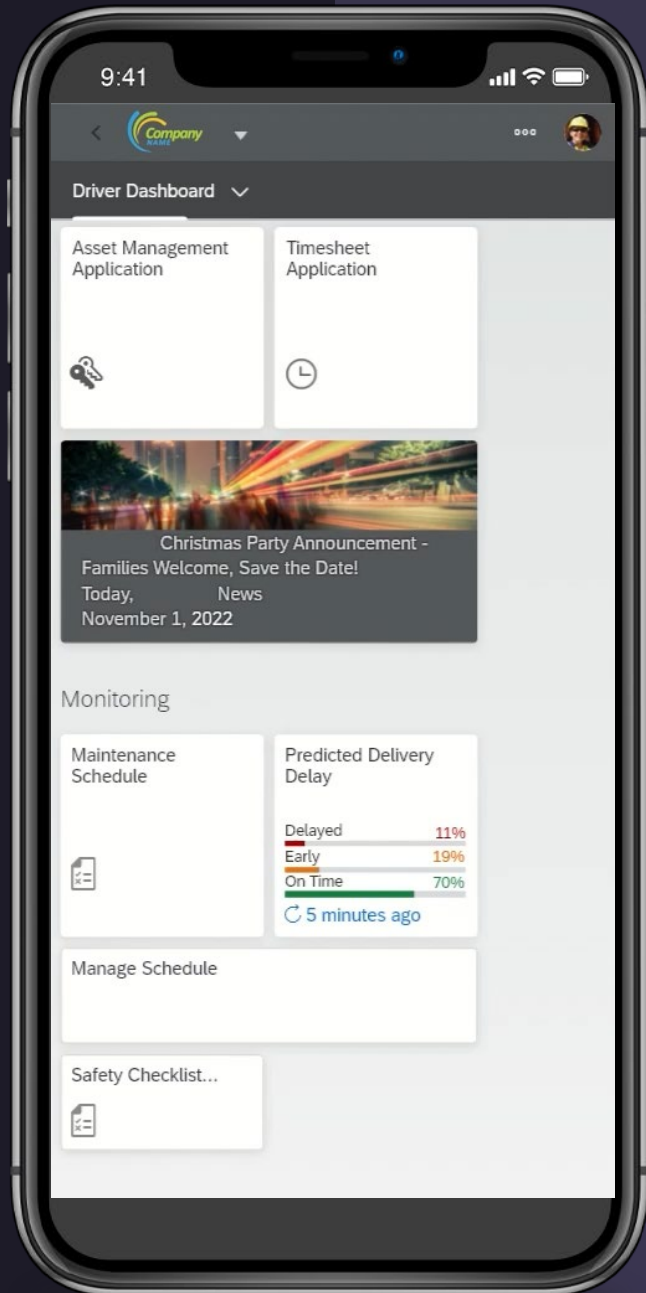
---

- Scan QR Code to identify asset
- Use OCR on a range of different meters or instruments
- Identify levels on gauges
- Remove manual entry

# Mining Customer Solution



**DALRAE**  
SOLUTIONS



## Asset User

- Scan QR Codes to Identify Asset
- View Asset Details
- Raise Notification on Asset
- See Asset Health
- Receive Safety Warnings



