

As we conclude another quarter marked by progress and innovation, Eurostia's project team is pleased to present a comprehensive overview of the recent advancements in the field of smart facility management.

## **a. Custom Dashboarding Environment**

The platform offers robust customization and extension capabilities through this new development, providing users with extensive flexibility. This environment facilitates the creation and management of personalized dashboards, allowing end users to access additional, tailor-made views and controls based on their specific roles and privileges. To ensure real-time monitoring/control while sustaining data rates and responsiveness, the underlying user interface framework maintains a continuous bidirectional Web Socket connection to the backend device/data management system. This connection is shared across all created dashboards for all users. The integrated frontend-backend managing subsystem is consistently responsible for identifying the initiator of any dashboard-related request, ensuring that each user interacts only with permitted dashboards according to their granted privileges.

## **b. Prescriptive Maintenance Readiness**

Prescriptive maintenance plays a vital role for both facility operators and management solution providers by allowing them to proactively oversee their assets and enhance their performance. As an integral part of the solution, it incorporates prescriptive maintenance capabilities that are seamlessly integrated with the overall asset and infrastructure management module. This feature provides comprehensive scheduling, monitoring, and reporting tools, enabling organizations to implement customized prescriptive maintenance strategies tailored to their specific use cases and requirements. The system allows any asset or infrastructure hierarchy to be linked to schedules, automatically triggering process flows at predefined intervals to generate tasks and work orders within the system. The running scheduler activates all scheduled actions simultaneously, creating maintenance tasks and work orders for each asset. Each work item is then organized into designated services or projects, offering a streamlined view and management through a dedicated action and task-tracking module (outlined in a separate deliverable).

## **c. Action Tracking and Improvement Performance Analytics**

This service is an advanced solution designed to manage the lifecycle of various tickets efficiently. Implemented as a cloud-based, feature-rich, and fully customizable ticket management module, it offers a comprehensive tool for all aspects of the ticket lifecycle and involves all relevant stakeholders. The cloud-based frontend serves as the workspace for different user roles within a typical ticket management ecosystem. This includes administrative tasks for account setup and customization, management functions for analysis, high-level monitoring, auditing, and reporting, and day-to-day ticket lifecycle activities. In this module, tickets are organized into services with specific customizations and parameterization options related to ticket content, priorities, and lifecycle processes. The solution also includes performance analysis tools that allow facility operators to assess the outcomes of executed actions, facilitating equipment fine-tuning and continual improvement of infrastructure efficiency over time.