

Cutting-edge solution for efficiently managing machinery and equipment maintenance

IClass One is a platform for maintenance and technical service management, developed for companies that need to manage equipment, teams, and large volumes of work orders.

The solution combines CMMS (Computerized Maintenance Management System) capabilities for planning and controlling the maintenance of machinery and equipment with FSM (Field Service Management) features to organize service execution and the operations of technical teams.

Fully integrated with SAP Business One, IClass One connects maintenance and after-sales operations to the company's management processes, integrating operational data, materials, and costs. This enables technicians, engineers, maintenance staff, and field teams to work with greater mobility and control, with information readily available throughout the entire operation.

Overview

Simplify maintenance management

The maintenance module streamlines maintenance activities by automating preventive scheduling, reducing response times to failures, and eliminating communication bottlenecks. Each task is precisely organized, including checklists, equipment history, and the materials required for efficient execution.

Optimize technician productivity.

The system automatically generates work orders, providing technicians with detailed tasks and real-time updates. It also optimizes resource allocation, including spare parts and qualified technicians, ensuring that maintenance activities are carried out efficiently and without interruptions.

Ensure continuous service delivery.

Real-time indicators and reports support data-driven maintenance management, helping managers make more informed decisions. By transforming maintenance data into actionable steps, the system contributes to greater operational efficiency, reduced costs, and improved maintenance management.

CMMS

iclass One

SAP



The IClass One is offered in two models.



CMMS

The IClass One platform's CMMS solution assists companies that need to maintain equipment and machinery of various sizes and specifications. The solution enables managers and engineers to register all maintenance plans—providing a detailed view of the equipment under their supervision—and to monitor the operation of each piece of equipment. Key maintenance engineering indicators are displayed on the platform, which consolidates events and the status of monitored equipment into dashboards. **The main maintenance management modules are:**

Challenges

- Large volume of maintenance.
- Different machines, equipment and needs.
- Multi-disciplinary technicians.
- Measure and control maintenance costs.
- Availability of parts and inputs.
- Idleness of technicians, deviations and waste in stock.

iClass One

PCM
Planning and control of Maintenance Plans

Inventory
Asset or equipment management

Plant
Mapping environments and operational areas

Mobility
Agility in executing application services

Historic
Procedures and history of machine services

Stock
Complete management of parts and inputs

SAP

- Integration of machines and equipment.
- 100% integrated inventory with a view of expenses per technician or machines.
- Expenses allocated to the correct cost centers.
- Predictability in the use of inputs and parts.

Benefits

- Management of the status of all machines.
- Reduction of failures and unplanned stops.
- Automatically generated maintenance indicators.
- Predictability and assertiveness of operation costs.
- Supplies and parts suitable for each technician, machine or service.

Various industry sectors use the IClass CMMS solution. Companies that maintain an equipment fleet require a solution to assist with machine maintenance in order to reduce operational downtime.

- Equipment rental
- industry
- Refrigeration and air conditioning
- Mining companies
- Construction
- Power generator

Field Service

The Field Service solution from the IClass One platform supports companies that carry out field services using internal teams, technicians, or third-party contractors. The solution offers features that help managers and supervisors oversee the entire service lifecycle—from initial creation and task assignment to scheduling, execution, and billing. **The key modules for field service management are:**

Challenges

- Large volume of services.
- Assertively schedule services with customers.
- Define optimized routes for each technician.
- Agility in making payments.
- Separation of the stock needed for each service.
- Measure and control contract costs.

iClass One



Scheduling
Display of available days and times for the entire workforce in an intelligent way



Service capacity
Allocate the right amount of services to meet the schedule without idleness



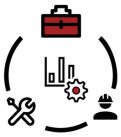
Service routing
Algorithms to optimize routes for all technicians and all services at once.



Mobility
Agile exchange of information via the teams' app (checklists, photos, signatures)



Stock
Complete management of parts, inputs and stock in Traffic



Online Vision
Proactive management through maps and dashboards, which display teams and services

SAP

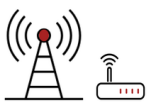
- Integration of services performed.
- Direct creation of budgets and sales quotes
- Speed up stock requests between technicians and logistics.
- Generate invoices and orders sales automatically.

Benefits

- Increase in services performed with the same external team.
- Optimized routes that reduce travel expenses.
- Increased service solution on the 1st visit.
- Efficiency in the use and control of stock in transit.

Various industry segments use the IClass Field Service solution. An entire company's after-sales or service division can benefit from using this module.

