



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.



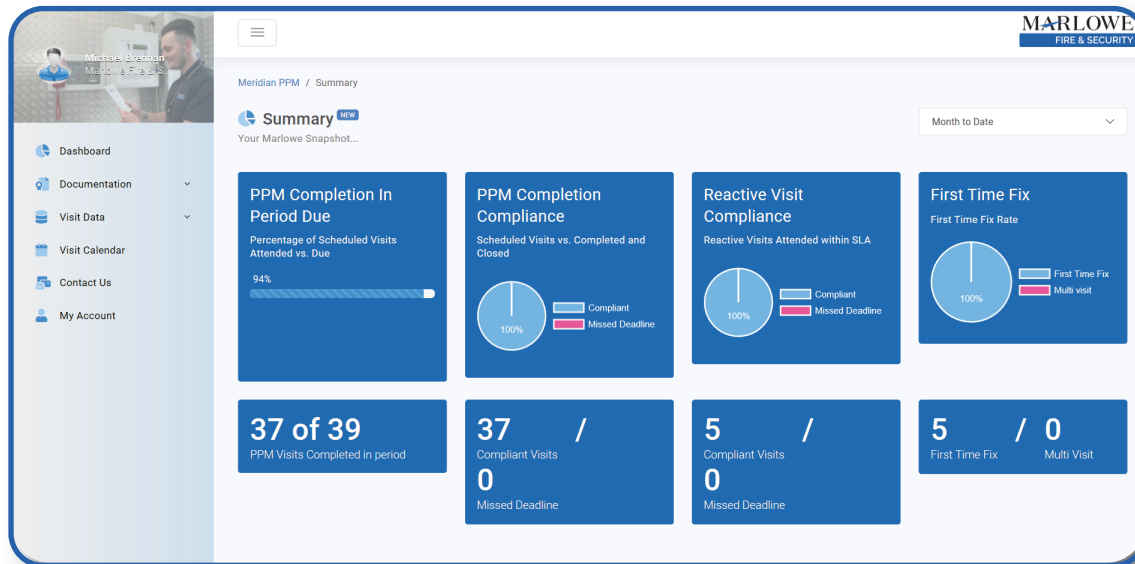
## What to expect?

- 1.0 Dashboard
- 2.0 Visit Data
- 3.0 Document Library
- 4.0 My-Marlowe



# 1.0

# Dashboard



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.



# 2.0

# Visit Data

Site	Call Reference	Call Type	System Type	Status	Completed Date	Completed Time
ALLIANCE - Chessington Head Office	2353132	Preventative Maintenance	Fire Alarm	Completed	29/04/2020	14:26:18

**Actions** 1

**Due Date** 31/03/2020

**Appointment Date** 29/04/2020

**Appointment Window** 08:30:00 > 08:30:00

**Customer Code** AL014

**Site ID** ALE040075

**Address**  
101000000  
101000000  
101000000  
101000000

**Site Contact** 101000000

**Site Contact Phone No** 101000000

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.

**Visit Data** Visits - Last 6 Months

Show 100 entries Copy CSV Print

Search

Site	Call Reference	Call Type	System
ALLIANCE - Chessington Head Office	ALE040075	Preventative Maintenance	Fire Alarm



# 3.0

# Document Library

## 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.

The screenshot displays the My-Marlowe Document Library interface. On the right, a table lists documents with columns for Site, Call Reference, Document, and Call Type. A call reference 2412485 is highlighted, and a callout box shows a detailed view of the corresponding 'Inspection Certificate' document. The certificate includes customer information, system details, remarks, and a checklist.

Site	Call Reference	Document	Call Type
Alliance Healthcare - Chesham	2412485	<a href="#">View Docket</a>	Variation Order
	2412485	<a href="#">View Docket</a>	Variation Order
	2366741	<a href="#">View Docket</a>	Preventative Maintenance
	2438755	<a href="#">View Docket</a>	Corrective Maintenance

**Inspection Certificate**

**MARLOWE FIRE & SECURITY**

Customer: Alliance Healthcare - Chesham  
Customer No.: 45200  
Customer Reference: 45200

Call Type: Preventative Maintenance  
System Type: Vesda System

Site Name: Alliance Healthcare - Chesham SC  
Site ID: 000000  
Address: 800 Market Way, New Hedges, Chesham, Bucks HP80 1JG

Police Status: U  
Call Number: 000000  
Call Reason: PREVENTATIVE MAINTENANCE

Contact: [Redacted]  
Property Ref: [Redacted]  
Telephone No.: [Redacted]

Postcode: HP80 1JG

Remarks: FULL SYSTEM AUDIT to be carried out.  
Preventative Maintenance - Full System Maintenance  
Notes: PPMs to be booked in with 1 week notice

Actions: ppm complete on vesda system .2 x stratos micro 25 units all tested ok .on zones 15 and 16 on notifier fa system.

Checklist

Item	Checked	Remarks
Quarterly, 6 monthly or annual visit	✓	6 monthly
Control panel type and location	✓	small/large fidges
Have there been any changes to the setting / sensitivity of the detector since the system was inspected / reprogrammed?	✓	na

The screenshot shows the My-Marlowe interface with a calendar appointment modal open. The appointment is for 'Alliance Healthcare - Chesham SC' on 22/07/2020. The status is 'Completed'.

**Calendar Appointment**

Call Reference: 2432793  
Call Type: Preventative Maintenance  
System Type: Aspirating Smoke Detection  
Status: Completed  
Postcode: HP80 1JG  
Due Date: 31/08/2020  
Appointment Date: 22/07/2020  
From Time: 05:45:00  
To Time: 05:45:00  
Document: [View Document](#)

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.



# 4.0

# My-Marlowe

## 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.





# MARLOWE

## **FIRE & SECURITY GROUP**

Fire Protection

Security Systems

National Coverage

Connected Services