

Services & Training

On Time Support enables metrology labs to realize greater efficiency, productivity and accuracy by providing high quality software and support services.

Since its founding in 1995, On Time Support has helped many companies grow in a unique technology market by offering a wide range of on site services, on site training and a variety of products that enhance the Fluke metrology software. Because of this, OTS has built a reputation in a niche market for responsive customer support and a world-class staff. Following are some of the many services we offer:

Off Site Services

- Database migration to MET/TRACK.
- MET/CAL calibration procedure writing.
- Barcode Magician action code writing.
- Crystal Report writing.
- MET/CAL database custom stored procedures.
- MET/CAL database custom triggers.
- Metrology Xplorer SQL report writing.
- MET/CAL database repair
- Remote Support Options are available, contact OTS for information.



On Site Services

- Installation of Fluke metrology software — *new system install or an existing system upgrade.*
- Installation and training for OTS products.
- Database migration to MET/TRACK — *OTS will convert your existing database to MET/CAL.*
- PC client and server installation of MET/CAL.
- MET/CAL calibration procedure writing.
- MET/CAL pseudo-driver procedure (e.g. *OTS will create a driver for non-Fluke MET/CAL standards.*)
- Crystal Report writing — *OTS will create custom reports for your MET/CAL system.*
- MET/CAL database custom stored procedures can be created.

MET/CAL database custom triggers — *triggers can be created for a custom requirement.*

- Barcode Magician action code writing.
- MET/CAL database custom triggers

On Site Training



- MET/CAL database training.
- How to write MET/CAL procedures.
- How to write Crystal Reports.
- How to write Barcode Magician action codes.

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Products

Barcode Magician®

Reliable data entry

Barcode Magician (BCM) allows you to automate repetitive database entry tasks such as checking in/out equipment or changing equipment status simply and consistently for quantities of assets using a simple barcode tool or keyboard. BCM provides a simple, easy to use interface that allows your calibration technicians and instrument custodians a way to update your Fluke MET/CAL® Plus database quickly and efficiently while at the same time drastically reducing data errors and substantially increasing productivity.

Ordering Information: Barcode Magician: Part #5034

Metrology Xplorer®

Browser-based access to your Fluke MET/BASE data

Metrology Xplorer allows your customers to view data from your Fluke MET/CAL Plus system via your company's internal network (intranet) or, if you like, allows your external customers access from the Internet. Metrology Xplorer can provide a significant time savings for the busy lab manager. By allowing customers within your company the ability to access your MET/CAL Plus data, the lab manager and lab personnel can be freed from the tedious process of providing recall reports, instrument information, and statistical data. Just imagine how much time and effort could be saved if your customers could run their own reports and print their own recall lists and certificates!

Ordering Information: Metrology Xplorer: Part #5020

Process/Track®

Complete traceability and advanced automation for Fluke 702, 743, and 744 Documenting Process Calibrators

Modern process calibrators are multifunction precision devices perfect for busy field technicians. But without a powerful software interface to save data collected by the calibrator, your investment may not be fully realized.

Process/Track helps you reach the full potential of your calibrators by automating the data collection and record creation process. With it, you can increase productivity, reduce data entry errors, and standardize calibration routines in your process-based instrumentation workload.

Ordering Information: Process/Track: Part #5060

Don't have a MET/CAL Plus system? Order Part# 8100-PKG and get Fluke MET/BASE, 5500/CAL license, and Process/Track.

Remote Pipeline®

Operate multiple remote Fluke MET/CAL® workstations under one "virtual" database

Remote Pipeline allows calibration lab supervisors/technicians to operate multiple workstations in remote locations where a continuous connection to a master server is difficult or impossible—and operate using the same database at every site. Remote Pipeline is a conduit that enables each remote system to share or replicate data with a master, consolidated Fluke MET/CAL Plus database.

Ordering Information:

Remote Pipeline Package: Part #8150-PKG

Label Printers & Laser Scanners

Calibration products for the lab

On Time Support now offers laser barcode scanners and a label printer package that will automatically print labels directly from your Fluke MET/CAL and MET/TRACK version 5.x, 6.x and 7.x systems.

Many cal lab technicians hand print calibration labels. Hand printing a small label is tedious, time-consuming, and inaccurate. Just imagine being able to automatically print a label (that is actually legible) with correct information such as the asset number, calibration date, calibration due date, technician ID, and maybe even an asset barcode. There would be no more discrepancies between your database and what the label says.

For ordering information, call On Time Support

Change/Log

Log all changes made to your Fluke MET/CAL® Plus database

Change/Log, a plug-in for the MET/CAL Plus database (version 6.x and higher), keeps track of changes to Inventory, Calibration, Location, Maintenance, Customer, and Standards tables. There is no front end program to configure and it doesn't matter what application makes the changes. Updates can be made in ISQL, MET/TRACK Manual Entry, Barcode Magician, or any other application, and the changes will be recorded automatically.

The database table can be reviewed using Crystal Reports and On Time Support supplies reports to get you started, which you can customize to meet your requirements.

Ordering Information: Change/Log: Part #5040