

CLAIMS

1. A system for supporting facilities management services,
the system comprising
- 5 at least one client terminal computer comprising a
touch screen, which comprises a display device with at
least one corresponding tactile sensor, and a client
wireless communication module,
- at least one mobile computing device, and
- 10 an Inspection server computer comprising an Inspec-
tion server computer wireless communication module for
communicating with the at least one client terminal com-
puter, further comprising an Inspection server computer
wireless phone module for communicating with the at least
- 15 one mobile computing device, and further comprising a
pre-determined set of inspection data lists,
wherein the system provides a user feedback data acquisi-
tion mode, an alert mode, and a site inspection mode,
such that
- 20 in the user feedback data acquisition mode,
- the client terminal computer provides a pre-
determined set of user feedback messages with corre-
sponding on-screen icons on the display device of
the touch screen, and upon receiving a tactile user
 - 25 input into the at least one tactile sensor by press-
ing the touch screen at an on-screen icon, thereby
selecting a corresponding user feedback message, the
client terminal computer issues a pre-determined us-
er feedback message over the client wireless commu-
30 nication module,
 - the Inspection server computer receives the pre-
determined user feedback message from the at least
one client terminal computer over the Inspection
server computer wireless communication module and

checks the user feedback message whether it indicates a user alert, wherein the system enters into the alert mode, if the Inspection server computer identifies that the user feedback message indicates a user alert,

5 a user alert,

in the alert mode,

- the Inspection server computer issues an alert message over the Inspection server computer wireless phone module for instructing a supervisor to proceed to the at least one client terminal computer that has issued the respective user feedback message that indicates a user alert, and

10 in the inspection mode,

- the Inspection server computer selects one inspection data list from the set of inspection data lists and issues the inspection data list over the Inspection server computer wireless phone module,

15 the mobile computing device reads in pre-determined location information data that corresponds to the inspection data list,

20 the mobile computing device receives site inspection data,

- the mobile computing device issues a site data message containing the location information data and the site inspection data to the Inspection server computer, and

25 the Inspection server computer receives the site data message containing the location information data and the site inspection data, and

30 wherein the Inspection server computer is provided by a cloud computing system, and

wherein the issuing of the alert message and the issuing of the inspection data list by the Inspection server com-

puter are done without further manual intervention or input.

2. The system according to claim 1, wherein
5 in the alert mode,
 - the mobile computing device reads in a location information data at the least one client terminal computer that has issued the respective user feedback message that indicates a user alert,
 - 10 - the mobile computing device issues a site data message containing the location information data, and
 - the Inspection server computer receives the site data message containing the location information data.
- 15 3. The system according to claim 1, wherein in the alert mode,
 - the at least one client terminal computer receives phone identity data relating to the mobile computing device that has received the alert message,
 - 20 - the at least one client terminal computer issues a data message containing the phone identity data, and
 - the Inspection server computer receives the data message containing the phone identity data.
- 25 4. The system according to claim 1, wherein the mobile computing device provides audio communication capabilities with other mobile computing devices.
5. The system according to claim 1, wherein
30 the Inspection server computer stores the received data for evaluation purposes.
6. The system according to claim 5, wherein

the Inspection server computer forwards the stored received data to a reporting server computer.

- 5 7. The system according to claim 6, wherein the reporting server computer is provided by a cloud computing system.
- 10 8. The system according to claim 1, wherein the mobile computing device comprises a text data input device.
- 15 9. The system according to claim 1, wherein the mobile computing device and the Inspection server computer wireless phone module each comprises a WLAN communication module.
- 20 10. The system according to claim 1, wherein the mobile computing device and the Inspection server computer wireless phone module each comprises a GSM communication module.
- 25 11. The system according to claim 1, wherein the alert message is sent in an SMS format.
- 30 12. The system according to claim 1, wherein the client wireless communication module and the Inspection server computer wireless communication module each comprises a WLAN communication module.
13. The system according to claim 1, wherein the client wireless communication module and the Inspection server computer wireless communication module each comprises a GSM communication module.

