



ezyasset

Crown
Commercial
Service
Supplier

**Comprehensive solution for the mapping and management
of public space and landscape features, habitats and infrastructure**

ezyasset



Scan to watch

www.ra-is.co.uk/ezyasset | info@ezytreev.com | 0330 223 11 33

CONTENT



02

THE SYSTEM

Asset management system, features,
configuration & integration | Ezyasset Modules - Visualisation map



06

INTEGRATED MAPPING

Digital maps to identify and view the location of surveyed
assets & other features

07

THE MAJOR APPLICATION AREAS

Wide range of management scenarios



09

ASSET DATA INVENTORY AND ANALYSIS

Inventory, historical records with analysing and reporting capabilities

11

ONSITE APP

Data-collection/update App for surveys, inspections, enquiries & works

13

ENQUIRIES & COMPLAINTS

Dealing with and responding to requests including emergency situations

15

WORKS ORDERING AND BUDGETING

Comprehensive works order progressing and budget management



17

CONTRACTOR PLUS INTERFACE

Desktop & Onsite App for contractors

19

THE SYSTEM IMPLEMENTATION

The system implementation

20

SUPPORT AND TRAINING RESOURCES

UK based email & phone support & maintenance, plus online & on-site training





ezyasset

THE SYSTEM

Ezyasset is our fully comprehensive solution designed to effectively manage any park, street or landscape assets and equipment from inspection and risk identification, through to maintenance, budgeting, processing enquiries and reporting.

Ezyasset can be incorporated into a wide range of management scenarios with major application areas including plants, physical assets and landscaping features of any shape and size.

Feature-rich

Ezyasset is feature-rich and allows its users:

- To keep current and historic records of inspections, works carried out and enquiries with associated mapping, photos & documents.
- To schedule and perform inspections ensuring efficient data collection in field, to assess risks and document maintenance requirements.
- To promptly respond to emergency situations, record and progress enquiries with appropriate remedial measures.
- To schedule and generate work orders, provide feedback to individuals responsible for asset care or maintenance.
- To forecast future workloads and justify budgets based on maintenance regimes and inspection results.
- To setup customisable data fields and generate customisable reports allowing users to tailor the data format to meet their data collection or analysis needs.

- shrubs, lawns & flower beds
- street furniture and lighting
- fences, footpaths, paving, steps
- parking area equipment
- play and sport equipment
- memorials



Cloud based

Ezyasset is cloud based and accessible from any location from both web and conventional interfaces, using a desktop computer, tablet or smartphone.

Ezyasset Cloud is an online alternative to an “on premise” installation. Clients benefit from the scale and security of a multi-tenant cloud system, digital data storage, data backup and 24/7 access to the system. All the data is hosted, stored and backed-up in the UK, with data centres recently switched to 100% renewable energy.

Integrated mapping

Digital mapping is central to Ezyasset, it is used to identify and view the location of surveyed assets and landscaping features.

Ezyasset works with all major GIS mapping formats including Web and open source mapping. GPS is used for navigation around the maps.

Integrated SmartSync System

Ezyasset’s SmartSync system ensures the seamless syncing of changes between data collection devices and the central server whenever a data connection is available.

On-site data collection and works are never suspended due to limitations on connectivity. Anyone working in the field has full access to all assets and mapping at all times. The system does not rely on mobile data. Notifications alert users when new enquiries or works orders are available to those who need to action them, and SmartSync can be used to receive them immediately.

Flexible configuration

Ezyasset allows users to build their own system to suit their unique data collection or analysis requirements by:

- Choosing from a range of specialised add-on modules and features.
- Setting-up customisable data fields, adding drop-down menus and tick-boxes tailoring data formats and defining recommended work priorities.
- Setting-up asset categories/types and items with customisable symbols associated with them.
- Defining colours to display assets on the maps based on various attributes, including re-inspection (both overdue inspections and imminent inspections), risk category, and work priority assigned to an individual item.
- Generating customisable reports.

Centralised configuration and user management: User administrator can define user access rights and the access level for each user, restrict particular modules for particular users, as well as the menu options for a particular module, depending on the user's needs.

Filtering and reporting

Once logged-in, the user is presented with a set of information on a dashboard detailing the number of overdue or imminent inspections and outstanding works.

Data can be organised and presented in a neat and concise manner segregated by sites or by asset attributes. Various colour-codes are used to indicate the priority of the work or the state of maintenance jobs. The user is able to filter data by any attribute (and multiple in combination). Searching is a simple and straightforward process, allowing users to search on any attribute including location, site type, owner, inspection due date etc.

Highly customisable report formatting with inclusion of photos and auto-generated maps. Reports can be exported to Word, Excel, PDF and Power BI. Extensive data export options inc. Shapefile, TAB, KML.

Easy integration

Ezyasset can be integrated with a range of third-party applications including corporate mapping systems, financial management and business intelligence systems (for example; Power BI) and utilises API and WFS connectivity. Ezyasset can also integrate with what3words and client's CRM systems (an example of this is FixMyStreet).



EZYASSET MODULES

Visualisation map

ezyasset

CORE MODULES



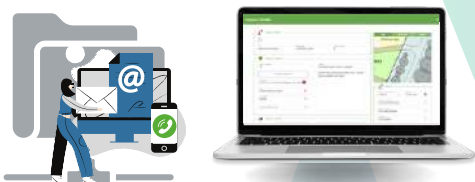
Asset management module

Core module, provides a set of management features from recording and inspecting, to work scheduling, generation of job tickets and reports with associated maps.



On-site App surveyor/inspector device

Used by asset inspectors to carry out planned or Ad-hoc enquiry-led inspections.



Enquiries & Complaints

Recording and progressing of enquiries including two-way integration with CRM system.

CRM portal integration



ezyPORTAL

A web-based hub for information related to community open space assets.



