My-Marlowe by

MARLOWE

FIRE & SECURITY GROUP

Marlowe Fire & Security Group provides services which safeguard people and assets, maintain systems at optimised efficiency and ensure compliance with regulation.

Our focus is to provide a range of services which are essential to our customers' operations, highly regulated and where a specialist outsourced provider is required.

A Unique Approach

My-Marlowe, the customer portal by Marlowe Fire & Security Group, has been designed to make it easy for you to access, manage and control the performance of your estate at any time and from anywhere.

Through the integration of our bespoke operating system, My-Marlowe provides complete transparency on all elements of your service.
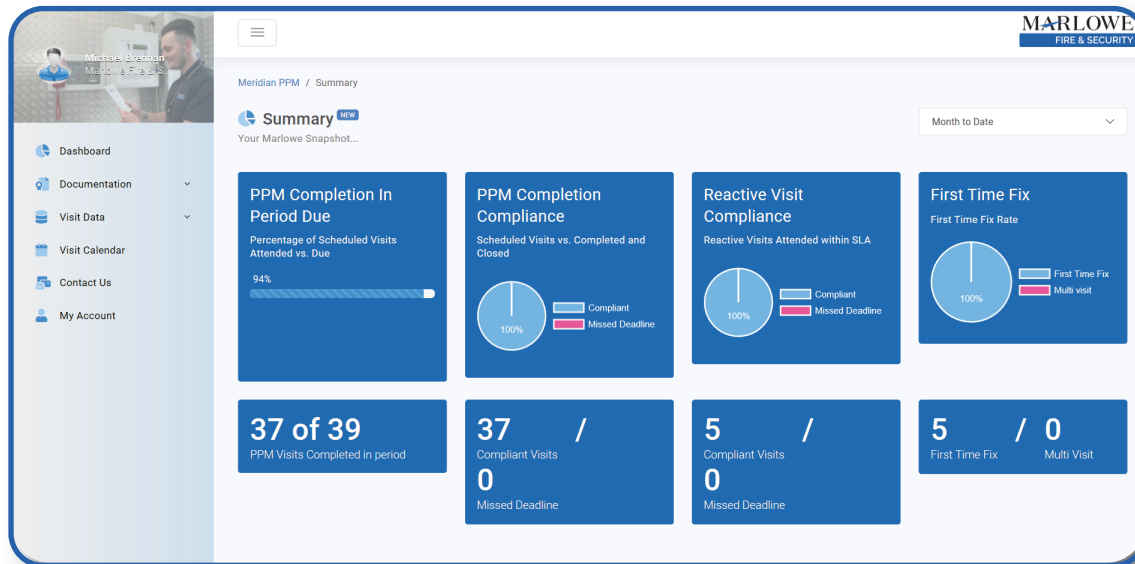
What to expect?

1.0   Dashboard

2.0   Visit Data

3.0   Document Library

4.0   My-Marlowe

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Your personalised Dashboard can be customised by period to provide you with a snapshot of all elements of your contract including;

- PPM Visit Compliance
- Reactive Visit Compliance
- First Time Fix Rate

My-Marlowe provides you with total visibility. Your personalised dashboard allows you to view real-time information for your account, when you want and need it.

The dashboard consists of a number of panels that provides an overview of all aspects of your account so that you know exactly what is going on at your sites at all times.

To provide you with as much detail as possible, each panel can be accessed to review in detail, every element of your contract.

My-Marlowe utilises our Engineers Electronic Docket System to provide site visit information including:

- Call Type
- Call Reference
- System Type
- Status
- Appointment Date/Time
- Completed Date/Time
- Customer Code
- Site ID
- Site Address
- Site Contact
- Site Phone Number

My-Marlowe provides you the option to export all the data in an easy to download Excel format.

Document Library

The My-Marlowe Document Library provides you with easy access to all your information.

The Document Library stores contract documents, including Engineers Dockets and Service Sheets, digitally in one central location.

My-Marlowe allows you to access your entire portfolio of data securely via the Internet and download any document you need. With the built-in search function, you can access any file – old or new – within seconds.

With My-Marlowe the data you need can be accessed instantly, from anywhere.

By synchronizing with each Engineer's tablet, My-Marlowe allows you to view data for each Call, including Call Type, how long the engineer was on site, and if any further action is required.

Full Control Across Your Estate

With My-Marlowe, every element of your contract is stored in one place and your information is secure, protected and accessible for all stakeholders across your business.

My-Marlowe is available for all our Customers and has been created to be flexible to suit your particular requirement and your business needs.

The portal is free of charge and can be accessed from any secure, Internet-enabled device.

Key Features Include

Real-Time Performance
Information within My-Marlowe is live - see exactly what is happening now!

Target Review
Manage the performance of your contract against agreed targets.

On-Demand Reports
Produce bespoke reports on all elements of your contract.

Document Control
All contract documents are stored digitally in one central location.

Multiple Site Overview
My-Marlowe allows you to view a full summary of your estate instantly.

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Fire Protection

Security Systems

National Coverage

Connected Services