



Reveal the connection
between asset performance
and top-line growth
to build a better
bottom line.



INFOR EAM ENTERPRISE EDITION

DO BUSINESS BETTER.

Underperforming assets can negatively affect the health of an organization by increasing costs, decreasing production and productivity, exposing the business to violations of safety regulations and compliance requirements, and reducing customer satisfaction—all of which can decrease profitability and inhibit growth.

Yet executives often overlook enterprise asset management (EAM) as an opportunity to improve margins and overall performance, focusing instead on more visible activities such as increasing sales. Forward-thinking companies leverage technology to reveal the connection between asset performance and top-line growth and put this knowledge to work.

LEVERAGE EXPERIENCE.

Infor® EAM Enterprise Edition gives large, asset-intensive businesses the tools to monitor and manage the deployment, performance, and maintenance of company assets, helping to prevent operational surprises and uncover hidden profits. More than computerized maintenance management software, this asset management and maintenance solution also enables you to analyze data for key trends and anomalies, forecast performance issues, and make forward-looking decisions to drive performance and ensure that projected financial results are achieved.

Infor EAM software has been helping companies worldwide—including more than 60 percent of the Fortune 500—for over 20 years. By leveraging Infor’s experience, you can streamline asset and maintenance planning processes to save time, improve equipment and staff productivity to enhance results, and increase inventory efficiency to save money. With this Infor EAM application, you also can optimize maintenance resources to improve performance and collect on warranty claims to reduce related expenses. Let Infor help you build a better bottom line.

GET BUSINESS SPECIFIC.

Modules and Features

Infor EAM Enterprise Edition’s business-specific modules and unique features include:

- ▶ *Assets*—identify, track, locate, and analyze physical assets, and facilitate metered usage measurement and automatic usage value transmission to sub-components.
- ▶ *Asset hierarchy management*—track asset costs and movement using an easily configured “family tree” that forms relationships between equipment, systems, and locations.
- ▶ *Asset management services*—define time, material, and labor costs in cost-charging arrangements and apply charges to commercial agreements for maintenance work performed.
- ▶ *Audit trails*—track changes to data, comments, and attributes for almost every Infor EAM table.
- ▶ *Budget management*—automate budget setup and the subsequent capture, monitoring, control, and analysis of associated maintenance expenditures.
- ▶ *Call center*—centralize incoming maintenance requests and empower operators and customer service representatives by putting all the information needed to handle maintenance, service, and asset management requests at their fingertips.
- ▶ *Configuration manager*—export Infor EAM development environment base configurations to a special XML formatted file that may be imported into another Infor EAM environment, enabling system administrators to set up a test environment and build unique configurations.
- ▶ *Depreciation*—calculate and display asset depreciation methods including straightline, double declining rate, sum-of-the-years-digits, and units of production.
- ▶ *Inbox and scorecard with KPIs*—specify automatically generated numerical counts of items awaiting action, such as requisitions or work orders, and view a graphical depiction of key performance indicator (KPI) status based on user-specified parameters.
- ▶ *Inspection management*—gain more control over condition monitoring through the automatic generation of corrective work actions when an inspection result exceeds a preset limit.
- ▶ *Linear assets*—define an asset in terms of linear reference details such as length, unit of measure, and geographic reference.
- ▶ *Materials management*—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*—enable user-defined recipients to receive email notification for predefined events, such as a request submission or receipt of a part.
- ▶ *Metering function*—associate an unlimited number of meters 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.
- ▶ *Microsoft® Project interface*—pass work orders and trade personnel from Infor’s solution to Microsoft Project for planning and scheduling purposes, and return scheduling data from Project for execution and tracking.
- ▶ *Multi-organization support*—manage multiple legal entities with one database and apply security settings to determine a user’s access.
- ▶ *Preventive maintenance flexibility*—base preventive maintenance tasks on a fixed date, flexible time period, or metered usage, letting Infor’s solution adjust schedules to compensate for early or late work accomplishment. Incorporate routes with a task to service—under a single work order—multiple assets that share similar requirements.

- ▶ *Project management*—automate complex or simple projects from initiation to completion.
- ▶ *Purchasing management*—ensure that the right parts are ordered and monitor delivery times, vendor performance payments, and goods receipts. For advanced web-based procurement, use Infor EAM iProcure.
- ▶ *Repairable spares functionality*—designate parts or equipment as being “repairable.”
- ▶ *Reports*—select from a variety of predefined reports including assets, materials, purchasing, schedule, work, budget analysis, projects, and commercial services.
- ▶ *Upload utility*—uses Web Services to facilitate rapid insertion of data into the system without the need for manual data entry.
- ▶ *Warranties and warranty claims*—track asset warranties, process warranty claims, and provide for unlimited meter and date-based warranties against any asset.
- ▶ *Work management*—track all aspects related to work performed on assets.

Advanced Modules.

Advanced modules extend the functionality of Infor EAM Enterprise Edition 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.
- ▶ *Barcoding*—streamlines the tracking and relocating of assets, warranty activation and updating, work registration, and other functions.
- ▶ *Calibration*—addresses 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 system users to create fully customized reports to meet specific asset management needs.

More than 60 percent of the Fortune 500 use Infor software to achieve effective enterprise asset management.

- ▶ *iProcure*—automates the procurement of industrial spare parts by connecting buyers and over 150 industrial spare parts suppliers through the Internet.
- ▶ *Mobile*—downloads work assignments from the Infor EAM database using docking cradles or dialup and wireless connections, automating virtually every aspect of maintenance and data collection and allowing 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*—enables organizations to process warranty claims, manage tires and fuel, and improve vehicle performance through preventive maintenance.
- ▶ *GIS integration*—integrates ESRI’s geographical information system (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, and forming sequential routes to complete work orders.

SEE RESULTS NOW.

Customers using Infor EAM software have reported results such as:

- ▶ 20% improvement in labor productivity
- ▶ 20% reduced inventory carrying costs
- ▶ 10% increase in fleet availability
- ▶ 50% increase in warranty cost recovery
- ▶ 50% reduction in purchasing process costs

To help your organization see results even more quickly and cost-effectively, this application is available as a hosted solution. Using this service, you load, store, and retrieve your data over the Internet from Infor's secure, remote location, eliminating the need to purchase database and application service hardware and licenses, implement and test systems, and maintain and upgrade the application.

The Infor EAM Web Services Tool Kit helps companies like yours further extend the solution benefits by enabling interoperability among multiple applications. Based on Infor Open Service-Oriented Architecture (SOA), which separates application business logic from user interfaces, the tool kit enables your system users to access maintenance data in a variety of formats and familiar programs.

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the "R".