



Are you ready to drive your business forward?

Business Presentation

Certified Company



Certified Partner



Supporting Member



# ABOUT US

Know more about our history, mission, vision and values



## HISTORY

AT4 Smart Services was born in 2017 with long-term and multisectoral knowledge and experience, thanks to the know-how acquired by the hired staff, coming from a spin-off organized by a multinational company dedicated to the development of activities carried out on productivity, efficiency and reliability.



## MISSION

Deliver an advanced digital management platform to drive the best in class of maintenance target with highest performance on reliability, productivity and efficiency.



## VISION

Realizing high technology solutions based on deep learning, machine learning and artificial intelligence fully integrated in the Industrial digitalization 4.0 process.



## INNOVATION

Through our commitment to continuously innovate, we unlock a new value everyday.



## PROFESSIONALISM

We know how to do our job and we are fearless in pursuit of reaching your goals.



## CLIENT SATISFACTION

The reason we exist is the Client and the satisfaction of its needs.

OUR CORE VALUES



# ADVANCED

*Stands for*

Digital management platform for the best-in-class maintenance concepts with highest performance on Reliability, Efficiency and Productivity

# TECHNOLOGY

*Stands for*

Solutions based on deep learning, machine learning and artificial intelligence fully integrated in the Industrial digitalization process to predict and prevent failures

# 4

*Stands for*

Industry 4.0



# SMART

*Stands for*

Productive solutions developed with user-friendly web and mobile applications integrated on industry processes

# SERVICES

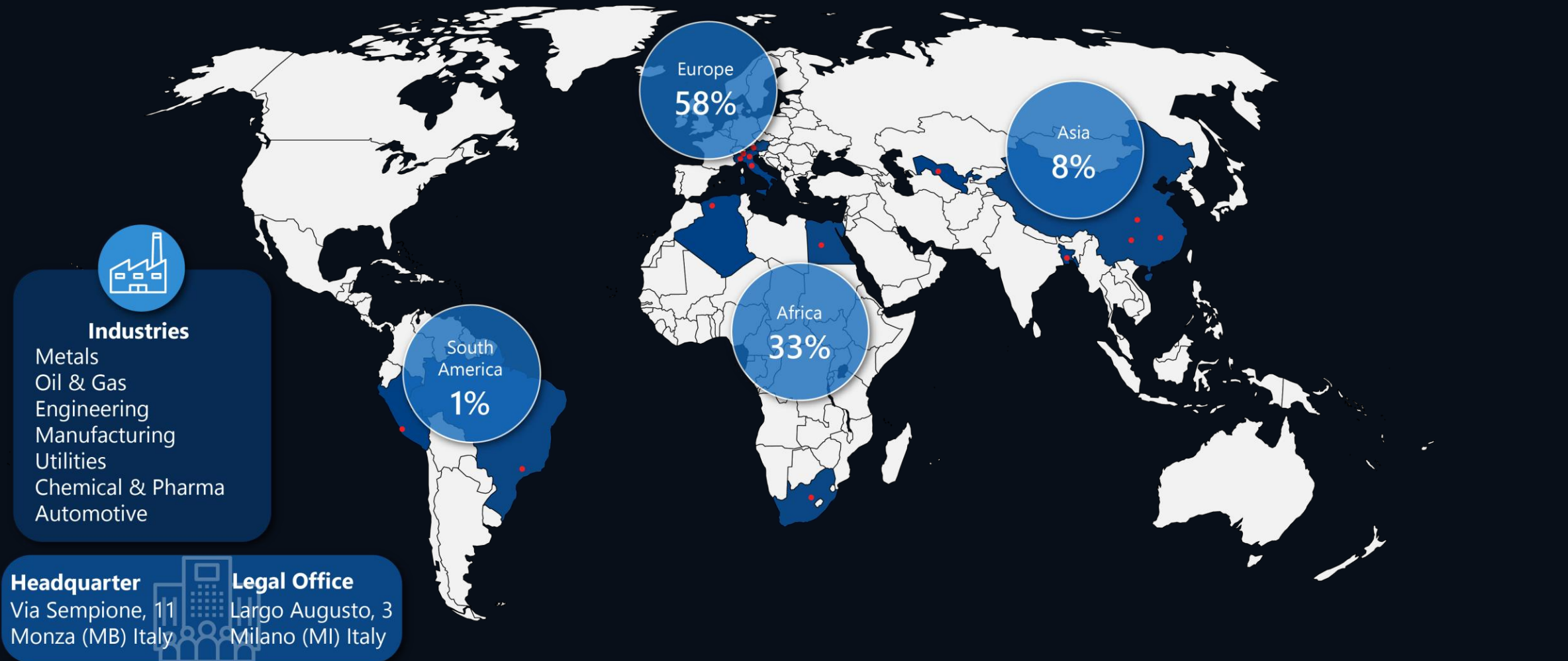
*Stands for*

High performances for the entire Asset Management value chain and the production process



# OUR PROJECTS & LOCATIONS

Wherever you are, we help you find the right way for operational excellence

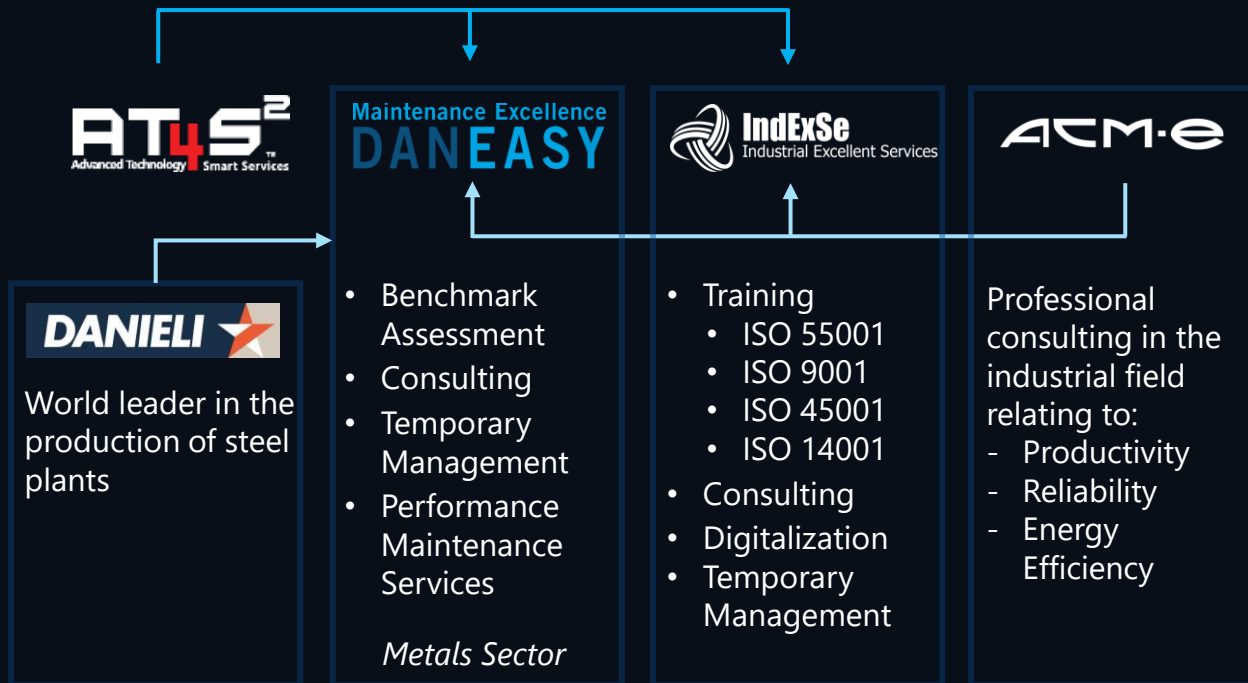


# NETWORK & PARTNERSHIP

Our success is based on stable partnerships and shared knowledge

## Group Companies

AT4 Smart Services belongs to a network of companies, created to satisfy all needs and wishes of customers in various business sectors.



## Our Partners

We work with Partners with an important level of technological competence and interested in innovating every day with our R&D department.

We develop a partnership of trust to increase our reliability and the satisfaction of our customers to the highest level.



