

What do you get when  
you put a bunch of  
**engineers,**  
asset managers  
and software developers  
together for **25** years?

...one of the  
**world's best**  
Enterprise Asset  
Management Systems

**CN KEY**

asset management | switched on

# Engineering. Software. Synergised.

The On Key Enterprise Asset Management System (EAMS) is switched on at enterprises globally to manage assets according to sound engineering principles, driving bottom line profits.

Use On Key to unlock the new currency in business asset management - the speed of data and time. In a fast moving world, information must be accurate, timeous and easy to access so that staff and decision makers on all levels can use the information to rapidly reach their objectives.

Whether you need to monitor the performance of a production line, plan and schedule work or analyse asset data to calculate the life cycle cost of a facility, you need an evidence-based, smart system that delivers.

On Key is the result of decades of experience, research and a focused dedication to delivering asset management value.

Become part of a community of asset owners who experience better and smarter enterprise asset management with one of the world's leading EAM systems.

# ON KEY

asset management | switched on

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*The On Key Asset Register provides a unique hierarchical view of your assets which is scalable to size and complexity.”*



# Key Features



## Asset Register

On Key's Asset type tree categorises asset features, criticality data and tasks by asset type. When adding a new asset to your asset register, it is only linked to the relevant asset type and inherits the preconfigured data automatically.

### Features

- Asset tree
- Asset type tree
- Asset configuration
- Options and rules

### Beneficial attributes

#### Asset tree

- Get a handle on the assets your company uses to achieve its goals.
- A hierarchical structure simulates your real-world environment.

#### Asset type tree

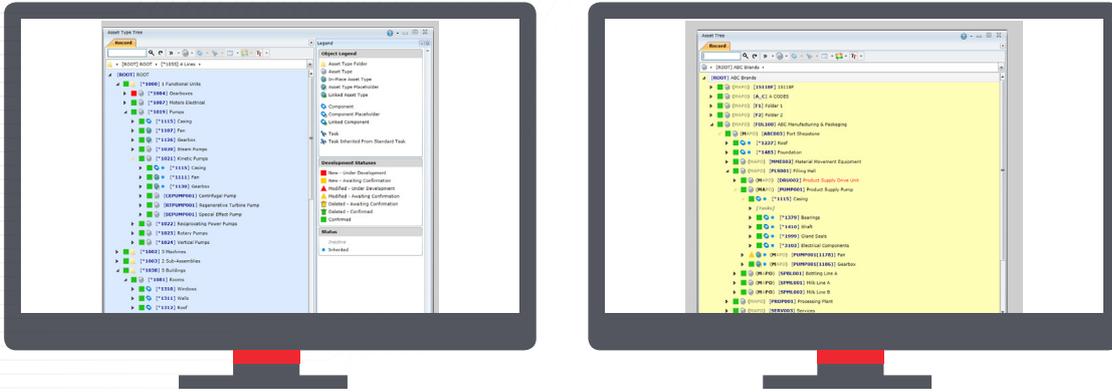
- Simplify your asset register rollout procedures and minimise asset configuration by defining reusable building blocks that can be used as templates to create assets with a common structure.
- Automatically roll out asset maintenance and configuration changes to all assets of a specific type using intelligent inheritance.

#### Asset configuration

- Rate and prioritise your assets according to their criticality in your environment.
- Know where your assets are by associating them with GPS coordinates.
- Keep track of capital expenditure associated with asset acquisitions.

