



DAELIBS

Time Solutions

Keeping Track Of Business



Quality Assurance Management

for

**Shopping Centre
Managers**

&

Cleaning Contractors



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Overview

Daelibs Keeping Track of Business (DKTOB) commenced designing and developing the DAELIBS (Data Analysis Electronically Logged Information Based System) in 1996.

For over 13 years DKTOB has been dedicated to ongoing research and development of the Daelibs SeeknFind product range.

There are several model variations in the Daelibs Logger range. All the Daelibs SeeknFind products are locally manufactured.

DKTOB offers a range of time and attendance recording hardware options designed to read the electronic identity of iButtons or RFID Tags and active RFID Transponders.

Daelibs Hardware with SeeknFind Software has produced an industry designed QA management solution for the shopping centres and cleaning service contractors. SeeknFind enables owners of Shopping Centres, Cleaning Contracts and Facility Owners to manage Quality Assurance reports for cleaners working in a wide range of service provision locations and roles.

The SeeknFind Web Browser and Network enabled Software manages the registration of Daelibs Loggers, HYT radios, iButtons or RFID Tags and active RFID Transponders to a location.

SeeknFind Quality Assurance reports detail if a cleaning contract was delivered within the expected time frames. Reports are generated over nominated periods. QA reports can be viewed over the Internet or printed and Emailed as a .PDF document.

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Daelibs Hardware Choices



DL3 Blue Logger
Reads iButtons,
Memory Capacity 2,500 records,
Has a replaceable battery. Bench tested to read
300,000 records before battery replacement.

DL3 Gold Logger
Reads iButtons and is battery operated,
Memory Capacity 2,500 records,
Has Keypad and Display for recording Spill and incident
information from a structured menu in the logger.
Has a replaceable battery.



The integration of the HYT portable radio transceivers into Daelibs SeeknFind time and attendance data logging capability adds hands free, real time Quality Assurance management information to the SeeknFind On-Line Internet based service data analysis reports.

Live on-the-desktop reports are updated every 15 seconds identifying the most recent location attendance by a staff member.

The integration of real time and attendance data with the ability to have radio voice to voice communication between all staff members is both an economical and efficient tool for QA management in shopping centres and other public precinct facilities.



The Daelibs RL3W RFID Logger reads both active HYT RFID Transponders and iButtons. The RL3W Logger can be used in conjunction with the HYT radio transceivers or as a self contained attendance data recording device. On smaller sites, or sites where there is a not a need for HYT radios, The RL3W Logger can be used to read both HYT Active RFID Transponders and iButtons. The RL3W memory has a record storage capacity of 2,500 records, The Logger has a rechargeable battery and the capacity to transfer data over the GSM mobile phone Network.

iButtons and RFID Active Transponders

iButtons are available in plain stainless steel F3 3mm or F5 5mm in height options. Passive or static IDs require manual touches with a Daelibs Logger to record service attendance.



RFID Active HYT Transponders provide adjustable range settings from 2cm proximity to 30 metres open field range. Perfect for range setting in a shopping centre.

Being battery powered the transponder facilitates maximum flexibility for wide ranging indoor and outdoor installation options.

Active RFID signals are recorded by the HYT TC700 radio or the Daelibs RL3W data Logger.

The HYT radio is ideal on sites where hands free real time data and voice to voice communications are required. The HYT radio provides both data and voice communications in tandem.

On small sites or sites where real time data is not required the Daelibs RL3W Logger provides hands free recording of HYT Patrol Point attendances.



SeeknFind Software Package

SeeknFind Software enables the user to manage the Register of iButtons or RFID Active Transponders to Patrol Point Locations, HYT radios and Daelibs Loggers to personnel.

The data from the HYT radios and RL3W Loggers is downloaded to the SeeknFind on-line data server. The Logger Data is stored in the SeeknFind Database where required information is able to be searched for and a range of Reports accessed.