Enterprise Asset Management Systems



Information Security (Easynet group)



Hosting & Data Center



Hosting & Data Center



3D Modeling Systems



Networks & Infrastructure



# MAIN GROUP REFERENCES

## Oil & Gas



## Retail & Fashion



## Metals



## Manufacturing



## Utilities



## Chemical & Pharma



## Engineering



## Food & Beverages



## Minerals & Mining



## Public



## Transport



## Pulp & Paper



## Automotive



# OUR BUSINESS IN A NUTSHELL

Developed through our solid and deep competences acquired in the years

## OUR OFFER



Professional Consulting



Digitalization Process



Systems' Integration

## MAIN BENEFITS



Cost savings



Safety and  
quality



Industry 4.0



Warehouse  
optimization



Productivity &  
Reliability  
improvement

## CUSTOMER VALUE



Dynamic



Smart



Real knowledge



# PROFESSIONAL CONSULTING



# PROFESSIONAL CONSULTING – AREAS

## RE-ENGINEERING OF THE ORGANIZATION AND MAINTENANCE PROCESSES

- Maintenance re-engineering
- Process map, definition of responsibilities and roles
- Skills assessment
- Performance Management development
- Planning and Scheduling
- Logistics re-engineering (warehouses, purchases)
- Change Management
- ISO 55001 implementation

## IMPROVEMENT OF THE RELIABILITY AND AVAILABILITY OF THE PLANTS

- Equipment breakdown structure
- Asset criticality analysis
- Reliability Centered Maintenance (RCM)
- Failure Mode Effect and Criticality Analysis (FMECA)
- RAM performance simulations based on stochastic models
- Asset integrity review
- Risk Based Inspection (RBI)

## PREVENTIVE AND PREDICTIVE MAINTENANCE OPTIMIZATION

- Preventive, Predictive and Condition-based maintenance design
- Development of standard maintenance operating procedures
- Identification and preparation of law-driven Maintenance
- Drafting of preventive and predictive maintenance plans for assets and activities with security constraints
- Regulatory compliance assessment

# PROFESSIONAL CONSULTING – AREAS

## WAREHOUSE AND SPARE PARTS OPTIMIZATION

- Spare parts analysis and classification
- Inventory review and optimization
- Optimal stock level calculation
- Stock-out assessment and reduction
- Materials standardization
- Materials management processes and workflow design and implementation
- Warehouse automation design and implementation

## ENERGY EFFICIENCY IMPROVEMENT

- Detailed Energy Efficiency Audit
- Elaboration of the portfolio of improvement opportunities
- Feasibility study of the opportunities identified
- Technological scouting and qualification
- Installation of Energy Efficiency equipment
- Installation of energy monitoring systems

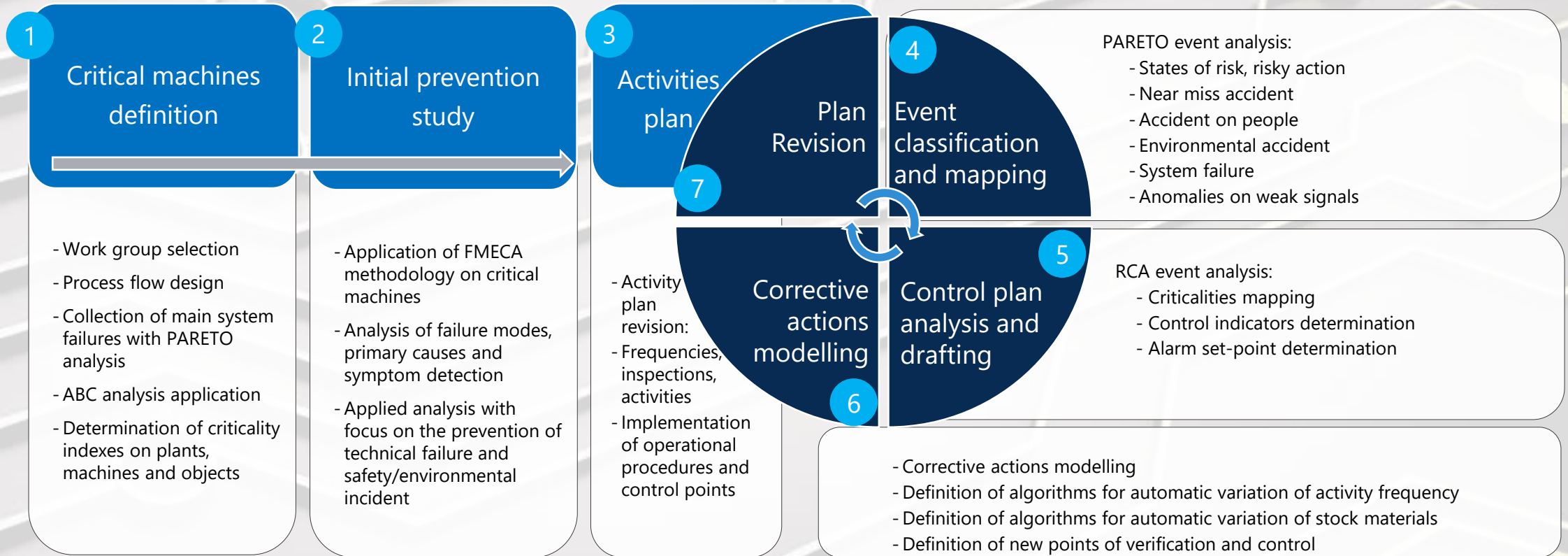
## TRAINING AND COACHING

- Training for Maintenance Managers
- Training for Maintenance Engineers
- Training for Maintenance Supervisors
- Specific training on technical topics
- Medium-long term support and tutoring
- Skills re-qualification
- ISO 9001, 45001 e 14001 training