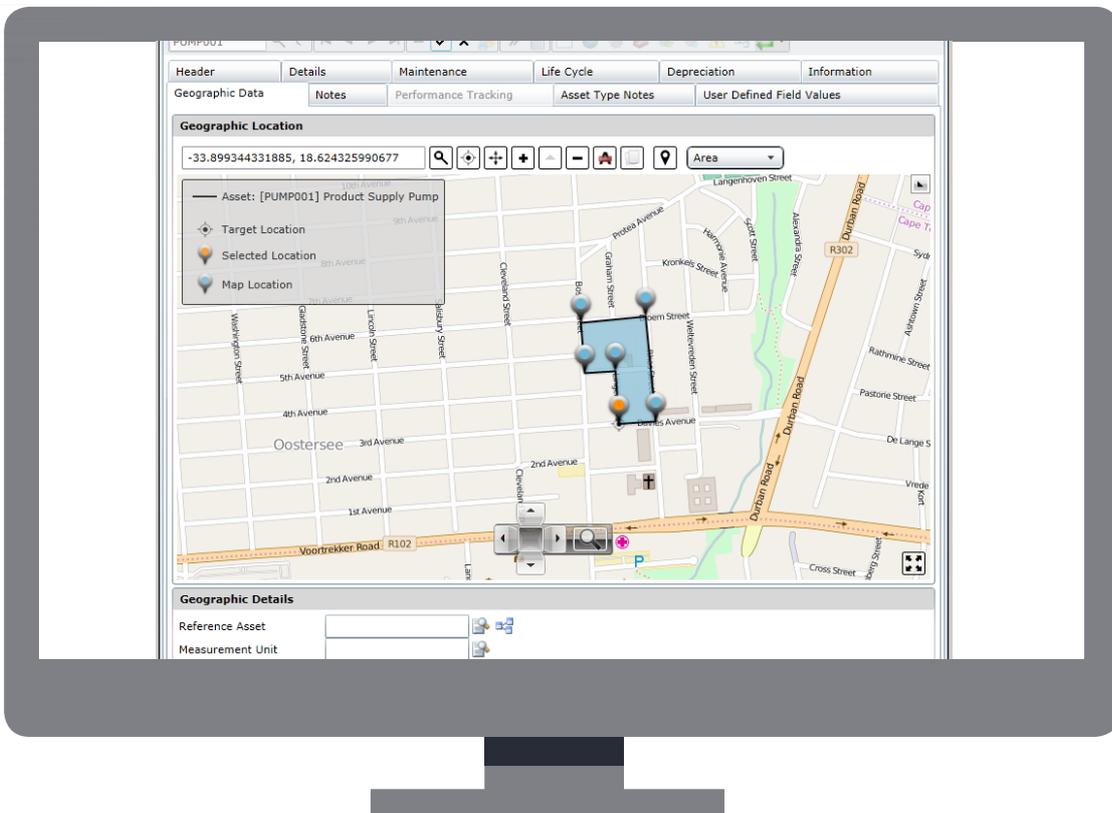
#### Options and rules

- Ease the configuration and rollout of complex machine layout options for high-configuration assets using option catalogues and predefined rules.



**Fig 1.**  
A display of the Asset Type tree (blue screen) that aids as the backbone of the Asset Tree (yellow screen) in On Key.

” | Leverage the power of the On Key Asset Type Register which enables you to update the plans of similar assets in one place.”



**Fig 2.**  
In On Key it is possible to identify an asset based on its geographic location as a single-point, linear or area asset. This is displayed in a map view.

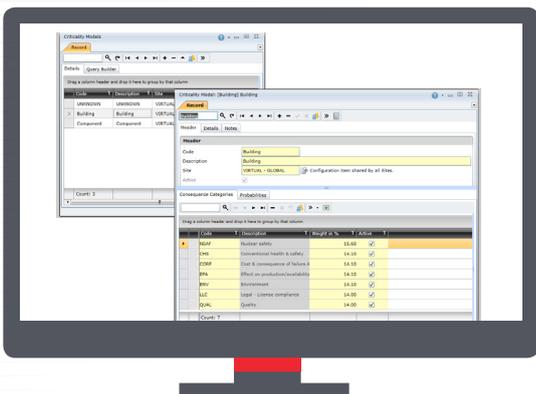


## The Asset Care Plan Developer

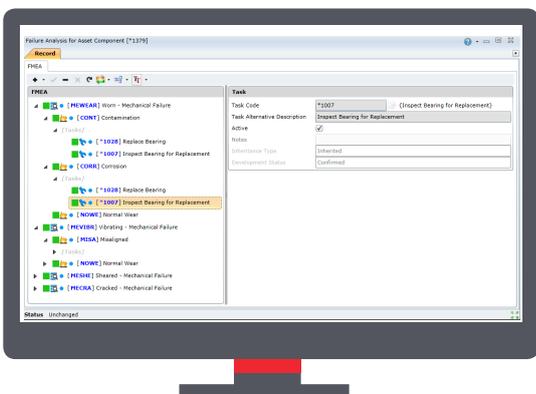
With On Key, your asset care plans are developed within the system. With decades of experience behind our name, our engineers use actual, relevant asset data to compile customised plans for your assets. Once the knowledge is captured, On Key will switch on your maintenance plans and roll them out spontaneously.