Contractor Plus desktop for contractors

Orders appears on contractors/supervisors system as soon as ordered. Specific works allocated to individual teams. Each team carries out the work in the order it's listed.



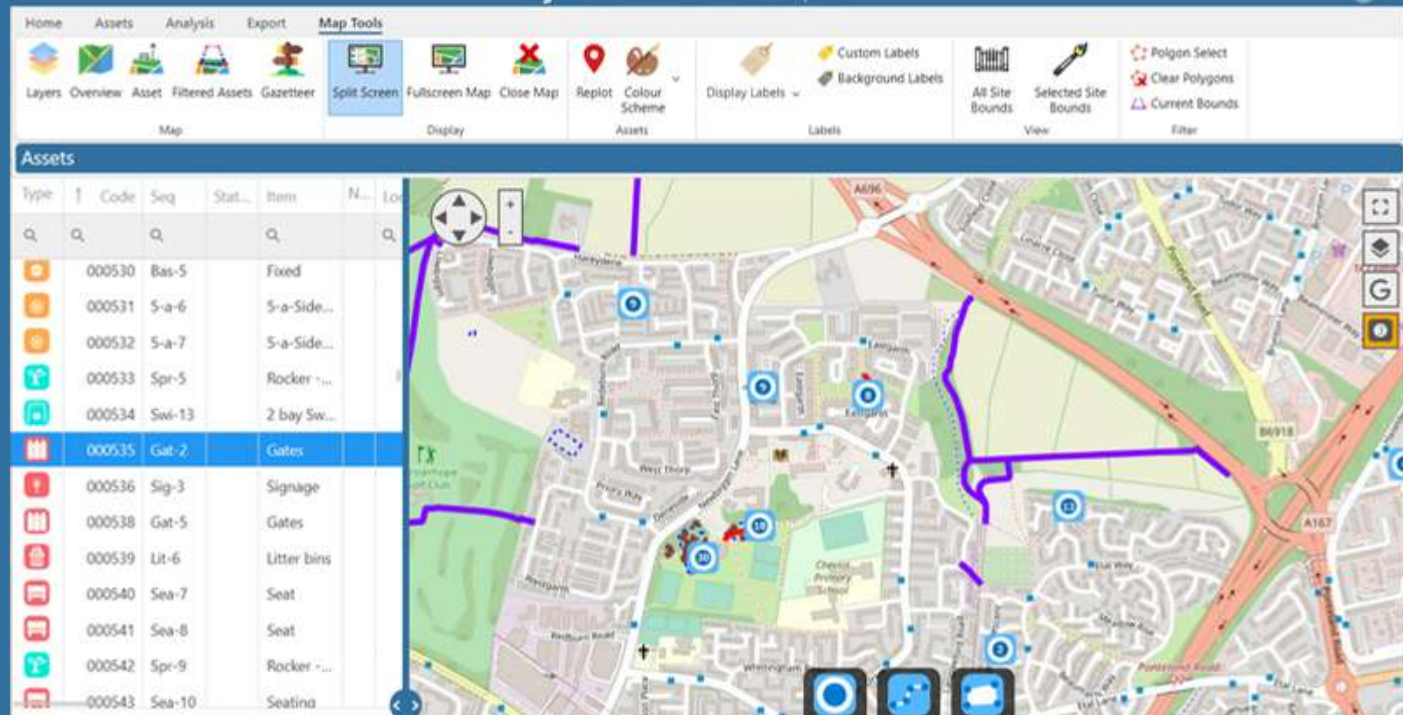
Contractor device

Orders appear on chosen contractors tablet as soon as ordered.



Add on modules for public interactions

Add on modules for the field working



INTEGRATED MAPPING

Digital mapping is used to identify and view the location of surveyed assets. All mapping and asset data is available on the desktop and all devices used by surveyors and maintenance teams in the field.

Mapping has tight links to the data inventory: any asset selected in the database will be highlighted on the map and vice-versa. Ezyasset uses 'sites' and 'locations' for grouping together assets within a particular boundary.

what3words addresses are displayed on the asset details screen, and as an option for inclusion in outputs such as reports.