- Reports
- Visits by Point
- Visits by Day
- Visits by Provider
- Missed Visits
- Visit Intervals
- Real Time Monitor

SeeknFind reports for shopping centres and cleaning services have been developed and customised at the request of DKTOB facility management and cleaning contractor clients.

The range of reports service both shopping centres and mobile cleaning service providers attending out of hours cleaning contracts in public precincts and office buildings.

The integration of Daelibs SeeknFind products with HYT portable radio transceivers delivers 24x7 live patrol activity reports.

Real Time Monitor

Provider's Most Recently Visited Points

Provider	Point	Time
Displaying providers with visits in the last 3 hours Click here to show all providers		
CLEANER 01	CENTRE HUB	28/08/2009 11:18:18
CLEANER 02	CENTRE HUB Toilets Public Disability	28/08/2009 11:11:44
CLEANER 03	NTH C3 Woolworths Dreamy Donuts Foyer	28/08/2009 11:14:57
CLEANER 04	NTH C4 Big W Michel's Foyer	28/08/2009 11:18:11
CLEANER 06	WST C6 Mall Subway	28/08/2009 11:18:02
CLEANER 07	FC NTH C5-C7 Goldmark - Monty's Bakery	28/08/2009 11:16:59
CLEANER 08	WST C6 Mall Subway	28/08/2009 11:17:27

SeeknFind Internet Hosted Data Server

The SeeknFind Internet Hosted Data Server enables registered users with a assigned User Name and Password the ability to access the SeeknFind data over any Internet connected computer.

Depending on the requirement of the individual, User Name and Passwords have assigned access privilege levels.

User Levels:

Administrator – able to view, add and edit iButtons or RFID transponder location registers and to assign or edit Logger allocations to staff or contractors.

Clerical Assistant – with restricted edit and viewing rights to specific client groups to edit or add iButtons, RFID Transponders, Daelibs RL3W Loggers and HYT radios to defined locations and personnel.

Report Viewer – Can only view reports for the Patrol Point locations or Radios and Loggers associated to specific a permission group or groups.

The SeeknFind Internet Hosted Package overcomes the need to install the SeeknFind Software Package on an isolated Stand Alone computer.

Isolated stand alone computers can be difficult and costly to remotely support. With the Internet server there is no risk that critical data maybe lost through a computer operating system crash, a hard-drive failure, or equipment theft.



SLIP 'n' FALL LITIGATION CLAIMS DATA



With Daelibs HYT SeeknFind real time data it is possible to compile slip and fall claim report information within minutes of the claim being lodged.

Real time data does not rely on a cleaner going to the location of an iButton and touching the iButton with the Daelibs Logger.

In the pilot trial one cleaner reported that because they did not have to stop to read iButtons they had been able to save several minutes in what was previously a tight lap time of 15 minutes.

If Centre Management and Security Staff carry a HYT radio or a Daelibs RL3W Logger the volume of location inspection data will dramatically increase.

Over one week, the iButton technology recorded 11,988 records. On the same sight the newly installed Daelibs HYT system recorded 25,430 records. This is a 112% efficiency increase in data capture. If half the efficiency gain experienced at this site becomes a norm, then, potentially an early estimate indicates there could be a time efficiency saving of 15% more time for cleaning activities.

SeeknFind Software Reports

Visits By Patrol Point - Location

Reports over a nominated time interval for the visits to each Patrol Point location for a given day in summary table.

And the detail of visits to the Patrol Points that were attended on each day.

This example is representative of a cleaner working in a shopping centre.

The detail demonstrates the benefit of the Daelibs HYT data collection as the security patrols increased the ability to maintain lap time inspection QA.