### Features

- Criticality configuration
- Scheduling configuration
- Task configuration
- Failure analysis



**Fig 3.** Different criticality models are used in On Key.



**Fig 4.** The Failure Modes and Effect Analysis (FMEA) are displayed for a component on this screen.

### Beneficial attributes

#### Criticality configuration

- Prevent failures by identifying your critical assets, their possible failures, the probabilities of failure, and potential consequences.

#### Scheduling configuration

- Easily define and switch between different maintenance tactics and their frequencies based on operational conditions in your environment, such as seasonal changes, production demand cycles and asset condition.
- Manage staff and asset availability, and activate or suppress seasonal maintenance tasks by creating custom calendars that define seasons, shifts, weekends, working days, non-working days, and holidays.
- Set up condition-based maintenance tasks based on condition monitoring feedback and specified threshold triggers.
- Set up usage-based maintenance tasks based on usage intervals for meters linked to assets.
- Manage due dates for large groups of work orders that need to be executed simultaneously by adding them to once-off events.

#### Task configuration

- Simplify the configuration of common tasks that are shared by multiple assets by creating reusable standard tasks.
- Facilitate detailed analysis and reporting by classifying and grouping work orders according to their type of work.
- Define a maintenance task prioritisation structure that makes sense in your environment by creating custom task importance levels.
  - Reduce paperwork by combining similar maintenance tasks into a single work order by specifying task roll-up points.
  - Define all the resources required for each maintenance task, such as spare parts, special equipment and skills.

#### Failure Analysis

- Understand how your assets could potentially fail, identify the root causes, and define appropriate maintenance tactics, by performing logical and systematic failure analysis.



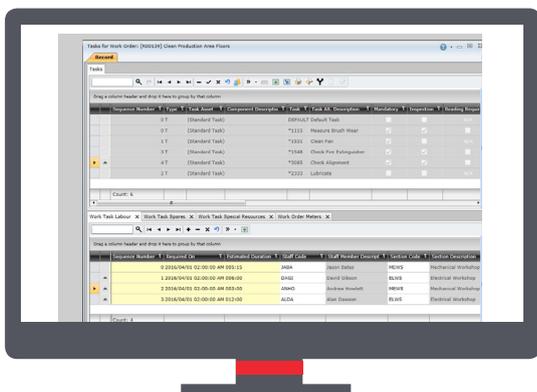
## Maintenance Manager

Our Maintenance Manager automates work allocation to ensure that specific tasks are earmarked to the right trades at the most suitable time.

This way you know that your assets are up and running during peak times when needed most.

### Features

- Work requests
- Work order management
- Planning and scheduling
- Condition monitoring
- Service management
- Notifications
- On Key Express



**Fig 7.**  
Scheduling events based on capacity.

### Beneficial attributes

#### Work requests

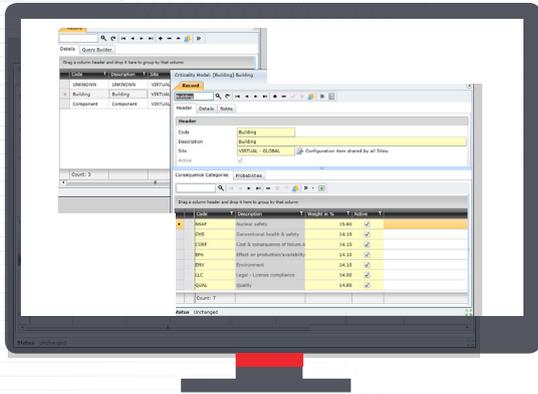
- Manage requests for non-tactical asset maintenance by logging asset failure incidents and work requests.

