Infor EAM Enterprise v11

Increase your top-line growth

Underperforming assets can have many far-reaching—and negative—impacts on the overall health of your 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 you to make investments in new equipment that could have been avoided. Inadequate asset management can expose you to violations of safety regulations and compliance requirements.

Unlike many other factors that can drag down your profitability, asset performance management is often not as high a priority as it should be 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.

With Infor® EAM Enterprise v11, you'll increase your capacity for top-line growth by reducing the cost of maintaining your valuable equipment. You'll improve asset performance by allowing your employees to access critical information and collaborate in real time, anywhere, anytime, on any device, with an intuitive, easy-to-use solution that uses robust analytics to significantly improve decision-making and decreases the time it takes to perform important maintenance tasks.

Solve your EAM challenges

At Infor, we've been helping customers like you understand the connection between asset performance and top-line growth for more than 20 years. With Infor EAM Enterprise v11, you can put this understanding into action and make your enterprise asset management (EAM) system a source of greater business efficiency.

Turn asset management into a competitive advantage with Infor EAM Enterprise v11.

More than 10,000 organizations worldwide—both public and private—use Infor EAM Enterprise to better manage, maintain, and track their assets, as well as drive better decision-making in maintenance, inventory and warranty, uptime, risk management, and strategic planning.

Whether your organization is involved in manufacturing, facilities management, life sciences, fleet and transportation, municipalities, or the public sector, you get industry-specific functionality that's designed to help you solve your critical asset performance challenges with Infor EAM Enterprise v11's three major components—asset management, material management, and procurement.

And as new and updated asset methodologies (such as Lean), standards (such as PAS 55), and regulations (such as EPA greenhouse gas emissions requirements) roll out, you'll be able to seamlessly and continually evolve and implement your policies, strategies, objectives, and plans to take advantage of these processes improvements.

Increase productivity

Infor EAM Enterprise v11 features the Infor 10x user interface, an enhanced, beautiful user experience. This modern user experience provides a familiar, easy-to-use, easy-to-configure environment that helps employees easily find the information relevant to their jobs, and have data delivered to them automatically.

Employees throughout your organization will be able to quickly access asset management capabilities, high-end analytics information, and key performance indicators (KPIs). They'll be able to streamline their asset management processes by creating and storing configurations that are unique to their roles and tasks.

You can access Infor EAM Enterprise v11's complete functionality from any device or web browser, thanks to the solution's full HTML5 support. With HTML5 functionality, you get speedy performance, drag-and-drop capabilities, native support for video and audio, and mobile access from any laptop, smartphone, or tablet.

Improve asset performance

With Infor EAM Enterprise v11, you'll be able to:

- **Maximize maintenance effectiveness**—Extend the longevity of your assets and improve productivity by streamlining the maintenance process. Determine optimum preventive maintenance schedules by electronically creating and assigning work orders, and performing condition monitoring and analytics.
- **Reduce inventory costs**—Avoid carrying unneeded inventory or experiencing downtime because of inadequate inventory. Better monitor and control inventory levels, and automate purchasing and inventory management.
- **Increase warranty recovery**—Improve tracking of repairs eligible for warranty claims. Flag warranty repairs, and let the system automatically create a warranty claim after the repair is completed.

Infor EAM Enterprise v11 helps you:

- Dramatically increase productivity with an improved, beautiful user interface.
- Reduce risks and costs.
- Enhance capacity for growth.
- Automate and streamline processes.
- Drive better decision-making through robust analytics.
- Monitor energy use at the asset level.
- Easily configure your asset management to suit your needs.

- **Increase equipment uptime**—Avoid costly downtime in production or service operations. Effectively forecast likely failure points and the reasons for them, and identify and model the best alternatives.
- **Improve reliability and risk management**—Anticipate and mitigate asset reliability and regulatory risks with 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 KPIs.

