

A ZEUS OVERVIEW PAPER

Service and
Asset Management

Zeus Overview, Benefits and Features

Zeus - working hard, so you don't have to!

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Zeus – An Overview

The greatest expense of owning and operating a facility over its life cycle is Operations and Maintenance (O&M).

Today's organizations are more complicated and demanding than ever. Add to that the tightening of budgets which mandates that you do more with less. And in many industries, you have the need to be complaint with OSHA, the FCC, JCHAO or other regulatory requirements. To achieve these efficiencies and obtain maximum usage of resources, organizations must meticulously manage their assets, manage information about those assets and provide a strong maintenance and servicing organization. In order to do that, however, you must have easy, fast access to relevant and up-to-date information. To address all of these, you need Zeus!

Zeus is a software solution that manages the service department, provides help desk communications, and tracks all asset activities, changes and configurations.

Zeus excels in multi-organizational, multi-location, or multi-group topologies as the entire application is engineered from the ground up to provide fully searchable and sharable information while at the same time maintaining the separation and control each organization, location or group requires.

Since Zeus is 100% web-based, there is nothing to load or maintain on user's computers. The Rich-Web interface gives users the power that traditional desktop applications have.

Zeus is provided in three versions, each with all the features you want: Professional, Enterprise and Global.

Zeus provides metrics back to the user regarding operational costs and service requests for all equipment being tracked. The tools provided by Zeus enable those in an organization to perform their jobs more efficiently. For example, Zeus has an automated emailing feature as part of its Workflow function. The result is lower maintenance costs within the organization.

Benefits

- Significant (90 percent) reduction in costs per service request
- Full utilization of equipment and software warranties
- Increased uptime due to Preventive Maintenance
- Complete and detailed Service Contract utilization
- Virtual elimination of dedicated inventory practices
- Elimination of work stoppages due to lack of inventory/parts
- Elimination of lost time looking for manuals or documentation
- Elimination of time wasted obtaining lost software license keys
- Reduction in risks associated with illegal software copies
- Improves communications
- Increases equipment uptime
- Provides faster technical response times
- Decreases repair cycles
- Helps ensure educated staffing decisions
- Prioritizes repairs
- Maintains spares
- Controls budgets and minimizes costs

- Automates preventive maintenance tasks
- Improves purchasing decisions
- Maximizes service contracts and warranties
- Ensures fluid and continuous technical operations
- Provides relevant information and reports
- Helps make timely decisions with accurate metrics
- Helps delegate and manage

Features

Active Directory Integration

Zeus can integrate with Active Directory to enable single signon logins and allow AD to continue to be the single user authority for both the network and Zeus. With a variety of integration options from simple AD username / password management to full AD integration allowing AD to drive Zeus User role & permission settings, Zeus has the capability to easily and seamlessly integrate with your AD environment.

Activity Board

The Activity Board is designed to be displayed in a public part of the facility (such as a shop, engineering office, etc.) and provide a real-time list of new service requests, open requests, recently closed requests and shift notes for today.

Asset Management

Assets (your equipment) are everything to a technical facility. With all they do for you and your bottom line, you need to know everything possible about your assets, including, where they have been, how they are configured, how reliable they are and how much they are costing you to operate. Without this knowledge, it is difficult, if not impossible, to achieve operational efficiency.

Asset Templates

Asset Templates provides the starting point for the creation of a new asset. These 'snapshots' help reduce data entry by providing 90% or more of the information you need when creating new assets. Additionally, they provide data consistency by ensuring that your users create new assets using consistent terms and settings.

Attachments

Documents, drawings, pictures, software patches, diagrams, spreadsheets, PDFs or any other file can be easily associated with almost any element in the system. These then become available for users via a single click.

When service personnel are performing their jobs, the business logic looks at the associated assets on each work ticket and automatically retrieves attachments associated with that asset. There is no need to go to the Document Management Module, as everything needed is readily accessible. This illustrates the true power of Zeus 'under the hood'.

Barcode and RFID Integration

Because Zeus is the leading industry asset and service operations management solution, we

provide direction on the utilization of barcode labels, barcode scanners and radio frequency identification (RFID) integration. We thoroughly understand this model and cannot only provide software that takes advantage of barcode technologies, but we can provide the personnel to actually scan and log in all the assets in a facility.

In 2007, we took an existing database of all the assets at a major television network facility in New York and compared it real-time as we scanned and updated each piece of equipment in the entire facility, adding new barcode labels as needed. That expertise led to the development of powerful and easy-to-use asset cataloging that greatly reduces the time expended to add or inventory assets in any location.