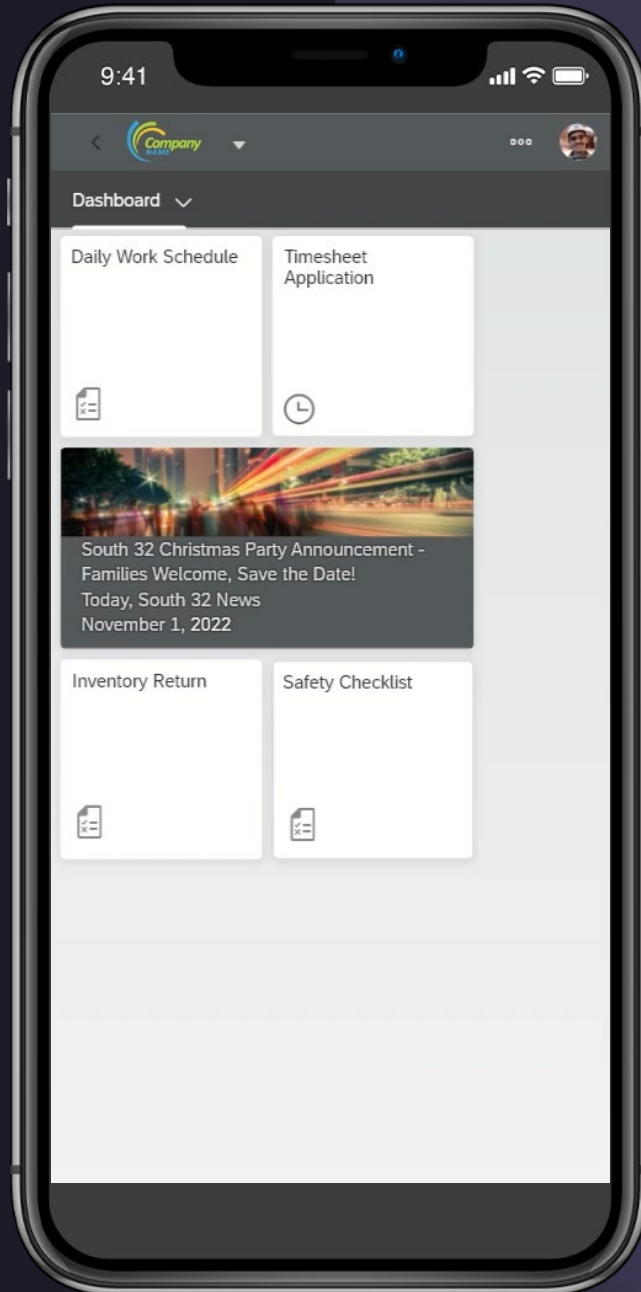
## Technician #1

- Receives Asset Notification
- Can Modify the Notification
- Can Convert Notification to Work Request (WR) or Close It
- Add Inspection Notes to WR
- Request Materials Required
- See Inventory Levels



# Work Planner

- Overview / Analysis of Workload
- Approve WR & Convert to WO
- Assign & Schedule WOs to Workforce
- Manage & Alter Assignments
- Intelligent Suggestions for Prioritisation of Work



## Technician #2

- View Daily Work Schedule
- Receives Notification of New WO
- Can View WO
- View Equipment Report
- Log Time Against WO
- View Instructions & Safety Checklist
- Return Equipment

# Industrial Customer Solution

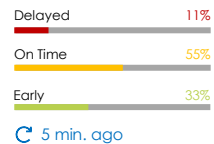



**DALRAE**  
SOLUTIONS

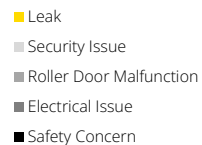

## Monitoring

Current Open  
Work Orders 107Estimated Cost  
of Open Work  
Orders

\$12,535

Work Orders  
OutstandingWork Orders  
Overdue for  
Approval 30

Category of Incidents Impacting NLA

Total Incidents  
Impacting NLA 1,402Current Net  
Lettable Area98  %  
Current QuarterNet Lettable  
Area Currently  
Impacted200m<sup>2</sup>

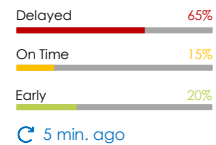
Condition Score by State

7/10  
Average Score

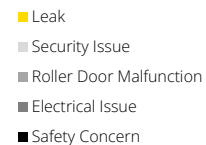
## Monitoring

Current Open  
Work Orders 586Estimated Cost  
of Open Work  
Orders

\$25,542

Work Orders  
OutstandingWork Orders  
Overdue for  
Approval 68

Category of Incidents Impacting NLA

Total Incidents  
Impacting NLA 3,052Current Net  
Lettable Area75%  
Current QuarterNet Lettable  
Area Currently  
Impacted1,102m<sup>2</sup>