#### Work order management

- Easily log, assign and monitor work instructions by using comprehensive electronic work orders that describe the work required, specific procedures to be followed, work priority, due dates, responsible section, trade, and the staff members, labour, spare parts and special resources required.
- Capture comprehensive work order feedback at the task level, including the work performed, labour hours spent, and spare parts used.
- Perform comprehensive asset performance analysis by linking work orders to specific asset downtimes.
- Keep track of the labour, contractor, spare part, and travel expenses associated with work orders by performing work order costing analysis.
- Prevent duplicate work order creation (in environments where work orders are reported and logged by multiple people) by viewing an asset's recent work order history.
- Define a work order prioritisation structure that makes sense in your environment by creating custom work order importance levels.
- Keep track of each work order's status by customising work order statuses.

#### Planning and scheduling

- Get an insight into upcoming tactical maintenance work by generating a list of proposed work orders based on your assets' maintenance plans.
- Ensure that only the required maintenance work is assigned, and eliminate duplication of effort by managing duplicate tasks that may be present in the backlog.
- Automatically calculate work priority using built-in algorithms that take into account a customisable weighting system and your asset, work order, and task importance levels.
- Facilitate effective maintenance planning by defining all resources required to perform each task, such as spares, special equipment, permits, competencies and tools.
- Allocate specific time periods for maintenance activities by creating scheduling events and specifying the available trades and staff members, along with their capacities.



**Fig 8.**  
Scheduled work is precisely allocated to accommodate processes and work flow using the daily allocation feature in On Key.

- Simplify work order scheduling by automatically assigning work to the most appropriate trade in a scheduling event, based on work priority and trade capacity.
- Ensure that the right people do the right jobs at the right time by allocating maintenance tasks to specific staff members for execution on specific dates according to their skills and availability.
- Keep track of staff member work assignments and asset availability using dynamic calendars that automatically update as you plan and schedule maintenance work.

**Condition monitoring**

- Perfect your proactive maintenance tactics and keep track of asset wear and tear by linking monitoring points to your assets and taking regular point readings.
- Receive instant notifications about assets that are not operating optimally by setting up alarms and linking them to specific asset monitoring points.

**Service management**

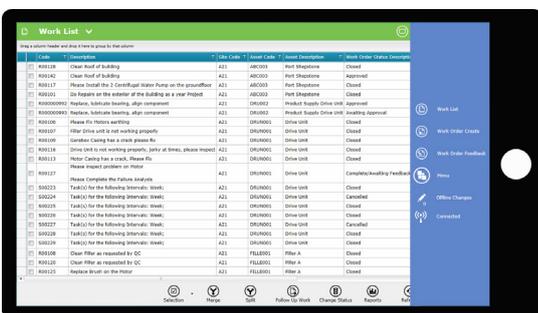
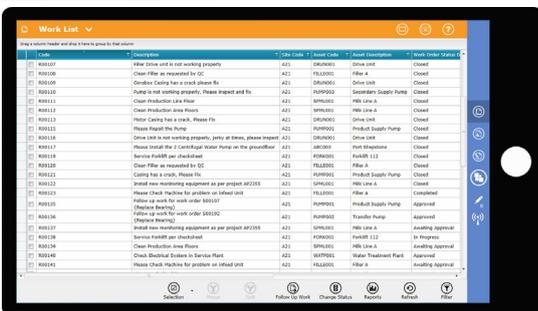
- Measure, monitor, and manage service response times by defining custom, time zone-aware service level agreements (SLAs).

**Notifications**

- Generate automated email or SMS messages by setting up custom notification triggers based on work order status changes, SLA limits, asset monitoring point alarms, and feedback or service evaluation requirements.
- Create custom email and SMS notifications by defining reusable templates that get dynamically populated with specific information before being sent.

**On Key Express**

- Simplified WO feedback mechanism.
- Easy to train users and deploy application because of simplicity.
- Customisable to only expose relevant tabs, headings, labels and fields as well as layout of screens and branding.
- Adhere to all On Key business rules.
- Fully translatable.
- Online and offline capability.
- Functional on a Windows tablet.
- Camera Integration - provides the ability for camera integration, enabling additional functionality.