Telecom / internet providers



Technical assistance



Industry (after sales sector)



Elevator maintenance



Facilites



Utilities



Monitoring and CFTV



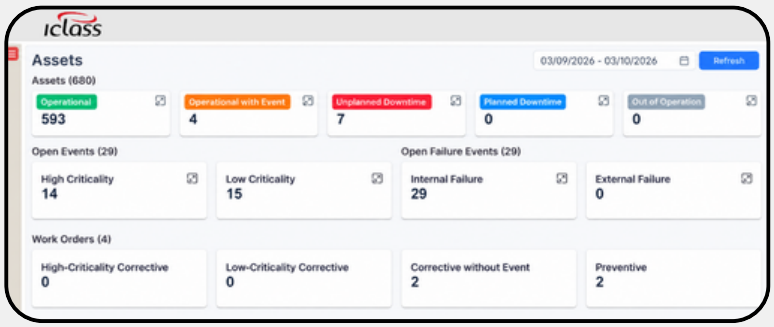
Features

PCM — Maintenance Planning and Control

Plan, schedule, and track maintenance more efficiently.

The IClass One PCM module enables the structuring of maintenance plans tailored to specific equipment, models, locations, or operational needs. Work orders can be scheduled in advance, assigned to the responsible personnel, and tracked through to completion.

By centralizing information, the company reduces emergency maintenance tasks, improves resource utilization, and increases equipment availability.



Key possibilities:

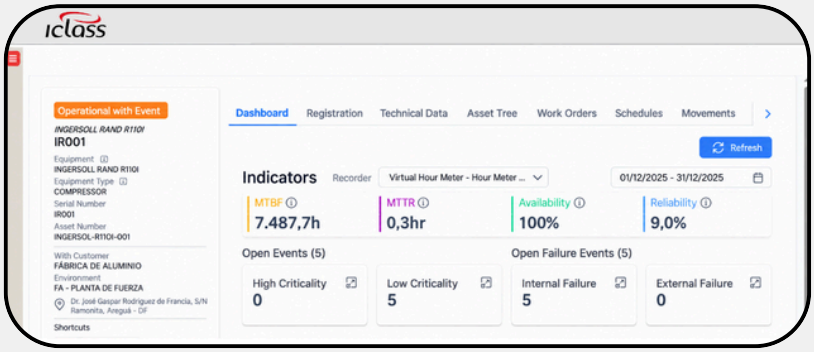
- Creation of maintenance plans by equipment;
- Scheduling of preventive and recurring activities;
- Generation and tracking of work orders;
- Organization of workloads;
- Management of deadlines, assignees, and statuses;
- Monitoring of planning and execution;
- Integration of maintenance records with SAP Business One.

Inventory — Asset and equipment management

Keep technical information organized and accessible.

IClass One enables the creation of a structured inventory of machines, equipment, components, and other assets involved in operations. Each item can have its own technical data, location, operational status, and maintenance history.

This centralized view facilitates equipment identification, improves maintenance planning, and provides greater control over the entire asset base.



Key possibilities:

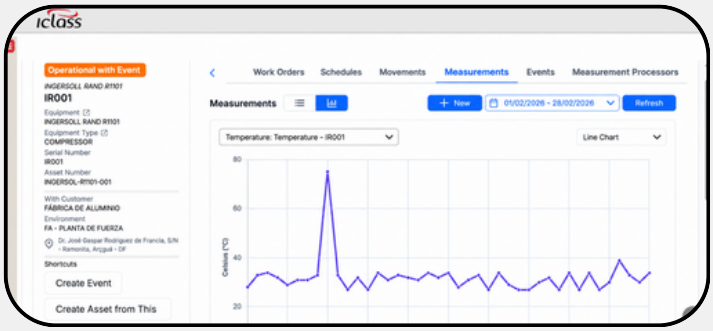
- Technical registration of machinery and equipment;
- Organization of assets by unit, area, or category;
- Identification of models, manufacturers, and serial numbers;
- Tracking of location and operational status;
- Linking of maintenance plans and work orders to equipment;
- Access to the individual history of each asset;
- Integration of data with SAP Business One.

Measurements (IOT), procedures, and services by equipment

See everything that has happened with each asset.