Condition Score by State

5/10  
Average Score

## Monitoring









Net Lettable Area Currently Impacted 

## Breakdown by State

Queensland	50m <sup>2</sup>	
New South Wales	202m <sup>2</sup>	
Victoria	59m <sup>2</sup>	
Western Australia	117m <sup>2</sup>	
South Australia	213m <sup>2</sup>	
Tasmania	19m <sup>2</sup>	
Australian Capital Territory	86m <sup>2</sup>	
Northern Territory	356m <sup>2</sup>	

TOTAL 1,102m<sup>2</sup>

## Locations with Highest Impact Area









Coconut Grove	NT	354m <sup>2</sup>	
Coffs Harbour	NSW	105m <sup>2</sup>	
South Fremantle	WA	97m <sup>2</sup>	
Mawson Lakes	SA	76m <sup>2</sup>	
Cheltenham	SA	62m <sup>2</sup>	
Breakwater South	VIC	59m <sup>2</sup>	
Queanbeyan	ACT	36m <sup>2</sup>	
Moorooka	QLD	20m <sup>2</sup>	

[View All Locations](#)[Export Report](#)

## Monitoring

Net Lettable Area Currently Impacted 

## Queensland Breakdown

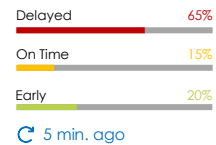
Moorooka	20m <sup>2</sup>	
Virginia	7m <sup>2</sup>	
Slade Point	5m <sup>2</sup>	
Currajong	5m <sup>2</sup>	
Albion	5m <sup>2</sup>	
Fortitude Valley	5m <sup>2</sup>	
Edmonton	3m <sup>2</sup>	
TOTAL	50m <sup>2</sup>	

[Export Report](#)

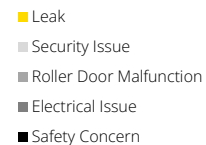
## Monitoring

Current Open  
Work Orders 586Estimated Cost  
of Open Work  
Orders

\$25,542

Work Orders  
OutstandingWork Orders  
Overdue for  
Approval 68

Category of Incidents Impacting NLA

Total Incidents  
Impacting NLA 3,052Current Net  
Lettable Area75%  
Current QuarterNet Lettable  
Area Currently  
Impacted1,102m<sup>2</sup>

Condition Score by State

5/10  
Average Score

## Monitoring






Current Open  
Work Orders 586

Queensland  
New South Wales  
Victoria  
Western Australia  
South Australia  
Tasmania  
Australian Capital Territory  
Northern Territory

5%  
5%  
0%

Work Orders  
Overdue for  
Approval 68

Category of Incidents Impacting NLA

 Leak  
 Security Issue  
 Roller Door Malfunction  
 Electrical Issue  
 Safety Concern

Total Incidents  
Impacting NLA 3,052Current Net  
Lettable Area75%  
Current QuarterNet Lettable  
Area Currently  
Impacted1,102m<sup>2</sup>

Condition Score by State

5/10  
Average Score






## Monitoring

Current Open  
Work Orders 586

Queensland  
New South Wales  
Victoria  
Western Australia  
South Australia  
Tasmania  
Australian Capital Territory  
Northern Territory

5%  
5%  
0%Work Orders  
Overdue for  
Approval 68

Category of Incidents Impacting NLA

 Leak  
 Security Issue  
 Roller Door Malfunction  
 Electrical Issue  
 Safety Concern

Total Incidents  
Impacting NLA 3,052Current Net  
Lettable Area75%  
Current QuarterNet Lettable  
Area Currently  
Impacted1,102m<sup>2</sup>