**Fig 9.**  
The screens in On Key Express changes colour when switched between online and offline view

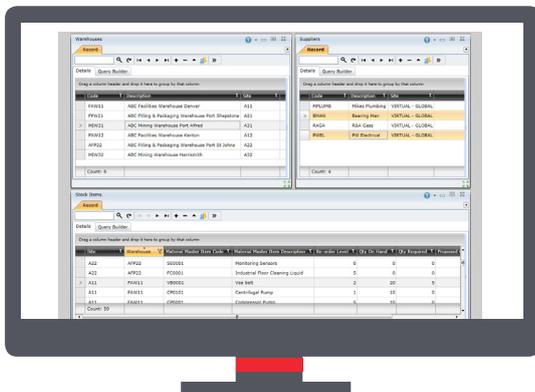


## Material Manager

Our Material Manager enables maintenance store managers to implement and maintain good housekeeping practices. This way you increase the effectiveness of your technical departments and ensure that the appropriate stock, in appropriate quantities, is maintained to ensure spare part availability for scheduled work.

### Features

- Requisitioning
- Issues and returns
- Purchasing
- Material configuration
- Stock management
- Stock changes



**Fig 11.** Provision is made for the management of stock items in multiple stores linked to different suppliers

### Beneficial attributes

#### Requisitioning

- Make sure that the right materials are available in the right quantities when you need them, by requisitioning items needed to complete maintenance tasks.
- Manage requisition progress by defining custom statuses to suit your environment.

#### Issues and returns

- Keep track of the spares and materials dispensed from your stores to complete maintenance tasks.

#### Purchasing

- Generate and manage direct purchase orders for material items needed for maintenance work.
- Manage purchase order progress by defining custom statuses to suit your environment.
- Keep track of stock items ordered from suppliers by generating receipts for items received from suppliers, and credit notes for items returned to suppliers.

#### Material configuration

- Manage stock items maintained in multiple warehouses, at multiple sites, operating in multiple currencies.
- Maintain an informative material master, listing all stock and non-stock items with their commodity codes, suppliers, specifications, classification, min/max stock levels and associated assets.
- Facilitate better stock analysis and reporting by grouping spares, materials, stock items, and contractors by custom commodity types and categories.
- Know where to order your stock and materials when you need them by maintaining a list of suppliers, along with their trading currency, tax rates, and discounts offered.

#### Stock Management

- Keep track of individual stock items' movements and transactions using a detailed transaction and financial history.

#### Stock Changes

- Maintain a detailed history of stock price adjustments and revaluations.
- Know exactly what stock and materials you have on hand by performing regular stock takes and keeping track of stock transfers between your stores.



## Performance Manager

On Key's Performance Manager lets you analyse the underlying causes of asset downtime and performance losses, access production figures and calculate the Overall Equipment Effectiveness and plant performance of your facility, fast.

### Features

- Log sheets
- Loss configuration
- Production configuration
- Shift configuration

### Beneficial attributes

#### Log sheets

- Collect the information needed to calculate and analyse your Overall Equipment Effectiveness (OEE) and Overall Plant Performance (OPP) by capturing offline log sheets.
- Entry of logsheet data can be automated to be imported into On Key at the end of each shift.

#### Loss configuration

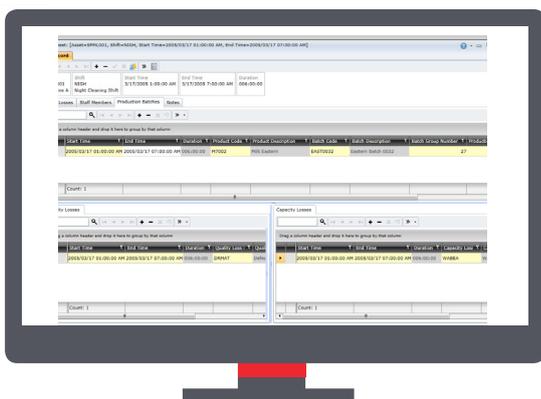
- Keep track of the asset failures that cause your assets to become unavailable, stationary, or inactive.
- Keep track of the asset failures that cause your assets to operate at reduced performance, or negatively impact on your assets' ability to deliver the expected level of quality.

