

# Enterprise Asset Management



## Be enterprising.

Underperforming assets can have many far-reaching—and negative—impacts on the overall health of a company. Asset downtime can disrupt production and lead to lower customer satisfaction. Inadequate preventive maintenance can increase the cost of keeping assets and equipment running at peak efficiency and force companies to make investments in new equipment that could have been avoided. Inadequate asset management can expose companies to violations of safety regulations and compliance requirements.

Unlike many other factors that can drag down a company's profitability, asset performance management is often not top of mind for executives. That's because the response to pressure on margins has traditionally been to focus on opportunities for top-line growth such as increasing sales.

Enterprising companies recognize that improving their asset performance will not only reduce costs, but will also enhance their capacity for top-line growth. At Infor, we've been helping customers understand the connection between asset performance and top-line growth for years. We deliver the capabilities our customers need to put this understanding into action and make their enterprise asset management (EAM) a source of greater business efficiency.



## Leverage experience.

More than 10,000 organizations worldwide—both public and private—are using Infor EAM to better manage, maintain, and track their assets, as well as drive better decision-making in maintenance, inventory/warranty, uptime, risk management and strategic planning. Composed of three major components—asset management, material management, and procurement—Infor EAM has industry-specific functionality designed to help manufacturing, facilities management, life sciences, fleet/transportation, and public sector organizations solve their critical asset performance challenges.

By leveraging Infor's experience, these organizations are able to:

- *Maximize maintenance effectiveness*—Infor EAM streamlines the maintenance process so customers extend the longevity of their assets and improve productivity. Capabilities include electronic creation and assignment of work orders, condition monitoring, and analytics to determine optimum preventive maintenance schedules.
- *Reduce inventory costs*—Infor EAM enables customers to avoid carrying unneeded inventory or experiencing downtime because of inadequate inventory. Tools for monitoring and controlling inventory levels and automating purchasing and inventory management are included.
- *Increased warranty recovery*—Infor EAM enables customers to improve their tracking of repairs eligible for warranty claims. Warranty repairs can be flagged and a warranty claim automatically created after the repair is completed.
- *Increase equipment uptime*—Infor EAM helps improve asset performance so customers can avoid costly downtime in production or service operations. The solution makes it easy to forecast likely failure points and the reasons for them, and identify and model the best alternatives.
- *Improve reliability and risk management*—Infor EAM helps customers anticipate and mitigate asset reliability and regulatory risks. Tools are included for in-depth asset profiling; efficiently building user-defined reports; using

electronic signatures; tracking changes to data, comments, and attributes; and monitoring, modeling and forecasting performance against key performance indicators (KPIs).

## Get business specific.

Infor EAM is a fully web-architected solution with an advanced integrated suite of modules that helps companies proactively manage assets, asset information, and maintenance activities. It combines best-in-class asset management modules, unique features for improving operations and performance, and advanced modules to ensure the best possible fit for a customer's asset management needs.

The solution's easy-to-use, easy-to-configure interface makes access to asset management functionality, high-end analytics information, and KPIs available to users throughout an organization. Its built-in configuration capabilities enable customers to streamline their asset management processes by creating and storing configurations that are unique to their business.

A number of industry-specific features designed to simplify asset management for manufacturing, facilities, life sciences, fleet/transportation, municipalities, and public sector organizations are included.



### Modules and Features

Infor EAM's business-specific modules and unique features include:

- **Assets**—enable companies to identify, track, locate, and analyze their physical assets and facilitate metered usage measurement and automatic usage value transmission to sub-components. By compiling asset data, such as location, cost history, warranties, claims, meters, permits, and documents, the Asset module helps maximize productivity and asset life.
  - **Asset hierarchy management**—allows users to track asset costs and the movement of assets throughout their respective lifecycles. This is done using an easily configured “family tree” that forms relationships between equipment, systems, and locations.
  - **Asset management services**—allow definition of time, material, and labor costs in cost-charging arrangements and then apply cost charges to commercial agreements for maintenance organizations that operate as a business unit and charge customers for maintenance work they perform.
  - **Audit trails**—provide a flexible way to track changes to data, comments, and attributes for almost every Infor EAM table. In the regulatory environment, this module is of exceptional value because of its comprehensive coverage, flexibility, and ease of use.
  - **Budget management**—automates budget setup and the subsequent capture, monitoring, control, and analysis of associated maintenance expenditures.
  - **Call center**—provides the ability to centralize incoming maintenance requests from a broad and diverse customer base and empowers operators and customer service representatives by putting all the information needed to handle maintenance, service, and asset management requests right at their fingertips. This module also ensures that all necessary information is gathered from the caller to successfully complete the request.
- ### Infor EAM customers have realized results like:
- > 20% improvement in labor productivity
  - > 30% reductions in inventory levels
  - > 20% reduced inventory carrying costs
  - > 5% reduction in new equipment costs
  - > 10% increase in fleet availability
  - > 50% increase in warranty cost recovery
  - > 10% reduction in materials costs
  - > 50% reduction in purchasing process costs
- **Configuration manager**—enables customers to export their Infor EAM development environment base configurations to a special XML-formatted file that may be imported into another Infor EAM environment. This allows system administrators to set up a test environment and build their unique configurations.
  - **Depreciation**—provides the ability to calculate and display any of four asset depreciation methods including straight-line, double declining rate, sum-of-the-years-digits, and units of production.
  - **Inbox and scorecard with KPIs**—are offered on the Infor EAM home page. The Inbox functions as a “to-do” list that allows individuals users to specify automatically generated numerical counts of items awaiting action such as requisitions or work orders. The scorecard displays a graphical depiction of KPI status based on user-specified parameters. Through KPIs, users can define and monitor asset performance indicators, such as mean time between equipment failures, without having to run reports.
  - **Inspection management**—working in concert with work and asset management, this module gives companies more control over condition monitoring. When an inspection result exceeds a preset limit, the automatic generation of corrective work actions is enabled.

