



THE FTMAINTENANCE ADVANTAGE

Our Product and Service Philosophy

FTMaintenance is built on a core philosophy of product and service excellence called the FTMaintenance Advantage. This philosophy is ingrained in all aspects of FTMaintenance - from product development to the outstanding customer service we provide. Regardless of location or industry, it is our goal to make maintenance management easy. The core pillars of the FTMaintenance Advantage are described in the following sections.

Support Network

FasTrak proudly provides a variety of support resources to help customers maximize their FTMaintenance experience.

- **Startup Service Package** - All new customers receive free implementation assistance, free data importation tools, and free user training.
- **Technical Support** - FTMaintenance customers receive unlimited support from a dedicated FTMaintenance Customer Care Specialist and the FasTrak Technical Support Team.
- **Product Upgrades** - Customers in warranty receive free FTMaintenance upgrades and enhancements.
- **Product Documentation** - FTMaintenance customers have access to product documentation, tutorial videos, and an integrated help file.
- **Training Classes** - FTMaintenance training ensures user productivity and maximizes return on investment.
- **Customer Services** - FasTrak's uniquely valuable customer services include consultation, data importation assistance, custom development, and system integration.

“Automate Everything Philosophy”

FasTrak focuses on automating nearly every maintenance activity to save you time, improve the accuracy of your maintenance data, and help your team run more efficiently. We continue to develop FTMaintenance to increase performance, improve processes and procedures, and add timesaving features. FTMaintenance includes automated features such as:

- Automatic labor tracking
- Automatic downtime calculation
- Automatic cost center assignment
- Automatic bill of materials (BOM) creation
- Automatic printing and emailing
- Automatic report generation
- Automatic requisition creation
- Automatic work order generation



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Industrial Focus

FasTrak SoftWorks, Inc. is a diversified supplier of industrial automation solutions. For over 30 years, we have been providing customers worldwide with software solutions that are designed to meet their unique needs and overcome their specific challenges. This industrial focus includes maintenance management features and capabilities such as:

- PLC monitoring and alarming
- Information-rich asset tree
- Intuitive service request system
- Step-by-step work order closure
- Workflow customization
- Full-scale maintenance reporting

FTMaintenance Customers

Our customers include:



A.Y. McDonald Manufacturing Company
Waterworks and Plumbing



Ferrum College
Higher Education



3 Floyds Brewing
Brewery



Herff Jones
Cut and Sewn Apparel



New York City Transit
Mixed Mode Transit Systems



Snak King
Snack Food Manufacturing



Crown Poly Inc.
Plastic Bag and Pouch Manufacturing



Nature's Touch
Frozen Fruit, Juice, and Vegetable Manufacturing



Federal White Cement
Cement Manufacturing



Universal Bearings
Ball and Roller Bearing Manufacturing



Martin County District Hospital
General Medical and Surgical Hospital



Town of Smithfield
Government and Legislative Body