

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 ~~input device~~ sensor, and a client wireless communication module,
- at least one mobile computing device, and
- 10 an Inspection server computer comprising an Inspection server computer wireless communication module for communicating with the at least one client terminal computer, 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 acquisition 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 corresponding 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 ~~input device~~ 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

30 wireless communication 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,

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

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

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 method for operating a management service, the method
comprising
the management service providing a user feedback data ac-
quisition service, an alert service, and a site inspec-
tion service,
30 wherein the user feedback data acquisition service com-
prises
a client terminal computer providing a pre-
determined set of user feedback messages, upon re-~~

5 ~~ceiving a user input, the client terminal computer
issues a pre-determined user feedback message, and
an Inspection server computer receiving the pre-~~
6 ~~determined user feedback message from the client
terminal computer and checking the user feedback
message whether it indicates a user alert, wherein
the management service changes to provide the alert
service, if the Inspection server computer identi-~~
7 ~~fies that the user feedback message indicates a user
alert,~~
8 ~~wherein the alert service comprises~~
9 ~~the Inspection server computer issuing an alert mes-~~
10 ~~sage to a mobile computing device for instructing a
supervisor to proceed to the client terminal comput-~~
11 ~~er that has issued the user feedback message that
indicates the user alert,~~
12 ~~wherein the inspection service comprises~~
13 ~~the Inspection server computer selecting one inspec-~~
14 ~~tion data list from a set of inspection data lists
and issuing the inspection data list to the mobile~~
15 ~~computing device for instructing a supervisor,~~
16 ~~the mobile computing device reading in a pre-~~
17 ~~determined location information data that corre-~~
18 ~~sponds to the inspection data list,~~
19 ~~the mobile computing device receiving site inspec-~~
20 ~~tion data,~~
21 ~~the mobile computing device issuing a site data mes-~~
22 ~~sage containing the location information data and
the site inspection data to the Inspection server~~
23 ~~computer, and~~
24 ~~the Inspection server computer receiving the site
data message containing the location information da-~~
25 ~~ta and the site inspection data, and~~
26 ~~the mobile computing device receiving the site
data message containing the location information da-~~
27 ~~ta and the site inspection data, and~~
28 ~~the mobile computing device receiving the site
data message containing the location information da-~~
29 ~~ta and the site inspection data, and~~
30 ~~the mobile computing device receiving the site
data message containing the location information da-~~
31 ~~ta and the site inspection data, and~~

~~wherein the inspection service is provided by a cloud computing system.~~

~~19. The method according to claim 18,~~

5 ~~wherein the alert service further comprises~~

~~—— the mobile computing device reading in a location information data at the client terminal computer that has issued the user feedback message that indicates a user alert,~~

10 ~~—— the mobile computing device issuing a site data message containing the location information data, and~~

~~—— the Inspection server computer receiving the site data message containing the location information data.~~

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~~20. The method according to claim 18, wherein~~

~~the alert service further comprises~~

~~—— the client terminal computer receiving phone identity data relating to the mobile computing device that has received the alert message,~~

20

~~—— the client terminal computer issuing a data message containing the phone identity data, and~~

~~—— the Inspection server computer receiving the data message containing the phone identity data.~~

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~~21. The method according to claim 18 further comprising~~

~~the Inspection server computer storing the received data.~~

~~22. The method according to claim 21 further comprising~~

30 ~~the Inspection server computer forwarding the stored received data to a reporting server computer.~~

~~23. The method according to claim 22, wherein~~

~~the reporting server computer is provided by a cloud computing system.~~

~~24. The method according to claim 18, wherein~~

5 ~~the user feedback data acquisition service further comprises~~

~~— the client terminal computer storing the pre-determined user feedback message, and~~

10 ~~— the Inspection server computer receiving the pre-determined user feedback message from the client terminal computer when a communication link between the client terminal computer and the Inspection server computer is established.~~

15 1825. 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 input device sensor, and

20 a client 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

25 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,

30 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 ~~input device~~ 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 ~~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.

1926. The system according to claim 1825, wherein 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,
- 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.

