



SKYLINE

CLOUD & DATA CENTRE

Maintenance Management System

A full CMMS for any asset-intensive operation — work orders, preventive and predictive maintenance, spare parts, permits and compliance — with intake by email, WhatsApp, REST API and an automatic keyword router, on the Skyline application cloud.

Work orders & lifecycle

PPM & calibration

Email → ticket

WhatsApp intake

REST API

Permit to work

IoT & condition-based

Spare parts

30+

CMMS MODULES

6

INTAKE CHANNELS

11

ANALYTICS REPORTS

31

LANGUAGES · AR RTL

SECTION 01

What the Skyline CMMS is

The Skyline CMMS is a computerised maintenance-management system that runs the full maintenance cycle for any asset-intensive operation — hospitals and biomedical equipment, facilities and MEP, manufacturing plant, fleet, data centres and utilities alike. It turns every request, inspection and breakdown into a governed, costed, auditable work order, and every asset into a maintained, compliant, reported-on record.

It is a licensed module of the Skyline application suite, sharing one login, tenant and permission set with the Skyline **Asset Management**, **FMS** (facilities), **HRM** and **Financial** modules — so a facility service request becomes a maintenance work order, a work order draws parts from inventory, and its cost lands in the same books, with no re-keying.

SIX WAYS WORK COMES IN

Manual entry, an auto-generated PPM, a mobile request, the REST API, an inbound e-mail turned into a ticket, and a WhatsApp chat — plus an IoT threshold breach that opens a work order on its own. However a job arrives, it lands as one governed order in one queue.

The platform at a glance



Work-order engine

Eight order types, a governed lifecycle, approval gate and digital sign-off — every state change is logged.



Preventive & predictive

PPM schedules, calibration, meters and IoT thresholds that open work before the asset fails.



Multi-channel intake

Email-to-ticket, WhatsApp chatbot and REST API feed the same queue as manual and PPM orders.



Auto-routing

A keyword dictionary matches each job to the right skill and a shift-aware engineer.



Safety & compliance

Permit-to-work, HSE incidents, compliance records and SLA policies built in.



Analytics

Command Center, failure Pareto/FMEA, downtime, cost and PPM-compliance reporting.

SECTION 02

Work Orders & Lifecycle

•

Full work-order model

Corrective, preventive, calibration, installation, acceptance, inspection, routine and condition-based orders — each with asset, priority, description, required skill, costs and downtime.

•

Governed lifecycle

Open → assigned → in-progress → on-hold → completed, with an optional approval gate and a digital sign-off (drawn, typed or PIN signature).

•

Every event logged

Created, assigned, re-assigned, approved, started, held, completed, signed-off, cancelled and became-overdue — a complete lifecycle timeline per order.

•

Cost & downtime capture

Labour, parts, external and total cost, downtime hours, production-impact flag and an SLA target with breach tracking on every order.

•

Failure coding

Problem / cause / remedy codes feed the Pareto and FMEA analytics so recurring failures surface, not just individual jobs.

SECTION 03

Preventive, Predictive & Metering



PPM schedules

Daily to annual frequencies with checklists, estimated hours and cost, an assigned engineer and an approval gate; due orders are auto-generated.



Calibration control

Dedicated calibration orders and asset calibration records — with the accredited-lab evidence trail regulated equipment needs.



Equipment meters

Runtime / usage meters with readings that drive usage-based maintenance triggers.



Condition-based & IoT

IoT telemetry with thresholds and alerts; a critical breach can auto-open a work order — maintenance before failure, not after.



Inspection routes

Multi-stop inspection rounds that turn a walk-through into a logged, ordered checklist.

SECTION 04

Assets, Parts & Procurement



Asset register & criticality

Runs on the Skyline Asset Management module; assets carry criticality so priority and PPM cadence follow business risk.



Spare parts & MRO

Parts catalogue with min / max / current stock, storage location, supplier and cost; low-stock is flagged and consumption is costed to the order.



Vendors & manufacturers

OEMs, contractors and distributors with ratings, certifications and contacts; manufacturers linked to assets and parts.



Contracts & warranty

Service contracts and warranty claims with expiry tracking and alerts — so cover is used before it lapses.

SECTION 05

Workforce, Scheduling & Command



Technicians & skills

Engineer skills with level, hourly / overtime rate and certifications; certification expiry raises alerts.



Auto-assignment

The keyword auto-router matches a job to the right skill and a shift-aware engineer; technicians can also self-claim from a queue.



Shift calendar & planner

Shift patterns with overrides, a maintenance calendar and a drag planner with an engineer load grid.