#### Production configuration

- Know which assets are producing which products, and in which quantities they are being produced.

#### Shift configuration

- Know when your assets are operating and the staff members who are operating them by defining shifts and asset user lists.



**Fig 12.**

*This Log Sheet records availability on production batches.*



## Analysis and Monitoring

Are you paying a team of reporting specialists to develop or change your standard reports every time you have new requirements?

Own your reporting and analytics tool by developing your own profiles or modifying standard profiles.

### Features

- SSRS reports
- Custom queries
- Analytics

### Beneficial attributes

#### SSRS Reports

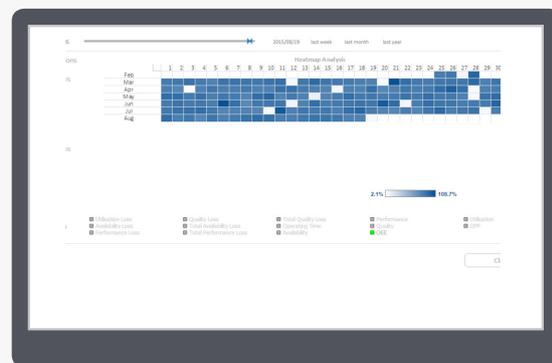
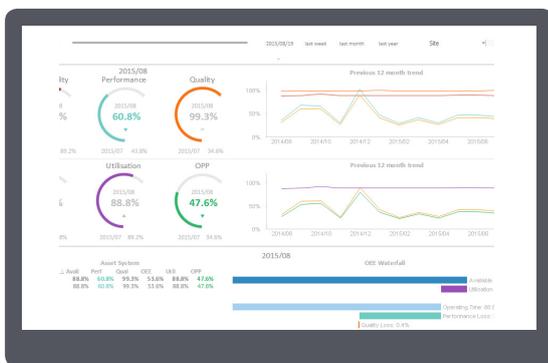
- A set of more than 60 standard SSRS reports is available, covering most of the commonly used asset management KPIs.

#### Custom Queries

- Build reusable views of the data stored in the database by creating custom report queries using a built-in query editor, or by specifying SQL queries.

#### Analytics

- Get the information you need to make strategic and tactical decisions by transforming raw data into meaningful information through using a business intelligence (BI) reporting tool a range of standard On Key Analytics models. These models comes standard with powerful self-service analysis capabilities that enables you to visualise information the way you need it.
- Some of the standard analysis models that are available includes:
  - Financial and life cycle cost analysis
  - Material usage analysis
  - Asset performance analysis (OEE)
  - Work status analysis
  - Staff usage analysis
  - Failure analysis
- Customised analytics models can easily be built to integrate asset management data in On Key with other data sources such as time and attendance systems and manufacturing systems to get a complete asset management view of your organisation from one convenient location in On Key.



**Fig 13.**

Analytics reports are fully customisable according to client requirements. A set of best practice reports are also available of which the Performance Analysis Dashboard and Self Service heat map are examples.



## Mobile Work Manager App

The On Key Work Manager app lets you track the actions and locations of your maintenance staff and contractors to verify that their work is completed on the right asset in line with safety standards, best practice and service levels.

### Features

- Work manager app
- Mobile analytics

“*The mobile On Key Work Manager app means that you are always in touch with your technical staff – allocating work, getting feedback and making decisions.*”

