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# State of eEquip

01

## Professional Services

Specialized, knowledge-based services provided our by experts.

02

## Operations (IT & Customer Satisfaction)

Strategic and day-to-day activities involved in maintaining optimal services and standards.

03

## Product

The lifeblood of eEquip delivering peace of mind while ensuring your assets are managed from cradle to grave.



# Professional Services



- Scaled team to improve response times
- Introduced Professional Training Programs
- Updated project tracking for greater transparency



- Separation of R&D Milestones
- Realignment of billing based on changes to revenue polices
- Continuing to scale PS team to further improve response times



# Operations (IT & Customer Satisfaction)



- **New CMS Resulting in reduced ticket response times**
- **Enhanced Knowledge Base**
- **Updated Debugging Tools**



- **Improved data management**
  - **Data archival and purge**
- **Data gathering and analytics on feature usage**



# Product - 23/24

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- **eEquip SSO Launch**
- **Remote Location Application**
- **Framework Upgrades**



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# Road Map for Tomorrow

01

## UX Updates eEquip Mobile

Aiming to enhance user navigation and interface efficiency, streamlining asset management while in remote facilities.

02

## Authorization Model Updates

Upgrades will provide stronger security and more customizable access controls for improved asset management.

03

## System Framework Upgrades

Set to deliver enhanced performance, better scalability, and more robust integration capabilities for users with large asset databases.