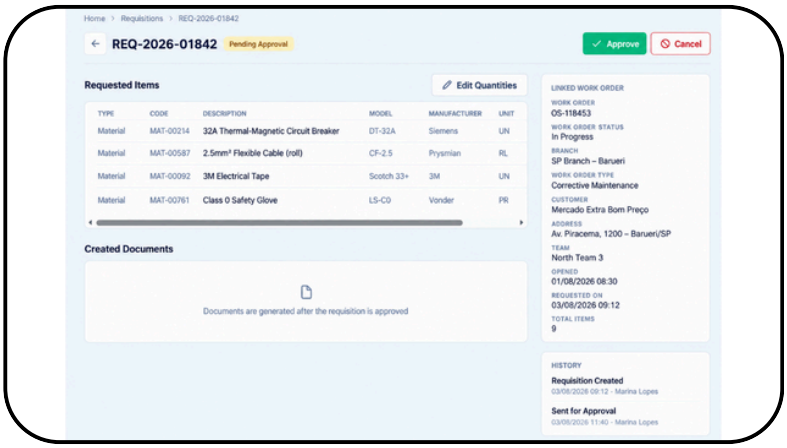
IClass One maintains records of machine measurements and indicators, as well as the procedures and services performed throughout the assets' lifecycle. Data such as equipment measurements, identified failures, executed procedures, replaced components, service times, and other relevant information remain available for reference.

This history helps the team identify recurring issues, standardize procedures, and make more informed decisions regarding repairs, replacements, and new maintenance plans.



Key possibilities:

- Individual history for each machine or piece of equipment;
- Measurements such as hour meter readings, temperature, or any other machine data;
- Data collection via various methods, including integration with sensors (IOT);
- Access to records of previously performed procedures;
- Tracking of replaced parts;
- Identification of recurring failures;
- Analysis of service times and downtime;
- Preservation of operational technical knowledge;
- Support for maintenance engineering metrics.



Inventory — Integrated management of parts and materials

Manage the materials required for each maintenance task.

IClass One enables the tracking of available inventory across units, warehouses, and field teams. During the execution of a service order, the materials used can be linked to the specific service call, the equipment, and the technician in charge.

Integrated with SAP Business One, the workflow improves the traceability of inventory movements and automatically records stock-out documents in SAP Business One based on the requirements of each operation, providing comprehensive control over maintenance costs for every machine in the operation.

Key possibilities:

- Checking available stock;
- Reserving materials for service orders;
- Transfers between warehouses and technicians;
- Recording consumption during service delivery;
- Linking parts to the serviced equipment;
- Requesting materials via integration with SAP Business One;
- Tracking stock movements;
- Integrating inventory and cost data with SAP Business One.

Work Order Management — Field operation control

Organize, distribute, and track every service performed by the field team.

With IClass, work orders consolidate the information needed to guide field operations. Each service call can compile data regarding the customer, location, equipment, assigned personnel, deadlines, procedures, materials, and other details required to perform the job.

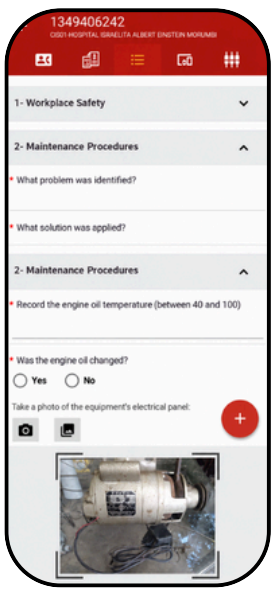
Work orders can be assigned to the responsible technicians and tracked throughout the entire execution process, giving management a clearer view of scheduled, in-progress, completed, or pending tasks.

During the service visit, the team uses the app to directly log activities performed, timestamps, materials used, photos, documents, evidence, and other information specified by the operation. This data is relayed back to management, enhancing traceability and reducing reliance on parallel tracking systems.

Key possibilities:

- Creation and organization of work orders linked to clients, locations, and equipment;
- Assignment of personnel, dates, times, and deadlines;
- Distribution of work orders to technicians and field teams;
- Access to and tracking of work orders via the mobile app;
- Use of checklists, forms, and procedures during execution;
- Logging of start and end times, duration, incidents, and outstanding issues;
- Attachment of photos, documents, and other evidence;
- Recording of parts and materials used;
- Maintenance of service history;
- Integration of operational data with company management systems.





Mobility — Service execution via the app

Agility and standardization for field teams.

Using the IClass One app, technicians receive work orders, access equipment information, and follow company-defined procedures. During service calls, they can log activities, time spent, evidence, and materials used.

Even in locations without an internet connection, the app supports operational continuity by synchronizing data once a connection becomes available.

Key possibilities:

- Receipt of work orders via the app;
- Access to equipment data and history;
- Execution of checklists and technical procedures;
- Logging of times and activities performed;
- Attachment of photos, documents, and evidence;
- Recording of parts and materials used;
- Offline operation;
- Synchronization of data collected in the field.

Licensing model

A modular solution for service and maintenance management, tailored to the needs of your operation.



More control.
More efficiency.
More results.