- *Linear assets*—enable users to define an asset in terms of linear reference details like length, unit of measure, and geographic reference. Users can write work orders against any portion or point on that asset by specifying to and from points.
- *Materials management*—offers tools to monitor and control the inventories of storerooms. These tools, which include economic order quantity (EOQ) and class calculations and assignments, support parts receipts, issues, returns, and cycle counts.
- *Messenger*—enables user-defined recipients to receive email notification for predefined events, such as the submission of a requisition or the receipt of a part. The automatic messages keep personnel updated on actions such as work or purchase order requests, approvals, completions, and purchase order receipts, as well as deletions in the database.
- *Microsoft Project interface*—provides a true, two-way interface between Infor EAM and Microsoft® Project. Users can pass work orders and trade personnel to Project for planning and scheduling purposes. Project returns scheduling data for execution and tracking.
- *Multi-organization support*—for companies located in multiple countries requiring the use of a variety of currencies and languages, Infor EAM provides flexible multi-organization features. Regional, national, and multinational organizations can manage multiple legal entities with one database and apply security settings to determine a user's access. Each site within the organization is able to view and edit its own data.
- *Preventive maintenance flexibility*—preventive maintenance tasks can be based on a fixed date, flexible time period, or metered usage. Users may incorporate routes with a task to service multiple assets that share similar requirements under a single work order. Infor EAM can automatically adjust preventive maintenance schedules to compensate for early or late work accomplishment. It also offers revision control to track modifications and control the authorization of modifications to scheduled tasks, materials, and routes.
- *Project management*—automates complex or simple projects from initiation to completion. With the ability to organize budgets, labor, and equipment for projects, companies can reduce the amount of time, personnel, and money spent on a project.
- *Purchasing management*—helps companies ensure that the right parts are ordered and keep up with delivery times, vendor performance payments, and goods receipts. And for those wanting advanced web-based procurement, Infor EAM iProcure is available. (See the “advanced modules” section for more information.)
- *Repairable spares functionality*—allows customers to designate parts or equipment as being “repairable.” Items designated for refurbishment can be automatically placed in a “to be repaired” location when returned to the storeroom following maintenance action.
- *Reports*—enable users to select from a variety of predefined reports including assets, materials, purchasing, schedule, work, budget analysis, projects, and commercial services. An advanced reporting module is also available, which meets a variety of requirements from ad hoc queries, managed reports, and business reports to invoice statements and bills.



- *Upload utility*—uses web services to insert or update selected tables in Infor EAM. This facilitates rapid insertion of data into the system without the need for manual data entry. For example, users can now load 100,000 part items from a newly acquired warehouse in a matter of seconds.
- *Metering function*—allows an unlimited number of meters to be associated with a single piece of equipment. Metered usage values flow down a customer-defined equipment hierarchy to selected components, eliminating the need for supplemental metering.
- *Warranties and warranty claims*—users can track asset warranties, process warranty claims, and provide for unlimited warranties against any asset. Infor EAM accommodates both meter- and date-based warranties and automatically tracks all work orders in the system which have a potential claim. In addition, it allows for time-elapse warranties on consumable parts not registered as assets.
- *Work management*—from installing new equipment to issuing corrective or preventive maintenance work orders, this module tracks all aspects related to work performed on assets. The ability to track and manage work requests, labor, planning, and scheduling allows companies to make the most of their resources while improving productivity. Users can also create a work order and include multiple pieces of equipment without the need for a route.

### Advanced Modules

The following advanced modules extend the functionality of Infor EAM to meet specific needs, such as industry regulations, a mobile workforce, integrated procurement, or advanced analytical and reporting requirements:

