



# Bulletin

## Serviceeye

H.T. Lyons, Inc.  
Allentown, PA

### INTRODUCTION

The 2010 winner of MCAA's E. **Robert Kent Award for Management Innovation** is **H.T. Lyons, Inc.** (Allentown, PA) for its custom-design service software, **Serviceeye**. Service mechanics, project managers and dispatchers worked internally to create a service software package that would reduce the costs of service technicians' paperwork associated with equipment maintenance and repairs and construction. Serviceeye provides detailed work and billing history for each piece of equipment covered by H.T. Lyons, eases access to documents, simplifies the payroll process, provides an affordable solution to remote monitoring, saves the company over \$40,000 per year in unbillable labor costs and much more.

Since winning the E. Robert Kent Award, contractors from across the U.S. have contacted H.T. Lyons about logistics and costs involved in installing Serviceeye in their operations.

### WHAT IS SERVICEEYE?

Serviceeye is an informational tool that allows users to log onto serviceeye.net from anywhere to view the details of service activity immediately after work is performed. Electronic service reports greatly reduced the time, costs and paper previously used to administrate and document service and maintenance work.

Serviceeye is also a communications tool that allows users to post messages and action items to one another on a "bulletin board," assuring that critical communications are transferred to all concerned parties.

Serviceeye is also a remote monitoring tool on working screens, making live data readily available 24/7 to users on five parameters. Historic trend reports are also easily viewed on-screen.

Serviceeye allows service and repair data to be tracked by each piece of equipment, thereby simplifying replacement cost analyses and quantifying the cost of unreliable equipment.

Serviceeye is also a document management tool that allows critical operation and maintenance documents, such as wiring diagrams and parts lists, to be stored for easy access by any user at any time.

## HOW DOES SERVICEEYE WORK?

The following provides a step-by-step breakdown of the procedures involved in Serviceeye's operation:

1. Project Managers set up project folders and service supervisors create service contract folders for each client. The folders are organized to create a logical file "tree" and include basic information, such as the appropriate union rate for the associated work.
2. Dispatchers schedule projects, preventive maintenance visits and service calls by creating Work Orders in the company information management/accounting system.
3. Every 15 minutes, Work Order information is automatically exported to the appropriate Serviceeye folder and made available to technicians via the Internet to their workbooks.
4. Technicians use their wireless workbooks to view Work Order information, O&M documents, comments and any other information stored in Serviceeye folders. They can select open Work Orders and create Electronic Service Reports (ESRs) as they perform their tasks.
5. When performing service work, technicians assign ESRs to specific pieces of equipment which in turn causes a service and cost history to be created for the piece of equipment.
6. When the work is completed, the technician clicks "save" and the ESR is instantly e-mailed to the customer contact associated with that folder, dispatch and the technician's supervisor.

7. Each evening, Serviceeye summarizes the ESRs created that day and e-mails a Daily Summary Report (DSR) to dispatch and service supervisors.

8. Each morning, dispatch reviews the prior day's DSR to confirm the data is correct.

## WHAT ARE SERVICEEYE'S BENEFITS?

Companies that adopt Serviceeye into their operations will realize a number of important and valuable benefits:

- **Easily accessible O & M records**  
Serviceeye makes available O&M records, as-built information, start-up records, digital photos and more at any time, day or night.
- **Prompt delivery of service reports**  
Once a service visit is complete, Serviceeye instantly e-mails a copy of the service report to the customer and makes a PDF version available for viewing on the Serviceeye website.
- **Simplified tracking of the service history and expense for specific pieces of equipment**  
Serviceeye maintains an electronic folder for each individual piece of equipment. Service reports, invoices, comments and documents related to each piece of equipment are stored in this file and can be sorted and viewed in a variety of ways.
- **Provides inexpensive remote monitoring and trending of a customer's facility**  
Serviceeye has the capability of monitoring five parameters for less than \$1,000 in hardware and one day's labor. The Serviceeye screen is designed to keep the five monitored parameters viewable

whenever Serviceeye is being used, alerting users to unusual or problem situations. Serviceeye also produces trends and can be programmed to send e-mails at pre-determined times.

- **Eliminates downtime**  
Serviceeye instantly e-mails service reports to service supervisors and dispatch when a visit is complete. Dispatch and supervisors also receive a summary of daily activities.
- **Improves communication between technicians, the office and customers**  
Serviceeye's electronic bulletin board feature allows users and customers of specific accounts to post and respond to comments. Management instantly sees all comments requiring their action.
- **Simplifies and expedites the payroll process**  
When projects and service contracts are created in Serviceeye, dispatch provides the proper rate class for each piece of equipment. Technicians never need to enter pay rates, and all payroll information is automatically entered into the payroll system each Sunday night.

- **Reduces management time spent reviewing service reports and preparing invoices**

Serviceeye's electronic service reports are pull-down boxes and auto-fill data from dispatch to simplify the technician's job. The reports can be quickly and easily checked for accuracy by dispatch as the work is completed. The reports are entered into the billing system, allowing billing clerks to check for accuracy.

**For more information about Serviceeye, please contact Richard U. Perosa, president of H.T. Lyons, at [RUPerosa@htlyons.com](mailto:RUPerosa@htlyons.com).**