Improve business efficiency

Infor EAM Enterprise v11's standard business-specific modules and unique features include:

- **Assets**—Identify, track, locate, and analyze your physical assets, and facilitate metered usage measurement and automatic usage value transmission to subcomponents. You'll maximize productivity and asset life by being able to compile asset data (such as location, cost history, warranties, claims, meters, permits, and documents).
- **Asset hierarchy management**—Track asset costs and the movement of assets throughout their respective lifecycles. You can do this using a comprehensive, 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**—Easily track changes to data, comments, and attributes for almost every Infor EAM Enterprise table. Organizations that operate in a regulatory environment will greatly benefit from this module's comprehensive coverage, flexibility, and ease of use.
- **Budget management**—Automate budget setup and the subsequent capture, monitoring, control, and analysis of associated maintenance expenditures.
- **Call center**—Centralize incoming maintenance requests from a broad and diverse customer base, and empower your operators and customer service representatives by putting all the information needed to handle maintenance, service, and asset management requests directly at their fingertips.
- **Checklists**—Break down task instructions into individual steps and confirm the completion of each step. Define checklists for any task, whether the task will be used on a work order or on a Lockout/Tagout (LOTO) procedure. Automatically create follow-up work orders for all checklist items that are flagged for follow-up.
- **Configuration manager**—Allow your system administrators to set up a test environment and build their unique configurations by being able to export the Infor EAM Enterprise development environment base configurations to a special XML-formatted file that may be imported into another Infor EAM Enterprise environment.
- **Depreciation**—Calculate and display any of four asset depreciation methods, including straightline, double declining rate, sum-of-the-years'-digits, and units of production.
- **Equipment configuration**—Speed up, improve accuracy, and automate the process of generating multiple equipment entries by creating equipment templates for each type of your equipment and equipment structures. You can define and generate equipment, assets, positions, and systems, as well as the definition of associated parts, meters, applicable warranties, and child equipment.
- **Inbox and scorecard with KPIs**—Allow individual users to specify automatically generated numerical counts of items awaiting action (such as requisitions or work orders) with 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.

> **"With Infor, we've realized 10% to 11% efficiency improvements, and our maintenance costs have dropped by 5% to 10%."**
>
> **—Milton Slagowski, Maintenance Manager, Heinz Frozen Food Co.**

- **Inspection management**—Take greater control over condition monitoring while it works in concert with work and asset management. Automatically generate 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, units of measure, and geographic reference. You can write work orders against any portion or point on that asset by specifying to and from points.
- **Materials management**—Monitor and control the inventories of storerooms with tools that include economic order quantity (EOQ) and class calculations and assignments, support parts receipts, issues, returns, and cycle counts.
- **Metering function**—Allow an unlimited number of meters to be associated with a single piece of equipment. Eliminate the need for supplemental metering with metered usage values that can flow down an equipment hierarchy (that you can define) to selected components.
- **Messenger**—Allow user-defined recipients to automatically receive email notifications for predefined events, such as the submission of a requisition or the receipt of a part. You'll keep your 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**—With a true, two-way interface between Infor EAM Enterprise and Microsoft Project, you can pass work orders and trade personnel information to Project for planning and scheduling purposes. Project returns scheduling data for execution and tracking.

Proactively manage assets, asset information, and maintenance activities with Infor EAM Enterprise v11's advanced integrated suite of asset management modules and unique features for improving operations and performance.

- **Multi-organization support**—Use Infor EAM Enterprise v11 with a variety of currencies and languages to support your organization's global business. Manage multiple legal entities with one database and apply security settings to determine user access (for regional, national, and multinational organizations)—with each site within the organization able to view and edit its own data.
- **Preventive maintenance flexibility**—Allow preventive maintenance tasks to be based on a fixed date, flexible time period, or metered usage. Incorporate routes with a task to service multiple assets that share similar requirements under a single work order. Compensate for early or late work completion with automatic adjustments to preventive maintenance schedules. Use revision control to track modifications and control the authorization of modifications to scheduled tasks, materials, and routes.
- **Project management**—Automate complex or simple projects from start to finish. You'll be able to reduce the amount of time, personnel, and money spent on a project by being able to better organize budgets, labor, and equipment for projects.
- **Purchasing management**—Ensure that you order the right parts and keep up with delivery times, vendor performance payments, and goods receipts. To get advanced web-based procurement, use Infor EAM iProcure® (see the Advanced modules section for more information).
- **Repairable spares functionality**—Designate parts or equipment as being "repairable." Automatically place items designated for refurbishment in a "to be repaired" location when returned to the storeroom following maintenance action.
- **Reports**—Select from a variety of predefined reports (including assets, materials, purchasing, schedule, work, budget analysis, projects, and commercial services) to meet a variety of reporting requirements from ad hoc queries, managed reports, and business reports to invoice statements and bills.
- **Safety management**—Ensure that you have procedures in place to identify all hazardous situations, materials, and activities; define the applicable precautions and procedures that alleviate the hazard; and identify and allocate responsibilities to specific individuals to make sure the precautions are indeed taken.
- **Upload utility**—Allow the rapid addition of data into the system without the need for manual data entry with web services to insert or update selected tables in Infor EAM Enterprise. For example, users can load 100,000 part items from a newly acquired warehouse in a matter of seconds.
- **Warranties and warranty claims**—Track asset warranties, process warranty claims, and allow for unlimited warranties against any asset. Accommodate both meter- and date-based warranties and automatically tracks all work orders having a potential claim. Also allow for time-elapse warranties on consumable parts not registered as assets.
- **Work management**—Track all aspects related to work performed on assets—from installing new equipment to issuing corrective or preventive maintenance work orders. Make the most of your resources while improving productivity by being able to track and manage work requests, labor, planning, and scheduling. You can also create a work order and include multiple pieces of equipment without the need for a route.

