



SPM

Services Project Management

SERVICES PROJECT MANAGEMENT

Empowering Multi Utility

Customer Centric Projects



ABOUT SPM

SPM, is a Project Management solution tailored for Public Utilities, offering seamless information sharing on any mobile device while in the field, from the office or any remote location. With its mobile-friendly interface, SPM facilitates the management of projects of varying complexities, from simple installations to multi-phased new connections, refurbishments, diversions and repair projects.

Centralize all customer-related data and requests, asset information, resources, estimates, quotes, project details, costs, incidents, access agreements, H&S details, CDM regulations, opening notices and meter details, all within a single application. Benefit from real-time updates and reporting directly within the app, allowing for better project oversight. Schedule automated emailing of reports and dashboards to non-users and external stakeholders for enhanced collaboration.

SPM FEATURES

Record and monitor customer enquiries such as quote requests, work requests and information requests.

Quickly generate estimates and quotes and send them to your customers using custom-branded quotation documents and emails.

Effortlessly oversee multi-site, multi-phase projects by effectively managing costs, build progress, and resources. Use the integrated Gantt Chart to view timelines, including resource availability. Monitor estimated and actual costs of projects.

Create packages for planned or ad-hoc work using predefined job templates. Calculate planned and actual expenses for labor, materials, and equipment. Oversee various types of jobs, including maintenance, inspections, repairs, upgrades, refurbishments, network reinforcements, new connections and diversions. Allocate both internal and external resources to jobs and monitor task completion.



Document site contacts, Health, Safety, and Environment (HSE) Requirements and procedures and CDM Requirements.

Track installed assets, their valuation, and maintenance schedules. Create work requests for inspections, maintenance, repairs, installations, and removals. Classify assets into logical groups and manage costs across categories. Convert materials and equipment in work requests into installed assets, recording installation dates and maintenance plans.

Monitor Wayleaves and Easements, oversee land ownership, and handle payments to landholders.

Schedule work hours for both internal and external resources across projects. Log expenses for each job or project and oversee overall costs from a unified perspective.

Schedule meter installations and document Meter Point Registration Numbers along with meter readings. Arrange regular maintenance, replacements, and repairs. Manage multiple meters within a single property.

Record and monitor network failures, faults, breakdowns, and accidents. Automatically assign incidents to the appropriate team or individuals and escalate them as per Service Level Agreements. Link incidents to Assets, Work, and Projects for comprehensive tracking and resolution.

SPM is a mobile-friendly application that enables information sharing on any mobile device while in the field.

WHO WE ARE

We are salesforce professionals offering innovative solutions, expert guidance, and cutting-edge services tailored to Salesforce. Specializing in Implementation, Administration, Customization, Consulting, Development, Lightning, Field Service, Service, Sales & Marketing, AppExchange Publishing, Data Migration, Integration, and Managed Services, we provide comprehensive support across the Salesforce ecosystem.

Our companies, Fast Forward Consulting Ltd and Amdrodd Technologies LLC, are Registered Salesforce Partners. Together, we specialize in all things Salesforce and have over 20 years experience of implementation, enhancements, integrations and AppExchange product development, and publication for both internal and client needs. We oversee all implementation, development, enhancement, and support for SPM, while Salesforce manages the Force.com platform security and maintenance.

CONTACT DETAILS




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