Custom build mapping

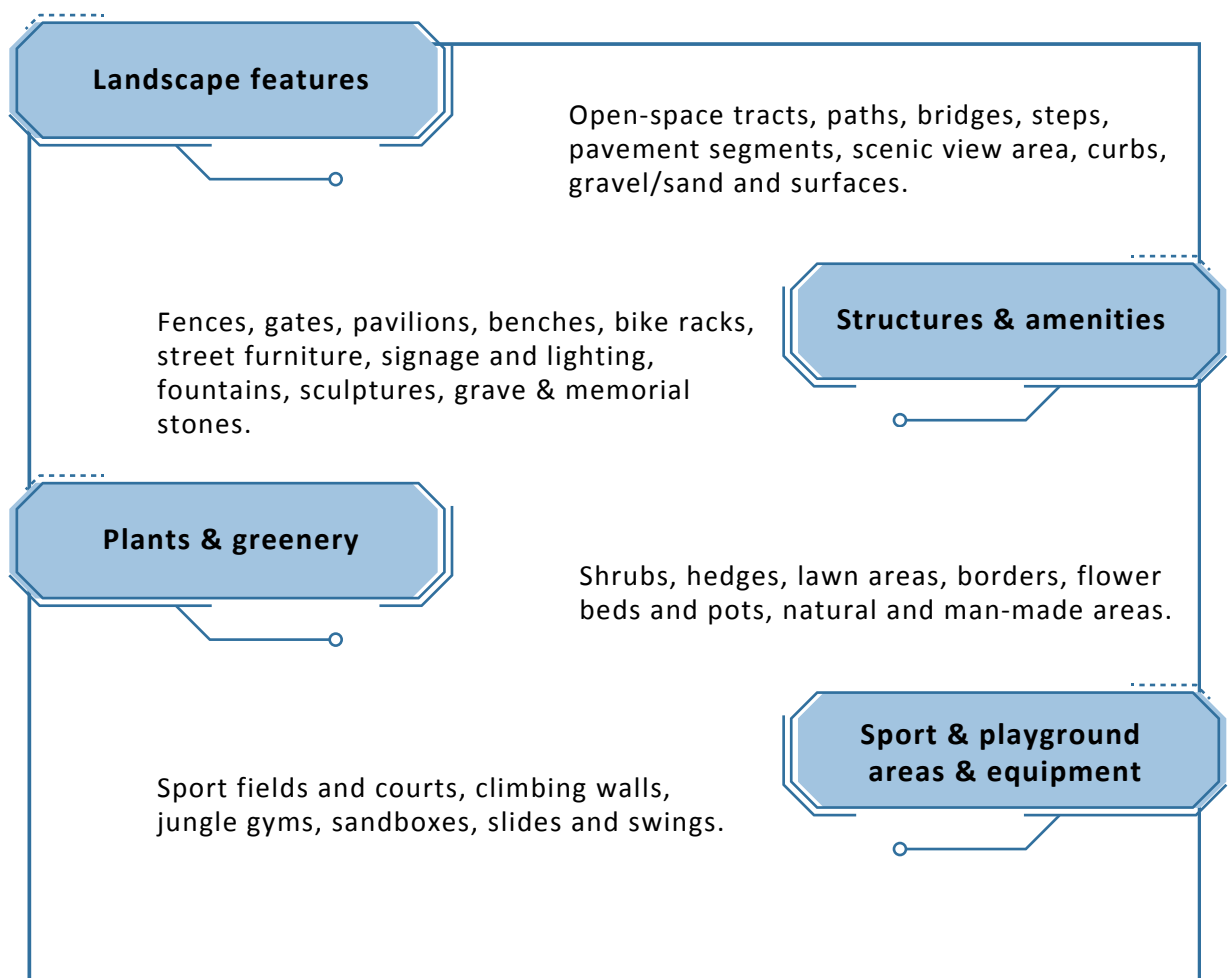
The base mapping (usually client's corporate Ordnance Survey MasterMap data) may be combined with any mapping layer used in the client's corporate mapping system.

Overlays in Tab or ShapeFile format, aerial photography & user-defined map layers including icons can be used to create a highly customisable, fast, low-cost mapping system which matches the capabilities of many specialised GIS systems. Ezyasset also provides an integrated 'street gazetteer', allowing rapid identification of the location of an asset in a given town, including searching for a street or even individual property & zooming directly to it. Any informational layer in GIS can also be added, for example; ownership extents, designations etc.



THE MAJOR APPLICATION AREAS

Fully user definable custom symbology, data analysis & reporting, allows users to tailor their data format, set-up asset category, types and items. Designed to be incorporated into a wide range of management scenarios, the major application areas include:



Asset items - Playground Equipment

Asset item Find Listing Exit

Asset item (*)	Code	Asset type	Price Unit	Per	Type
3 Seat Bicycle Roundabout	3BIKE	Playground Equipment	Equipment	1	Count
Twin Balance Beam (Playdale)	BALBM	Playground Equipment	Equipment	1	Count
Boulders	BOULD	Playground Equipment	Equipment	1	Count
Basket Swing	BSKSW	Playground Equipment	Equipment	1	Count
Carousel DDA (GL Jones)	CADDA	Playground Equipment	Equipment	1	Count
Car Climber (Husson)	CARCL	Playground Equipment	Equipment	1	Count
▶ Carousel Roundabout	CAROU	Playground Equipment	Equipment	1	Count
Carousel - Spica	CARSP	Playground Equipment	Equipment	1	Count
Carousel Supernova (Kompan)	CASUP	Playground Equipment	Equipment	1	Count
Emporer Chimes	CHIME	Playground Equipment	Equipment	1	Count
Climber Curved Bars (Husson)	CLCUR	Playground Equipment	Equipment	1	Count
Climber - Wall	CLWAL	Playground Equipment	Equipment	1	Count
Duel (HAGS SMP)	DUEL	Playground Equipment	Equipment	1	Count
Gyro Spiral - SeeSaw Roundabout (Proludi	GYRO	Playground Equipment	Equipment	1	Count
Infant Swings 2 Bay 4 Seat	INF4S	Playground Equipment	Equipment	1	Count
Infant Swings 1 Bay 2 Seat	INFAS	Playground Equipment	Equipment	1	Count
Timber Joined Logs (Playdale)	JLOGS	Playground Equipment	Equipment	1	Count
Junior Swings 2 Bay 4 Seat	JUN4S	Playground Equipment	Equipment	1	Count
Junior Swings 1 Bay 2 Seat	JUNIO	Playground Equipment	Equipment	1	Count
Multiplay Unit (large)	LAMPU	Playground Equipment	Equipment	1	Count
Mini Suspension Bridge (Playdale)	MISUS	Playground Equipment	Equipment	1	Count



Woodlands, grasslands and waterways (inc. assessment & maintenance of BNG sites).

Habitats/Biodiversity Net Gain

Water access points

Ponds or lakes, river, beach access points and life safety systems/equipment.

Shelters, bridges, retaining walls, unlit road signs, drainage, carriageways, other highway structures, safety fencing, embankments, footways/cycleways, public rights of way.

Transport & utility infrastructure

Parking areas

Outdoor parking lots and equipment ect.

Portable inflatable/ foldable structures, signs, billboards.

Semi-permanent items



ASSET DATA INVENTORY AND ANALYSIS

A comprehensive and reliable solution for organisations responsible for grounds maintenance of public and commercial premises, sports and recreational areas. This module provides a set of management features from recording and inspecting, to work scheduling, generation of job tickets and reports with associated maps. This solution is applicable to a wide range of related assets comprising street furniture, lighting, signage, any natural landscape features, grass, benches, dog bins, shrub beds, barriers, bollards, fountains, bike racks, playground and other equipment.