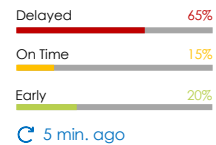
Condition Score by State

5/10  
Average Score

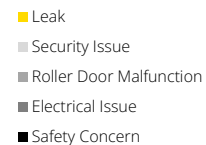
## Monitoring

Current Open  
Work Orders 586Estimated Cost  
of Open Work  
Orders

\$25,542

Work Orders  
OutstandingWork Orders  
Overdue for  
Approval 68

Category of Incidents Impacting NLA

Total Incidents  
Impacting NLA 3,052Current Net  
Lettable Area75%  
Current QuarterNet Lettable  
Area Currently  
Impacted1,102m<sup>2</sup>

Condition Score by State

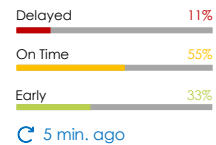
5/10  
Average Score



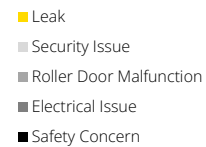

## Monitoring

Current Open  
Work Orders 32Estimated Cost  
of Open Work  
Orders

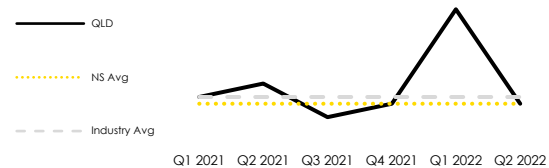
\$2,105

Work Orders  
OutstandingWork Orders  
Overdue for  
Approval 5

Category of Incidents Impacting NLA

Total Incidents  
Impacting NLA 156Current Net  
Lettable Area99%  
Current QuarterNet Lettable  
Area Currently  
Impacted50m<sup>2</sup>

Open Incidents Per Qtr





## Monitoring

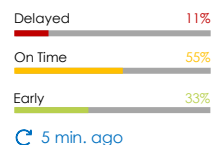
Current Open Work Orders

 32

Estimated Cost of Open Work Orders

\$2,105

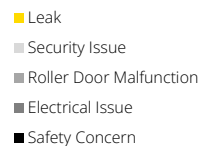
Work Orders Outstanding




Work Orders Overdue for Approval

 5

Category of Incidents Impacting NLA



Total Incidents Impacting NLA

 156

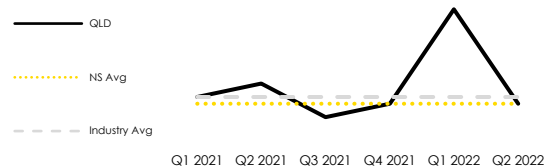
Current Net Lettable Area

99%  
Current Quarter

Net Lettable Area Currently Impacted

50m<sup>2</sup>

Open Incidents Per Qtr





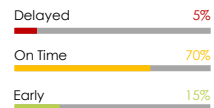
## Monitoring

Current Open  
Work Orders

6

Estimated Cost  
of Open Work  
Orders

\$305

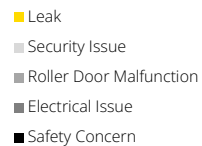
Work Orders  
Outstanding

5 min. ago

Work Orders  
Overdue for  
Approval

2

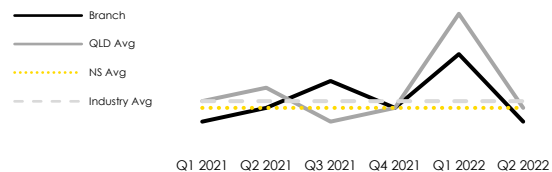
Category of Incidents Impacting NLA

Total Incidents  
Impacting NLA

10

Current Net  
Lettable Area86%  
Current QuarterNet Lettable  
Area Currently  
Impacted20m<sup>2</sup>

Open Incidents Per Qtr





Work Orders  
Overdue for  
Approval



2

Category of Incidents Impacting NLA

- Leak
- Security Issue
- Roller Door Malfunction
- Electrical Issue
- Safety Concern