Summary

Group	Point	Visit Count
Demonstration Facility Malls		
	DEMO Rough Roads	103
	DEMO Ctr Mgmt Travallator Mezz.	26
	DEMO Main Entrance Big Bank	96
	DEMO Toilet Staff Lower Level	14
	DEMO 00 Cheap Shoes	49
	DEMO Fruit Salad - Leos	48
	DEMO Rory's Bult Ins	46
	DEMO Toilets Public CM Foyer	81
	DEMO Parents Room and Toilets	197
	DEMO 00 Best Books	73
	DEMO MediBank Light Archtrave	43
	DEMO 00 Crazy Prices	39
	DEMO North Roof Car Park Entrance	31
	GROUP TOTAL	846

Visits for Demonstration Facility Malls

Point	Provider	Visit Time	Interval
DEMO Rough Roads	Security 01	06/08/2009 09:14:12	0h 00m 19s
DEMO Rough Roads	Cleaner 04	06/08/2009 09:14:54	0h 00m 42s
DEMO Rough Roads	Security 01	06/08/2009 09:15:14	0h 00m 20s
DEMO Rough Roads	Security 01	06/08/2009 09:16:30	0h 01m 16s
DEMO Rough Roads	Cleaner 05	06/08/2009 09:23:52	0h 07m 22s
DEMO Rough Roads	Cleaner 05	06/08/2009 09:24:53	0h 01m 01s
DEMO Rough Roads	Cleaner 05	06/08/2009 09:26:30	0h 01m 37s
DEMO Rough Roads	Cleaner 04	06/08/2009 09:34:43	0h 08m 13s
DEMO Rough Roads	Security 01	06/08/2009 09:40:52	0h 06m 09s
DEMO Rough Roads	Security 01	06/08/2009 09:59:38	0h 18m 46s
DEMO Rough Roads	Security 01	06/08/2009 10:03:03	0h 03m 25s

SeeknFind Software Reports

Visits By Provider - Cleaner

Reports over a nominated time interval the number of visits to each location for a given day in summary table. Drill down details of the locations that were attended on each day.

This example shows a report on active duty for Cleaner 3 in a shopping centre. The total number of points attended for the shift and the detail list of the patrol points attended. The interval is the time spent at a location or time between locations.

Best Books has a rubbish bin in the patrol Point Point area and this report details the time spent changing a bin liner.

Summary

Provider	Visit Count
Cleaner 03	170

Visits for Cleaner 03

Point	Guard	Visit Time	Interval
DEMO Parents Room and Toilets		06/08/2009 14:24:22	-
DEMO Parents Room and Toilets		06/08/2009 14:26:58	0h 02m 36s
DEMO Parents Room and Toilets		06/08/2009 14:28:22	0h 01m 24s
DEMO 00 Best Books		06/08/2009 14:29:34	0h 01m 12s
DEMO 00 Best Books		06/08/2009 14:30:36	0h 01m 02s
DEMO 00 Best Books		06/08/2009 14:31:38	0h 01m 02s
DEMO 00 Best Books		06/08/2009 14:32:40	0h 01m 02s
DEMO 00 Best Books		06/08/2009 14:33:42	0h 01m 02s
DEMO 00 Crazy Prices		06/08/2009 14:35:30	0h 01m 48s
DEMO FC Hungry Jacks Corner		06/08/2009 14:38:08	0h 02m 38s



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SeeknFind Quality Assurance Spot Check Reports

Missed Visits – Unique to the Daelibs HYT Real Time Recording System.

Customised Visit Rule Profiles define the Quality Assurance measures that are applied to the expectations for time lapse between visits for each location.

The alerts for missed time lapse rules are presented in the report.

This information when understood and applied can facilitate patrol route planning and staffing that will deliver the highest possible service outcomes against expected results.

DKTOB has the potential to provide site audits that can be used to assist in staffing and patrol route planning.

DEMO 00 Best Books

Rule Std Hrs
Start 07/08/2009 09:00:00
End 07/08/2009 17:30:00

Expected

Provider	Visit Time	Diff
<i>Start of window</i>	07/08/2009 09:00:00	
Security 01	07/08/2009 09:01:02	0h 01m 02s
Security 01	07/08/2009 09:02:04	0h 01m 02s
Security 01	07/08/2009 09:03:14	0h 01m 10s
Cleaner 04	07/08/2009 09:03:52	0h 00m 38s
Security 01	07/08/2009 09:04:52	0h 01m 00s
Cleaner 04	07/08/2009 09:06:56	0h 02m 04s
Security 01	07/08/2009 09:32:42	0h 25m 46s Long Interval
Cleaner 04	07/08/2009 09:33:42	0h 01m 00s
Cleaner 05	07/08/2009 09:36:58	0h 03m 16s

SeeknFind Quality Assurance Spot Check Reports

Visit Intervals – Unique to the Daelibs HYT Real Time Recording System.