Top features

- Accurate inventory by location/site/map, with photo storing capabilities, including multiple images of defects.
- Asset dashboard highlighting sites with overdue or imminent inspections, outstanding works and associated maps.
- Full history of inspections and works carried out.
- Inspection scheduling, re-inspection periods can be allocated to a particular 'Asset Category' or 'Asset Type' with option for inspecting individual assets or for a whole site.
- Work scheduling, generation of job tickets and reports with associated maps etc. Supports work rates for costing recommended works (bill of quantity).
- Maintenance regimes can be set-up and multiple regimes can be added to each item, which will have an associated recommendation which can be automatically applied.
- Two-way integration with a majority of corporate CRM systems, including works ordering direct from enquiry record.
- Fully user definable custom symbology, data analysis & reporting.
- Extensive search and select facility, allowing to search on any attribute assigned to the item, location, site type, owner, inspection due date etc.

Scheduling inspections

Once logged-in, the user is presented with a set of information on a dashboard detailing asset inventory, the number of inspections overdue or imminent.

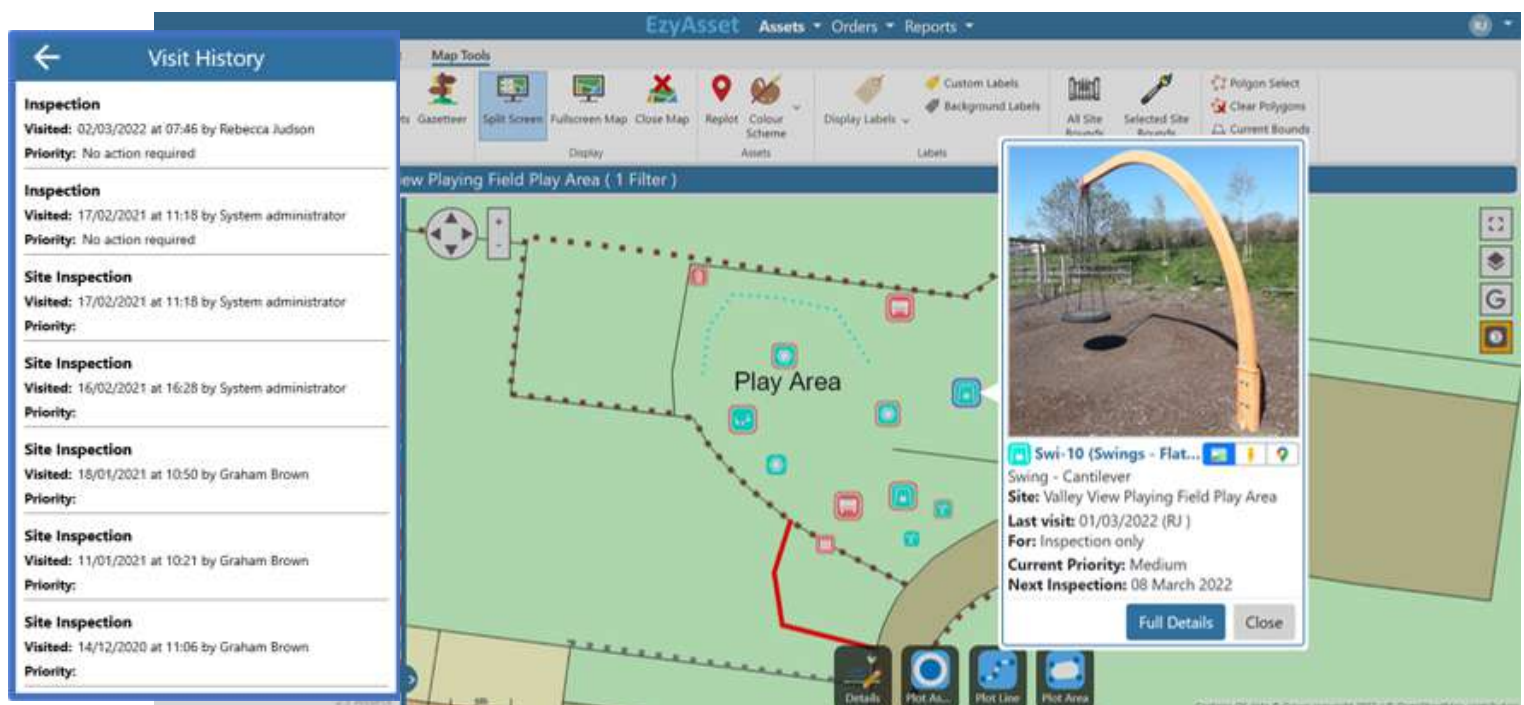
The system highlights all the sites with overdue or imminent inspections, outstanding works and associated maps. Any assets with an outstanding defect or recommendation will be also highlighted. All assets/plots can be inspected on the data-collection devices. Option for inspecting individual assets or for a whole site inspection.

A site inspection is a basic walkover survey of a whole site, checking for any obvious issues, with no requirement to perform a full inspection on each asset. The assets on the site however, will have a visit record to show it was part of a site inspection.

Recording asset attributes

Ezyasset allows recording of attributes, maintenance needs and recommended actions. User can set-up their own asset category, types and items with customisable symbols (category - 'Play & Sports Equipment', Type - 'Playground equipment', item - 'Carousel Roundabout').

List of recommendations and defects/conditions for an asset can be tailored for the appropriate asset type, presenting the surveyor with a smaller choice and making it easier and faster to survey. Assets can be captured as either point, polygon or linear features. When plotting automatic measurement of polygon or linear features are captured. Any defect can be displayed on the map, this works really well for linear features where a fence or footpath can cover a large area and it is essential to be able to pin point where the defect is.