Change Management

Zeus establishes and supports a robust change management process. The process includes advising stakeholders and interested parties of upcoming changes/modifications, providing/maintaining an approval process for requested changes, and providing a calendar feature that clearly shows current, past and future change requests.

Cell Phone / Email Integration

Zeus is also unique in that it allows a service request to be submitted by cell phone, claimed by a technician and closed by any email enabled cell phone. This tool is important as functions can easily be performed without even touching a computer, but utilizing the most common device that people have - a cell phone.

Configuration Management

Configuration management is challenging, even for the most organized facility. Zeus acts as a central repository to house the overall configuration information for your assets such as hardware options, software installed on the asset, BIOS versions, etc. This can help ensure consistency and is a valuable resource in order to perform recoveries when failures occur.

For example, assume you have 15 satellite terminals all sharing a central storage system. Are they all the same configuration? Should they be all the same? Are the LRUs the same? Did each come with a software key or maybe a dongle? You may know what operating system that station generally utilizes, but do you know specifically what version it has? If the vendor releases a patch that requires Windows Service Pack 2, do you know which machines are actually running Service Pack 2 or which ones need to be upgraded?

What if that computer crashes and takes the hard drive with it, along with the authorized copies of the purchased plug-ins? Do you have a list of the purchased plug-ins, and the associated license keys? Are you going to have to repurchase those keys again?

Many asset and service operations management products may provide a means to track the equipment specifications but lack the business logic to provide information to ensure that you remain consistent and compliant. Zeus does that automatically and instantaneously by allowing 'equipment standards' to be defined and any deviation to be provided. As an example, any terminal that is lacking the required RAM for a specific software revision would automatically be earmarked as 'non-standard'.

Contact Management

Although we have found that technical facilities typically do not care to utilize their asset and service operations management software as their primary contact management tool, it is important to note that the Zeus Contact Management Module does allow for storing contacts and email addresses to utilize with the system, as well as vendor information.

Customizable Home Page

Most Service Desk and Asset Management software on the market works the same way. You log in, select the module or function and do your work. A window will open up, followed by another and another until there are so many windows open, that they need to be moved out of the way. The lack of enterprise business logic in the software design necessitates a learning curve of the software, rather than the software WORKING LIKE YOU DO. This is very indicative of database applications.

Zeus provides each user with a customizable home page that serves as their 'personal dashboard'. If ten engineers each want their home page to be different, so be it. They can easily decide and change what they want to see, how much or little, and in which order. They can even group things that they want to look at in tabs. Since Zeus is a 100% web-based application, logging in from a different computer provides no challenge since the system remembers each user's setup and will always work specifically how a user wants it to.

To keep the interface clean and fast, a series of collapsible and expandable queues are provided. For instance, an engineering supervisor wants a list of all new work tickets, recently completed work tickets, warranties that are about to expire and inventory items that have fallen below minimums. However, a specific engineer ONLY wants to see the work tickets assigned to him including new work tickets, current tickets and work tickets that are past due. This choice is easily customizable by that engineer.

Zeus does have a menu to navigate thru the software, if you want to access a specific location immediately. However, the navigation and workflow go far beyond the traditional desktop application software design. Zeus has been methodically designed to minimize movement, minimize data entry and actually minimize time that people spend in the software. The goal of any well-designed software application is to get in, quickly do your work and get out.

Much of the daily work can be initiated directly from the home page, such as assigning a work ticket. With the click of a mouse on a user's home page, a work ticket can be opened. Once in that screen, without ever navigating to another screen, they can swap assets, assign labor, view workloads of service personnel, change status, record tasks, add parts, record labor, integrate warranty and contract information, enter resolutions, add notes, share those notes via email, view or add attachments, launch training, and view a complete history of the work ticket - all from one screen! That's great intuitive design based upon business logic ... and lots of power!

Data Import/Export

Whether you just completed a HD conversion, built a new facility or merely have an array of new assets to import; the Zeus Asset Import tool makes entering new assets into the system extremely simple. Zeus has all of the tools you need to import assets from an Excel worksheet, no matter how many columns of data you have or in what order they are. Simply upload your file and Zeus will make sure that all of your data is accurate and properly formatted. Likewise, data can be exported from any of the primary search screens with a single click, making the Zeus data useable to other software applications, as well.