Command Center

A live bridge view — fleet-health index, MTTR / MTBF, overdue and approval alerts, PPM horizon, asset heatmap and a streaming feed.

SECTION 06

Safety, Compliance & Quality



Permit to work

LOTO, hot-work, confined-space, electrical, height, chemical and excavation permits with hazards, controls, isolations, PPE and multi-party sign-off.



HSE incidents

Log and track health-safety-environment incidents against assets and locations.



Compliance records

Template-driven compliance records with expiry alerts — inspections, certificates and statutory checks.



SLA policies

Response and resolution targets by priority, measured on every order and surfaced in the SLA-compliance report.



Audit trail

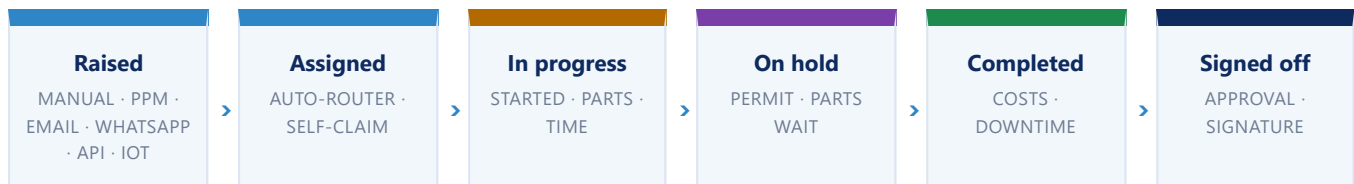
An append-only audit log across the module — who did what, when, from which channel.

SECTION 07

The work-order lifecycle

One governed path, whatever the source

However a job arrives, it follows one auditable path. The approval gate is optional per order type; the digital sign-off closes the loop with a drawn, typed or PIN signature.



Everything captured on the order

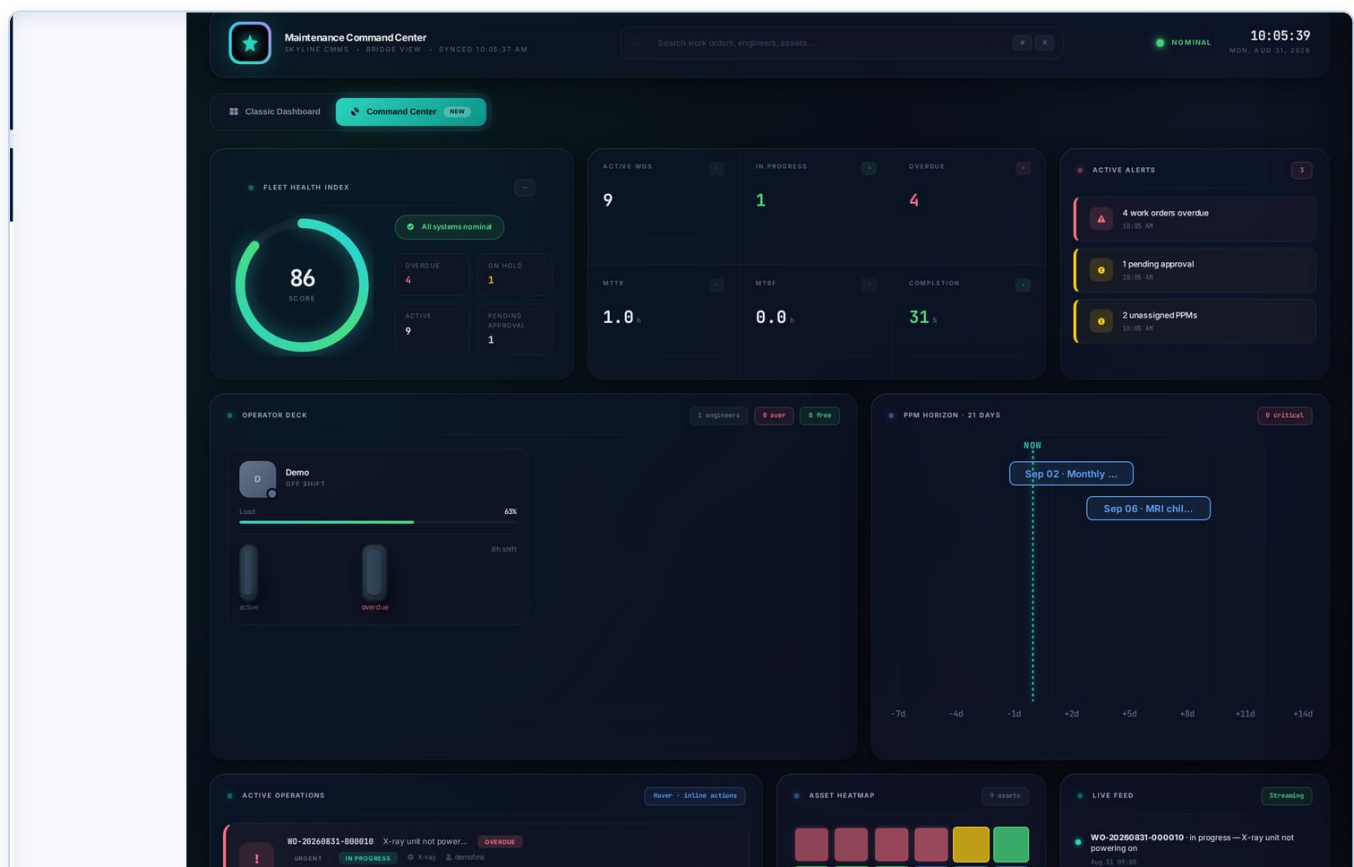
Asset, location and required skill · priority and type · problem / cause / remedy codes · labour, parts, external and total cost · downtime hours and production-impact · SLA target and breach · parts drawn from inventory · attachments and the full lifecycle timeline.

