

CWorks FAQ

General Queries

5) What do I get when I purchase the Premium Support Package?

CWORKS – Premium Support Package

To ensure that your usage of CWorks software is maximized, CWorks maintains a dedicated in-house technical support team. With a variety of support and service offerings, CWorks makes it our priority to make sure our user needs are met.

Support Subscription

A Premium Support Subscription entitles users to:-

- FREE product updates for duration of subscription

- Support from our offices in New York and Kuala Lumpur (Business day)
 - Priority email support
 - Telephone and Skype support
 - Fax support

- Response within the same working day

In addition, Premium Support Subscribers also receives the following hardware and software's worth more than USD450 for FREE.

- FREE USB Skype telephone
- FREE one user license of Webshare Internet Reporting software for duration of subscription
- FREE one user license of CWorks Auto Key Performance Indicator (KPI) software
- FREE one user license of CWorks Worklog software

Support Time

CWorks will provide a timely response and has often resolved support issues within the same working day. Support will be provided from Malaysia and Buffalo (New York) office.

- Malaysia office time from 9.00am to 6.00pm (GMT +08:00) (8.00pm-5.00am EST)
- New York office time from 8.00am to 6.00pm (EST)

** excluding weekends and Malaysian & US Statutory holidays

Cost

Product

CWPLUS First Year, US\$450 per site / per annum
Subsequent years US\$350.00 per site / per annum

CWSQL US\$135 per user/ per annum

WorkLog

- Makes it very easy for plant-floor technicians to record work done, failure codes, downtime etc.
- It provides them with an immediately available search of repair history of any asset / machine.
- It provides a searchable log of maintenance activity during any shift.
- It ensures details are collected and that technicians are fully involved.

The screenshot shows a software window titled "Edit" with a light beige background. It contains several input fields and buttons. The fields are: "Employee #" with a dropdown menu showing "JB"; "Hours" with a text box containing "4"; "Work Order #" with a text box containing "000000015" and "Search" and "New" buttons to its right; "Status" with a dropdown menu showing "Open"; "Asset" with a dropdown menu showing "1002" and a "Search" button to its right; "Done" with a dropdown menu showing "Yes"; "Failure Code" with a dropdown menu showing "Operator" and a "Search" button to its right; "Down Time" with a text box containing "2"; and "Comments" with a text area containing "Machine was put in reverse while full of material". At the bottom of the window are "Save" and "Cancel" buttons.

Figure 1 : WorkLog Entry screen.

Webshare

- You can now upload CWorks data into CWorks servers for viewing over the web.
- You can analyze data from all your facilities in one web interface or export them to Excel for offline analysis.
- You keep control of your data on your PC and are free to customize CWorks to fit the way you work.
- You give everyone faster and convenient access to the information they need, when and where they need it.



Figure 2 : Webshare - Executive Dashboard

AUTO KPIs

- Provide management with current information on a range of measurements of maintenance improvement
- KPI is MSEXCEL based program.
- Reports are available as a desktop icon, and are always current as they read directly from the database

Contact us

For more information feel free to contact us

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