ONSITE APP

Onsite App allows users to perform in-the-field data collection for surveys, inspections, enquiries, works sign-off and monitoring for outdoor assets and landscaping features on your tablet or phone. Built using cross-platform technology, giving a seamless user experience on Android, iOS and Windows devices and allowing responsive ongoing development across all platforms.

- Full on and off line data access and capture
- Precise geopositioning in real time
- Push alerts and updates

Each device is set up for a particular user profile and tailored to include data sets specific to the end user/s. The same data collection licence can be used for all installed modules. This could be for Inspections, Enquiries, Works orders and checking work quality. The date, time and inspector name are automatically updated against each visit, with the existing/previously recorded visit data automatically moved into history where it is stored for future reference.

Data syncing

The Onsite App offers full on and off line capability via SmartSync, all asset data and maps are on each device and can run independently without the requirement of the internet, Wi-Fi etc. The SmartSync web service keeps all data-collection devices and the desktop system in sync, it will automatically synchronise all the devices when a connection to the central server is established. The system will identify updates to be made, and then merge them seamlessly over Wi-Fi, 3G & 4G across platforms.

Top features

- Precise location & easy transiting between sites: Ezyasset will automatically display a map based on your location with high accuracy in real time. When transiting between sites, the mapping will automatically follow you, similar to a sat-nav, and pick your current site for you.
- Accurate plotting: In-built GPS is used to accurately plot and/or re-allocate the position of individual assets. Ordnance Survey reference and what3words are automatically captured when plotting.
- Minimal typing data capture: The interface is optimised for fast and efficient data collection, with minimal typing and the ability to copy and add/insert an existing point feature and all its inspection details.
- Mandatory fields: The system encourages users to fill in mandatory fields when inspecting and recommending works.
- Photo capturing: The app's in-built camera allows users to take and automatically associate photos against each asset record and to set one as the default. Photos can also be associated with defects or features within the record and used in reports.
- Work overview list: Colour-coding is used to identify due/overdue sites and individual assets both on the map and in the list. Sites or assets can be ordered by their next inspection due date.
- Overview map: Zoom out and display site labels to show all nearby sites pinpointed, with those requiring or overdue for your attention highlighted. ID numbers or asset descriptions can also be displayed on the map to help with locating the required feature.
- Risk calculations: User definable or inbuilt risk assessment calculations support customisable risk categories with automatic of setting works priority and associated colours shown on maps.
- Allocation of enquiries to case officer's device (if used with the enquiries module): When an enquiry is marked as requiring a visit the system will automatically send a push notification and forward the enquiry details including related trees/assets to the allocated surveyor/officer's device in real time.
- A live list of outstanding work orders for each contractor (if used with the Works ordering module & Contractor Plus): An overview of what is happening in each team of operatives with current status and progress for each work order, site, asset and operation.
- A live list of jobs for each gang/team (if used with the Works ordering module & Contractor Plus): Work orders are displayed in the order in which they need to be completed and providing full description for each site, with start & complete by dates, notes, attachments and current status. Dynamic notifications & contractor feedback.





ENQUIRIES & COMPLAINTS

Enquiries & Complaints module provides the user with powerful tools for dealing with and responding to requests including concerns about property damage and emergency & safety issues from initial receipt through to resolution. Appropriate maps & asset data can be associated with individual enquiries. Ezyasset can colour code, filter & search enquiries, create performance & status reports, store incoming correspondence & generate customisable standard letters and emails.

The enquiries module can be configured to handle and progress different types of enquiries, providing a defined list of statuses relevant to the specific department. Any enquiry can be easily accessed, viewed and updated in real time from the individual asset record.

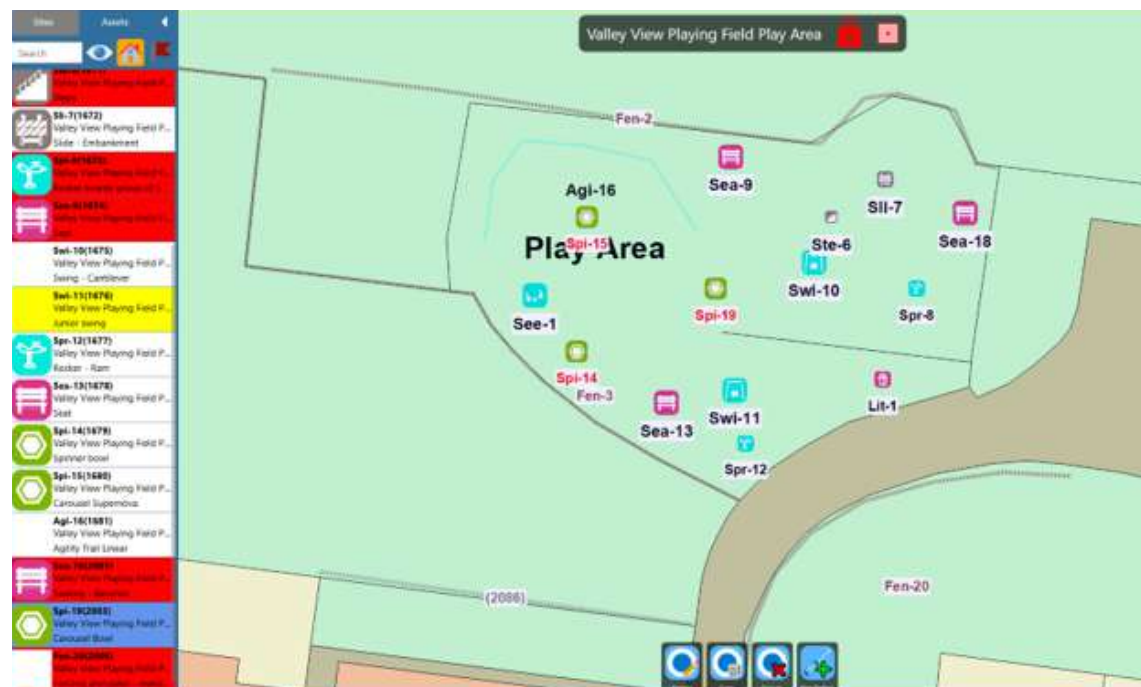
Integration

- Integrates with all modules and the Onsite app, with links to CRM systems & public portals. The enquiries module can be configured to handle and progress different types of enquiries. Direct integration with the works ordering module enables users to automatically produce orders for any recommended works.
- Any enquiry including those automatically entered via a CRM system or public portal (for example - FixMyStreet.com) can be sent to the allocated officer's device in real time to ensure all appropriate remedial measures are employed promptly.