Where it comes from — the source is recorded

Every order shows how it was raised (manual, auto-PPM, mobile, API, e-mail import) and how it was assigned (manual, auto-router, re-assigned, self-claim) — so the intake mix is measurable, not guesswork.

OPEN ASSIGNED IN PROGRESS ON HOLD
COMPLETED URGENT

● Maintenance Command Center



The live bridge view: fleet-health index, MTTR/MTBF, overdue and approval alerts, PPM horizon and a streaming work feed.

SECTION 08

Intake channel 1 — email to ticket

Forwarded maintenance mail becomes a work order

A dedicated intake mailbox turns forwarded maintenance e-mail into governed tickets — with no shared inbox to police. Messages arrive by IMAP poll or a signed Mailgun / Postmark webhook, are HMAC-verified and tenant-scoped, and are de-duplicated by RFC-2822 Message-ID so the same e-mail can never open two tickets.

1 · Receive

IMAP poll or a signed webhook at `/cmms/email/<business>/inbound` — the business ID in the path scopes the tenant.

2 · Classify

Keyword rules match on sender e-mail, sender domain, subject keyword / regex, or body keyword — in priority order; a later match overrides an earlier one.

3 · Route

A matching rule sets priority, category, location and an initial assignee. If nothing matches, the inbox defaults apply — no message is ever dropped.

4 · Notify

A work order is created in **pending** with the full thread, attachments and sender; an optional auto-reply confirms receipt quoting the new ticket number.

Keyword routing rules

MATCH ON	VALUE	ACTION
Subject contains	URGENT	Priority → High
Subject contains	calibration	Priority → Medium · assign to Biomedical engineer
Body contains	leak	Priority → High · assign to Facilities engineer
Sender domain	icu.demohospital.sa	Priority → High · route to on-call
Subject contains	chiller	Priority → High · assign to HVAC engineer

Email Intake — configuration

Email Intake

Turn forwarded maintenance emails into CMMS work orders

HomeCMMSEmail Intake

1

Receive

Every inbound message either arrives via IMAP polling or a signed webhook from Mailgun / Postmark. HMAC-verified, tenant-scoped — no shared inbox.

2

Classify

Routing rules match on sender email, domain, subject keyword / regex, or body keyword. Rules run in priority order; later matches override earlier.

3

Route

Matching rules set priority, location, category and an initial assignee. If nothing matches, inbox defaults apply — no message is ever dropped.

4

Notify & review

A new work order is created in pending state with the full thread, attachments and sender. An optional auto-reply confirms receipt; admins review from the Intake Inbox.

Safe on retries: Dedupe by RFC-2822 Message-ID — the same email cannot open two tickets, even if the provider retries or IMAP re-polls.

View pending email tickets

Webhook URL

INBOUND WEBHOOK URL

https://betav2.skylinepos.net/cmms/email/264/inbound

Point your Mailgun / Postmark inbound route at this URL. The business ID in the path identifies the tenant.

Basic settings

INTAKE EMAIL ADDRESS *

maintenance@demohospital.sa

DELIVERY MODE *

IMAP poll (we fetch your mailbox)

IMAP credentials

IMAP HOST

imap.demohospital.sa

IMAP PORT

993

IMAP USERNAME

IMAP PASSWORD

Leave blank to keep the saved value

USE SSL/TLS

The intake mailbox, inbound webhook URL, delivery mode and the keyword routing rules that turn mail into work orders.