Total Incidents  
Impacting NLA



10

Current Net  
Lettable Area

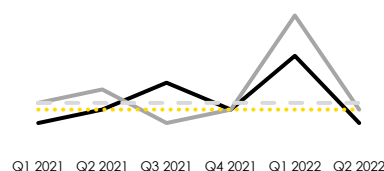
86%  
Current Quarter

Net Lettable  
Area Currently  
Impacted

20m<sup>2</sup>

Open Incidents Per Qtr

- Branch
- QLD Avg
- NS Avg
- Industry Avg



## Reporting

View  
Moorooka  
Condition  
Report



Lodge a  
Condition  
Report



Lodge a Work  
Order Request



View Open  
Work Orders





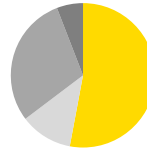
Work Orders  
Overdue for  
Approval



2

Category of Incidents Impacting NLA

- Leak
- Security Issue
- Roller Door Malfunction
- Electrical Issue
- Safety Concern



Total Incidents  
Impacting NLA



10

Current Net  
Lettable Area

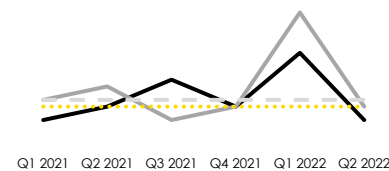
86%  
Current Quarter

Net Lettable  
Area Currently  
Impacted

20m<sup>2</sup>

Open Incidents Per Qtr

- Branch
- QLD Avg
- NS Avg
- Industry Avg



## Reporting

View  
Moorooka  
Condition  
Report



Lodge a  
Condition  
Report



Lodge a Work  
Order Request



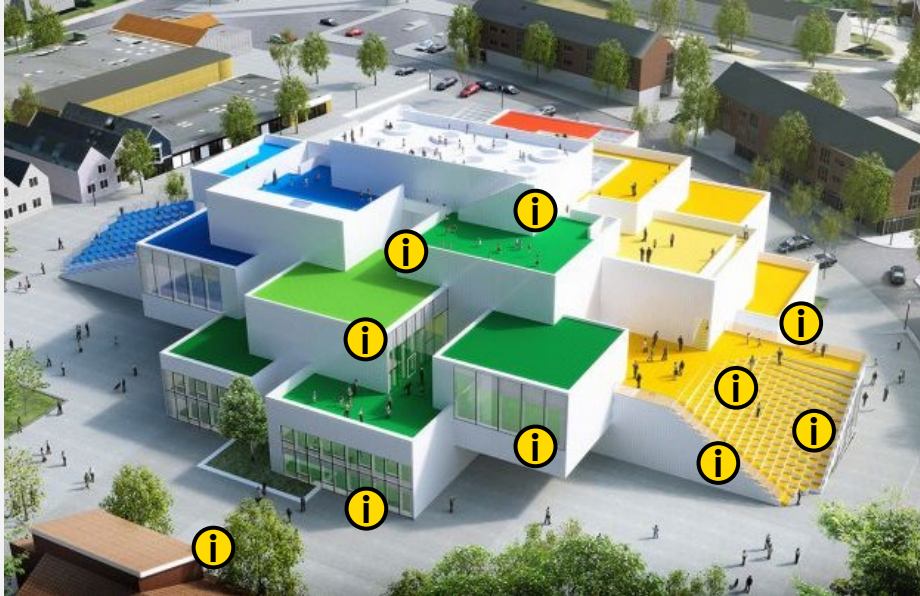
View Open  
Work Orders



WARE  
HOUSE

## Condition Reporting

Moorooka



### Building Condition

#### Score Based on Last Inspection

Roof	2/10	>
Gutters	5/10	>
External Walls	10/10	>
Paint	10/10	>
Roller Doors	9/10	>
Gate	10/10	>
Signage	10/10	>
Box Shop	10/10	>