Top features

- Comprehensive complaint progressing: Each enquiry & complaint contact is recorded as a separate case with a unique identifier, exact nature of the enquiry, which can be linked to individual asset record.
- Site inspection notification: When an enquiry is marked as requiring a site inspection the system will forward details including related assets to the allocated officer's on-site app. Once the inspection is complete, the enquiry status will be automatically updated to reflect whether any further action is needed.
- Two way link with CRM systems: New enquiry cases will be automatically generated in Ezyasset based on data received from the corporate CRM systems, which will be updated as cases are progressed.
- Link with work ordering module: If work is required the system is able to generate orders from the enquiry screen. The progress of the order will update the status of the enquiry accordingly.
- Generation of standard letters and emails: The system can store incoming and outgoing correspondence & generate standard and customisable letters, legal documents, site notices against the enquirer, emails can be sent directly from the enquiry.
- Addition of parties: Interested parties can be added easily to an enquiry, with the ability for incoming and outgoing correspondence, standard letters, documents stored against each party.
- Extensive search and select facility: Searching is a simple and straightforward process with functionality to search on any attribute, category, enquiry type, originator, status etc. and the ability to filter existing records by address, site, location or enquirer.
- Performance & analysis reports: Generation of two types of standard reports: Analysis and Performance reports with inclusion of the maps. Reports can be exported to Word, Excel, PDF or HTML.

See p.11 for more information on using the On-site App with the enquiries module.





WORKS ORDERING AND BUDGETING

This module allows users to manage contracts and work budgets, create, issue, monitor and sign off works orders electronically, with automatic pricing based on multiple schedules of rates.

Top features

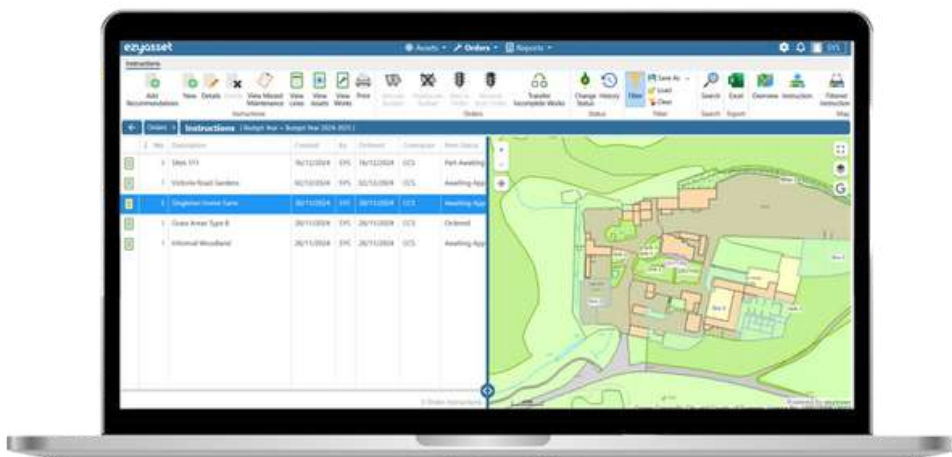
- **Contract management:** The system allows users to manage contracts with support for multiple contractors and schedule-of-rates. Any contractor and any schedule of rates may be selected for any order.
- **Generation of work orders:** This module allows users to create, monitor the status and sign off completed works electronically. Orders can be issued based on planned maintenance regimes, inspection surveys or from day to day enquiries. Associated and additional maps can be included.
- **Comprehensive works budgeting:** The system allows users to manage work budgets. The costs associated with works can be allocated against the appropriate budgets. Costs can be put initially into any defined 'budget year', and then unordered works can be moved between years as priorities change.
- **Automatic pricing:** The system allows pricing based on multiple schedules of rates or time allocated, works can be priced on an ad-hoc day rate or quotation basis. Option to use hours or standard minutes in addition to pricing.
- **Automatic updating of the inventory & budget:** The system updates the asset inventory with works performed, including with the current status as each job is progressed via the module. So it's always clear when viewing the asset inventory, what stage any outstanding work is at.
- **Link with Enquiries & Complaints module:** For works orders raised from the enquiry module the system will update the enquiry status when works are progressed through to completion.

See p.11 for more information on using the Onsite App with the module.

System configuration

System users can perform the following configurations:

- The ability to define how rates apply based on various additional factors.
- The ability to add new schedules of rates in the future and to define new relationships between these and existing recommendations, without affecting historical data.
- The ability to define multiple regimes for cyclical maintenance of certain assets, including the length of cycle, the year in the cycle and the associated work that will be required.
- The ability to manage orders batched together by a particular contractor or for a particular period of time and to see at a glance the total value of orders, payments made/outstanding etc.
- The ability to issue and process correction and default notices attached to individual orders.
- The ability to manage expenditure codes within the system and apply multiple codes at the various levels of an order.
- The ability to set, manage and report on budgets within the system, with this information automatically collating based on orders having expenditure codes associated.
- All of the above pricing, budgeting and ordering functions are to be specific to each financial year, with separation between years.