NO MESSAGE IS EVER LOST

Unmatched mail still becomes a ticket under the inbox defaults, retries are de-duplicated by Message-ID, and every inbound thread is kept on the order for a full audit trail.

SECTION 09

Intake channel 2 — WhatsApp chatbot

Report a fault from a phone, in a chat

A staff member or a contractor messages the maintenance WhatsApp number and a guided, session-based bot walks them through raising a ticket — title, location, priority and photos — then hands back a work-order number. They can also check a ticket's status by number. Built on the Meta WhatsApp Cloud API with a signed webhook; sessions expire after idle so a stale thread never mis-files a new request.

The conversation flow is as follows:

- Bot:** How can we help?
1. Report an issue
2. Check status

Reply with a number.
Skyline CMMS · 10:02
- User:** 1
10:02
- Bot:** Please send a short title for the issue.
10:02
- User:** X-ray unit not powering on
10:03
- Bot:** Which location is this for?
1. Radiology 2. ICU 3. CSSD

Reply with a number.
10:03
- User:** 1
10:03
- Bot:** How urgent is this?
1. Low 2. Medium 3. High 4. Urgent

Reply with a number.
10:03
- User:** 4
10:04
- Bot:** Got it. If you have any photos, send them now (one at a time). When finished, reply **DONE**.
10:04
- User:** [photo] DONE
10:04
- Bot:** Please confirm — **X-ray unit not powering on**, Radiology, Urgent.
Reply **YES** to submit or **NO** to start over.
10:05
- User:** YES
10:05
- Bot:** ✓ Ticket **WO-20260831-000010** created. Keep this number for status checks. Reply 'menu' anytime.
10:05

Illustrative conversation using the bot's actual prompts. Photos attach to the work order; the ticket lands in the same queue as every other source.

SECTION 10

Intake channel 3 — REST API

Integrate the CMMS with anything

A stateless, bearer-token REST API (v1) lets any external system — a BMS, an ERP, a monitoring tool or a customer portal — create and track work orders and read assets and permits. Tokens are issued and revoked per tenant from the admin UI; every API-raised order is tagged with the `api` source.

METHOD	ENDPOINT	PURPOSE
GET	/api/cmms/v1/me	Verify the token and see the tenant it belongs to
GET	/api/cmms/v1/work-orders	List work orders (filterable)
POST	/api/cmms/v1/work-orders	Create a work order from an external system
GET	/api/cmms/v1/work-orders/{id}	Fetch a single work order
POST	/api/cmms/v1/work-orders/{id}/status	Advance a work order's status
GET	/api/cmms/v1/assets	List assets
GET	/api/cmms/v1/assets/{id}	Fetch a single asset
GET	/api/cmms/v1/permits	List permits to work

Create a work order

```
# raise a corrective order from an external system
POST /api/cmms/v1/work-orders
Authorization: Bearer <api-token>
Content-Type: application/json

{
  "title": "Chiller #2 high head pressure",
  "asset_id": 12,
  "type": "corrective",
  "priority": "high",
  "description": "Tripping on high pressure; condenser airflow reduced."
}

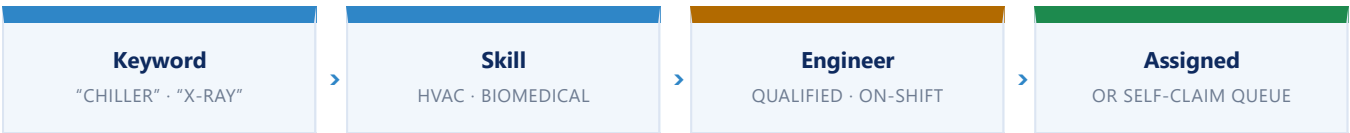
# -> 201 Created { "work_order_no": "WO-20260831-000011", "status": "open" }
```

SECTION 11

The keyword auto-router

The right engineer, automatically

However a job is raised, an admin-managed keyword dictionary reads its title and description and matches it to a required skill. The router then picks a qualified, shift-aware engineer who holds that skill — or drops the job into a queue technicians can self-claim. It is the connective tissue between intake and the workforce, and it is why email, WhatsApp and API orders reach the right person without a dispatcher.





Keyword dictionary

Admin-managed, seeded with industry defaults and extendable per tenant; each keyword maps to a skill.



Skills & certification

Engineers hold skills with level, rate and certifications; expiring certs raise alerts so only qualified staff are matched.



Shift-aware

The router respects shift patterns and overrides, and balances against current load on the engineer grid.



Self-claim fallback

If no clean match exists, the job waits in a visible queue technicians can claim — nothing stalls unassigned.