### Beneficial attributes

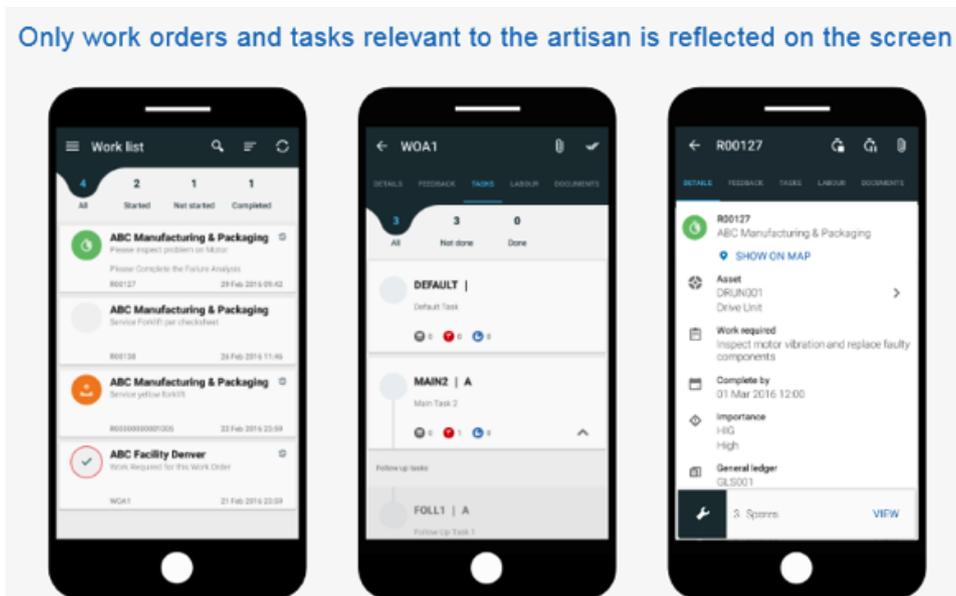
#### Work manager app

- Manage your work assignments and stay informed while you're on the move using the mobile Work Manager app for Android.
- Stay productive by working in both online and offline environments. Certain processes performed in offline mode requires connectivity to complete.
- View the latest information for your work assignments by downloading your work orders, along with their specific tasks and spare part requirements.
- Shorten the work order life cycle by providing immediate electronic work order feedback as soon as you've completed the work.
- Provide comprehensive work order feedback by attaching documents, templates, and photos for visual feedback
- Get immediate approval from customers using electronic work order sign-off and digital job cards.

#### Mobile analytics

- On Key Mobile Analytics enable managers to conveniently view selected asset management information on their mobile devices whenever connected to the Internet. This keeps your management updated with important measures related to their area of responsibility even when they are not at their desks.
- On Key Mobile Analytics is made possible through our BI module and is available on all mobile and desktop platforms.

Only work orders and tasks relevant to the artisan is reflected on the screen





# Key Services

**On Key is the developed by Engineers for Engineers.**

With On Key, you don't just get support. You get engineering support geared towards asset management. As engineers, we understand your need to improve your asset performance, cut costs and mitigate risks. Every aspect of our service is geared towards this business need.

## Software and so much more

No EAM system can deliver value out of the box without the careful review of your organisation's business processes and requirements. When you purchase On Key, you purchase a software system and over 25 years' asset management experience as well as supporting best practice driven asset management business processes to fast track the implementation of the EAM system in your business. We ensure that there is no gap between your expectations and the real benefits that On Key delivers.



## Configuration

*Guided by documented best practices*

- Implementation of On Key by accredited engineers ensures that industry knowledge, asset management best practice and effective business processes are applied. By involving your users in the configuration of the On Key system, our engineers ensure that there is alignment between the business needs and the deliverables from the system. Pre-configuration of best practices saves time during implementation, and where suitable, existing data is converted and imported.
- Years of industry experience and best practices have been documented in our business processes for optimum value delivery.



## User and product support

*Fast and easy access to help*

- On Key version updates are released regularly. We value our clients' product modification suggestions. We review them all and prioritise the most sought after and value adding modifications for development.
  - On Key experts provide technical support at our dedicated Help Desk.
  - On Key boasts a comprehensive User Manual that contains "how to's" and best practices for On Key functionality and features.
- 



## Software hosting

*Hassle free, safe and optimised for On Key*

- On Key is hosted at our service provider, giving you peace of mind that your data is secure without the complexity of managing your own IT infrastructure. Clients hosting their On Key software with us enjoy the benefits of:
    - optimal configuration of web service and database indexes
    - fast and stable hosting
    - secure asset data with up-to-date anti-virus, intrusion prevention and firewalls
    - proactive maintenance of hardware, software and security
    - latest generation hardware
    - offsite data replication
    - tested disaster recovery plan (monthly and annually)
    - fast, efficient support from dedicated staff
- 



## Training

*Learning at your own pace*

- On Key training can be delivered on site, through public training courses or via our online Learning Management System. It is focused on equipping all role players with the skills to use On Key for maximum benefit.
-



## Integration, Interfacing and Custom Development

*For a seamless transition*

- Our dedicated integration experts will take care of your integration requirements and maximise the use of the standard On Key web services.
- A file based batch import tool is a standard On Key feature.