Email Service Request

Users can also send an email to the Zeus application to create a new service ticket instead of actually logging into Zeus. The Zeus email system will analyze the contents of the email and insert the proper information on a request, including the asset that needs to be serviced.

Equipment Reservations

If you have a facility that frequently loans or rents equipment to internal or external customers, there are several additional challenges including making sure that the equipment is ready when it needs to be, tracking who has your equipment, when the equipment will be back, having enough equipment to cover your upcoming needs, etc. Additionally, without a good tracking system in place, your facility is at risk for losing money either due to lost equipment or costly last minute 'cross rentals' to fill an unforeseen gap in equipment capacity.

The Zeus Equipment Reservation Module solves these issues. With simple 'drag and drop' functionality, users can quickly locate equipment, check availability and make requests for "reserve-able" equipment in your facility. The simple Zeus user interface combined with robust configuration and automated historical data logging provides a solution that any organization can utilize to control the entire reservation process including ...

- managing active requests
- viewing upcoming requests
- using the tools to prevent, locate and resolve scheduling conflicts or shortages
- producing 'pick lists' of equipment that need to be prepared for the day
- managing cross rental equipment
- using a barcode scanner to check equipment in and out
- generating service requests directly from the check in screen if the equipment is returned needing repair
- viewing past due equipment
- and much more

Look no further for your equipment scheduling needs than the Zeus Equipment Reservation Module.

Escalations

Zeus provides escalation tools for problems resolution when an open problem has exceeded pre-defined time limits at a particular level. When an escalation rule is triggered, one of the following responses can occur:

- Incident is re-routed to another service group (for ex. From Level 1 to Level 2 support)
- Additional assignments can be made to the Incident, for example, the group's supervisor could be added to the incident
- Emails can be generated to notify stakeholders that an escalation rule has been triggered

Escalations can be programmed to respond to any number of incident's criteria, such as the incident's priority, categorization, systems affected, asset affected, etc.

Authorized users can be given the authority to "override" or stop the escalation process should the need arise. A full history of the escalation history for an incident will be stored with the incident for review / reporting as necessary.

Event Calendar

The Zeus Event Calendar allows for a calendar view of such item as scheduled preventive maintenance, tentative preventive maintenance, open incidents, changes, service requests, etc. This allows you to see your groups workload, manage their tasks, see what other groups are potentially working on that might affect you and more. With integrated schedule editing tools, requests can be scheduled as necessary to avoid conflicts.

Event Driven Communications

Zeus can send out automated emails whenever the status changes for a specific record. For

example, emails can be sent when service requests are created, assigned, resolved or completed. The contents of the email can be completely customized and include meaningful information regarding that service request directly in the email. Additionally, action tags would allow a user to update information about that service request directly from the email, without even logging into Zeus.

Many software applications may claim to do this, but it is typically an 'either/or' email system. You either get no email notification whatsoever, or you turn email notification 'ON' ... and everyone is mass-emailed, since every status change generates and sends another email creating an annoying flood of useless email noise that ultimately eliminates overall communications effectiveness.

So how does Zeus prevent this from happening? It automates this process and allows the selection of exactly which step in the process the email is sent. Do you want an email to be sent automatically to a user when their service request is complete? Maybe you also want them to get an email when the service request is assigned to a service person. Zeus is completely configurable based upon the requirements that you define. In addition, since each group and/or division in the system can define their own processes so that the workflow exactly fits their needs, the event driven emails can be set up as granular as each group or division wants.

Zeus not only has the ability to send out emails from service activities and status changes, but Zeus also has the ability to send emails out FROM an asset. For an example, say you have been having an issue with one specific asset, maybe a high-powered amplifier (HPA), a very critical piece of equipment in your transmission chain. You have talked with your VP of Operations, as well as the vendor and they have both instructed you to let them know immediately if anything happens concerning that HPA. In Zeus, an email template can be set up and attached to that specific HPA. If there is any movement within Zeus that 'touches' that HPA, an email will automatically be sent to that VP and that HPA vendor. Again, that is the power of Zeus.

Facility View

Use the Zeus View Active Tickets screen to get an immediate snapshot of your entire operation. An interactive hierarchy allows you to expand the details as much as you wish. By 'Location', you can view every work ticket that has occurred within a recent period and see if the ticket is resolved or still pending. You can also use the same tool to view the same information by 'System'. This is extraordinary useful information that spans the entire facility like a satellite problem or other communication system.