Advanced modules

Extend the functionality of Infor EAM Enterprise v11 with the following advanced modules to meet specific needs, such as industry regulations, a mobile workforce, integrated procurement, and advanced analytical and reporting requirements:

- **Asset sustainability**—Reduce energy consumption and energy costs, which typically take up 60% of indirect operating and maintenance expenses, by monitoring energy consumption at the asset level. You'll be able to factor energy demand management with traditional asset management functions.
- **Alert management**—Get early warnings about existing asset condition trends occurring outside optimum operating data parameters. You'll know that the right maintenance person receives an alert at the right time to analyze the data (such as temperature, flow rates, oil pressure, energy consumption, etc.) and determine whether the asset needs repair or replacement.
- **Reliability management**—Help ensure that assets are performing according to their intended functions without failure, for specified periods, and under stated conditions to reduce operational, financial, and regulatory risks; minimize costs; boost revenues and customer satisfaction; and increase employee satisfaction.
- **21 CFR Part 11**—Make sure that secure electronic records and signatures meet critical FDA requirements for 21 CFR Part 11 validations (for pharmaceutical, food and beverage, and personal care products industries) with support for electronic signatures, multiple approval levels, and record snapshots.
- **Barcoding**—Give your employees greater mobility by allowing them to design and print asset labels. You'll be able to streamline asset tracking and relocating, warranty activation and updating, work registration, and other functions.
- **Calibration**—Comply with regulatory mandates with an easy-to-use, fully integrated calibration module that was that developed with the cooperation of existing customers. You'll be able to maintain thorough records for calibration operations, generate detailed reports, and provide proper documentation for future calibration auditing and review.
- **Advanced reporting**—Use the combined power of Infor EAM Enterprise v11 and Cognos® ReportNet to create fully customized reports that meet your specific asset management needs.

> **"If there is a problem, it shows up easily. We can often catch problems before they occur."**
>
> **—Fred Van De Bongard, Maintenance Coordinator, Textron**

- **Infor EAM iProcure**—Expand the functionality of Infor EAM Enterprise v11's purchasing, inventory, and supply chain management with the fully integrated Infor EAM iProcure module. You can automatically procure industrial spare parts from over 150 industrial spare parts suppliers. Plan work, track parts usage, manage stock levels, and replenish stock via the Internet—all from your maintenance software.
- **Mobile**—Give your maintenance and asset management professionals the information they need where they need it the most—at the point of performance—by extending the value of Infor EAM Enterprise v11 directly to your field service workers, as well as to managers, clerks, and schedulers who are connected directly to the solution. Technicians working remotely get the functions they need to access, capture, and manage information from the job site.

  You'll help improve accuracy, deliver better and faster service, and manage assets more efficiently when your field service team can record as they work, rather than waiting to document work after the fact. You'll be able to streamline work order management, improve field measurement accuracy, better comply with government regulations, and allow real-time data exchange between any Internet-enabled mobile device and the solution.
- **Fleet**—Increase productivity and cost-per-mile savings by being able to process warranty claims, manage tires and fuel, and improve vehicle performance through preventive maintenance (for transportation companies), with support for Vehicle Maintenance Reporting Standards (VMRS) codes and additional customer fields.
- **GIS**—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 seamlessly integrating GIS and asset management.