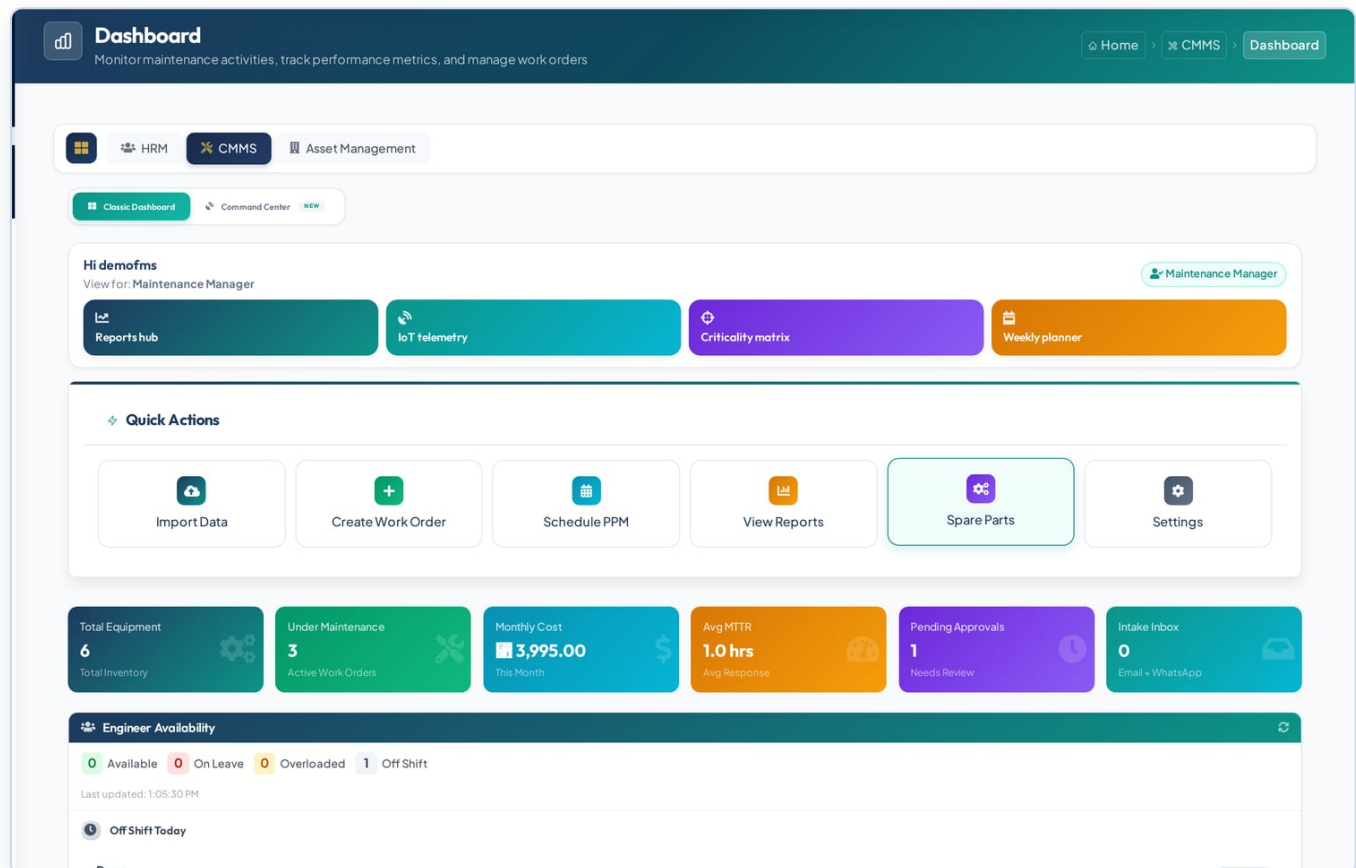
SECTION 12

The system in use

Live screens from the platform

The screens on the following pages are the actual Skyline CMMS — captured from the running system, not mock-ups. Below, the maintenance dashboard: work-order KPIs, status mix, maintenance-type split and the cost trend a maintenance manager sees on sign-in.

● Maintenance dashboard



Open, overdue and completed work, maintenance-type mix, spare-parts and cost trend in one view.

● Work orders

Work Orders

Maintenance Work Order Management

Home

CMMS

Work Orders

Technician View

New Work Order

Export

Bulk Actions

Filters - Advanced

Work Orders

13 orders

Show 25 entries

Export to CSV

Export to Excel

Print

Column visibility

Export to PDF

Search: Search ...

