

Infor EAM (Enterprise Asset Management) for Transportation



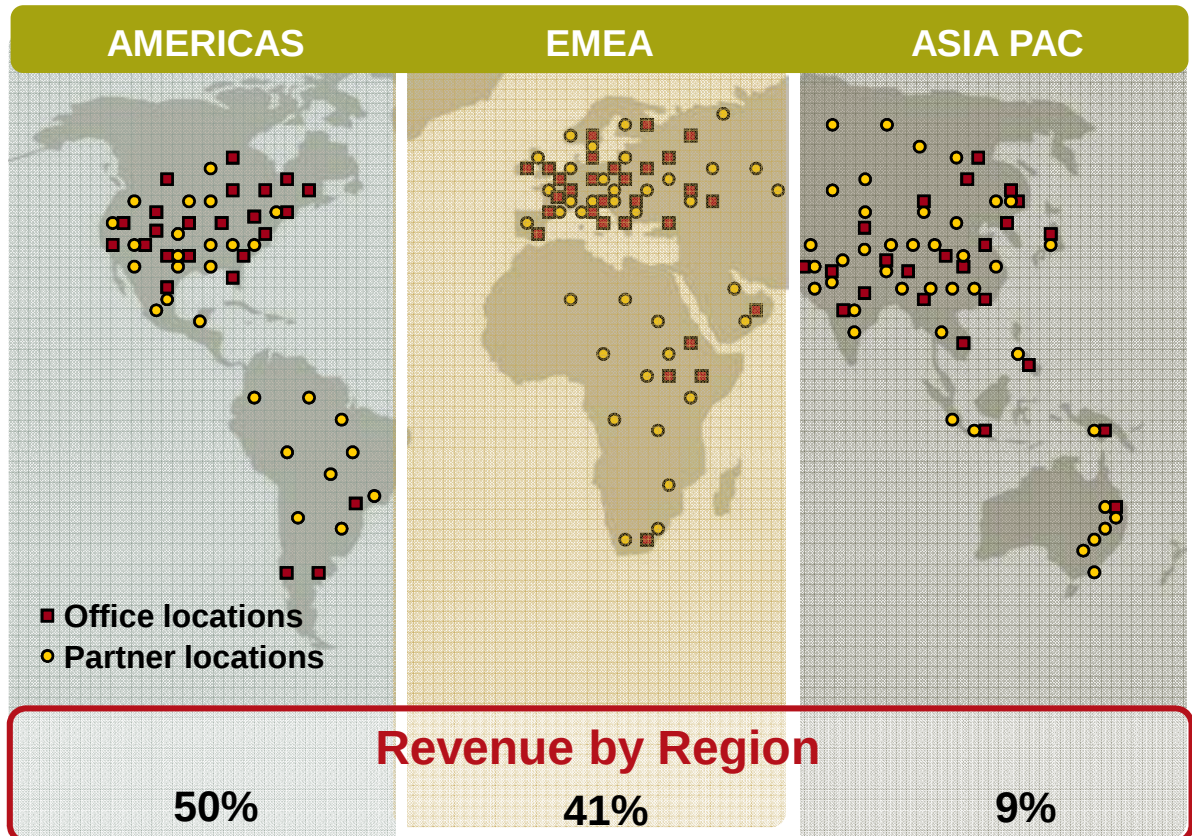
Company Snapshot

Global Scale

- 8,100 employees
- 70,000 customers
- 108 direct offices
- Implementation in 100 countries

Financial Snapshot

- Revenue: \$2,081M



10th Largest Software Company in the World



Solutions that help you get the most out of your fleet.

Infor's enterprise asset management solutions for transportation help you:

1. Streamline fleet asset management and operations
2. Increase efficiencies for warranty claims
3. Track preventive maintenance inspections and jobs
4. Control assets and reduce downtime
5. Maximize cost-per-mile savings



Fleet Management System – Components

Fuel Management —a module that allows you to

- Handle onsite fuel inventory with ease and seamlessly
- Integrate with fuel card management systems to track vehicles, fuel, oil, and other fluids.

Tire Management —functionality that helps you

- Capture data for each tire including ID
- Description and accrued cost
- Work order history by vehicle
- As well as track all casings through the re-treading process
- Crediting the unused portion of tire life to vehicle history.