CONTRACTOR PLUS INTERFACE

This module allows contractors to receive their work orders electronically via a dedicated portal or directly on their tablets/phones as soon as ordered. Each contractor can view assets and the work required (including mapping), print or export work, generate and complete risk assessments electronically, and also monitor, update progress and sign off jobs on site.

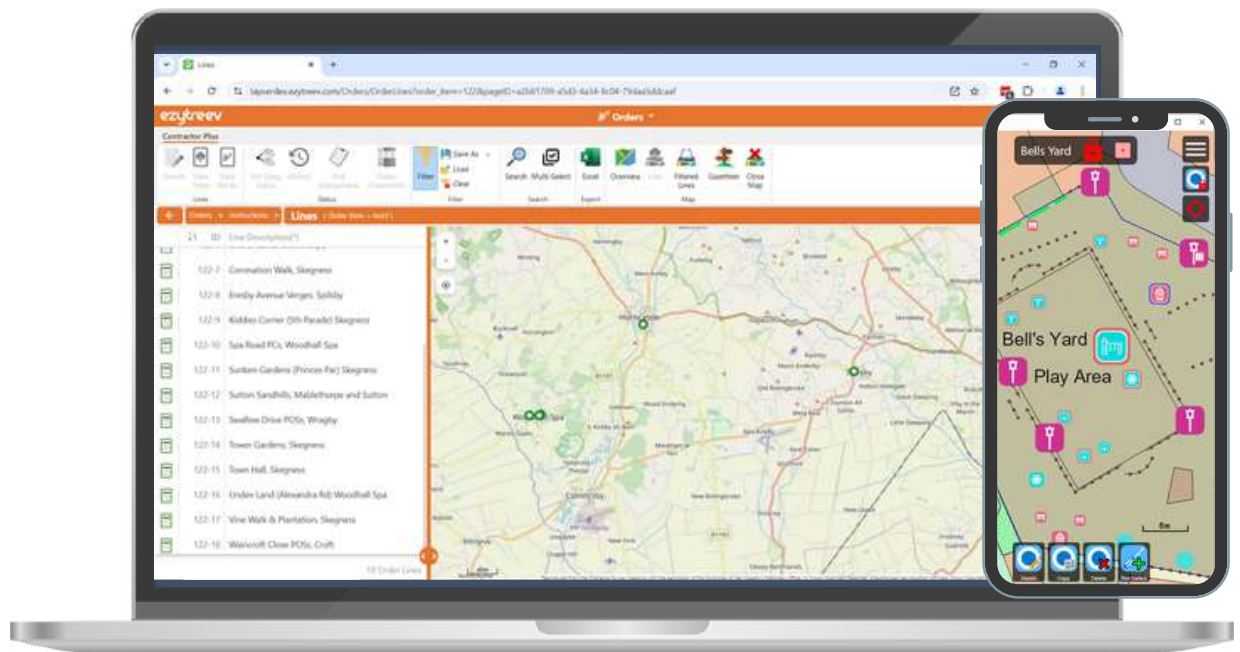
The module also includes features to assist the contractor in issuing and supervising the team's workload. The contract manager can allocate and issue work to individual teams electronically.

Each team instantly receives their own workload on a tablet or phone. The teams each view their own live list of outstanding work, along with the relevant asset details and photos, all on interactive mapping. They update and close off jobs as soon as completed and the contract manager then reviews and simply signs off completed work before the client is notified.

SmartSync allows progress to be monitored back at the office immediately. The device maintains a live list of outstanding work at all times. Once work is marked complete it will no longer display on the device, but the updated details will be available in the database, on the orders and individual asset records.

Within the Contractor Plus Interface, there is the ability for the Contractor to query any works or details about an asset. The client is able to raise queries and default notices if the works has not been completed as requested or on time etc. Contractors wait for the work to be approved by the client, before requesting payment.

Contractor Plus Interface enables better record keeping, closer monitoring of work, plus more accurate and timely invoicing.



CONTRACTOR PLUS INTERFACE

This module allows contractors to receive their work orders electronically via a dedicated portal or directly on their tablets/phones as soon as ordered. Each contractor can view assets and the work required (including mapping), print or export work, generate and complete risk assessments electronically, and also monitor, update progress and sign off jobs on site.

The module also includes features to assist the contractor in issuing and supervising the team's workload. The contract manager can allocate and issue work to individual teams electronically.

Each team instantly receives their own workload on a tablet or phone. The teams each view their own live list of outstanding work, along with the relevant asset details and photos, all on interactive mapping. They update and close off jobs as soon as completed and the contract manager then reviews and simply signs off completed work before the client is notified.

SmartSync allows progress to be monitored back at the office immediately. The device maintains a live list of outstanding work at all times. Once work is marked complete it will no longer display on the device, but the updated details will be available in the database, on the orders and individual asset records.

Within the Contractor Plus Interface, there is the ability for the Contractor to query any works or details about an asset. The client is able to raise queries and default notices if the works has not been completed as requested or on time etc. Contractors wait for the work to be approved by the client, before requesting payment.

Contractor Plus Interface enables better record keeping, closer monitoring of work, plus more accurate and timely invoicing.

Top features

- A live list of outstanding work orders for each contractor:
An overview of what is happening in each team of operatives with current status and progress for each work order, site, asset and operation (including interactive mapping).
- Allocation of work to individual crews, down to individual jobs: The Contract manager allocates and issues work to individual crews electronically, signs off orders marked complete before the client is notified. No information is lost or forgotten.
- A live list of jobs for each gang/team: Work orders are displayed directly on a crew member's tablet (Gang Tablets) or phone in the order in which they need to be completed, providing full description for each site, with start & complete by dates, notes, attachments and current status.
- Dynamic notifications & contractor feedback: An automatic notification is sent whenever work becomes allocated to a team's device, drawing their attention to the newly allocated work. The contractor then gets visual confirmation for each work item that it has been received by that team's device.
- Flexible risk assessment solution: Before signing off any work on a site, the gang/team can be required to complete a PDF risk assessment form in the app, which is generated from and saved to that order. Each contractor can fully define their own risk assessment template for use by their teams.
- Work sign-off & approval requests: Works teams/gangs sign off work via the app, and can take photos of the completed work, and optionally add their own comments. Once work orders are submitted as complete, contractors submit them for approval by the client, before requesting payment.