# PROFESSIONAL CONSULTING MODEL

Continuous improvement process

## PROCESS FLOW



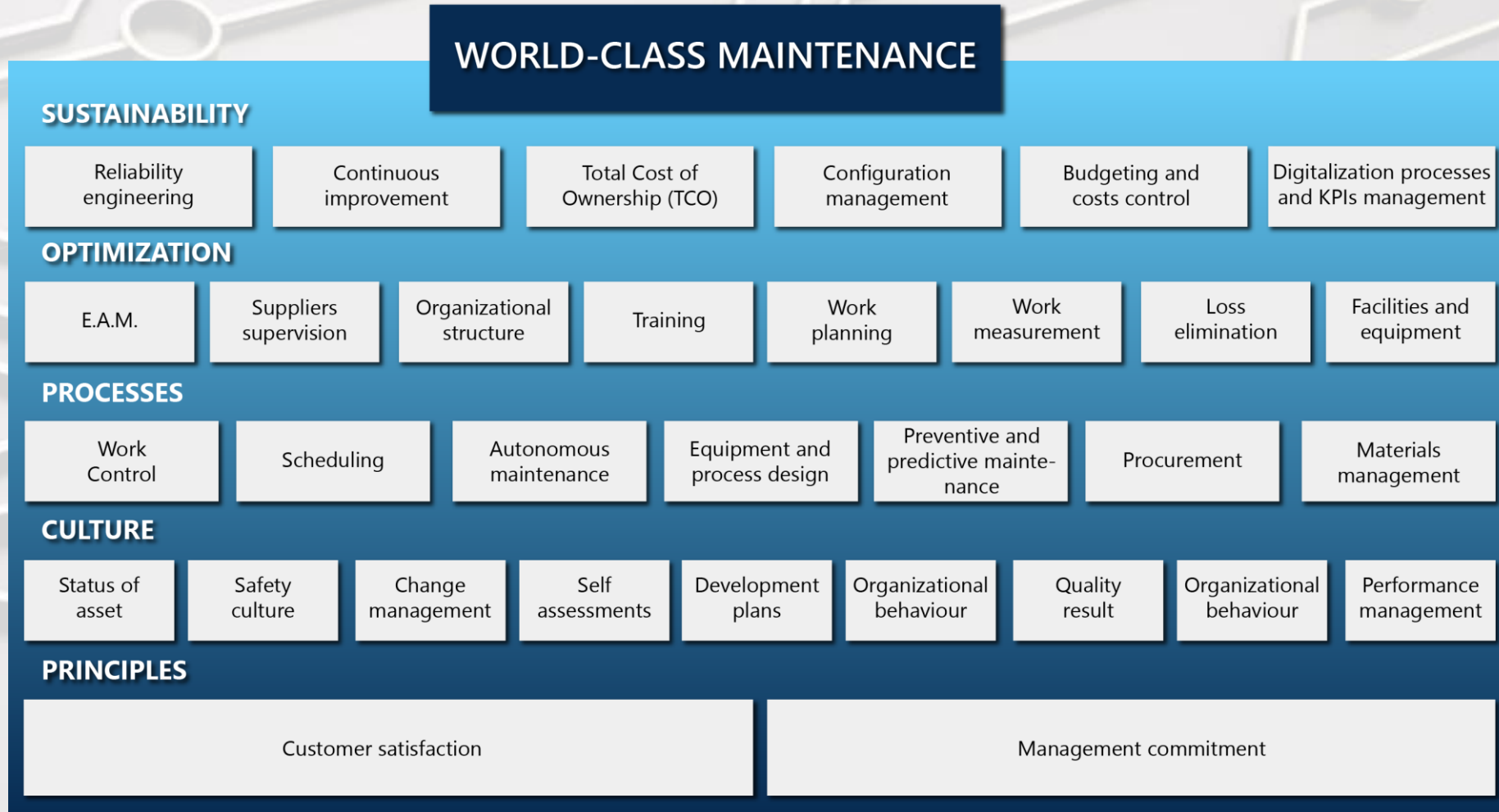
## METHODS APPLIED





# PROFESSIONAL CONSULTING MODEL

WCM – World Class Manufacturing / Maintenance

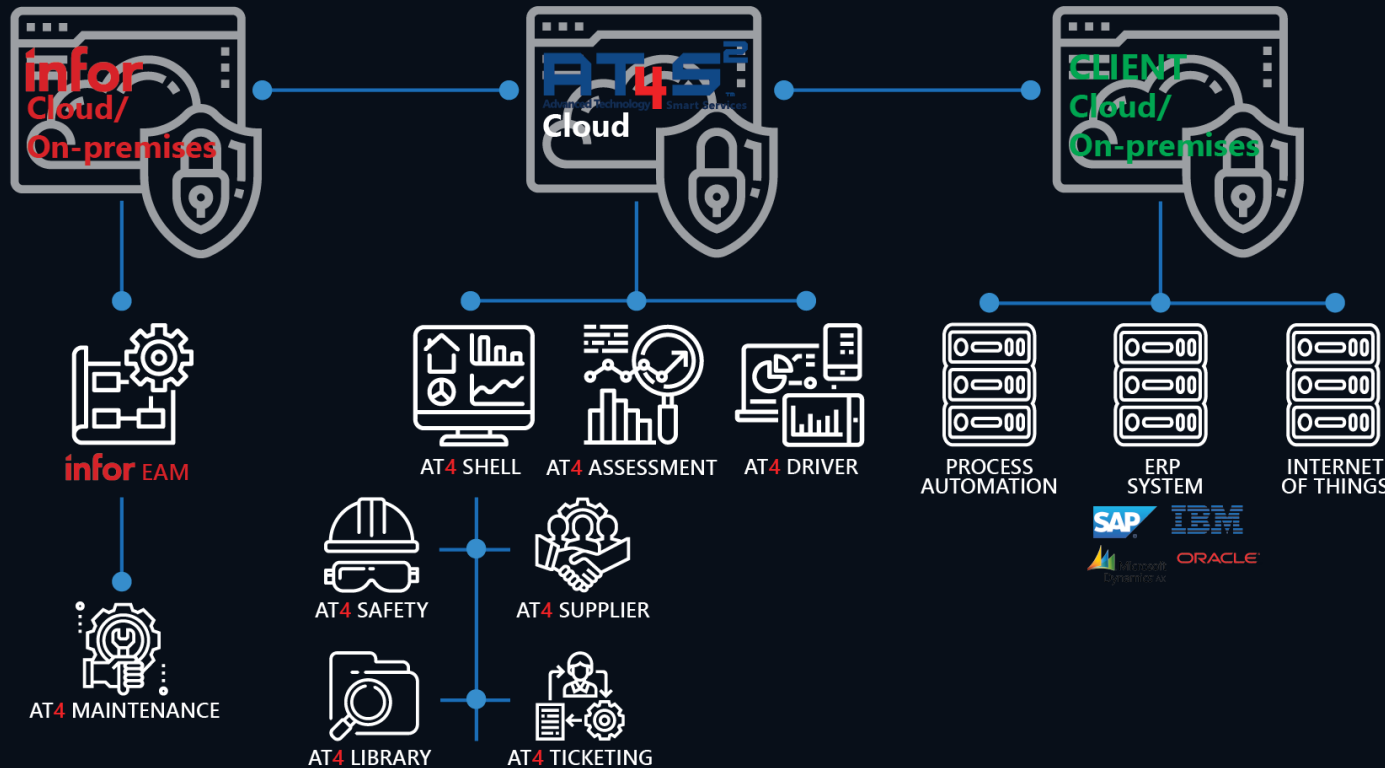




# DIGITALIZATION PROCESS

# DIGITALIZATION PROCESS

Always keep under control your efficiency, reliability and productivity



## INFOR EAM

Management of Enterprise Asset Management processes

## AT4 MAINTENANCE

«Mobile» management of Infor EAM processes

## AT4 DRIVER

Smart dashboard for performance monitoring

## AT4 ASSESSMENT

Performance assessment

## AT4 SHELL:

Includes the following 4 modules:

### → SAFETY

Management of Safety and Environment processes

### → SUPPLIERS

Qualification and assessment of Suppliers, management of company and site documentation

### → LIBRARY

Document management system, data collection forms and internal/external hyperlinks

### → TICKETING

Service Level Management (SLA) with KPIs



Infor EAM is the top of the Enterprise Asset management software solutions for the management of corporate resources with integrated functionality and flexibility.

Integrated with the solutions of the AT4S2 platform, the various ERP systems and technological automation systems, Infor EAM is the basis for the implementation of continuous improvement processes and the implementation of a world-class Maintenance process.

Infor EAM manages the entire process of organizing resources: from purchase requests to purchase orders and performance reporting and recording, from spare parts inventory to safety stock management, from the skills of technicians to the skills of suppliers.



# Infor EAM

More than 30 years in leadership and innovation

## Rapier-R5

Character based  
Terminal Host

## MP2

15,000  
Customers  
Worldwide

## MP5

Asset Tracking  
Linear Asset  
Management

## DataStream 7i

Web-based / Cloud  
Multi Site  
Multi-Language  
GIS

## Infor EAM

Call Center  
Facilities Management  
Sustainability  
Advanced Mobile

## Infor 11.x EAM

RCM & Risk Mitigation  
Mobility Re-Envisioned  
Alert Management  
ION Expansion