2027. The system according to claim 1825, 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,
- the at least one client terminal computer issues a 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 server computer.

2128. The system according to claim 1825, wherein the mobile computing device provides audio communication capabilities with other mobile computing devices.

2229. The system according to claim 1825, wherein the mobile computing device comprises a text data input device.

2330. The system according to claim 1825, wherein the mobile computing device and the Inspection server computer wireless phone module each comprises a WLAN communication module.

2431. The system according to claim 1825, wherein the mobile computing device and the Inspection server computer wireless phone module each comprises a GSM communication module.

2532. The system according to claim 1825, wherein the alert message is sent in an SMS format.

2633. The system according to claim 1825, wherein the client wireless communication module and the Inspection server computer wireless communication module each comprises a WLAN communication module.

2734. The system according to claim 1825, wherein

the client wireless communication module and the Inspection server computer wireless communication module each comprises a GSM communication module.

5 2835. The system according to claim 1825, wherein messages between the Inspection server computer wireless communication module and the at least one client terminal computer are transmitted in an SMS format.

10 2936. The system according to claim 1825, 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 inspection data.

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3037. The system according to claim 1825, wherein the mobile computing device comprises a camera being configured as a Bar code reader.

20 3138. The system according to claim 1825, wherein 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.

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~~39. A method for operating a management service, the method comprising~~
 ~~the management service providing a user feedback data acquisition service, an alert service, and a site inspection service,~~
30 ~~wherein the user feedback data acquisition service comprises~~
 ~~a client terminal computer providing a pre-~~
 ~~determined set of user feedback messages, upon re-~~

~~ceiving a user input, the client terminal computer
issues a pre-determined user feedback message, and
an Inspection server computer wireless communication
module receiving the pre-determined user feedback
message from the client terminal computer and trans-
mitting the pre-determined user feedback message to
an Inspection server computer,
wherein the alert service comprises
the Inspection server computer wireless phone module
receiving an alert message from the Inspection serv-
er computer and issuing the alert message to a mo-
bile computing device for instructing a supervisor
to proceed to the client terminal computer that has
issued the user feedback message that indicates the
user alert,
wherein the inspection service comprises
the Inspection server computer wireless phone module
receiving an inspection data list and issuing the
inspection data list to the mobile computing device
for instructing a supervisor,
the mobile computing device reading in a pre-
determined location information data that corre-
sponds to the inspection data list,
the mobile computing device receiving site inspec-
tion data,
the mobile computing device issuing a site data mes-
sage 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
receiving the site data message containing the loca-
tion information data and the site inspection data
and transmitting the site data message containing~~

~~the location information data and the site inspection data to the Inspection server computer.~~

~~40. The method according to claim 39,~~

5 ~~wherein the alert service further comprises~~

~~—— the mobile computing device reading in a location information data at the client terminal computer that has issued the user feedback message that indicates a user alert,~~

10 ~~—— the mobile computing device issuing a site data message containing the location information data, and~~

~~—— the Inspection server computer wireless phone module receiving the site data message containing the location information data and transmitting the site data message containing the location information data to the Inspection server computer.~~

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~~41. The method according to claim 39, wherein~~

~~the alert service further comprises~~

20 ~~—— the client terminal computer receiving phone identity data relating to the mobile computing device that has received the alert message,~~

~~—— the client terminal computer issuing a data message containing the phone identity data, and~~

25 ~~—— the Inspection server computer wireless communication module receiving the data message containing the phone identity data and transmitting the data message containing the phone identity data to the Inspection server computer.~~

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~~42. The method according to claim 39, wherein~~

~~the user feedback data acquisition service further comprises~~

~~the client terminal computer storing the pre-~~
~~determined user feedback message and~~
~~the Inspection server computer wireless communica-~~
~~tion module receiving the pre-determined user feed-~~
5 ~~back message from the client terminal computer and~~
~~transmitting the pre-determined user feedback mes-~~
~~sage to the Inspection server computer when a commu-~~
~~nication link between the client terminal computer~~
~~and the Inspection server computer wireless communi-~~
10 ~~cation module is established.~~