14. The system according to claim 1, wherein
messages between the Inspection server computer and the
at least one client terminal computer are transmitted in
an SMS format.
- 5
15. The system according to claim 1, wherein
the inspection data list comprises blank data fields for
receiving the site inspection data, wherein the site data
message comprises the inspection data list and the site
10 inspection data.
16. The system according to claim 1, wherein
the mobile computing device comprises a camera being con-
figured as a Bar code reader.
- 15
17. The system according to claim 1, wherein
the client terminal computer further comprising a client
memory unit for storing client data, the client data is
provided for transmitting to the Inspection server com-
puter and
20 the Inspection server computer further comprising a cli-
ent memory unit for storing server data, the server data
is provided for transmitting to the client terminal com-
puter.
- 25
18. A system for supporting facilities management services,
the system comprising
at least one client terminal computer comprising a
touch screen, which comprises a display device with at
least one corresponding tactile sensor, and a client
30 wireless communication module,
at least one mobile computing device,
an Inspection server computer wireless communication
module for communicating with the at least one client

terminal computer and for communicating with an Inspection server computer, and

an Inspection server computer wireless phone module for communicating with the at least one mobile computing device and for communicating with the Inspection server computer,

wherein the system provides a user feedback data acquisition mode, an alert mode, and a site inspection mode, such that

in the user feedback data acquisition mode,

- the client terminal computer provides a pre-determined set of user feedback messages with corresponding on-screen icons on the display device of the touch screen, and upon receiving a tactile user input into the at least one tactile sensor by pressing the touch screen at an on-screen icon, thereby selecting a corresponding user feedback message, the client terminal computer issues a pre-determined user feedback message over the client wireless communication module, and

- the Inspection server computer wireless communication module receives the pre-determined user feedback message from the at least one client terminal computer and transmits the pre-determined user feedback message to the Inspection server computer,

in the alert mode,

- the Inspection server computer wireless phone module receives an alert from the Inspection server computer and issues the alert message for instructing a supervisor to proceed to the at least one client terminal computer that has issued the respective user feedback message that indicates a user alert, and

in the inspection mode,

- the Inspection server computer wireless phone module receives an inspection data list from the Inspection server computer and issues the inspection data list,
 - the mobile computing device reads in pre-determined location information data that corresponds to the inspection data list,
 - the mobile computing device receives site inspection data,
 - the mobile computing device issues a site data message containing the location information data and the site inspection data to the Inspection server computer wireless phone module, and
 - the Inspection server computer wireless phone module receives the site data message containing the location information data and the site inspection data and transmits the site data message containing the location information data and the site inspection data to the Inspection server computer,
- wherein the issuing of the alert message and the issuing of the inspection data list by the Inspection server computer are done without further manual intervention or input.

19. The system according to claim 18, wherein
- the mobile computing device reads in a location information data at the least one client terminal computer that has issued the respective user feedback message that indicates a user alert,
 - the mobile computing device issues a site data message containing the location information data, and
 - the Inspection server computer wireless phone module receives the site data message containing the location information data and transmits the site data

message containing the location information data to the Inspection server computer.

20. The system according to claim 18, wherein
- 5 in the alert mode,
- the at least one client terminal computer receives phone identity data relating to the mobile computing device that has received the alert message,
 - the at least one client terminal computer issues a

10 data message containing the phone identity data, and

 - the Inspection server computer wireless communication module receives the data message containing the phone identity data and transmits the data message containing the phone identity data to the Inspection

15 server computer.
21. The system according to claim 18, wherein the mobile computing device provides audio communication capabilities with other mobile computing devices.
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22. The system according to claim 18, wherein the mobile computing device comprises a text data input device.
- 25
23. The system according to claim 18, wherein the mobile computing device and the Inspection server computer wireless phone module each comprises a WLAN communication module.
- 30
24. The system according to claim 18, wherein the mobile computing device and the Inspection server computer wireless phone module each comprises a GSM communication module.

25. The system according to claim 18, wherein
the alert message is sent in an SMS format.
26. The system according to claim 18, wherein
5 the client wireless communication module and the Inspection server computer wireless communication module each comprises a WLAN communication module.
27. The system according to claim 18, wherein
10 the client wireless communication module and the Inspection server computer wireless communication module each comprises a GSM communication module.
28. The system according to claim 18, wherein
15 messages between the Inspection server computer wireless communication module and the at least one client terminal computer are transmitted in an SMS format.
29. The system according to claim 18, wherein
20 the inspection data list comprises blank data fields for receiving the site inspection data, wherein the site data message comprises the inspection data list and the site inspection data.
- 25 30. The system according to claim 18, wherein
the mobile computing device comprises a camera being configured as a Bar code reader.
31. The system according to claim 18, wherein
30 the client terminal computer further comprising a client memory unit for storing client data, wherein the client data is provided for transmitting to the Inspection server computer wireless communication module.