### Net Lettable Area

Open Notifications	5	>
Open Work Orders	6	>
Overdue Work Orders	2	>
Current Net Lettable Area Impacted	20m <sup>2</sup>	>

Net Lettable Area  
Currently Impacted

20m<sup>2</sup>

[View Map](#)

Current Open Work  
Orders



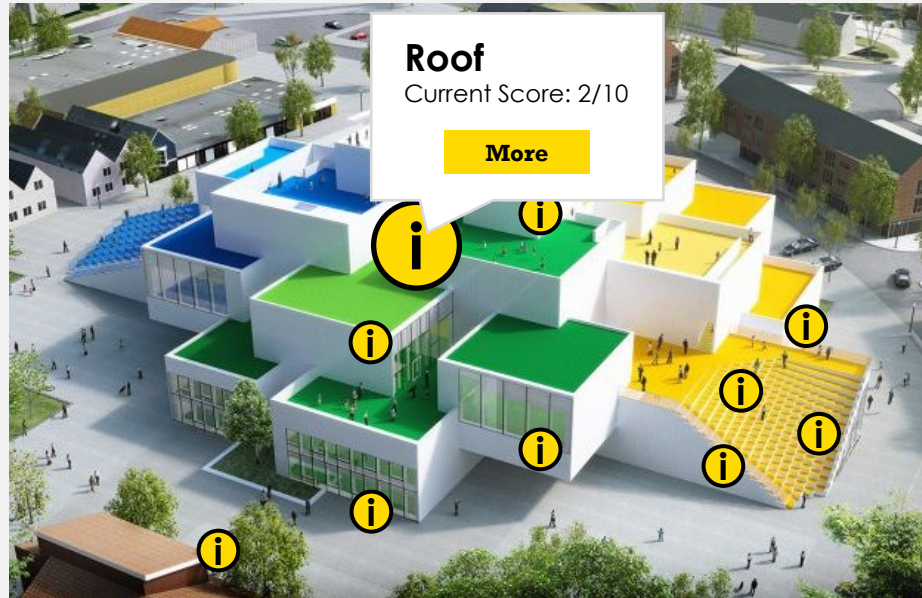
6

[See All](#)

# WAREHOUSE

## Condition Reporting

Moorooka



### Roof

Current Score: 2/10

More



### Building Condition

#### Score Based on Last Inspection

Roof	2/10	>
Gutters	5/10	>
External Walls	10/10	>
Paint	10/10	>
Roller Doors	9/10	>
Gate	10/10	>
Signage	10/10	>
Box Shop	10/10	>



### Net Lettable Area

Open Notifications	5	>
Open Work Orders	6	>
Overdue Work Orders	2	>
Current Net Lettable Area Impacted	20m <sup>2</sup>	>

Net Lettable Area  
Currently Impacted

20m<sup>2</sup>

View Map

Current Open Work  
Orders



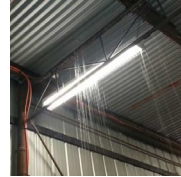
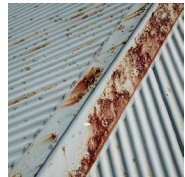
6

See All

## Roof

Current Score: 2/10

Images from Recent Inspection Report

[Submit New Report](#)[View Full Report](#)

## General Info

Material Type: Colorbond

Colour: Shale Grey

Last Inspection: 14/07/2022

Current Score: 2/10

Open Work Orders: 3



## Open Work Orders

Job #	Job Name	Date Last Updated	Date Submitted	Current Status	Notifications	
10224	Rust Repair	25/07/2022	15/07/2022	Review Work	⚠ Overdue	>
10235	Leak Investigation	08/08/2022	15/07/2022	Execution	⚠ Booking Required	>
10238	Leak Repair	06/08/2022	05/08/2022	Awaiting Approval		>

## #10235

Job Name: Leak Investigation  
Submitted By: John Doe  
Approved By: Sally Manager  
Estimated Cost: \$1,200

[Work Order Form](#)[Inspection Report](#)[View Attached Photos](#)

## Notifications

## Make Booking for Work

Date Triggered: 08/08/2022  
Due Date: 12/08/2022  
Responsible: John Doe

[Update Task](#)

## Work Description

Building A – Leak in SW corner affecting storage units 123, 124, 125. Appears to be coming in from ceiling. Similar to prior leaks that were from rust on roof materials.