1986



1990



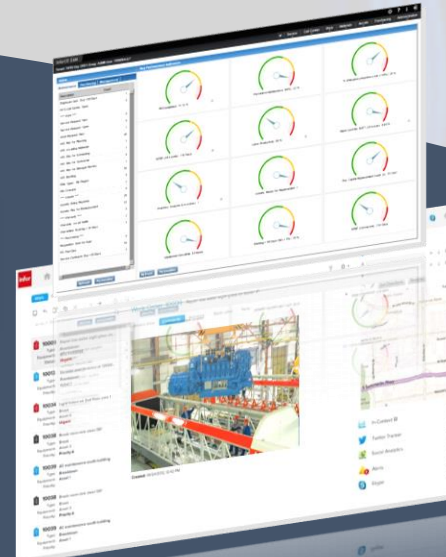
2000

**Datastream 7i**



**SPEAR 4i**

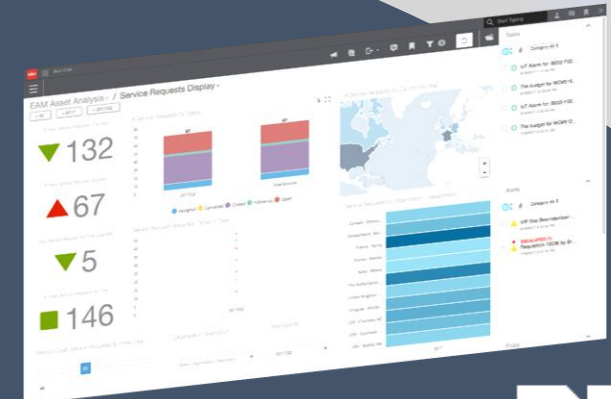
2006 Infor EAM



2012-2020

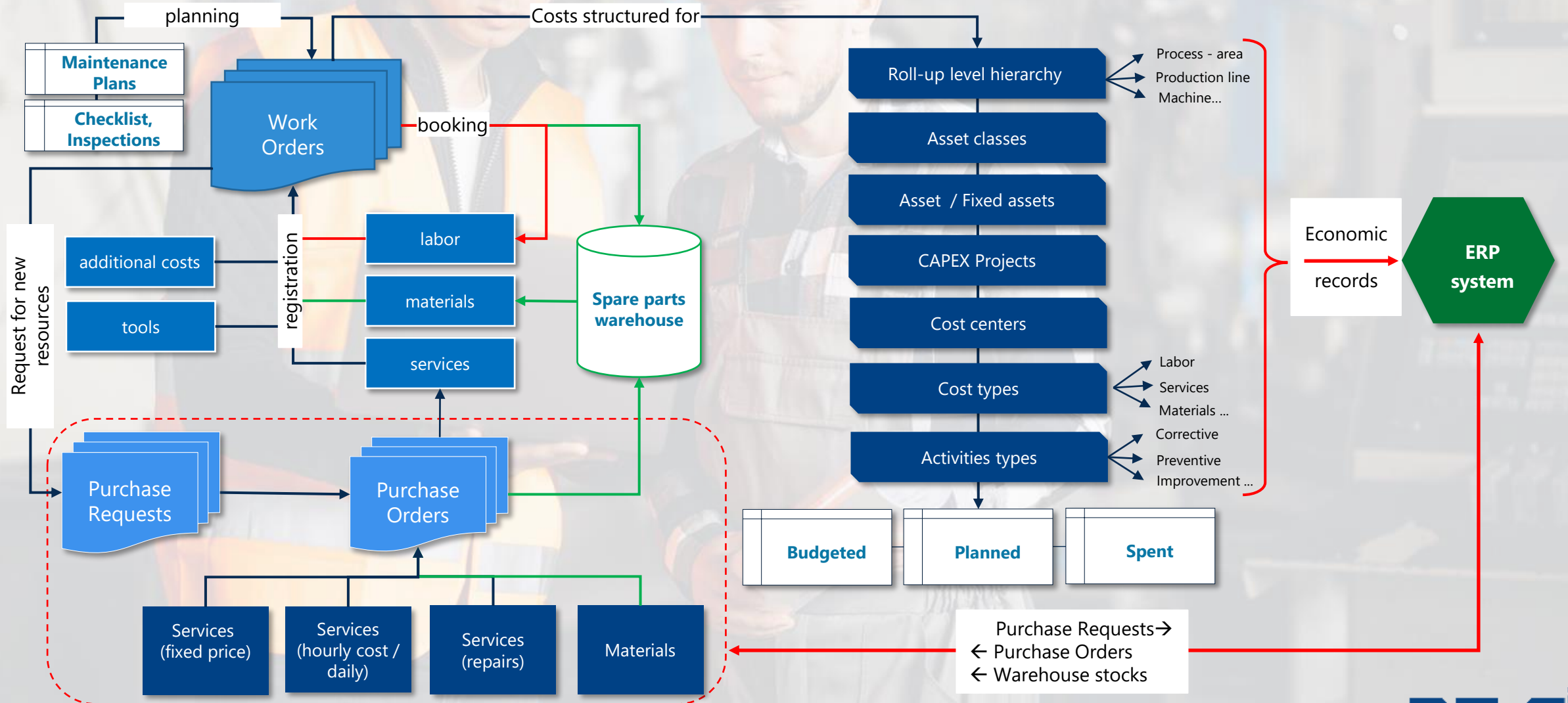
**openCAD**

**Open BIM**



# Infor EAM

Customizable flows in accordance with the current organization





# AT4 MAINTENANCE

Efficient mobile management of Infor EAM

AT4 MAINTENANCE is the web app developed ad-hoc by AT4S2 for the complete mobile management of the Infor EAM software processes.

The flexibility of use with any mobile device or web browser and the free customization in the use of the customer's custom fields make AT4 MAINTENANCE an indispensable tool to support the daily activities carried out directly in the field.

The main features are:

- Work Order Management
  - job assignment
  - change state
  - asset and resource management
  - manpower planning and accounting
  - comments, photographs and documents
  - final balance of materials and services
  - technical justifications
- Checklist management
- Materials management

The screenshot displays the AT4 MAINTENANCE web application interface. The main screen shows a work order management form with fields for 'Ordine di Lavoro' (126937), 'DESCRIZIONE' (Ciao), 'SEDE TECNICA' (Banco Valvole), 'GERARCHIA' (Area EAF - Lancia Parpi - Banco Valvole), 'TIPO' (Assistenza), 'REPARTO' (ACCI), 'CLASSE' (Revisione/Rigenerazione), 'PRIORITÀ' (02-URGENTE), and 'STATO' (In Esecuzione). There are buttons for 'Cambia' and 'Scansiona QR'. A sidebar on the right shows a list of work orders with columns for 'ACCI', 'megatest', and '02'. A modal window on the right shows a form for 'Tipo', 'Priorità', 'Descrizione', 'Classe', and 'Sede Tecnica'. Another modal window on the right shows a form for 'Allegato' with a 'Select File' button and 'Segnala' and 'Consuntiva' buttons.

# AT4 DRIVER

## Smart Dashboard

**AT4 DRIVER is the heart and intelligence of the platform.**

It is an intelligent dashboard that allows you to monitor each individual asset, technical family, functional hierarchy or cost center in real time:

- of general costs divided by type of activity and cost item (labor, materials and services)
- the value of the warehouses and the classes of materials
- of the reliability indices relating to the assets / production lines
- of work orders and their backlog
- productivity data
- security data
- of efficiency results

comparing production sites, states and regions through graphs, indicators and KPIs.



# BEST IN CLASS MAINTENANCE SYSTEM

Example of main parameters managed by AT4DRIVER

AREA	CATEGORY		AREA	CATEGORY	
WORK ORDERS & TICKETS	Status		COSTS	per type of work	Maintenance type
	Category			per asset	Work type
	Classes				Account type
	Lead time				Equipment tree level
	Backlog				Category
Pareto Analysis			Asset - Criticality		
			TCO - Total Cost of Ownership		
		Pareto analysis (only per multisite)			
SAFETY	Global Safety Index	IF - Frequency Index	PRODUCTION PRODUCTIVITY	Cycle time	
		IG - Gravity Index		Set-up time	
	Categorization	Incident		Downtime	
		Causes		Overall Equipment Effectiveness (OEE)	
		Place		Quality production result	
Part of body		Traceability	Products		
Site		Orders			
Mean time action follow up			Raw material	Stock	
Preventive inspection			Consumption		
Unsafe conditions					
QUALITY	Legal requirements	PmP on time delivery	MAINTENANCE PRODUCTIVITY	Maintenance schedule compliance	
	Product requirements	Calibrations results on target		Maintenance planning compliance (result/planned)	
RELIABILITY	MTTR			Maintenance overtime	
	MTBF			WO with registered costs	
	RPI - Reliability Performance Indicator (MTBF/MTTR)			WO opened on machine level	
			Root cause analysis on WO breakdowns		
CONTINUOUS IMPROVEMENT	Activity & projects gant		WAREHOUSE	Inventory Rotation	Products
	Training hours			Index (IRI)	Orders
	Suppliers evaluation			Value	Stock
	Customer satisfaction				Consumption
EFFICIENCY	Maintenance cost on budget		Stock out alarm		
	Productivity cost		Safety Stock		
	Energy vectors cost efficiency		Critical spares alarm		
	Maintenance productivity		Multiwarehouse management		



# BEST IN CLASS MAINTENANCE SYSTEM

Example of Performance Indicators based on BS EN 15341 STANDARDS

## PRODUCTIVITY

- Productivity Indicator/ total performance (Overall Equipment Effectiveness)
- Technical Downtime (TD)
- Process availability, line, machine
- Product quality



## PERSONNEL

- Hours spent on training on hours worked
- Overtime work
- Staff Assessment

## RELIABILITY

- Reliability Performance Indicator (RPI)
- Mean Time Between Failures (MTBF)
- Mean Time To Repair (MTTR)
- Compliance of the maintenance program



## EFFICIENCY

- Scheduled maintenance on total maintenance
- Planning respect
- Total maintenance costs
- Energy Efficiency



## STOCK & SPARE PARTS

- Stock value (YSV)
- Spare parts turnover index/warehouse (IRI)
- Spare parts with stockability indicators on spare parts total

## SAFETY

- Global safety indexes
- Number of preventive safety inspections
- Number of detected unsafe conditions
- Average resolution time of an anomaly

## SUSTAINABILITY

- Percentage in compliance with legal maintenance
- Percentage of maintenance plans that have been carried out
- Compliance with training plan

# AT4 ASSESSMENT

## Assessment & Benchmark

AT4 ASSESSMENT is a tool developed to support evaluation processes, managerial and non-managerial, through self-assessment questionnaires with preconfigured checklists.

The configuration of AT4 ASSESSMENT is focused on 3 main areas:

- Analysis of maintenance processes  
*(in accordance with ISO 55001)*
- Performance Analysis  
*(in compliance with UNI EN 15341)*
- Analysis of the skills of Maintenance personnel  
*(in compliance with UNI EN 15628)*

It consists of two main parts: a central web application that can be accessed via an Internet browser and a mobile application for installation on mobile devices, such as smartphones and tablets, which can be easily used while working.