- *21 CFR 11*—provides secure electronic records and signatures that meet critical FDA requirements for 21 CFR Part 11 validations within the pharmaceutical, food and beverage, and personal care products industries. This advanced module includes electronic signatures, multiple approval levels, record snapshots, a high level of security and configurability, and the ability to track all changes and edits made to electronic forms.
- *Barcoding*—allows users to design and print labels for assets, providing increased mobility and systems functionality. Labeling assets streamlines the tracking and relocating of assets, warranty activation and updating, work registration, and other functions.
- *Calibration*—provides a comprehensive calibration program fully integrated with the overall Infor EAM solution. The Calibration module was developed with the cooperation of existing customers to address broad-based regulatory compliance within an easy-to-use format. Thorough records for calibration operations are preserved and the system offers detailed reports designed to serve calibration needs and offer proper documentation for future calibration auditing and review.
- *Advanced reporting*—enables organizations to build custom reports that help them maximize the data gathered in Infor EAM. Combining the power of Infor EAM with the flexibility of Cognos® ReportNet, this advanced reporting module provides customers with the ability to create fully-customized reports that best meet their specific asset management needs.
- *iProcure*—automates the procurement of industrial spare parts by connecting buyers and over 150 industrial spare parts suppliers. Through the Internet, the iProcure module integrates seamlessly with Infor EAM to expand the functionality of purchasing, inventory, and supply chain management. Customers can plan work, track parts usage, manage stock levels, and replenish stock via the Internet—all from their maintenance software.



Meet specific needs such as industry regulations, a mobile workforce, integrated procurement, or advanced analytical and reporting requirements with Infor EAM's advanced modules.

- *Mobile*—makes it possible to download work assignments from the Infor EAM database using docking cradles or dial-up and wireless connections. This automates virtually every aspect of maintenance and data collection and allows users to create field-based work orders, use drill-down menus to retrieve detailed information about a piece of equipment, and capture actual “wrench time” as work occurs.
- *Fleet*—includes Vehicle Maintenance Reporting Standards (VMRS) codes and additional customers’ fields. Focusing on the transportation industry’s greatest opportunities for productivity and cost-per-mile savings, the Fleet module enables transportation companies to process warranty claims, manage tires and fuel, and improve vehicle performance through preventive maintenance.
- *GIS integration*—with Infor EAM’s flexible architecture, customers can integrate ESRI’s Geographical Information Systems (GIS) for a web-based solution that can increase workforce efficiency and lower costs by: pinpointing assets, generating work orders directly from the GIS display, streamlining workflow between departments, forming sequential routes to complete work orders, and leveraging seamless GIS and asset management integration.

## Technology

Infor EAM offers the following technology options:

- *Web services*—Infor implements Web services using a service-oriented architecture (SOA) that separates application business logic from interfaces. Because Infor EAM was designed from the ground up with multi-tier architecture, deploying these web services is a natural extension of the application.
- *Hosting*—to further reduce capital expenses and labor associated with installing and maintaining server platforms, Infor EAM is available as a hosted solution. With the hosted delivery method, customers load and store their data at a secure remote location, eliminating the need to purchase database and application server hardware and licenses.

## See results now.

Infor EAM is the easy way to vastly improve any company’s asset performance for lower operational costs and increased capacity for top-line growth.

Easy to implement, Infor EAM leverages Infor Open SOA—the company’s strategy for an event-driven, service-oriented architecture that doesn’t require replacing an entire IT infrastructure or depending on proprietary technology from another vendor. Easy to integrate, Infor EAM is built on open Internet standards such as Java™ and XML, which makes it easy to integrate with other enterprise systems. Easy to use, Infor EAM can be accessed anywhere, anytime through a standard Internet browser. No software programming knowledge is required, so virtually anyone in your company can leverage asset management functionality.

Easy to scale, Infor EAM is available in three configurations to meet the needs of customers of all sizes. Our enterprise edition is designed for use by large, multi-site organizations. Our business edition is a powerful enterprise asset management solution that enables small to mid-size enterprises to control critical asset management functions. We also offer streamlined asset management capabilities with limited hardware requirements for traditional small to medium-sized enterprises.



Serving the asset management needs of more than 10,000 companies worldwide, Infor EAM is delivering a wide range of tangible business benefits. Customers implementing Infor EAM have reported a variety of results, including the following improvements in ROI:

- 20% improvement in labor productivity
- 30% reductions in inventory levels
- 20% reduced inventory carrying costs
- 5% reduction in new equipment costs
- 10% increase in fleet availability
- 50% increase in warranty cost recovery
- 10% reduction in materials costs
- 50% reduction in purchasing process costs

### Be open to an enterprising future.

When asset downtime, high maintenance and inventory costs, and unclaimed warranties impact your operations, you must be able to adapt with speed and precision. That takes a technology infrastructure that allows you to add, change, upgrade, or modify your solutions as painlessly as possible.

Infor Open SOA (Service-Oriented Architecture) is Infor's commitment to solution interoperability, innovation, and evolution across all product lines so you can quickly align your systems to changing business requirements. It enables you to enrich your existing solutions with open SOA industry standards now, extend them to create end-to-end processes across different functional areas, and evolve to meet the future in a way that introduces new functionality and technology incrementally to preserve your investment and reduce risk and cost.

You gain business agility and IT flexibility without the high costs and disruption of a major re-implementation project or the need to adopt the proprietary technology of another software vendor. Infor gives you choice and control over the technologies you deploy, as well as the time frame you deploy them in, so you can eliminate redundancies and build the best long-term cost model for your business.

This is how we satisfy your need for business-specific solutions that deliver value today while incorporating deployment flexibility that lets you quickly add, subtract, and replace critical capabilities . . . and be more enterprising . . . tomorrow.

### About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit [www.infor.com](http://www.infor.com).

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