Custom Print (Only for profit by invoice)

Work Order #	Asset	Business Location	Source	Type	Priority	Status	Approval	Assigned To	Scheduled Date	Total Cost	Actions
WO-20260831-000019	Asset	demohospital	Manual	Preventive	High	Open	Pending	Unassigned	Sep 06, 2026	# 0.00	 
WO-20260831-000018	Asset	demohospital	Manual	Corrective	Medium	Assigned	-	Demo	Aug 31, 2026	# 0.00	  
WO-20260831-000017	Asset Name	demohospital	Manual	Corrective	High	Completed	Approved	demofms	Aug 24, 2026	# 945.00	 
WO-20260831-000016	Demo	demohospital	API	inspection	Medium	Open	-	demohospital	Sep 01, 2026	# 0.00	 
WO-20260831-000015	Asset	demohospital	Manual	Preventive	Low	Completed	-	Demo	Aug 26, 2026	# 560.00	 
WO-20260831-	Asset	demohospital	Manual	Corrective	High	Completed	Approved	demofms	Aug 28, 2026	# 150.00	 

Every order with its source (manual, API, PPM, email), type, priority, status, approval and cost.

● Raise a work order

Create Work Order

New Maintenance Request

Home

CMMS

Work Orders / Create

Create New Work Order

Fill in the details below to create a new work order

Back

Asset & Work Order Details

ASSET (REQUIRED) *
Select Asset

TYPE *
Corrective

PRIORITY *
Medium

PROJECT
Select Project
Auto-inherited from asset if not set

DESCRIPTION (REQUIRED) * (MINIMUM 10 CHARACTERS)
Describe the maintenance work needed, problem encountered, or task to be performed...

SKILL REQUIRED (OPTIONAL) (OPTIONAL, HELPS WITH AUTO-ASSIGNMENT)
Type or select a skill.....
Select the technical skill needed for this work order, or leave empty to automatically use the asset category

Assignment & Scheduling

BUSINESS LOCATION
Please Select

ASSIGN TO ENGINEER
Auto-assign (recommended)

Refresh Availability

SCHEDULED DATE
Click to select date and time
Optional

Asset, type, priority, required skill, schedule and assignment in one form.

PPM schedules

PPM Schedules

Manage Preventive Maintenance Schedules

Home

CMMS

PPM Schedules

New Schedule

Advanced Filters

PPM Schedules List

5 Schedules

Show25

Search schedules...

Schedule Name	Asset	Frequency	Last Completed	Next Due	Status	Due Status	Actions
Fire Alarm — Weekly Test	Demo	Weekly	Aug 25, 2026	Sep 01, 2026	Active	Due Soon	
ICU Ventilators — Monthly PM	Demo	Monthly	Never	Sep 02, 2026	Active	Due Soon	
MRI Chiller — Quarterly Service	Asset	Quarterly	Jun 06, 2026	Sep 06, 2026	Active	Due Soon	
X-ray Unit — Annual Calibration	X-ray	Annual	Never	Nov 20, 2026	Active	On Time	
AHU Filters — Quarterly	Asset	Quarterly	Aug 26, 2026	Nov 26, 2026	Active	On Time	

Showing 1 to 5 of 5 entries

Previous

1

Next

Preventive schedules with frequency, next-due, assigned engineer and approval state.

Spare parts & MRO

Spare Parts Management

Manage inventory and stock levels

Home

CMMS

Spare Parts

Add Spare Part

Filters

Spare Parts List

Excel

Show25entries

Export to CSV

Export to Excel

Print

Column visibility

Export to PDF

Search ...

Custom Print (Only for profit by invoice)

PART NUMBER	PART NAME	CATEGORY	MANUFACTURER	CURRENT STOCK	MIN STOCK	UNIT COST	STOCK STATUS	STATUS	ACTION
SP-DEMO-1	HEPA Filter H14	Filters	Carrier	4	10	¥ 420.00	Low Stock	Active	
SP-DEMO-2	X-ray Tube Assembly	Imaging	GE HealthCare	2	1	¥ 48,500.00	In Stock	Active	
SP-DEMO-3	UPS Battery 12V 9Ah	Electrical	Siemens	60	20	¥ 95.00	In Stock	Active	
SP-DEMO-4	Compressor Contactor	HVAC	Carrier	6	6	¥ 210.00	Low Stock	Active	
SP-DEMO-5	ECG Electrode Pack	Consumables	GE HealthCare	80	15	¥ 60.00	In Stock	Active	
SP-DEMO-6	Chiller Flow Sensor	HVAC	Carrier	1	3	¥ 780.00	Low Stock	Active	
xbee	xbee 204	spare	xbee	30	10	¥ 115.00	In Stock	Active	

Showing 1 to 7 of 7 entries

Parts catalogue with min/max/current stock, location, supplier and unit cost; low stock flagged.