**AT4 ASSESSMENT**

**Surveys**

Competence area	Survey
01a - Organizzazione e manutenzione	MMA-003-EN - Material Procurement Mgmt, 03
01b - Maintenance organization & methodology	MMA-004-EN - Material Storage Mgmt, 04
01c - Качественное управление	MMA-005-EN - Material Withdrawal Mgmt, 05
02a - Valori tecnico-economici	MMA-006-EN - Supplier Procurement Mgmt, 06
02b - Technical-economic values	ITE-001-EN - Asset Registry CMMS, 01
02c - Тестирование оборудования	AMA-004-EN - Budgeting Asset Mgmt, Strategy, 04
02d - Abilità delle risorse	ITE-002-EN - Business Processes CMMS, 02
02e - Maintenance skills	AMA-005-EN - Cost control Asset Mgmt, Strategy, 05
03a - Управление производственными ресурсами	WEX-001-EN - Daily Work Work Execution, 01
04a - Salute, sicurezza e ambiente	REN-001-EN - Configuration Management Reliability, Eng, 01
	WMA-001-EN - Contractor Management Work Mgmt, 01
	AMA-006-EN - Cost control Asset Mgmt, Strategy, 06
	WEX-002-EN - Facilities and Equipment Work Execution, 02
	REN-002-EN - Document Management Reliability, Eng, 02
	REN-003-EN - Equipment and Process Reliability, Eng, 03
	RCE-003-EN - Governing Principles Reliability Culture, 03

**AT4 ASSESSMENT**

**Work status - Tree**

Execution ×

Assignments

Work status

Tree

Team

Linea MARTE [PL-Long products]

Survey	Operator	Required questions	Optional questions
Manutentore	ITGENMED05 (ITGENMED05)	18 / 18 (100%)	4 / 4 (100%)
Completamento operatori	ITROGA001 (ITROGA001)	13 / 14 (93%)	No optional
Manutentore	ITGENEL002 (ITGENEL002)	18 / 18 (100%)	2 / 4 (50%)
Supervisore	ITMACUB001 (ITMACUB001)	28 / 28 (100%)	2 / 4 (50%)
Attività giornaliera	ITMACUB001 (ITMACUB001)	8 / 8 (100%)	No optional
Manutentore	ITGENEL034 (ITGENEL034)	18 / 18 (100%)	4 / 4 (100%)
Manutentore	ITGENEL027 (ITGENEL027)	0 / 18 (0%)	0 / 4 (0%)
Manutentore	ITGENEL040 (ITGENEL040)	0 / 18 (0%)	0 / 4 (0%)
Supervisore	ITPAMAR001 (ITPAMAR001)	4 / 4 (100%)	No optional
Gestione dei contratti	ITMACUB001 (ITMACUB001)	4 / 4 (100%)	No optional
Stima e misurazione delle attività	ITMACUB001 (ITMACUB001)	9 / 9 (100%)	No optional

# PERFORMANCE ASSESSMENT



## QUALITATIVE ANALYSIS

**12 areas of self-assessment** and site survey:

- Asset management strategy
- Enterprise Asset Management System (EAM)
- Human resources management
- Materials management and warehouse
- Performance management
- Planning and scheduling management
- Culture of reliability
- Reliability engineering methods
- Execution of works
- Work management
- Health, Safety and Environment
- Ability of maintenance personnel

ISO 55001

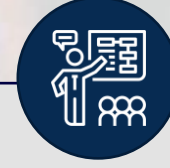


## BENCHMARK ANALYSIS

**44 benchmark indicators**, divided into 3 groups:

- Economical
  - Total Maintenance Cost/ Revenues
  - Total Maintenance Cost/Quantity of Output
  - .....
- Organizational
  - % of hours planned vs hours worked
  - % of worked hours per maintenance types
  - .....
- Technical
  - Plant availability
  - MTTR, MTBF,
  - .....

UNI EN 15341



## QUALIFICATION OF MAINTENANCE PERSONNEL

**3 professional figures** for personnel qualification in relation to the tasks to be carried out in the context of the maintenance of plants, infrastructures and production systems.

- Maintenance manager
- Maintenance supervisor and maintenance engineer
- Maintenance specialist

UNI EN 15628

# AT4 SHELL

A program designed for the efficiency of the main business processes in compliance with ISO standards

The screenshot displays the AT4 SHELL software interface. The top navigation bar includes the AT4 SHELL logo, a user profile icon, and four main menu categories: SAFETY, SUPPLIERS, LIBRARY, and TICKETING. Below these, four dropdown menus are visible, each containing a list of sub-features. The first dropdown (under SAFETY) includes People, Analysis Settings, Tour Settings, Areas, New Event, Events, and Tours. The second dropdown (under SUPPLIERS) includes Disclaimer, Approval Groups, Document Category, Supplier Catalog, and ERP Registration. The third dropdown (under LIBRARY) includes Extensions, Metadata, Document Types, Approval Groups, Roles, Folders, Lists, Forms, Documents, To Be Approved, and Reports. The fourth dropdown (under TICKETING) includes Tickets and Settings.

**Product features:**

- Multi site
- Multi language
- Group permissions profiling
- User permissions profiling
- Web and Mobile use
- Automatic management of system notifications
- Automatic email management
- Provided in SaaS mode (Software as a Service)
- Single Enterprise license per site
- Unlimited number of users



# AT4 SHELL – SAFETY

Operating module for the complete safety management

SAFETY is a module included in the AT4 SHELL application designed and developed for the complete management of workers' health and safety and environmental protection in accordance with ISO 45001 and 14001 standards.

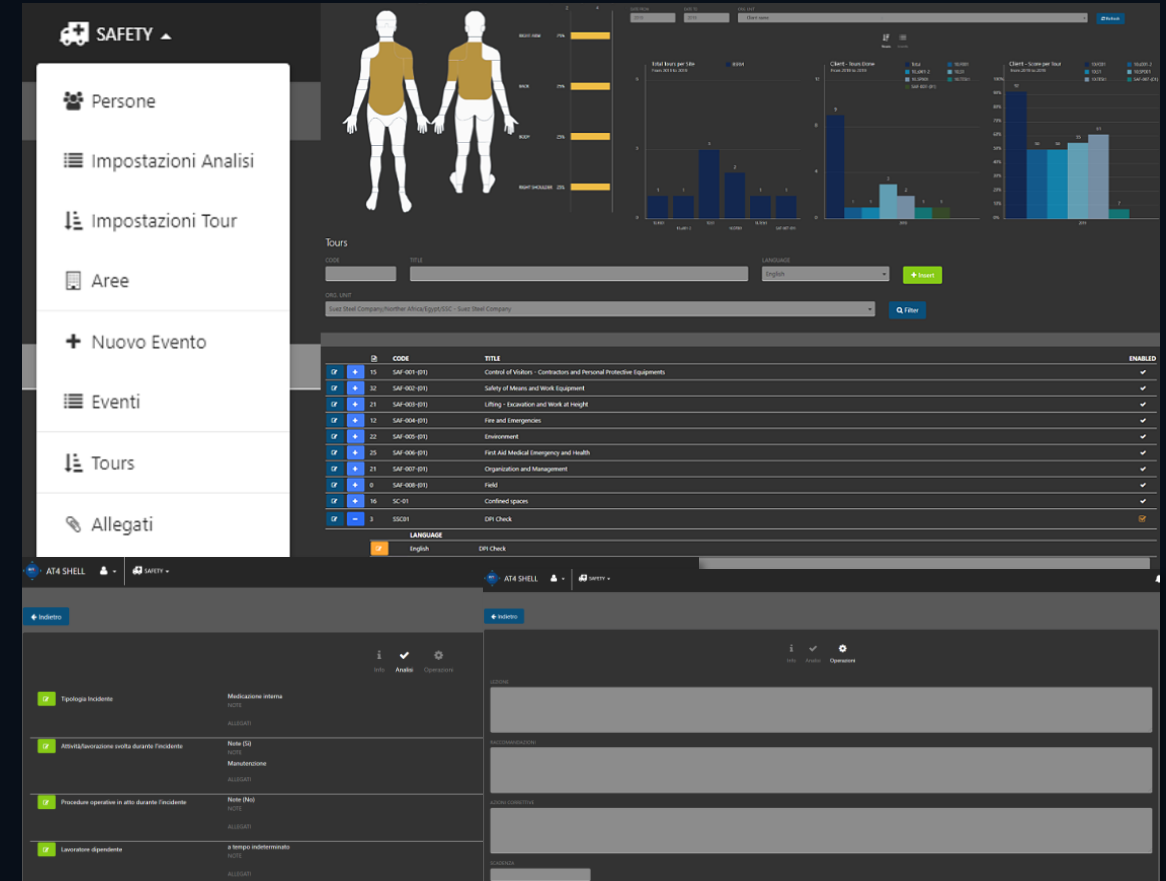
It allows the recording, classification and monitoring of the trend of the main events: Unsafe Condition, Unsafe Act, Near Miss, Accident, Training and Environmental Event (Environmental); their analysis, approval, definition of corrective actions and their follow-up.

It allows the total management of the preventive inspection rounds through check-lists, RCA analysis, their approval and the follow-up of corrective actions.

It is possible to set activity schedules and manage the distribution of PPE to individual workers.

All documentation is linked and managed in the LIBRARY module.

The segregation of information is carried out per person by area / site.