This report analyses the time lapse between visits to patrol point locations. The report also provides summary and detailed information to the time present at a location and the lapse between visits to a location.

Visit Interval

Report Period: 06/08/2009 to 06/08/2009
Visits between: 10:00:00 and 23:59:59

Visits for Demonstration Facility Malls

Point	Visit Time	Present	Lapse	
DEMO Rough Roads				
	06/08/2009 10:03:03	N/A	-	View Records
	06/08/2009 10:09:12	N/A	0h 06m 09s	View Records
	06/08/2009 10:14:12	N/A	0h 05m 00s	View Records
	06/08/2009 10:17:23	0h 04m 32s	0h 03m 11s	View Records
	06/08/2009 10:25:07	N/A	0h 03m 12s	View Records
	06/08/2009 10:39:21	0h 08m 56s	0h 14m 14s	View Records
	06/08/2009 10:51:22	N/A	0h 03m 05s	View Records

Visit Interval Records

DEMO Rough Roads

Interval: 06/08/2009 10:17:23 to 06/08/2009 10:21:55

Provider	Visit Time
Cleaner 04	06/08/2009 10:17:23
Cleaner 04	06/08/2009 10:19:14
Cleaner 04	06/08/2009 10:21:55

The location **Present** visit time may be for changing a bin liner or cleaning a spill or attending to another incident.

Choices For Data Transfer from Logger to Computer



A site fully integrated with a Daelibs SeeknFind Data and HYT Voice Management Installation



The HYT Data Reception Base Radio and SeeknFind Raw Data Display Monitor.

The Daelibs SeeknFind Local Data Server and Primary Data Repository Internet Inter-connect

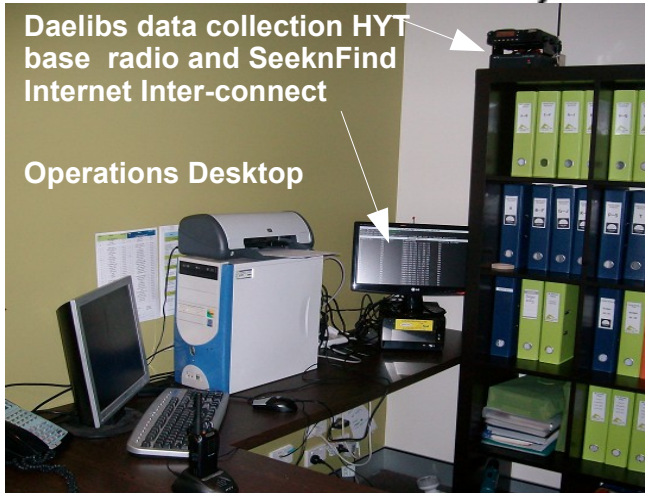
The HYT Voice Repeater Station



The Daelibs SeeknFind data management system delivers live data from the shopping centre floor to any Internet connected desk top or laptop computer.



Choices For Data Transfer from Logger to Computer



A small site where two cleaners, one security guard and an operations manager are collecting QA data and placing it in **real time** on the desk top computers of a regional centre manager and the cleaning contract manger.

Introducing the Daelibs Multi-purpose Data Docking Station



The Daelibs Data Docking Station

introduces a new dimension for transferring data from a range of cleaning services

In addition to being used for recharging the RL3W battery the Multi-purpose Docking Station is a smart device that can transfer data over the GSM mobile phone network.

This functionality will enable cleaning services on small sites to download data to the SeeknFind Internet Server over the Mobile phone network.

Watch this space for even smarter functions to be released in 2010.