● Engineer skills

Engineer Skills

View and manage engineer skills, certifications, and competencies

Home

CMMS

CMMS Engineer Skills

+ Add Engineer Skill

Engineer Skills List

6 skills

Show 25 entries

Export to CSVExport to ExcelPrintColumn visibilityExport to PDF

Search ...

Custom Print (Only for profit by invoice)

Engineer	Skill Name	Skill Level	Certification	Certification Status	Status	Action
Demo	Electrical	Beginner	N/A	No expiry	Active	 
Demo	HVAC & Chillers	Advanced	HVAC Refrigerant Handling	Expiring in 20 days	Active	 
Demo	Networking	Intermediate	CCNA	Expiring in 1 days	Active	 
demofms	Biomedical Equipment	Expert	CBET — Certified Biomedical Equipment Technician	Valid	Active	 
demofms	Electrical (LV)	Advanced	SEC LV Wiring License	Valid	Active	 
demohospital demohospital	Fire & Safety Systems	Advanced	NFPA Fundamentals	Valid	Active	 

Showing 1 to 6 of 6 entries

Previous1Next

Skills, levels, rates and certifications — with expiry driving the certification alerts.

● Maintenance calendar

Engineer Shift Calendar

View and Manage Engineer Shifts

Home

CMMS

Schedule > Shift Calendar

Engineer Shift Calendar

ExportRefresh

Filter Options

Select EngineerAll EngineersCalendar ViewMonthViewDate RangeSelect Date RangeStatus FilterAll Statuses

Status Legend

Available
Can assign work

Overloaded
At capacity

On Leave
Unavailable

Off Shift
Not working

<>today

August 2026

monthweekdaylist

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift
2	3	4	5	6	7	8
Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift
9	10	11	12	13	14	15
Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift
16	17	18	19	20	21	22
Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift	Demo - Off Shift

Scheduled and preventive work on a shift-aware calendar.

● Engineer performance

Engineer Performance

Analyze technician productivity and performance metrics

Home

CMMS

Reports > Engineer Performance

Filter Options

ENGINEER

All Engineers

DEPARTMENT

All Departments

DATE RANGE

Select date range

REPORT TYPE

Summary

Reset

Apply Filters

Total Work Orders

13

This period

Avg. Completion Time

1h

Per work order

Completion Rate

30.8%

On-time completion

Average Rating

0.0 /5

☆☆☆☆☆

Engineer Performance Details

Export Excel

Export PDF

Show 25 entries

Export to CSV

Export to Excel

Print

Column visibility

Export to PDF

Search: Search ...

Custom Print Loading...

Engineer	Department	Total WO	Completed	In Progress	Overdue	Avg. Time	Labor Cost	Parts Cost	Total Cost	Rating	Efficiency	Actions
----------	------------	----------	-----------	-------------	---------	-----------	------------	------------	------------	--------	------------	---------

Work Order Distribution

Performance Trend

Throughput, resolution time and quality per technician.

● Failure analysis

Failure Pattern Analysis

Analyze recurring failure patterns to enable predictive maintenance

Start Date

2026-03-03

End Date

2026-08-31

Filter

Failure Trend

Failure Count

Failure Distribution by Category

Pattern Analysis

Assets with recurring failures (2+ failures in period)

Show 25 entries

Export to CSV

Export to Excel

Print

Column visibility

Export to PDF

Search: Search ...

Custom Print (Only for profit by invoice)

Asset	Category	Failure Count	MTBF (hrs)	Average Repair Time (hrs)	Total Downtime (hrs)	Common Issues	Pattern Score	Date Range
No data available in table								

Showing 0 to 0 of 0 entries

Previous

Next

Pareto of failure patterns — where the recurring work really is.

Skyline Limited Company — Computerized Maintenance Management System

PAGE 17

Maintenance Cost Report

Cost Analysis & Budget Tracking

Home

CMMS

Reports > Maintenance Cost

TIME PERIOD

Monthly

Export

\$

¥ 3,995.00

Total Cost

¥

¥ 560.00

Preventive

⚠

¥ 1,935.00

Corrective

¥

¥ 665.83

Avg Monthly

Cost Trend

Month	Cost
Mar 2026	0.00
May 2026	0.00
May 2026	0.00
Jul 2026	0.00
Jul 2026	0.00
Aug 2026	4,000.00

Cost by Type

Type	Cost	% of Total
Corrective	¥ 1,935.00	61.2%
Preventive	¥ 560.00	14.0%
Calibration	¥ 665.83	-
Inspection	¥ 0.00	-