# AT4 SHELL – SAFETY

Complete safety and environmental management in accordance with ISO 45001 and 14001

## SYSTEM FUNCTIONALITY:

- **RISK ANALYSIS:** preventive e **INSPECTION TOURS;** creation, planning and management of checklists with weights and scores on the results, information material and execution procedures
- **EVENTS ANALYSIS:** creation and management of checklists with weights and scores on the results
- **EVENTS:** creation and management of events completed of classification, compilation and approval flows, in-depth investigation analysis, recommended and corrective actions, automatic reports,digital signatures of acceptance divided into:
  - Unsafe Condition
  - Unsafe Act
  - Near Miss
  - Accident
  - Environmental
- **TRAINING:** planning and management of meetings, participants, topics, agreed actions, attendance signing, learning test, degree of satisfaction
- **GEOGRAPHICAL AREAS:** internal and external, complete management of the registry structure by company
- **DOCUMENT SYSTEM:** complete document management with release tracking, approval flows, data collection template creation, folder master data creation, metadata association with document types
- **SMART DASHBOARD:** statistics Analysis, events, frequencies, types, classifications, places, body parts, type of activity carried out
- **REPORTS:** automatic and manual management of alerts, status changes, action requests and closing reports
- **PPE:** management of PPE with deadlines and certifications

# AT4 SHELL – SUPPLIERS

Qualification, evaluation and management of suppliers

SUPPLIERS is a module included in the AT4 SHELL application designed and developed for the complete management of Suppliers, qualification documents and operational management of construction sites.

SUPPLIERS allows the total management of the qualification and evaluation process of suppliers, their classification and the management of the documents necessary to perform the various types of services provided.

The management of deadlines is completely automated, and the profiling of users and approvals allows a flexible sharing / distribution of all activities.

A portal dedicated to the "reception" allows you to efficiently manage the entry of external staff by checking the adequacy and approval of the required documentation.

The screenshot shows a form for adding a new supplier. It includes fields for CUSTOMER (AT4S2), SUPPLIER, TYPE, VAT, CONTACT EMAIL, LANGUAGE (English), PAYMENT TYPE (60 Days Invoice Date Edm), and FISCAL NUMBER. A green '+ Insert' button is at the bottom right. Below the form, a 'Suppliers' section displays filters and a summary of supplier status: 0 SMART, 0 WAITING FOR SUPPLIER, 0 WAITING FOR APPROVAL, and 0 APPROVED. A 'Q Filter' button is also present.

The screenshot shows a portal titled 'AT4 SMART SERVICES SRL - In Attesa Dati'. It displays four tables of required documents for different roles: 'Documenti generali\_1', 'Documenti generali appalto e subappalto\_1', 'Allegati generali di appalto', and 'Documenti Ingresso Stabilimento\_1'. Each table lists document types, validity periods, and provides a 'Seleziona File' button. Some documents have a 'N/A' status.

TIPO DI DOCUMENTO	VALIDITÀ (GG)	DOCUMENTO
Capitolato Gara Appalto		Seleziona File
Visura Generale (Certificato CCIAA)	180	Seleziona File
Polizza RCT		Seleziona File
Polizza RCD		Seleziona File

TIPO DI DOCUMENTO	VALIDITÀ (GG)	DOCUMENTO
DUIC	120	Seleziona File
Informazione Idoneità Tecnica Professionale		Seleziona File
Autocertificazione ex art.26 Dlgp 81-08		Seleziona File
Dichiarazione di non soggezione a provvedimenti di sospensione ex art.14 Dlgp 81-08		Seleziona File
Documentazione D.M. 22-01-2008 n.27		Seleziona File
Documentazione attestante idoneità specifiche richieste (patenti, abilitazioni)		Seleziona File
Autodichiarazione Covid		Seleziona File

TIPO DI DOCUMENTO	VALIDITÀ (GG)	DOCUMENTO
Richiesta Concessione Macchine e Attrezzature		Seleziona File N/A
Richiesta Autorizzazione Manutenzione		Seleziona File N/A
Riichi interferenti trasmessi dall'appaltatore		Seleziona File

TIPO DI DOCUMENTO	VALIDITÀ (GG)	DOCUMENTO
Richiesta autorizzazione accesso personale		Seleziona File
Richiesta Autorizzazione Accesso Veicoli		Seleziona File N/A
Nomina Responsabile Appalto		Seleziona File

# AT4 SHELL – SUPPLIERS

Complete management of SUPPLIERS and DOCUMENTAL parts

## SYSTEM FUNCTIONALITY:

- **APPROVAL GROUPS:** creation and management of APPROVAL GROUPS according to the various types of documents and data
- **DOCUMENT GROUPS:** creation and management of DOCUMENT GROUPS according to the various types of service offered. For each document group, according to the type of service, it is possible to define:
  - Disclaimers
  - Documents of view and acceptance by the supplier
  - Mandatory documents to be uploaded by the supplier, with downloadable sample document
  - Expiration time of the document itself, the mandatory attributes and the obligation to upload depending on the type of service
  - Data collection forms with preset fields for entering text, values, files, compulsory menus and anything else necessary for data tabulation
  - Obligation of the document for subcontracts
  - Subcontractor files with mandatory data and documents
- **SUPPLIERS:** management of the SUPPLIER Qualification and Evaluation process according to type of service provided
- **INTERNAL CHAT:** management of direct communication with the supplier through a dedicated "CHAT"
- **RECEPTION PORTAL:** direct display at the reception of qualified companies and personnel authorized to enter the construction site/offices
- **DEADLINES MANAGEMENT:** completely automatic through emails and alarms sent to the supplier and the manager



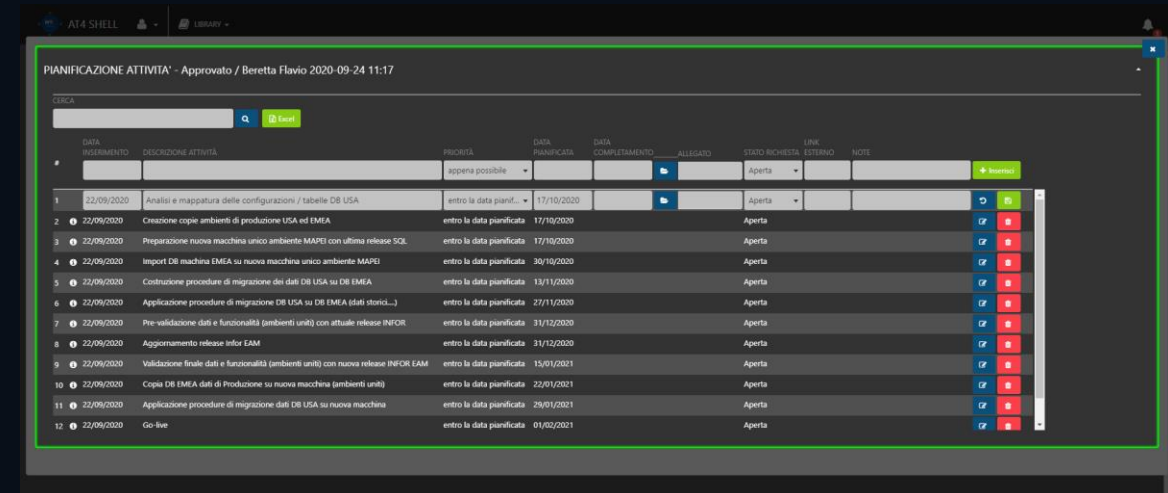
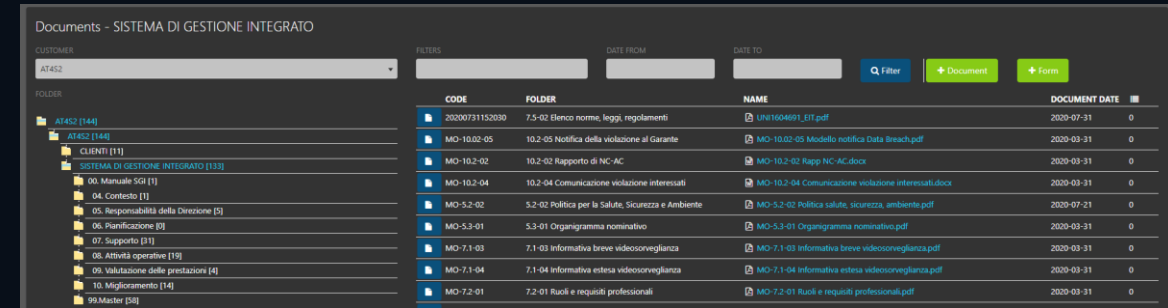
# AT4 SHELL – LIBRARY

## Document management system

LIBRARY is a module included in the AT4 SHELL application designed and developed for complete document management.