See p.11 for more information on using the Onsite App with the Contractor Plus interface.

Flexible work allocation
to teams

Risk assessment form
integration

Works progress status
for each task

Two - way
contractor / client feedback

Set Gang/Status

- Allocate Work**
Allocate work to a specific gang
- De-allocate Work**
De-allocate allocated/issued/abandoned work that has not yet been completed
- Abandon Work**
Mark allocated/issued work as having been abandoned by the relevant gang
- Request Approval**
Mark completed work as awaiting approval by the client
- Reset to Ordered**
Reset work back to Ordered

Risk Assessments

Template

View/Edit existing template: [Download](#)

Import new template/ Replace existing: [Import](#) or Drop a file here

Completed Risk Assessments

Recorded	Contractor	Gang	Device
27/06/2024	Tayver Trees	Gang 2	CONTR
01/07/2024	Tayver Trees	Gang 2	CONTR
04/07/2024	Tayver Trees	Gang 2	CONTR

[Add](#) [Close](#) [View](#)

Status History

Thursday 06 Jun 2024

11:03 **Ordered**

Wednesday 29 May 2024

12:14 **In Progress**

Friday 07 Jun 2024

00:00 **Completed**

Approved

Paid

[OK](#)

Queries

Tree: 000328 (Abies spp.) @ Abbey Close, Skegness, Skegness
Order Line: 00134/001
Works: CTN

System administrator: 06/07/2024 12:21
what about this one?

15:21
We completed it last week. Please see photo of the stump

Type a Message [Send](#)





THE SYSTEM IMPLEMENTATION

Ezyasset is a part of Ezytreev software suite, it is developed by RA Information Systems, an IT company with breadth of knowledge and significant experience in installing, implementing and tailoring Ezytreev products to the requirements of the individual site and integrating with existing corporate systems.

Ezyasset is installed on our dedicated hosted server. Data migration is achieved via our custom-built data migration tools which allow data to be acquired from any ADO accessible data source e.g. Excel spreadsheet, Access database, SQL database etc. Additional data can be derived from spatial data sources. The mapping data is provided by the user, generally in OS MasterMap format. It is then installed into the Mapping module allowing full integration with all the modules. The user-definable elements of the system are set up during implementation.

Ezyasset product development is driven by end-user feedback and reacting to emerging technical trends and technologies. Updates to originally purchased modules are provided free-of-charge 'as standard' under the maintenance agreement. Being on the Cloud allows the software to update remotely, no involvement required from the end user.

All data is hosted, stored and backed-up in the UK only. Our platform is based on industry standard solutions from Cisco, Microsoft and Citrix and hosted in a modern data-centre. The Centre provides physical and environmental security and the servers are accessible only by RA Information Systems Staff. All SQL databases are incrementally backed-up each night, and all server data is backed-up via DPM to an off-site 'warehouse' independent of the hosted environment supplier. Compatible virus protection ensures security of the system, whilst our support team have full control over the servers 24 hours a day allowing them to address performance issues immediately. Our clients benefit from the scale and security of a multi-tenant cloud system without the need to manage, finance and deliver the platform internally. You will have contractual ownership over your data, and will be able to either copy or export it to your own network 'on demand' at any time.



SUPPORT AND TRAINING RESOURCES

Ezyasset and Ezytreev application and platform support is provided by our own internal team of engineers based in Chesterfield, UK. We have a Support Desk call logging system – you can contact our support desk between 8am and 6pm Monday to Friday, via e-mail or phone.

The support team will try to resolve the issue during the initial contact as all support team members are technical engineers. If your call is not resolvable on first call, you will receive an e-mail with a call reference number. The call will then be progressed through to completion.

With your approval the support team will be able to access your system on the Cloud, to shadow your current desktop session and assist with any training requirements.

Users are advised to complete the available module training prior to accessing our customer support in order to provide an understanding of the system and a better user experience.

Our customers are also welcome to use ezyUserGuide, our platform offering instant access to online resources including user manuals available to download, training notes, video guides, news blog and a community forum.

We are happy to arrange an online or on-site demonstration to give you an overview of our solution, to show how our software package works, how it delivers value to its users, its specific tools, features and functions.

Book your free Demo and let us show you why users from around the UK and Ireland choose Ezytreev products.

Your solution to survey and streamline your park, street, grounds and landscape asset maintenance



Sustainable standards of work, review, monitoring, risk assessments and maintenance procedures across sites in line with industry recommendations and codes of practice



Prevention of safety hazards and minimised risk of liability for injuries and/or damages to the public and property



Increase in work efficiency and higher processing capacity by automated routine tasks, mobile working and optimised use of resources



Optimised communications and collaboration in the field between both internal team of officers/inspectors and external contractors undertaking works



Closer work monitoring, timely invoicing plus pro-active budget planning



Greater use of data, opportunity to create and run your own reports and dashboards on the live database



Secure digital data storage, data backup and 24/7 access to your system



Contact

By post:

RA Information Systems
9-10 The Bridge, Beresford Way,
Chesterfield, S41 9FG

By email:

info@ezytreev.com

By phone:

+44 (0) 330 223 11 33

www.ra-is.co.uk/ezyasset

Follow us



ezyasset



ezytreev

Crown
Commercial
Service
Supplier