### **Interfacing**

- Two options are available for establishing an interface between On Key and third party ERP systems:
  - The On Key Interface Tool provides a generic integration mechanism for importing and exporting to or from On Key. The Interface Tool uses the On Key web services to ensure data integrity. All transactions are recorded in a comprehensive change log that includes an email notification mechanism for error logging.
  - On Key Web Services provides clients with the facility of programmatically querying and transacting against the On Key tables. Direct web service transactions give clients greater flexibility and tighter, more real-time integration.
- We can also assist with the development of custom integration solutions using the On Key Interface Tool, Web Services and Microsoft SQL Server Integration Services (SSIS) where further data manipulation before import/export from On Key is required.
- We can provide integration with an ERP's Stock Management module to import materials master data and process materials requisition, issue and return transactions linked to work orders.

### **Custom development**

- Our team can also assist with the development of custom integration solutions using the On Key Interface Tool, Web Services and Microsoft SQL Server Integration Services (SSIS) where further data manipulation before import/export from On Key is required. Typical examples are:
  - KPI reports
  - custom reporting for your specific requirements
  - real-time performance information
  - support service for updating large volumes of data
  - system generated email notifications
  - intelligent solutions for data clean-up and merging of databases custom software tools to enhance business processes

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**”** | *Our customisable user interface allows you to personalise the user experience to make our software solution your own.”*

# System Requirements

**On Key requires the following software to be installed for use on desktop or laptop PCs:**

- Windows 10 with Internet Explorer 11 and latest Silverlight plug-in<sup>1</sup>. Not supported on Windows RT<sup>2</sup>.

**On Key Express requires the following software to be installed for use on Windows tablet devices:**

- Windows 10 or later with Internet Explorer 11<sup>1</sup> and the latest Silverlight plug-in. Not supported on Windows RT<sup>2</sup>.

**On Key Express requires the following software to be installed for use on desktop or laptop PC's:**

- Windows 10 or later with Internet Explorer 11<sup>1</sup> and the latest Silverlight plug-in. Not supported on Windows RT<sup>2</sup>.

**Camera Integration:**

- Provides the option to take, edit and share images for the purpose of work order management and feedback.
-

# Background

The Pragma group of companies are the proud owners of the On Key EAM system. On Key is the result of decades of industry experience, research and a focused dedication to delivering asset management value to both small and large enterprises across various industries. On Key's research and development is the unique, combined effort of a diverse team of engineers, analysts and dedicated software developers.

Driven by software engineering values of clean code, simplicity, repeatedly and fast feedback, we use core engineering practices like collective code ownership, test driven development, continuous integration, simple design and refactoring to build software that delights our clients and allows for rapid change with confidence both in the short and long term.

On Key makes use of a focused set of technologies like .NET, Xamarin, C#, SQL Server Integration and Reporting Services and QlikView. Combined with the powerful RabbitMQ message server and intelligent Elastic Search engine, we deliver a scalable platform that can be accessed via our web services, native mobile apps on both Android and iOS and our web front-end. On Key also provides strong and seamless integration combined with rich and powerful business intelligence via the Qlik data analytics platform. On Key is deployable on a secure hosting environment, where we take care of all system administration, or on-site in a client's data centre in a stand-alone configuration. Your data, your choice.

## Contact us

**Have you ever considered including an EAM system in your 20 year asset management strategy?**

Join the elite group of companies from across all industries who has reaped the benefits of sustainable equipment performance through On Key. Take the first step in what will become your most valued partnership.

Request a demonstration from a consultant | email [info@on-key.com](mailto:info@on-key.com)

Do you prefer a personal conversation? *Phone us*

• South Africa | +27 (21) 943 3900

• Pragma Europe | +31 (73) 648 0563

[www.on-key.com](http://www.on-key.com)

” | *No matter where you are in the world, regardless of currency, language or time zone – **On Key is the EAM system for you.***