### System features:

- Creating folders, uploading documents with attributes,
- Creation and management of data collection forms with fields, and context menus, internal / external hyperlinks.
- Complete management of permissions for single user / group, management of document "versioning" and definition of approval flows.
- Alarm management on the expiry date of the document or data forms
- Customizable work-flow of the approval process for each document / folder



# AT4 SHELL – LIBRARY

Document management system

## SYSTEM FUNCTIONALITY:

- **METADATA:** creation and management of METADATA to be assigned to specific DOCUMENTS
- **DOCUMENT TYPES:** management of the classification of DOCUMENTS, assignment of METADATA for each document
- **APPROVAL GROUPS:** creation and management of document APPROVAL GROUPS according to the various document types
- **ROLES:** creation of ROLES, read and write permissions for each role and user assignment
- **SEGREGATION:** Segregation carried out at the site and single folder level
- **FOLDERS:** creation and management of SYSTEM FOLDERS, assignment of ROLES to the folder
- **LISTS:** creation and management of LISTS to be used in the MODULES menus
- **MODULES:** creation of specific data collection MODULES with field configuration: text, numeric, date, check box, upload file, predefined list, hyperlink, symbols, mandatory field and language and instruction list
- **DOCUMENTS:** loading and management of DOCUMENTS, MODULES, INTERNAL LINKS and EXTERNAL LINKS, free search for name, type and metadata
- **IN APPROVAL:** management of the approval flow of the various documents and forms loaded
- **REPORT:** creation of print reports and Excel export of the pre-selected document lists in the various folders and their associated metadata

# AT4 SHELL – TICKETING

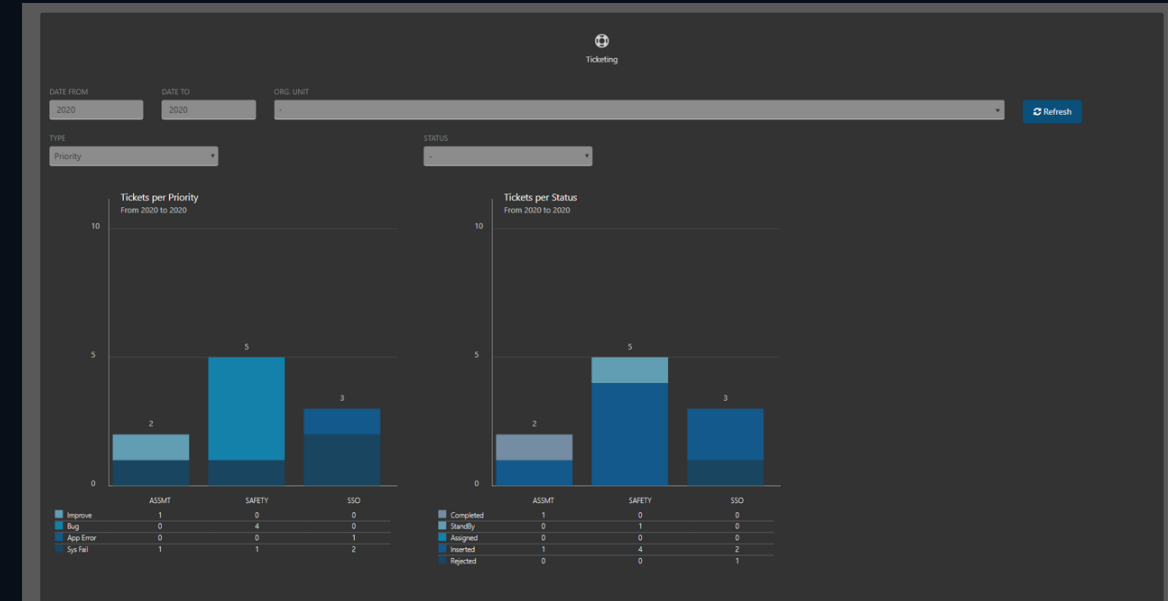
A module for the complete management of the Service Level Agreement

TICKETING is a module that allows the customer a single point of contact (SPOC) for any type of request or communication.

By registering the "Ticket", AT4 Smart Services undertakes to provide customer support and / or to contact the customer directly for further clarifications.

Each ticket entered is taken over by an operator, who activates the specialists for the resolution of the problem highlighted. These activities guide the customer in managing the problem, diagnose and reproduce the problem and, if necessary, activate specialist external services and manage the escalation of the problem itself.

Specific indicators of the service level (SLA) determine in real time the respect of the contract times for the various criticalities, the availability of the applications and the status of the hours dedicated to the contractually foreseen improvements (evolutionary maintenance).



The interface shows a list of tickets on the left with filters for priority (1 - SYSTEM FAILURE - 1, 3 - BUG - 0, 5 - ACCESS AND SYSTEM CONFIGURATION - 0) and status (2 - APPLICATION ERROR - 0, 4 - IMPROVEMENT - 0). The main area displays a table of tickets with columns for TICKET ID, DESCRIPTION, STATUS, and APPLICATION. A detailed view of a ticket is shown below the table.

TICKET ID	DESCRIPTION	STATUS	APPLICATION
#145	Test	Completed	AT4-ASSESSMENT

Additional details for ticket #145: Status: Completed by Agostini, Luis; Date: 2020-05-08 11:28; From: Beretta, Flavio; Application: AT4-ASSESSMENT; Progress: 00:00 / 00:10.

# AT4 SHELL – TICKETING (service level examples)

Severity Level	Description	Take in charge max time	Resolution or workaround max time
<b>Level 1</b> (System Failure)	Serious problem that causes the inability to use the media systems causes a catastrophic event <ul style="list-style-type: none"> <li>Infrastructure blocked</li> <li>Inability to access the system</li> </ul>	<b>1 h</b> (calculated on 8h / day)	<b>24 h</b> (calculated on 24h / day)
<b>Level 2</b> (Application error)	Problem on an application / connection between systems that: <ul style="list-style-type: none"> <li>Prevents the correct execution of the program functions</li> <li>Application / connection blocked</li> </ul>	<b>2 h</b> (calculated on 8h / day)	<b>48 h</b> (calculated on 24h / day)
<b>Level 3</b> (Bug)	Problem on an application / connection between systems that: <ul style="list-style-type: none"> <li>It does not result in significant and immediate dysfunction</li> <li>It slows down but does not prevent operation</li> <li>Minor application error</li> </ul>	<b>8 h</b> (calculated on 8h / day)	<b>40 h</b> (calculated on 8h / day)
<b>Level 4</b> (Improvement)	Improvement / modification: <ul style="list-style-type: none"> <li>On existing applications, adding functionality</li> <li>Request for technical / training support</li> <li>New environments configurations</li> </ul>	<b>24 h</b> (calculated on 8h / day)	Estimate formulated according to the specific request (calculated on 8h / day)
<b>Level 5</b> (Access request)	<ul style="list-style-type: none"> <li>Request access to new users</li> <li>Change of permissions to existing users</li> <li>Configuration / reconfiguration of existing features</li> </ul>	<b>24 h</b> (calculated on 8h / day)	Estimate formulated according to the specific request (calculated on 8h / day)

## Performance Indicators

AT4 Smart Services guarantees compliance with various indicators / targets, such as:

- **LS (service level indicator):** percentage calculated annually on all tickets taken over in the predefined time (value defined in "max taking charge time") on the total of open tickets
- **IA (Maximum annual unavailability):** calculated on «severity levels 1, 2 and 3»