## Tasks to Be Performed

1. Find source of leak
2. Book works to rectify leak
3. Monitor repair work following next rain event

## Proposed Trade

Jim's Leak Investigation  
Contact: Jim Leakison  
Number: 0412 777 555

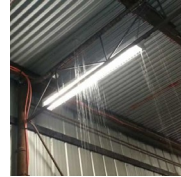
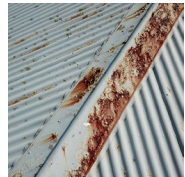
## Work order status



## Roof

Current Score: 2/10

Images from Recent Inspection Report

[Submit New Report](#)[View Full Report](#)

## General Info

Material Type: Colorbond

Colour: Shale Grey

Last Inspection: 14/07/2022

Current Score: 2/10

Open Work Orders: 3



## Open Work Orders

Job #	Job Name	Date Last Updated	Date Submitted	Current Status	Notifications	
10224	Rust Repair	25/07/2022	15/07/2022	Review Work	⚠ Overdue	>
10235	Leak Investigation	08/08/2022	15/07/2022	Execution	⚠ Booking Required	>
10238	Leak Repair	06/08/2022	05/08/2022	Awaiting Approval		>

## Self Storage Facility Inspection Report

Review of Prior Corrections

Questions Completed 2/2 <

Lighting and Equipment

Questions Completed 13/13 <

Emergency Preparedness

Questions Completed 2/9 ✓

Are all walkways and aisle ways free of obstructions?

**Yes**

No

Are all exits free of storage and clutter?

**Yes**

No

Are stairwells and corridors free of storage and clutter?

Yes

No

Is the first aid cabinet fully stocked?

Yes

No

Are all employees trained on emergency evacuation procedures?

Yes

No

### Progress



## Self Storage Facility Inspection Report

Review of Prior Corrections

Questions Completed 2/2 <

Lighting and Equipment

Questions Completed 13/13 <

Emergency Preparedness

Questions Completed 3/9 ✓

Are all walkways and aisle ways free of obstructions?

**Yes**

No

Are all exits free of storage and clutter?

**Yes**

No

Are stairwells and corridors free of storage and clutter?

Yes

**No**

Please provide details...



Is the first aid cabinet fully stocked?

Yes

No

### Progress



## Self Storage Facility Inspection Report

Review of Prior Corrections

Questions Completed 2/2 &lt;

Lighting and Equipment

Questions Completed 13/13 &lt;

Emergency Preparedness

Questions Completed 3/9 ✓

Are all walkways and aisle ways free of obstructions?

Yes

No

Are all exits free of storage and clutter?

Yes

No

Are stairwells and corridors free of storage and clutter?

Yes

No

Is the first aid cabinet fully stocked?

Yes

No

Are all employees trained on emergency evacuation procedures?

Yes

No

## Progress



Is the first aid cabinet fully stocked?

Yes

No

Are all employees trained on emergency evacuation procedures?

Yes

No

Are all materials stored in racks wrapped and stable to prevent falling?

Yes

No

Is the fire alarm panel indicating an alarm condition?

Yes

No

Are all manual pull stations unobstructed and accessible?

Yes

No

Is there anything else relating to emergency preparedness that needs attention at this time?

Yes

No

## Housekeeping

Questions Completed 0/12 

Are all areas cleaned on a regular basis?

Yes

No

Are all walkways are at least 36 inches and free of other items that could cause a tripping hazard?