Module	Billing unit	License type	Initial range	Description
IClass One Service	**Per user**	**Mandatory**	**-**	**Charged per active user in the operation. Enables complete management of field services.**
IClass One CMMS	**Per team**	**Optional**	**From 200 teams**	**Add-on for equipment and asset maintenance management. Ideal for companies with a fleet of machinery.**
IClass One Routing	**As a service**	**Optional**	**From 500 services/month**	**Smart service routing using algorithms that optimize routes, reduce travel, and increase profitability.**
IClass One Photos	**By bucket**	**Optional**	**-**	**Photo storage for services performed. Organize and centralize evidence of your operations.**
IClass One Customer Portal	**By client**	**Opcional**	**From 100 customers**	**An exclusive portal for clients to track service status, appointments, and history.**

Select the modules that make sense for your operation.

Scale according to your needs.

Greater control and efficiency for your business.

www.iclass.com.br/classsone/es

+55 (21) 99415-7494

Av. Rio Branco, 147, sala 1806, Centro
20040-006 Rio de Janeiro - RJ

/iclass-sistemas

/iclass-consultoria/

contato@iclass.com.br

Greater control over all maintenance

Planning, execution, and traceability for maintenance operations integrated with SAP Business One.



More availability

Consistent planning helps reduce unexpected downtime and maintain equipment availability.

Full traceability

Services, procedures, and parts remain associated with the serviced equipment.

Standardized execution

The teams follow plans, work orders, and procedures defined by maintenance engineering.

Inventory under control

Parts and materials tracked from the warehouse to the equipment.

Bring greater control and intelligence to your maintenance operations.

Connect planning, assets, technicians, history, and inventory to SAP Business One.

Frequently Asked Questions

01 How does IClass One structure maintenance planning and scheduling by asset?

IClass One enables the structuring of maintenance plans based on equipment type, model, location, or operational requirements. Based on this organization, preventive and recurring activities can be scheduled, converted into work orders, assigned to the responsible personnel, and tracked through to completion. Planning also accounts for workloads, deadlines, and activity status, allowing for a comparison between planned and actual execution. This information helps reduce emergency interventions and increase equipment availability.

02 How does IClass One organize assets in operations involving multiple units, areas, and equipment—whether owned by the company or by clients?

Assets can be structured by category, location, and technical characteristics. Each piece of equipment can store information such as manufacturer, model, serial number, operational condition, and individual intervention history. It is also possible to link each asset to its respective maintenance plans and work orders, ensuring traceability even in operations involving large numbers of assets distributed across different locations or clients.

03 How does the plant structure help organize more complex maintenance operations?

IClass One allows you to represent the operational structure by addresses, sectors, production lines, and other maintenance areas, associating equipment with the locations where it is installed. This hierarchy facilitates asset location, the planning of interventions by area, and the analysis of maintenance incidents based on the operational environment.

04 How is the execution of work orders standardized for maintenance teams?

Work orders made available to technicians can consolidate equipment details, history, procedures, and planned intervention activities. During execution, the team can follow checklists and technical procedures, log times, activities, and materials used, and attach photos and other evidence. These records are sent back to management and remain linked to the service call and the equipment, helping to standardize execution and preserve technical knowledge gained in the field.

05 How does the IClass One handle maintenance operations in locations with limited connectivity?

The application supports the execution of activities in offline mode, allowing work to continue in locations where internet connectivity is limited or unavailable. Information recorded during execution is subsequently synchronized once connectivity is restored. This enables field operations to proceed without constant reliance on an active connection, while preserving the necessary records for later consolidation and management.

06 How can an asset's technical history support failure analysis and maintenance decisions?

Equipment history records can compile preventive and corrective maintenance, identified faults, procedures performed, replaced components, personnel involved, service times, periods of downtime, and collected evidence. Consolidating this information makes it possible to identify recurring issues, review past interventions, and evaluate equipment performance over time. These data also support maintenance engineering metrics (such as MTTR and MTBF), which inform decisions regarding new plans, repairs, or replacements.

Who We Are



Company
founded in 1998;

Product lines with
expertise in mobility;

Over 500 clients implemented in Brazil and other Latin American countries, such as Argentina, Colombia, Mexico, Chile, Peru, Ecuador, and Paraguay;

100% cloud-based offering.

Integrated with SAP Business One

Official SAP Partner

Present in several countries

With over 25 years of experience in mobility and technology solutions for various sectors and companies of all sizes.



www.iclass.com.br/classsone/en

+55 (21) 99415-7494

Av. Rio Branco, 147, sala 1806, Centro
20040-006 Rio de Janeiro - RJ

/iclass-sistemas

/iclass-consultoria/

contato@iclass.com.br