Fleet Management System – Components

Warranties —a module that lets you

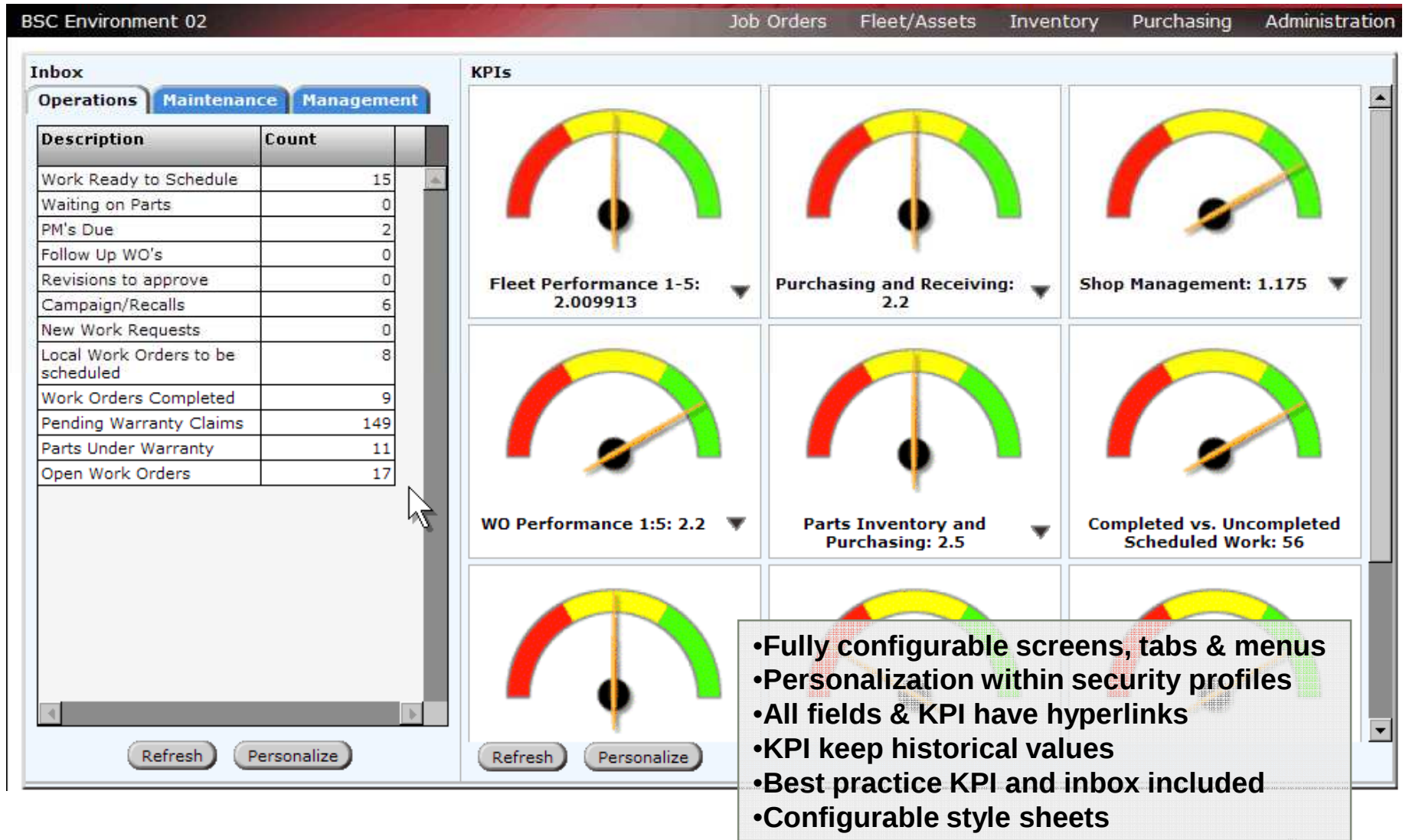
- Flag warranty repairs for vehicle,
- Replacement parts or
- Any asset of a major subsystem when opening a work order
- Automatically create a warranty claim to the supplier.

Additional Transportation-specific Features —

- Recall and campaign management
- Motor pool scheduling,
- Handheld technology for on-the-road technicians
- and more provide extra value.