Yes

No

## Progress



## Self Storage Facility Inspection Report

Review of Prior Corrections

Questions Completed 2/2 &lt;

Lighting and Equipment

Questions Completed 13/13 &lt;

Emergency Preparedness

Questions Completed 3/9 ✓

Are all walkways and aisle ways free of obstructions?

Yes

No

Are all exits free of storage and clutter?

Yes

No

Are stairwells and corridors free of storage and clutter?

Yes

No

Is the first aid cabinet fully stocked?

Yes

No

Are all employees trained on emergency evacuation procedures?

Yes

No

## Progress



## Self Storage Facility Inspection Report

Review of Prior Corrections

Questions Completed 2/2 <

Lighting and Equipment

Questions Completed 13/13 <

Emergency Preparedness

Questions Completed 3/9 <

Housekeeping

Questions Completed 0/12 <

Legal and Security

Questions Completed 0/12 <

Sign and Lodge

**Sign**

### Progress





### **Improve Usability**

Reduced Complexity

Improve business agility

Good for business & operations



### **Innovation Platform**

SAP's Innovation Platform

Future proof your business

Build business resilience



### **Transform Today**

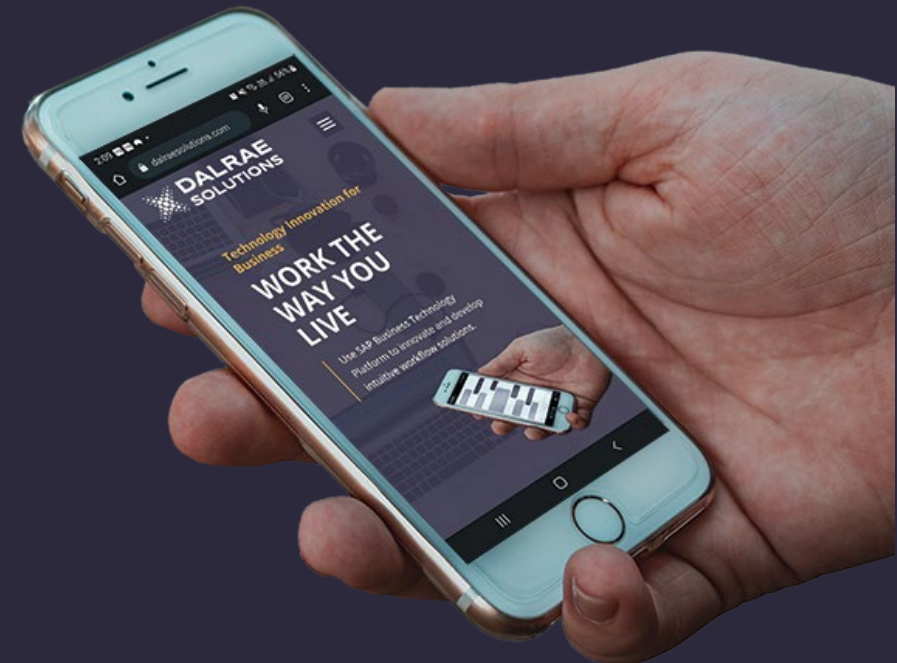
Ready to leverage today

Low cost to entry

Fast time to value

# **WORK THE WAY YOU LIVE**

With SAP BTP you can help your organization function in the same way you live and interact with technology outside the office.



# Q&A



**DALRAE**  
SOLUTIONS

# CONNECT WITH US



**Jorg Thuijls**

*Technical Development Lead*

0439 895 570

[jorg@dalraesolutions.com.au](mailto:jorg@dalraesolutions.com.au)

[linkedin.com/in/jorgthuijls](https://www.linkedin.com/in/jorgthuijls)



**Julia Exelby**

*BTP Communications Specialist*

0412 937 144

[julia.exelby@dalraesolutions.com.au](mailto:julia.exelby@dalraesolutions.com.au)

[linkedin.com/in/julia-exelby-marketer](https://www.linkedin.com/in/julia-exelby-marketer)





**DALRAE**  
**SOLUTIONS**