Users can quickly see if a problem has already been reported before reporting it again. A satellite teleport operator can view all open issues in his teleport before beginning his shift. This removes the potential of off-air incidents and further contributes to zero-downtime operations.

Hierarchical-based Asset Management

Hierarchical-based Asset Management, sometime called Parent/Child relationships, provides the ability to create strings of assets that act as one unit. These relationships are typically used to describe situations when assets are physically related, such as when a card is in a frame.

History Trail

Zeus not only knows where equipment currently is or who last touched it, Zeus automatically maintains a complete history of that equipment. Every location where a specific piece of equipment has ever been, every status change ever occurred, every person who's touched that piece of equipment, what they did, which parts were used, how much the parts and labor cost – a complete history is maintained.

How and why is this information useful? How many times has a bad piece of equipment floated around your facility before someone saw a trend and pulled it for service? With Zeus, that will never be a problem.

Incidents, Service Requests, Problems and Change Requests

The Zeus Workflow module enables for several different request types each offering different functionality and reporting options. Incidents are used for day to day interruptions in service or broken equipment and provide tools for documenting, evaluating and returning equipment to service. Problems can be used to organize multiple related incidents into one common problem to indicate a common issue between incidents and provide a centralized place to work on resolve them. Change Requests provide tools to document requested changes to your asset base and can track information such as the business case for making the change, costs, approvals, change plans, etc. Finally, Service Requests are a “catch all” request type that can be used for everything else.

Inventory Checkout Kiosk Screen

To facilitate fast parts tracking, a kiosk screen provides a fast way to log parts and inventories used from a stockroom. Users are not required to login and can quickly scan parts they are taking and enter the quantity.

Knowledge Base

Everything you do in Zeus is automatically recorded, whether it is movement of equipment, status changes or parts and labor costs. The beauty of this model is that the software is always collecting knowledge just by you doing your job. You can use the powerful search tools to see if anyone else has had the same service problem you are currently working on, even if it was across the country or on the other side of the globe. You can see if a problem keeps occurring in Teleport #8 that is not occurring anywhere else. You can capture, maintain, and re-use the expertise of retiring engineers and easily provide that knowledge to younger, less-experienced staff.

Mobile - Handheld

Take key asset management functions such as asset receiving and asset cataloging with you in the Zeus Mobile product. Running on a PDA type device with an integrated barcode scanner, you can use Zeus Mobile to interact with the full Zeus product in either real-time on a Wi-Fi network or in an offline mode for those times when a network connection is not available.

Multi-Group/Multi-Organization Support

For mid-to-large size businesses, information flow becomes more and more critical as the size of the business increases. As the enterprise size increases, so does the amount of data in the system. Vast volumes of unorganized data can quickly become unmanageable. For users to receive true value from data, your asset and service operations management solution needs to convert large volumes of raw data into *filtered* information pertinent to the current user. Many systems mimic data access control, by allowing groups or locations to be created within the software. However, when you look more closely, you see that there is nothing to prevent a user in Los Angeles from modifying or deleting information in the Chicago office. This is because those software systems have not tied their user or role-based security system to the group structure. A supervisor in L.A. has the same supervisory access across the board the entire organization.

Alternatively, Zeus provides tools to allow a user to have different functional access per group. In this way, a supervisor for your Engineering Group does NOT automatically have supervisory rights and privileges to your IT Group's information. Why would they have that authority in the software when they do not have it in real life? The Zeus architects take painstaking care to utilize complex enterprise business logic ensuring that your people have the information they need with 'real world' authorization levels to the data they touch.

Parts and Inventory Management

There are many reasons to keep track of your parts inventory from making sure you always have the parts on hand to repair critical equipment right when it fails ... to accountability with your accounting personnel. The Zeus Inventory system not only helps save you time and money, but also ensures that your facility runs smoothly. Elimination of repair delays and increased repair efficiency are both byproducts of having what you need, when you need it. Maintaining part availability also reduces repair costs eliminating 'rush orders' and overnight shipping of critical components you 'thought' you had in inventory.

Since the Zeus Inventory Module integrates with the Service Management Module, parts used to repair equipment are automatically logged to a service ticket AND the amount used is decremented from the 'on hand' inventory count, assuring that the inventory count is always accurate. Reducing slippage in your 'on hand' inventory with detailed history of part usage is yet another way Zeus helps your facility save time and money.

Whatever your inventory tracking needs are, Zeus helps you keep accurate stock levels with effective tools such as ...