- **Web services toolkit**—Integrate all applications—both Infor and non-Infor software—on a multi-tier, web services platform that's capable of keeping application business logic separate from interfaces.
- **Zero downtime upgrade**—Help ensure 24x7x365 uptime of your Infor EAM Enterprise v11 implementation. Upgrade the application, operating system, application server, or database (as well as move the application, upgrade or change hardware, or archive large amounts of data) while users are actively using the application, without disrupting any user activities.

Meet your business needs

Choose how you want to purchase, deploy, and manage Infor EAM Enterprise v11. You can get the power of Infor EAM Enterprise v11 through:

- **On-premises**—Traditional perpetual software license operated by the customer on-site
- **SaaS hosted license**—Traditional perpetual software licensing with hosting from Infor
- **Cloud license**—Traditional perpetual software licensing that Infor hosts with applications running on a multi-tenant platform, and the flexibility to move the applications in-house whenever you're ready
- **SaaS subscription**—Customer subscription for on-demand usage with pay-as-you-go flexibility, and quick and easy ramp-up when you deploy additional sites and users
- **Hybrid deployment**—Some functionality running on-premises and other functionality running in the cloud, giving you the adaptability that you need to grow

With such a wide range of deployment and buying options for Infor EAM Enterprise v11, you can choose the model that best meets your organization's business needs.

Improve your organization's asset performance for lower operational costs and increased capacity for top-line growth with Infor EAM Enterprise v11.

In just about any scenario, your company can have Infor's complete EAM functionality, along with maximum configuration flexibility, in the model that best suits your unique business needs.

Reduce complex modifications

Infor EAM Enterprise v11 is based on Infor 10x technology, which allows you to reduce complex modifications and standardize on a simple yet powerful platform that optimizes key business processes without functional trade-offs. You get robust industry functionality built-in that allows you to adapt your systems without disrupting upgrade paths. You'll have the power to increase both efficiency and productivity with:

- **A new elegant, easy-to-use interface**—Increase productivity, let your employees easily find the information relevant to their jobs, and have data delivered automatically to them with a familiar, easy-to-use environment.
- **Energy performance management**—Manage the entire cost of your operations with ease and monitor it in real time.
- **Infor Ming.le**™—Improve and speed decision making with in-context business intelligence (or relevant business data displayed as tasks in process).
- **Infor ION**®—Integrate Infor and non-Infor applications quickly, easily, and smoothly (whether they are on-premises, in the cloud, or both), and use Infor ION toolsets for workflow, alerts, and more.

  Information flows smoothly between applications, analytics, social media, and a business vault with master data that empowers your employees and disparate applications to work together as one unit.
- **Expanded industry functionality**—Work more efficiently, achieve a very fast time to value, and lower your overall total cost of ownership with out-of-the-box solutions.
- **Mobile enablement**—Have critical information at your fingertips and take action on items anytime, anywhere.

Infor 10x gives you technology designed to change the way you work today, while also providing a trusted platform for the future.

Prepare for the future

When asset downtime, high maintenance and inventory costs, and unclaimed warranties impact your operations, you need to 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.

With Infor EAM Enterprise v11, 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. You have choice and control over the technologies you deploy, as well as the timeframe you deploy them in, so you can eliminate redundancies and build the best long-term cost model for your business.

With Infor EAM Enterprise v11, you get a business-specific asset management solution that delivers value today while incorporating deployment flexibility that lets you quickly, easily, and cost-effectively add, subtract, and replace critical capabilities tomorrow.

"With Infor EAM, we have over 5,000 pieces of equipment with preventative maintenance orders written to each one, and we've reduced our reactive maintenance call-ins from 30 to 40 a year to about 6 or 7."

—Tom Kane, Director of Facilities Management, Bentley University

Infor EAM Enterprise solutions serve the asset management needs of more than 10,000 companies worldwide, delivering a wide range of tangible business benefits, including:

- 20% or more in energy reductions
- 20% improvement in labor productivity
- 30% reductions in inventory levels
- 20% reductions in 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

Find out more about Infor EAM Enterprise solutions by visiting www.infor.com/solutions/eam.

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About Infor.

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 200 plus countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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