



**Fire protection  
maintenance software**

# Fire protection maintenance software

FireMate Professional is award-winning business management software for fire protection maintenance service providers. The cloud-based system offers comprehensive workflow management for service providers maintaining fire protection equipment and transparency for their customers.

As former fire contractors, we know the industry processes, standards and legislative requirements that impact daily operations. This industry experience and our desire to make life easier for fire protection specialists were the foundation for FireMate.

FireMate's end-to-end software solution simplifies the management of a fire protection maintenance business by automating industry-based workflows and processes. Job scheduling, compliance reporting, defect and inventory management, as well as quoting and invoicing are all made easier.

FireMate is trusted by fire maintenance professionals, building owners and property managers worldwide to help them keep people and property safer.



## For Fire Protection Specialists

FireMate transforms fire protection maintenance businesses by enhancing profitability, automating business processes, mitigating risk and upgrading customer service. FireMate streamlines and improves the everyday operations of field techs, service managers and business owners.

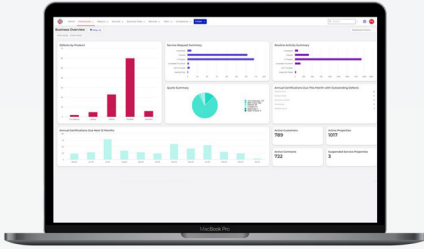


## For Facilities Managers

FireMate's advanced fire protection asset management system offers peace-of-mind to property owners and facilities managers. Their fire protection contractors using FireMate ensure compliance and provide secure online access to inspection reports, site registers, defect quotes and invoicing.

# A complete solution

Seamlessly integrated to ensure consistent and compliant information

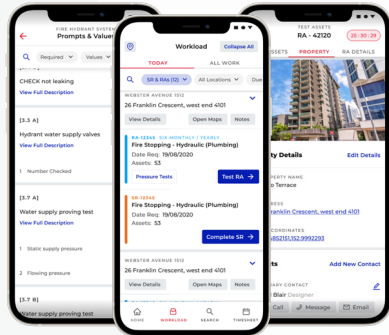


## FireMate Professional for Service and Business Managers

✓ NEXT-LEVEL profitability

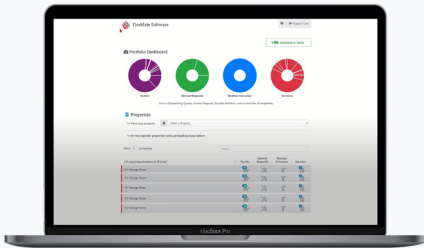
## Field App for field techs

✓ NEXT-LEVEL productivity



## Customer Portal for client self-service access to key information

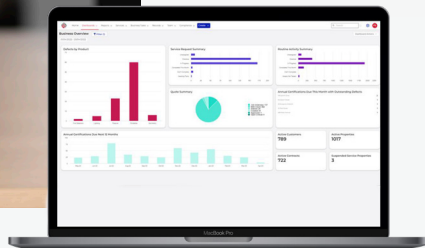
✓ NEXT-LEVEL customer service



## Australian Standards™ built in

Prompts from within the FireMate Field App provide direct, in-context access to the relevant standards without the need to search through hundreds of pages of information.

✓ NEXT-LEVEL compliance



## FireMate Professional

All the key information and actionable business insights that service and business managers need to optimise any fire protection maintenance business.

### **Compliance reporting**

Built around the requirements of the Australian Standards™ – to help you maintain compliance.

### **Contract administration**

Automates processes and communications ensuring compliance with customer requirements – making contract administration easier.

### **Scheduling**

Easy to use scheduling tool. Testing is generated as per AS 1851 and automatically rolls to next test upon completion – you'll never miss a test again.

### **Defects and quoting**

Santise your defect data during each test – eliminating duplications of defects and quotes.

### **Invoicing**

FireMate works with most accounting packages, including Xero and MYOB.

### **Data logging**

The software is written from a complete audit perspective with all actions within the system being tracked and logged.

**Improve efficiency & business profitability**

## Field App

Increase the accuracy and productivity of your techs.

### Workload access

Your technicians can view their workload including all relevant site information and tech notes.

### Asset management

Manage customers' assets with ease. Including both barcode and QR code functionality.

### Photos

Save photos against assets, defects and rectifications – for greater transparency for your client.

### Passing and failing assets

Complete all tests, including recording and managing defects, with results updating back in the office.

### Compliance

Clients can sign off on the tech's device and compliance reporting can be generated automatically upon completion.

### Working offline

All edits including adding photos can be completed and saved offline and will sync automatically when network coverage is available.

## Customer Portal

Give your clients access to the typical day to day information they might ordinarily call or email you for.

### Portfolio overview

Provide your customers with a snapshot of everything outstanding at a portfolio level.

### Property specifics

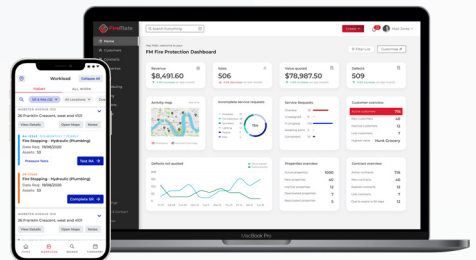
Customers can drill down to property specific details, including historic information.

### Photos and attachments

Give access to photographs and attachments against the portfolio or individual properties.

### Request a tech

Your client can generate a service request providing specific asset, location and work description details directly to your email.



Offer outstanding customer service

# About FireMate

FireMate pioneers cloud-based maintenance and monitoring software solutions specifically for the fire protection industry. Our unrelenting focus on the needs of our customers and their success drives the FireMate team to design, develop and support solutions that propel our customers to the next level.

## Why FireMate?

### **Extensive experience in fire protection and software**

As former fire contractors, we hired the most experienced software developers and designed FireMate from your perspective with a deep appreciation of your needs.

### **Personalised onboarding and training**

With our comprehensive industry knowledge, you can be sure you're getting the best results possible.

### **Ongoing support**

Once you partner with FireMate, you have a Mate for life.

### **It's getting better**

Being part of Halma, a global group of life-saving technology companies, enables us to further invest in our product development, so we can offer you the most efficient software solutions for your business.



“FireMate has proven to be a game-changer for both our team and our clients, providing us with a comprehensive snapshot of all the key information and business insights needed to successfully operate the maintenance section of our fire and lift service business.”

Advance Groups Fire, Lifts & Escalator Services



For further information or a demo  
call +61 7 3107 1694 or check out  
our website [firemate.com](https://www.firemate.com)

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