

User roles and permissions

ALL SUBSCRIPTION PLANS

Administrator

COST PER USER
according to the SUBSCRIPTION PLAN

User with full system control and the ability to manage any permission.

Recommended for strategic roles such as administrators, planners, maintenance managers, and warehouse supervisors who require a complete, end-to-end view to operate and manage the platform effectively.

- ✔ Configure and manage users and roles.*
- ✔ Create, edit, and delete organizations.
- ✔ Create, edit, and delete assets.
- ✔ Create, edit, and delete contracts.
- ✔ Create, edit, and delete scheduled activities.
- ✔ Create, edit, and delete work orders.
- ✔ Create, edit, and delete warehouses and spare parts in Inventory.
- ✔ Create, edit, and delete warehouses and tools.
- ✔ Create, edit, and delete requests.
- ✔ Customize dashboards in the analytics module.
- ✔ Edit platform settings.*
- ✔ Export information.

BUSINESS PLUS & ENTERPRISE

Technician Lead

ONE INCLUDED AT NO COST FOR EACH ADMINISTRATOR PURCHASED

Profile designed for technicians with greater responsibility, crews, or shift supervisors who need to create, assign, and close work orders for the assets under their responsibility.

- ✔ Create and assign work orders from the mobile app.
- ✔ Close work orders once completed.
- ✔ View assigned assets.
- ✔ View and update assigned work orders.
- ✔ Update measurements and readings of assigned assets.
- ✔ Update costs and resources used in assigned work orders.
- ✔ Add signatures to work orders from the mobile app.
- ✔ View assigned Inventory warehouses.

ENTERPRISE

Technician (FREE)

FREE AND UNLIMITED

Profile designed for maintenance technicians who only need to operate the system, not configure it.

They can record information, complete tasks, and report failures, with limited access strictly to what is assigned to them.

- ✔ View assigned assets.
- ✔ View assigned work orders.
- ✔ Update assigned work orders.
- ✔ Update measurements and readings of assigned assets.
- ✔ Update costs and resources used in assigned work orders.
- ✔ Add signatures to work orders from the mobile app.
- ✔ View assigned Inventory warehouses.

ENTERPRISE

Read Only (FREE)

FREE AND UNLIMITED

Profile intended for supervisors, auditors, or departments that need to review maintenance and asset management indicators and reports.

- ✔ Access assigned organizations.
- ✔ View assigned assets.
- ✔ View assigned contracts.
- ✔ View assigned work orders.
- ✔ View Inventory warehouses.
- ✔ View requests.

ENTERPRISE

Vendor (FREE)

FREE AND UNLIMITED

Ideal profile for contractors or external service providers who manage their assigned activities without access to system settings or administrative functions.

- ✔ View assigned assets.
- ✔ View assigned work orders.
- ✔ Update assigned work orders.

*By default, the system starts with a Super Administrator user (Org Admin). We recommend using this user to perform the initial platform setup, as well as the configuration of users and profiles (user roles and permissions).