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To Whom it May Concern,

Grace Transport purchased Mir-RT software to help us organize our maintenance procedures. In September of 2009 we moved from a rural business location with our service team maintaining our equipment in a converted two bay drive shed into our new 7 bay maintenance facility in Strathroy, Ontario.

When the decision was made to investigate applications that would assist with automating the management of our garage we contacted several vendors.

One of our top priorities was to look for a program that would help our maintenance staff easily adapt to a program that collected the maintenance activities within our garage without having to retrain them on the how to use a computer. When we reviewed MiR-RT we realized that the real time interface for our mechanics and technicians would provide the simplicity and efficiencies that we're looking for.

The second major task was to ensure that the preventative maintenance tasks are met in a timely fashion. MiR-RT has helped us to accomplish this. At the start of "go live" we were 20+ units late on reviewing and completing our preventative maintenance tasks. By the start of the third month we had 5 units on the out standing list. The onscreen preventative maintenance survey allows the mechanic to record pass and fail, as well as repairs and adjustments without any typing!

The third item on our wish list was to gain better control on our inventory and installed part history. Through the real time interface, the mechanics can document the state of work, parts installed while time is allocated automatically. The ability to assign parts to a unit helps with historical records for units and allows for simple management of warranties of installed parts. The parts counter helps us to manage the inventory through the use of bar codes on bins and for part allocation. The work order history for time and materials is now completely captured within the work order process.

If you're considering a maintenance application I would strongly recommend MiR-RT. Data Dis Inc provides a very comprehensive application with support that is second to none. Our experience has been superb. The extensive features have allowed us to grow with the application without the need to purchase further modules yet has allowed us to excel in maintaining our fleet from the very beginning.

A handwritten signature in blue ink, appearing to read "Dave Plain", is written over a white background.

Dave Plain  
General Manager  
Grace Transport Inc. and Strathroy Truck Centre