- reorder alerts via email when you stock falls below a predetermined level
- an inventory monitoring queue that consolidates inventory needing reordering
- automatic quantity on hand adjustments when using parts in the Service Management Module
- automatic quantity on hand adjustments when ordering new parts from the Purchase Order Management Module

Preventive Maintenance Management

Everyone knows that the best way to make sure your facility runs smoothly is to take care of your equipment. Equipment that runs smoothly is equipment that is less likely to fail. Equipment that does not fail increases the overall productivity of a facility and reduces repair costs. However, in a facility with a lot of gear, who can remember what needs to be done and when.

The Zeus Preventive Maintenance Management Module helps define a maintenance plan and then provides reminders to do the work. Most importantly, the Zeus Preventive Maintenance Module fully integrates with the Zeus Service Management Module so when it is time to do preventive maintenance, you don't have to go looking for it! It *comes* to you! This module puts YOU in control of your maintenance plans with tools that allow you to control the frequency of the maintenance, see a full history of a preventive maintenance, specify equipment by either barcode, serial number or by using our dynamic equipment chooser ... and much more. Jobs can be pre-assigned to a specific engineer or assigned to any available engineer for servicing.

Purchase Order Management

If you are still using a paper-based purchase request system, you will really appreciate the Zeus Purchase Order Management Module, which incorporates your purchase order (PO) system with your asset management system handling your purchasing requirements from the initial request to the receiving and deployment process.

This module allows the creation of custom purchase request authorization processes. Additionally, the automated email system allows you to stay informed through email notification when important events occur such as required approvals, item receipt, etc. Zeus also automatically updates the database once items are received rather than having to create manually equipment or inventory records for the newly purchased items. In addition, detailed historical information can be retrieved about any purchase order, such as viewing when items are approved, received ... and much more.

Quick Searches

This tool allows frequently used or complex searches to be defined and saved as a 'quick search'. Saved quick searches can be selected the next time the search page is opened and Zeus will automatically return the results. Quick searches cannot only be saved for personal use but can be shared with other members in your group to share efficiencies amongst users.

Report Builder

Zeus incorporates an integrated report builder, which is another major differentiator of Obor's product. Many software products may tout a 'report engine' such as the Crystal Reports engine, but that DOES NOT MEAN that custom reports can be created. It simply means that pre-built reports come standard with the product.

Every version of Zeus includes a report builder. Custom reports can be easily designed and uploaded to the system for others to use. Based on a user's permissions, reports can include or exclude specific data, regardless of how the report was designed. For example, if a report is generated to show total cost of ownership of a type of camera including engineering labor costs, an engineer without the proper privileges would not see that labor cost detail. This view could be entirely different for a Director of Engineering who runs the exact same report.

Rich-Web Interface

Zeus utilizes a single Rich-Web interface. Powerful and intuitive Rich-Web interfaces are now the standard in enterprise software solutions. The Zeus Rich-Web interface includes technologies that eliminate screen refreshes. This is what the old-school guys call "flicker." And it also supports other traditional desktop features like drag-and-drop and auto-fill-in.

Rich-Web architecture also gives you many benefits that you simply can't get in a traditional desktop applications. Since Zeus is 100% web-based, there is no installation of software required on any client machine. A simple Internet Explorer 6.5 or newer web-browser is all you need. Additionally, Zeus will support other popular browsers including Firefox and Safari for users who wish to submit service requests, check the status of service requests they've entered, or use the equipment reservation features.

Search Sharable Spares

Users can share assets and inventory across divisions in their Zeus installation. The Search Shareable Spares tool allows users to search across the entire enterprise for assets and inventory marked as available as a spare.

Assets and inventory can be flagged with a sharable status for quick availability using the Zeus 'Swap It' tool. This tool can save immense amounts of time by eliminating phone calls to check for needed equipment. You may also choose to allow assets be seen by others in your Group, or by other Groups and Divisions, as both Assets and inventory can be transferred from one Division to another using the Change Owner Group feature on the asset detail page. This allows technical groups to indicate assets that are available on a facility-wide or a global-wide view, also

eliminating wasted communication time and providing an overall health assessment of redundant equipment availability. For an example, one teleport in Iraq can see the extra HPA as a sharable spare at another teleport with Group visibility turned 'ON'.

