



CREATING A CLEANER, SAFER, HEALTHIER WORLD.

INNOVATION



iris[®]

IRIS[®] SERVICE REPORTER

Intelligent Insights

GET MORE OUT OF YOUR MAINTENANCE BUDGET

An important part of fleet management is maintaining your equipment. But how do you know where your maintenance dollars are going? IRIS® Service Reporter provides visibility to maintenance spend, how your maintenance spend compares to averages from others within your industry, and key performance indicators that show the value TennantTrue® factory-direct service provides. This helps you make informed decisions about maintenance, including operator training, that can help reduce costs and improve cleaning performance.

USE INFORMATION TO DRIVE FLEET MAINTENANCE DECISIONS

How does my misuse and abuse spend compare with industry averages?

Industry benchmarks allow you to compare your misuse and abuse expenses against averages from others in the same industry.

Can I extend equipment life and maximize uptime?

Use information from IRIS® Service Reporter to understand how often your equipment requires maintenance as well the potential source of equipment breakdowns. This allows you to target training when needed to prevent some maintenance issues and ensure your equipment is functioning at optimal performance

How do I measure the value that TennantTrue® Service provides?

IRIS® Service Reporter helps track TennantTrue® Service performance for you. View key performance indicators for average response time, on time percentage, and equipment uptime to see the value TennantTrue® Service provides.

IRIS® SERVICE REPORTER HELPS YOU UNDERSTAND HOW YOUR FLEET PERFORMS

Use information from IRIS® Service Reporter to compare your fleet maintenance costs to similar businesses, and see key performance indicators of your machines' performance, and your service response metrics.*

*Service Reporter information available only on machines serviced by Tennant.

POWERFUL FEATURES FOR DYNAMIC FLEET MANAGEMENT

Review Critical Alerts to Make Decisions About Your Cleaning Equipment

- **Breakdowns Trending Upward:** Identify if your cleaning equipment is breaking down more frequently and determine whether or not it may be time to replace the machine or to place on a Tennant service plan.
- **Excessive Misuse and Abuse Spend:** See if a recent repair had significant costs due to misuse and abuse and determine the cause of the expense to try and avoid in the future.
- **Excessive Misuse and Abuse %:** Determine if misuse and abuse expense is a large portion of the total maintenance spend for a machine and whether this could be reduced with additional operator training.

View Key Performance Indicators in Real Time

- **Uptime:** See how consistently machines are available when needed and determine what's the cause of your equipment downtime.
- **Response time:** View time to respond to your Tennant service requests to help ensure your needs are met.
- **On Time:** At-a-glance view of how consistently Tennant service professionals meet response time goals and to see the value TennantTrue® Service provides.

Track Maintenance Spend and Compare to Benchmark Information

- **Maintenance Spend Tracking:** Review misuse and abuse, breakdown, and planned maintenance information by region, site, model, machine, and time period to identify areas where there may be an opportunity to reduce maintenance spend and to aid in the budgeting process.
- **Misuse and Abuse Spend Benchmarking:** See how your misuse and abuse spend compares to similar companies to determine if your misuse and abuse spend is higher or lower than average.

Putting Your Most Critical Data at Your Fingertips

The IRIS® Service Reporter dashboard is seamlessly accessed through the Tennant website, displaying clear charts and graphs to help you raise the bar on fleet performance.

- Secure, anytime/anywhere access
- Mobile and Tablet compatible
- Simple graphics clearly display key metrics
- Customizable layout highlights the information you need most





VISUALIZE KEY PERFORMANCE INDICATORS IN REAL-TIME AND SEE THE VALUE TENNANT *TRUE*® SERVICE PROVIDES

IRIS® Service Reporter allows you to make more informed decisions about your floor cleaning equipment.

Identify potential operator training opportunities in order to maximize uptime, increase productivity, and reduce your cost to clean.

Get the most from the industry's largest factory-direct service organization.

Save time by having quick access to information about your floor cleaning equipment on an easy to use dashboard.

Take greater control of your cleaning operations today.

For additional information on IRIS® Service Reporter,
email IRIS@tennantco.com or contact your local Tennant sales representative

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