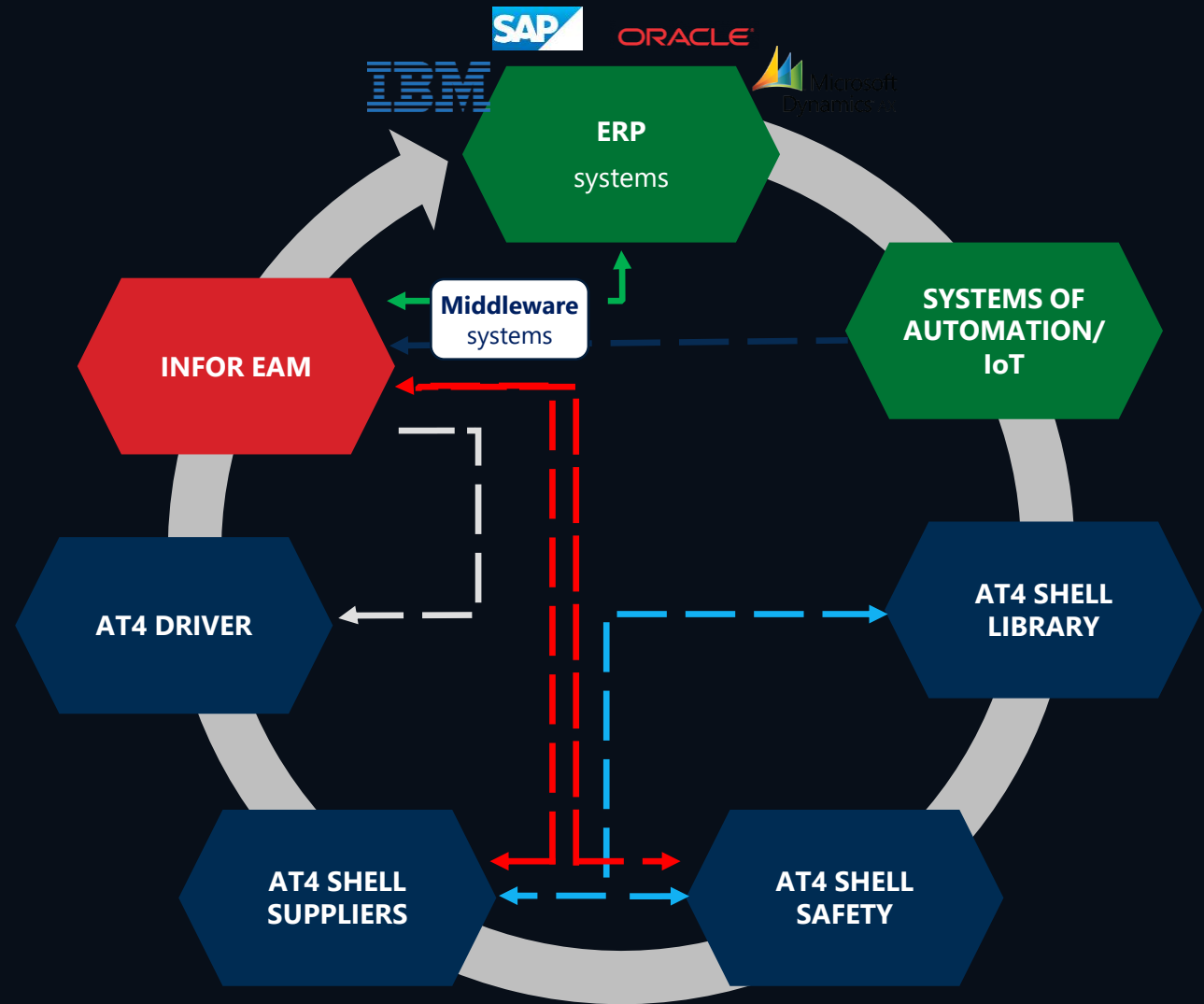
# SYSTEMS INTEGRATION

# PERFECTLY INTEGRATED SOLUTIONS

Safe and effective communication flows

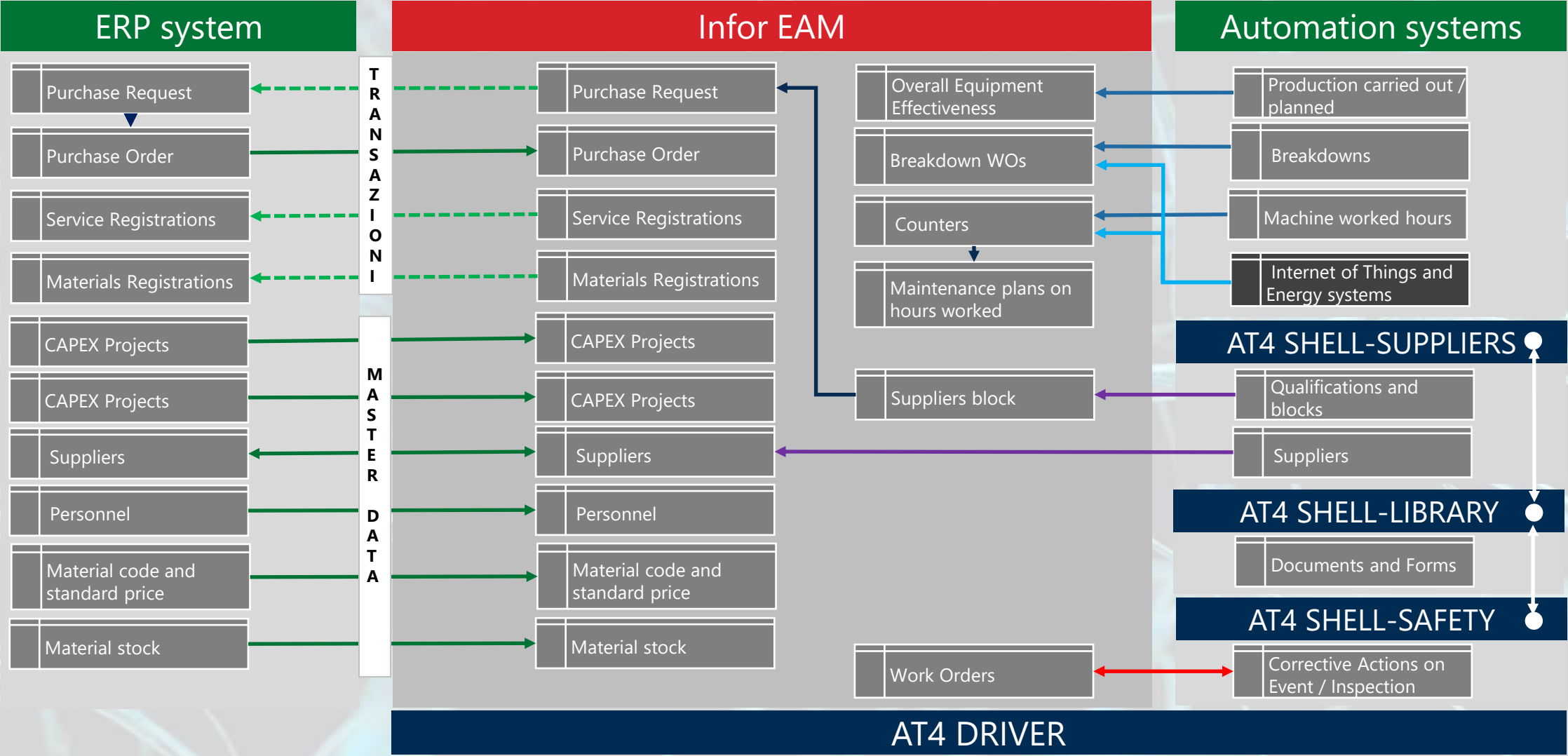
Interconnection with external systems can be implemented through dedicated middleware systems or the interchange of XML/ SOAP flows, through different transport systems (http/ https/ sftp/ ...) or through REST calls on http.

AT4S2 platform can also collect data directly from the field (through IoT architectures) by communicating with existing sensors or equipment or systems chosen for projects needs and placed on different equipment according to the study problems, simulating and monitoring their operation, either individually and related to other variables of a logical process.



# INTERCONNECTIONS BETWEEN SYSTEMS

Example of interconnected data



# MAIN BENEFITS

The real added value for our Clients



**BENCHMARK  
ASSESSMENT**



**INDICATORS  
AND OBJECTIVES**



**COSTS**



**RELIABILITY**



**PRODUCTIVITY  
«OEE»**



**ENERGY  
EFFICIENCY**



**STOCKS &  
SPARE PARTS**



**SAFETY AND  
ENVIRONMENT**



**CONTINUOUS  
IMPROVEMENT**



**WORK  
ORDERS**



**RESOURCES**



**COST SAVINGS**

- Better budget's management
- Better expenses' management
- Optimization of productivity
- Optimization of "make or buy" decision process
- Reduction of energy consumptions
- Lost time reduction
- Lead time reduction



**SAFETY AND QUALITY**

- Online global safety results: global index, incident, safety preventive actions
- Quality and legal traceability: legal requirements, product requirements, on time delivery
- Reduction of safety risk and incidents



**WAREHOUSE OPTIMIZED**

- Online inventory value
- Online Inventory rotation Index (for total warehouse and single spares)
- Stock-out management
- Multi warehouse management
- Critical spare management



**CONTINUOUS IMPROVEMENT**

- Failures reductions, growth of productivity
- Optimization of maintenance policies/strategy
- Continuous cost reduction due to lack of quality (zero-defects strategy)
- Continuous cost reduction due to noncompliance



# CUSTOMER VALUE

We give you a smart solution, tailored to your needs



## DYNAMIC

Dynamic business process management is an approach designed to allow business processes to adjust quickly to changing business needs. In dynamic BPM, processes are designed to be highly adaptable, allowing participants to make rapid process adjustments at any time with low latency. The approach is used by organizations seeking to maintain and increase process efficiencies in fast-changing, chaotic business environments.



## REAL KNOWLEDGE

We have joined in a coherent and productive way the real experience of our team, the designs and processes for our services, our files of documents and our plans for future activities and we have created AT4S<sup>2</sup> and related services.

We are sure to have the know how, expertise and power for become a fundamental supplier for your business grown.



## SMART

We love to indicate our concept of smart service as something of "user friendly" but at the same time this need to be really a full service. Everyday our team work to improve this concept, we love to provide our solution as easy to understand and use in day by day work. Your business can be also complicated, our mission is to give you a perfect control in an easy but useful way.

# Drive Your Business Forward





Thank you for your attention