Service and Warranty Contract Management

How much money do you think you've lost paying for fixes to equipment that were covered by a warranty or service contract, but you simply didn't know you had one? On the other hand, maybe you knew you had purchased coverage, but when you went to use it, it had expired. This happens more than you think. Your vendors *expect* it to happen, which is one way they make money! The problem is you *lose* money by not efficiently utilizing and leveraging your contracts and warranties.

Zeus solves this problem. With the Contract Management Module, warranty and service contracts are easily tracked to provide 'actual cost', monitor expiration dates, provide contract benefits ... and much more. Zeus automatically notifies your service personnel when equipment requiring service has contract coverage so they do not have to do a specific search for this information. All of these tools significantly help to better leverage your contracts.

In addition, Zeus includes a Contract Evaluator, providing the 'actual' value received from your contracts, allowing you to know if the \$50,000/year you pay "Acme Service Provider" is really worth it or not. Armed with this data, you can choose to self-insure and not renew a contract or decide to renegotiate better terms with a vendor, using 'actual' data to prove your point.

When it comes to ROI, there is no question that benefits from the Zeus Contract Management Module can pay for the entire Zeus product within the first year's use. The question then becomes, can you afford **NOT** to manage your contracts with Zeus.

Service Management

A technical facility's assets are critical. So when there is a problem, engineers and service personnel need an efficient system for being informed of the issue, getting the problem into the right hands for resolution, solving it in the most expedient way possible, and then ensuring that all interested parties know the problem has been resolved. That is the core of a good asset and service operations management solution.

Service requests in Zeus are intelligently routed to the appropriate service group, where supervisors can assign certified technicians based on their workload. Equipment documentation, training and maintenance procedures are readily available from the Service Request screen. The Service Management Module is also fully integrated with the Asset and Contract Management Modules, allowing technicians to take parts out of inventory and associate labor and parts with a specific service contract or warranty. Users can also leverage Zeus to create and update service requests from their email account. Requestors can send an email to the Zeus application to create a new ticket, instead of having to log in. Additionally, Action Tags allow engineers to update the status of a service request from their cell phone or PDA, as well as self-assign a request to begin resolving a problem.

Shift Notes

The Zeus Shift Notes tool will instantly improve communications within your department, facility, network or station group. Technical facilities often operate in a multi-shift environment, many times 24 hours per day. Even single-shift operations greatly benefit by improved communications using Shift Notes to provide a simple and easy way to share information within a department.

The Zeus Shift Notes tool is designed so that users can quickly enter a shift note, view today's shift notes, view last week's notes or even request a specific date range of notes. A super search tool also exists to access specific notes and a simple check box allows shift notes to be instantly emailed to a person or group of people using the Contact Module or simply drag and dropping the contacts from Outlook or any other email program.

Additional Shift Notes power is derived from the ability to use the Groups and Divisions tool to move up and down the hierarchy tree to broaden or shrink your view. This allows an engineering supervisor to see all the shift notes in his department, while the VP of Operations for a Commander could view all notes from all teleports. Like all functionality in Zeus, these views and privileges are completely customizable to your needs and permissions structure.

Training Integration

Take full advantage of training materials for equipment provided by vendors, as well as your own internal training programs by using the hierarchical-based training element to link training materials. This training can be any media, from simple PowerPoint presentations to remote hosted computer-based training. Zeus's parent company, Obor Digital, has been developing computer-based training products since the early nineties with training content development and management technologies second to none.

So what does this mean for your business? Zeus is all about providing users with power, control and flexibility being based upon real life enterprise business logic. The business logic in Zeus runs an advanced very intricate logarithm 'under the hood', automatically, just like everything else it does. As soon as a new service request is generated, Zeus looks at the reported asset, and reaches into the training repository to link automatically all available training materials to the service request. Once again, without leaving that screen, one simple click opens up all the training materials.

For an example, remember that great PowerPoint presentation left behind last week by the high-powered amplifier representative who trained your first-shift engineers about the maintenance for the HPA in the teleport? With Zeus, that presentation could be linked to that asset so that anytime an engineer works on that server, one simple click opens it up. It is truly that easy.

From one easy-to-use asset screen, an engineer can view training materials, technical manuals, installation notes, pictures, drawings, manufacturer's websites, etc. There is no end to the list or the numbers of attachments that can be linked to an asset.

Additionally, you can add training at BOTH the asset type AND asset levels. For an example, if you have a number of Satellite-500s, you can assign training once and it will automatically display on every Satellite-500 screen. However, if you have a specific Satellite-500s that is unique, i.e. has a specific analog input card, additional training could be linked to that specific asset.