

# Concept™ SSP (Self Service Portal)



## What is Concept™ SSP?

Concept™ SSP from FSI provides a web-based front-end application to compliment the wider use of Concept™ SQL or Concept™ 500 Computer Aided Facilities Management (CAFM) solutions. This can be achieved through your existing corporate intranet or extranet, utilising the same data set. For organisations which don't utilise a CAFM solution, Concept™ SSP can be used as a standalone web-based solution for interaction with clients, in-house and subcontractor personnel.

The Graphical User Interface (GUI) in Concept™ SSP is configurable for fonts, colours, style and text, and also includes functionality to create and manage multilingual browser pages and compulsory fields.

Full security is maintained by data segregation and integration with Concept™ Contract Views. Logon, password identification and other measures ensure that only permitted users have access to data. The set of management tools included provide users with full management of the module.

Concept™ SSP consists of a set of components, which may be installed and integrated separately if required.

## Who uses Concept™ SSP?

Concept™ SSP is used by internal personnel for call logging and room booking, contractors and in house engineers for task management, and by management for review of operational performance data.

## Concept™ SSP functionality includes:

- Helpdesk: call logging, call review and customer satisfaction.
- FM Bookings: including resources, catering and inventory (requires FSI's Eclipse Module within core Concept™ system).
- Asset information and history.
- Personnel and contact directory.
- Reports distribution – both Concept™ Reports and Crystal Reports.
- Easily configured by operational users to emulate the company corporate look and feel without requiring IT expertise.
- Deli booking (requires Workflow Module).

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- Visitor management.
- SMS messaging (requires Fast SMS account and Workflow Lite™).
- Optional Operation functions include:
  - Task control
  - Task allocation and fast sign off
  - Time sheets
  - Purchase order requisitions
  - Digital dashboard supported.

### Concept™ SSP Features and Benefits include:

- Simplified user interface: minimises requirement for end user training.
- Expand the use of Concept™ beyond the core Facilities Management (FM) team: increases visibility by allowing access to Concept™ from any intranet/internet enabled workstation within your organisation.
- Collaboration with customers, subcontractors and remote workers.
- Publication and distribution of Concept™ reports from within core application.
- Supports the publication and distribution of Crystal Reports (3rd party licences required).
- Publication and management of your own site: one database, from within Concept™ with the ability to view certain fields in a particular order, real-time.
- Task control: distribute and access existing work without the need for access to the core Concept™ application.
- Allow users to allocate resources to tasks: remote supervisors are able to manage on site, and subcontracted resources.
- Fast sign off: allow users access to contracts or individual resources.
- Purchase order requisition: set authorisation limits, on a user by user basis, including the exclusion of certain stock items and suppliers that they can request.
- Web users allocated by page grouping: allows access, based on certain defined criteria.
- Compulsory fields providing consistency of data between the core application and web, for example fault reporting, room booking, etc: maintains the integrity of data for management reporting.
- Style sheets: corporatisation of user experience.
- Copying of content: create helpdesks specific to each service.

- Duplicate checker: reduces admin time and informs the end user of issues already logged within the helpdesk.
- Message board for publishing notifications and useful information: allows for knowledge sharing.
- Field labels configurable to reflect organisation-specific terminology.
- Supports multi-languages from within same deployment.
- In keeping with the core Concept™ SSP product, the fields, field names and compulsory fields are user definable: provides the flexibility to be formatted to suit the users' needs.
- Availability of security models to control user access to permitted functionality and data.
- Control of set up from within the core application.

### SSP Operational Pages

**eTCM** – Task Control Management – extends the Task Control Module within Concept™ SQL onto the intranet, allowing users to view Task details from anywhere in the company with internet or intranet access. From within the set up preferences of the main Concept™ system, the user can be automatically restricted to view only particular task types, and each user can set up their individual preferences for the content of their task control display and their filter boxes, thus ensuring only relevant information is visible.

**eFSO** – Fast Sign Off – allows intranet/internet users to complete and feedback into the main Concept™ system all details of a given task. eFSO can either be operated independently, or integrated with eTCM. To ensure security of data, the user can be restricted to viewing certain task types or tasks from one or more resources, thus making possible for an engineer to sign off only their own tasks.

**ePOR** – Purchase Order Request – provides a purchase order request system over the internet or intranet. ePOM is fully integrated with contract, supplier, and stock data from the main Concept™ system. Authorisation of the purchase order request is made by administrators or supervisors within the main system.

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