Infor EAM - Home Page



Infor EAM – Vehicle Management

BSC Environment 02 Job Orders Fleet/Assets Inventory Purchasing Administration

Unit: R40007 Service Truck

Organization: ORG1
Vehicle Group: PRD1
Status: In Service

List View Record View Comments Events PM Schedules Parts Associated Meters Add Tab

Dataspy: My Fleet Records: 6 of 6 Quick Filter: Vehicle ID Number Begins with

Vehicle ID Number	VIN/SN	Status	Description	Vehicle Group	VMRS Class	Cost Code	Campaign/Recall	Aquisition Cost
R40007	XZ123452424240002	In Service	Service Truck	PRD1	A005		00012-122	
R40008	XZ123452424240003	In Service	Service Truck	PRD1	A005	01467	00012-122	
R16134	0000CPM32A3300035	In Service	SERVICE TRUCK-CUMMINS 4BT-MONTY HOLDEN	PRD1	A005	8643700	CMP-00153	27,000
R16135	0000CPM32A3300035	In Service	SERVICE TRUCK-CUMMINS 4BT-MONTY HOLDEN	PRD1	A005			40,000
R16137	0000CPM32A3300035	In Service	SERVICE TRUCK-CUMMINS 4BT-MONTY	PRD1	A005			

- Typical asset diversity
 - Infor EAM is designed specifically to fit the needs of the public sector. In this industry, assets are diverse and can include machinery, and vehicles.
- Unlimited and multiple hierarchies
- Detailed history and cost analysis
- Serialized assets inventory & transactions
- Preventive & Predictive maintenance
- Warranty & Claim management
- Depreciation cost and book value



Vehicle Details

BSC Environment 02 Job Orders Fleet/Assets Inventory Purchasing Administration

Unit: **R16134** SERVICE TRUCK-CUMMINS 4BT-MONTY HOLDEN

Organization: ORG1
Vehicle Group: PRD1
Status: In Service

List View Record View Comments Events PM Schedules Parts Associated Meters Add Tab

Vehicle ID Number: R16134 SERVICE TRUCK-CUMMINS 4BT-MONTY HOLD Organization: ORG1
Vehicle Group: PRD1 Status: In Service
VMRS Class: A005 Out of Service: ☐
Vehicle Type: TRK-LIGHT
Service Tech Assigned To: DGOOD

Details	Additional Fields
Cost Code: 8643700	Account: 40780-98098-000000-C
Aquisition Date: 09/08/2006	DEP-001: 450
Purchase Price: 25,000.00	Number of Units to Create: 1
Condition Performance: Standard	Equipment Prefix: R
Campaign/Recall: CMP-00153	Meter Reading: 21,546
State: CN pending	Organization: ORG1
	Fixed Asset: 1233
	Purchase Date: 09/04/2006

Tracking Details

Manufacturer: DODGE Year: 2004

Repair Order

 **Repair Order: <Auto-Generated>**

Division: ORG1
Status: Released/Ready to Schedule

List View | **Record View** | **Comments** | **Activities** | **Book Labor** | **Parts** | **Meter Readings** | **Closing** | **Cost Summary** | **Add Tab**

Repair Order: <Auto-Generated>

Unit Number/Location: R16134  SERVICE TRUCK-CUMMINS 48T-MONTY HOLDEN

Problem Type: 

Status: Released/Ready to Schedule

Priority: 

WO Type: Breakdown 

Last Meter Reading: 21,546 MILE

Division: ORG1 

Maintenance Location: DOUGLAS COUNTY 

Assigned To: DGOOD 

Date Reported: 03/23/2007 14:14 

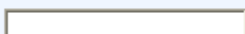
Domicile: PRD1 

Cost Center: 8643700 

Warranty: ☒

Activity 

Activity:  **SRT**

Crew/Trade:   **Hours Remaining**

Task:   **People**

Material List: 

- Find or add new callers for incident
- Use knowledge base for first line support
- Create follow-up work orders
- Identify trouble asset using GIS
- Library of Service Problem Codes (SPC)
- Service delivery matrix links SPC to asset and service provider
- Bulletin board for messages to operator

Infor EAM – Attachments

Infor EAM - Microsoft Internet Explorer

EAM ASSET SUSTAINABILITY EDITION

START CENTER MY ACCOUNT HELP ABOUT LOGOUT

Demo for Airpro - Org: 01 - Group: DEMO - User: 01

WORK MATERIALS EQUIPMENT PURCHASING CALL CENTER BUDGETS ADMINISTRATION

Asset: AIST-0043 Airstarter AP43

Organization: 01
Department: TS

List View Record View Comments Events Costs PM Schedules Structure Addresses Depreciation Meters Warranties Documents Parts Associated Previewer

