

Title (en)  
SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT

Title (de)  
VORAB- ZEITPLANERSTELLUNG UND PLANUNG EINER PROAKTIVEN HANDLUNGSWEISE WÄHREND INSTANDHALTUNG UND SERVICE EINES NETZWERKBASIERTEN VERSORGUNGSKETTENUMFELDES

Title (fr)  
PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU COURS DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAÎNE D'APPROVISIONNEMENT RESEAUTEE

Publication  
**EP 1252594 A2 20021030 (EN)**

Application  
**EP 00983764 A 20001122**

Priority  

- US 0032228 W 20001122
- US 44762599 A 19991122
- US 44488999 A 19991122

Abstract (en)  
[origin: WO0139082A2] A system, method and article of manufacturer are provided for proactive management during maintenance and service in a network-based supply chain environment. Telephone calls, data and other multimedia information are routed through a network which includes transfer of information across the internet utilizing telephony routing information and internet protocol address information. The network includes a Proactive Threshold Manager which forewarns service providers of an impending breach of contact. The Proactive Threshold Manager sends an alarm to the service provider when the current level of service will miss a service level agreement to maintain a certain level of service.

IPC 1-7  
**G06F 17/60**

IPC 8 full level  
**G06Q 10/00** (2006.01)

CPC (source: EP)  
**G06Q 10/06** (2013.01); **Y02P 90/80** (2015.11)

Citation (search report)  
See references of WO 0139082A2

Citation (examination)  

- US 5548724 A 19960820 - AKIZAWA MITSURU [JP], et al
- WO 9931566 A1 19990624 - ERICSSON TELEFON AB L M [SE]
- US 5333315 A 19940726 - SAETHER CHRISTIAN D [US], et al
- EP 0811944 A2 19971210 - HITACHI LTD [JP]
- US 5974395 A 19991026 - BELLINI JOSEPH M [US], et al

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DOCDB simple family (publication)  
**WO 0139082 A2 20010531; WO 0139082 A8 20020103**; AU 2047601 A 20010604; EP 1252594 A2 20021030

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