

Servicing

Overview

Servicing Management is the system of record within the M5 platform for fleet maintenance activity, ensuring all servicing, repairs, and compliance-related work is captured, controlled, and auditable.

It replaces fragmented, paper-based or informal maintenance records with a single, consistent source of truth for asset condition, service history, and maintenance status across the fleet.

Key Objectives

- Ensure servicing and maintenance compliance through consistent scheduling, execution, and documentation.
- Maintain asset reliability by enabling proactive, planned maintenance rather than reactive repairs.
- Provide clear visibility of servicing status and progress across all assets.
- Support audit readiness through complete, time-stamped maintenance records.

Core Functionality

- Scheduled servicing based on time, usage, or other defined intervals to ensure maintenance occurs when required.
- Automated job creation from inspections and pre-starts, converting detected defects into actionable maintenance work.
- Maintenance job lifecycle management (e.g. To Do → In Progress → Completed → Signed Off) to maintain structure, accountability, and traceability.
- Assignment of maintenance jobs to internal technicians, with optional controlled access for external repair or service providers where configured.
- Capture and storage of maintenance evidence including photos, invoices, notes, and sign-off confirmation.
- Manager notification and visibility when safety-related faults are detected during inspections, supporting timely intervention.



Outputs

- Comprehensive service history records providing a chronological view of all maintenance and repair activity.
- Maintenance job records showing upcoming, in-progress, and completed work across the fleet.
- Compliance documentation supporting regulatory, contractual, and internal audit requirements.
- Evidence repositories associated with servicing jobs, including supporting photos and documentation.

The screenshot shows a maintenance management interface with the following callouts:

- Job Category and Type:** Points to the breadcrumb 'Manage 117 - Ute Toyota (Q0)' and the 'Type Category' and 'Type' columns.
- Status Progression Tracking:** Points to the 'Status' column and a search bar.
- Ability to create new jobs:** Points to the '+ Create' button.
- Change display parameters:** Points to 'Request Latest', 'Location', 'Custom', and a settings gear icon.
- Source Attribution:** Points to the 'Source' column.

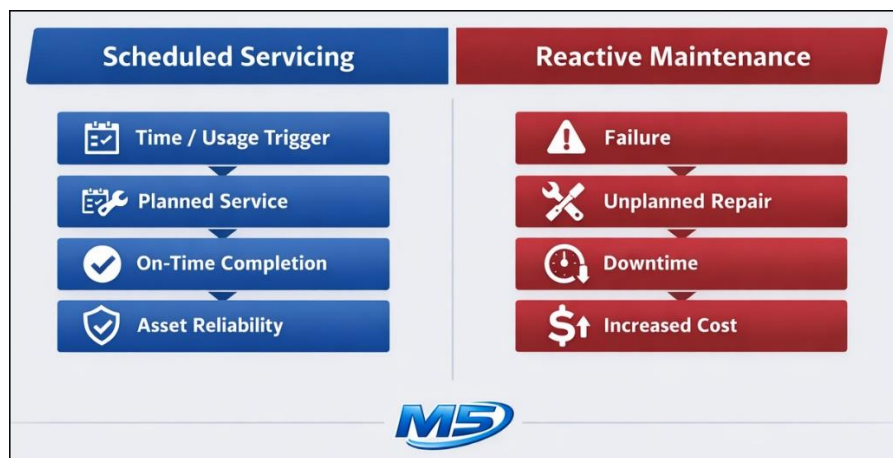
Type Category	Type	Status	Due Date	Work Date	Completed Date	Due Reason	Source	Latest Note
Compliance	Warrant of Fitness (WOF)	To Do	15/11/2026	15/11/2026		User defined	NZTA	
Compliance	Registration	To Do	14/11/2026	14/11/2026		User defined	NZTA	Shipped Masterton 21/10/2025
Service	Service (Add type to desc)	To Do	14/05/2026	07/05/2026		Odometer limit reached at: 660 km	User	
Compliance	Registration	Signed Off	14/11/2025	21/10/2025	21/10/2025	Completed	NZTA	Shipped Masterton 01/11/2024
Electrical	Lighting	Signed Off	06/06/2025	06/06/2025	06/06/2025	Completed	User	
Compliance	Registration	Signed Off	14/11/2024	30/10/2024	30/10/2024	Completed	NZTA	
Electrical	Lighting	Signed Off	07/02/2024	07/02/2024	07/02/2024	Completed	User	

Decisions Enabled

- Plan and prioritise maintenance proactively based on upcoming servicing requirements and defect severity.
- Verify asset maintenance and compliance status quickly and with confidence.
- Identify recurring faults or reliability issues through historical maintenance analysis.
- Determine whether maintenance work is being completed on time and to standard.

Benefits

- Operational:
 - o Reduces unplanned downtime by supporting structured, proactive maintenance workflows.
 - o Improves maintenance planning and coordination across teams and assets.
- Financial:
 - o Extends asset life by promoting timely, preventive servicing.
 - o Reduces reactive maintenance costs and secondary damage caused by deferred repairs.
 - o Supports improved tyre life and operating efficiency through regular, on-time servicing.



- Behavioural:
 - o Encourages consistent completion and documentation of servicing through visibility and accountability.
 - o Reinforces responsible operator and technician behaviour by making maintenance actions transparent and auditable.

In practice, organisations using structured digital servicing records are able to demonstrate maintenance compliance confidently, with complete histories readily available rather than reconstructed after the fact. In short, servicing moves from reactive record-keeping to controlled, auditable asset management.