Preview pictures

Picture 1 of Airstarter AP43

Picture 1 of Airstarter AP43

Picture 3 of Airstarter AP43

Picture 4 of Airstarter AP43

View pictures details - Microsoft Internet Explorer

View picture detail

- Attachments of any kind & file format
- Import from / Export to MS Excel
- Interactive CAD drawings interface
- Copy to work orders & print on job card

Infor EAM – Meter Readings



Unit: R16134 SERVICE TRUCK-CUMMINS 4BT-MONTY HOLDEN

Organization: ORG1

Vehicle: PRD1

Group:

Status: In Service

List View Record View Comments Events PM Schedules Parts Associated **Meters** Add Tab

UOM	Description	Total Usage	Usage Since Install	Usage Since Last WO	Type of Meter	Physical Meter	Meter Rollover	Last Reading
FUEL	Fuel Used (Gallons)	2,300	2,300	2,300	Standalone			2,300
MILE	Miles	21,546	20,446	20,446	Parent			21,546
OIL	Oil Used (Pint)	136	136	16	Standalone			

[Add Meter](#) | [Delete Meter](#) | [View Meter History](#) | [Enter Meter Reading](#)

Meter Details

UOM:		
Type of Meter:	Standalone	Physical Meter:
Total Usage:	0	Meter Rollover:
Usage Since Install:	0	Last Reading:
Usage Since Last WO:	0	Last Reading Date:
Est. Daily Usage:		Days Since Last Entry:
Readings for Calc.:		
Avg. Daily Usage:		

- Calendar, Meter or Condition based Preventive maintenance
- Drag and drop forecast capability



Infor EAM – Job Scheduling

INFOR EAM ASSET SUSTAINABILITY EDITION START CENTER MY ACCOUNT HELP ABOUT LOGOUT

Tenant: ASE02 Org: 01 Group: DEMO User: 01 WORK MATERIALS EQUIPMENT PURCHASING CALL CENTER BUDGETS ADMINISTRATION

Work Order Scheduling

DAILY SCHEDULE

Work Order	Activity	Trade	Scheduled Hours	Status	Scheduled Date	Employee	Shift
10941		1 ELE	4	Assigned	27-MAY-2009	CLINT	
12546		1 ELE	4	Approved	27-MAY-2009	CLINT	

Organization: 01 Schedule By: Employee Employee: CLINT Auto Refresh: ☒

CALCULATE AVAILABILITY

MON TUE WED THU FRI SAT SUN
27 28 29 30 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31
1 2 -1.0 hours remaining

May 2009

REFRESH

ACTIVITIES

Dataspy: Backlogged ELE Filter: Work Order Begins with

Work Order	Description	Status	Activity	Estimated Hours	Hours Remaining	Latest Scheduled Date	Trade
10939	Yearly Pump Inspection	Assigned	1	4	4	07-MAY-2009	ELE
10940	Yearly Pump Inspection	Assigned	1	4	4	07-MAY-2009	ELE
11782	Yearly Pump Inspection	Approved	1	4	4	07-MAY-2009	ELE
					0	07-MAY-2009	ELE

List View

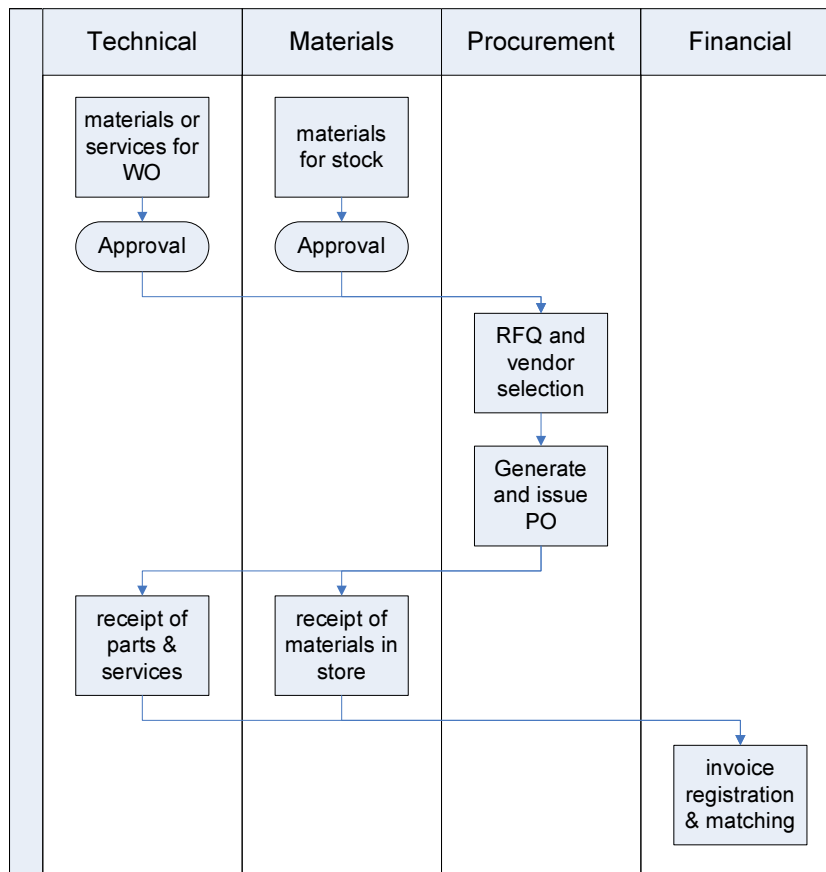
Dataspy: Electricians only Records: 2 of 2