Top 10 Costly Assets

#	Asset Name	Total Cost	% of Total
1	Asset Name	¥ 2,445.00	61.2%
2	Asset	¥ 560.00	14.0%

- **PPM compliance**

PPM Compliance Report

Preventive Maintenance Schedule & Compliance Tracking

[Home](#) >
 [CMMS](#) >
 Reports > PPM Compliance

STATUS

All Status

Total Schedules
5

Overall Compliance
1.3%
percentage

Overdue
0

Due This Week
3

☰ PPM Schedule Compliance

Show 25 entries

Export to CSV
 Export to Excel
 Print
 Column visibility
 Export to PDF

Search:

Custom Print (Only for profit by invoice)

Schedule #	Asset Name	Frequency	Next Service	Compliance
PPM-DEMO-5	Demo	Weekly	2026-09-01	0%
PPM-DEMO-1	Demo	Monthly	2026-09-02	0%
PPM-DEMO-2	Asset	Quarterly	2026-09-06	0%
PPM-DEMO-3	X-ray	Annual	2026-11-20	0%
PPM-DEMO-4	Asset	Quarterly	2026-11-26	0%

Showing 1 to 5 of 5 entries

Skyline Limited Company — Computerized Maintenance Management System

● Compliance records



Compliance Management

Track ISO 13485, Joint Commission, calibration certificates, and regulatory compliance

Home

CMMS

CMMS Compliance Management

+ Add Compliance Record

Filter

Clear

Show 25 entries

Export to CSV

Export to Excel

Print

Column visibility

Export to PDF

Search ...

Custom Print (Only for profit by invoice)

TITLE	ASSET	TYPE	CERTIFICATE NUMBER	EXPIRY DATE	STATUS	ACTION
 No Compliance Records Found Start by adding your first compliance record to track certifications and regulatory requirements.						

Showing 0 to 0 of 0 entries

Previous

Next

Statutory and certificate records with expiry alerts.

Skyline Limited Company — Computerized Maintenance Management System

PAGE 19

SECTION 13

Reporting & analytics

Maintenance data becomes management information — reliability, cost and compliance — each report exportable to CSV, Excel and PDF, and schedulable to stakeholders on a template.

REPORT	WHAT IT ANSWERS
Engineer performance	Throughput, resolution time and quality per technician
Engineer utilization	Load vs capacity across the team
Downtime analysis	Asset downtime by cause and period
Failure pattern / Pareto	The 20% of failures causing 80% of the work
FMEA	Failure mode & effects records for critical assets
Maintenance cost	Labour, parts and external cost — total and by department
PPM compliance	Scheduled vs completed preventive work
Spare-parts usage	Consumption and reorder signal by part
Warranty expiry	Cover about to lapse — claim before it does
Asset lifecycle cost	Total cost of ownership per asset
Asset performance	MTBF / MTTR and reliability by asset

SCHEDULED & TEMPLATED

Report templates and schedules push the numbers to stakeholders automatically — a weekly reliability pack or a monthly cost report lands without anyone running it by hand.

SECTION 14

Architecture, security & localisation



Cloud-hosted

Runs on the Skyline application cloud — nothing to install. Delivered as a licensed tenant with its own users, data and branding.



Multi-tenant

Every record is scoped to a business and branch; one deployment serves many entities without their data ever mixing.



Granular RBAC

View / edit / admin plus per-object work-order permissions, shared with the wider Skyline suite.



Audit & sign-off

An append-only audit log and digital work-order sign-off (drawn, typed or PIN) support compliance and dispute resolution.



Integrated

Native links to Asset Management, FMS, HRM and Finance — assets, parts, cost and people flow between them.



Arabic + 30 more

A full Arabic right-to-left interface plus 30 further languages for mixed KSA and international teams.

DEPLOYMENT

Provision the tenant, import the asset register, set skills and the keyword dictionary, connect the intake channels (mailbox, WhatsApp number, API tokens) and seed PPM schedules. A pilot site can be live in days.

SECTION 15

Why Skyline

Skyline Limited Company is a Saudi cloud & data-centre and enterprise-software provider based in Dammam. The CMMS is one module of a suite already trusted across ERP, POS, asset and facilities operations — so the system your maintenance runs on is the same one your assets, facilities, people and finances already use.

One suite
CMMS · Assets · FMS · HRM · Finance

Saudi-hosted
Data resident on the Skyline cloud

Any industry
Healthcare · facilities · plant · fleet

Product	Skyline Computerized Maintenance Management System (CMMS)
Company	Skyline Limited Company
Address	King Saud Road, Ar Rabie District, Dammam, Kingdom of Saudi Arabia
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This profile describes the standard capability of the Skyline CMMS module. Scope, integrations and pricing are confirmed per engagement in a separate proposal and quotation.