Trade	Name	Monday	Tuesday	Wednesday	Thursday
ELE	Clint Eastwood		WO11620 (4 Hours) WO11298 (4 Hours) Total: 8 Hours	WO11816 (8 Hours) Total: 8 Hours	WO11827 (4 Hours) WO12494 (2 Hours) WO12495 (2 Hours) Total: 8 Hours
ELE	Spike Lee		WO10939 (4 Hours) WO10940 (4 Hours) Total: 8 Hours	WO11782 (4 Hours) WO11850 (3 Hours) Total: 7 Hours	WO12493 (0 Hours) WO12496 (4 Hours) WO10937 (4 Hours) Total: 8 Hours

- Drag and drop Job Scheduler
- Employee or Team/Crew assignment
- Creates personnel calendars
- Alerts possible through email notification
- 2-way integration with MS Project



Infor EAM – Procurement & Inventory



Example workflow

- Configurable workflows
- Blanket Orders for parts and services
- Contracts for discount rules
- RFQ / Quotations management for parts and services
- Stock management transactions
 - Issues / Returns
 - Stock Counts & Revaluations
 - Receipts with or without PO
 - Returns to Supplier
 - Repair tracking (internal/external)
 - Store to Store, Bin to Bin
- FIFO / LIFO possible
- (serialized) Asset procurement
- Utility Bills for Sustainability
- EOQ calculation, ABC analysis

Infor EAM - Summary

■ Powerful

- Complete operational support for the public sector
- Complete scope, coping with typical asset diversity, including linear assets
- Functionality for meeting regulatory guidelines
- Advanced reporting and analytical capabilities
- Zero footprint web technology
- Asset Sustainability integrated

■ Flexible

- Easy to navigate and personalized home page
- Multi-organization
- Messaging, Alerting
- Mobile options
- Configurable screens & processes

■ Proven

- Wide market acceptance
- Gartner's "Leaders" quadrant for EAM
- Measurable ROI



Every competency has a KPI to measure it

VDM Competence	KPI	Definition
Cost Control	1. Maintenance costs / asset replacement value	Total maintenance costs divided by the replacement value of the production facility (equipments and equipment-related buildings).
Asset utilization	2. Technical availability	Total available time for production minus the downtime caused by maintenance divided by the total available time for production (all measured per annum).
SHE Management	3. SHE-factor	Degree in which the company complies with SHE laws and regulations.
Reliability engineering	4. Preventive maintenance costs / total maintenance costs	Costs of preventive maintenance (labor, material and services) divided by the total maintenance costs ¹ .
Planning & preparation	5. Work orders completed in time	Number of work orders with a completion date that is equal to or less than the scheduled completion date divided by the total number of work orders.
Maintenance execution	6. Technician productivity	Total number of technician hours entered on equipment-related work orders divided by the total working hours of the technician per annum.
MRO Supply chain management	7. Inventory value of spare parts / asset replacement value	Total value of spare parts and repairables on stock divided by the replacement value of the production facility (equipments and equipment-related buildings).
Service supply chain management	8. Outsourced maintenance costs / total maintenance costs	Costs of outsourced maintenance (services by contractor including material usage) divided by the total maintenance costs ¹ .
Skill & Tool management	9. Training costs / total labor costs	Costs of training and education divided by the total labor costs of the maintenance organization.
Equipment knowledge management	10. Reliability of technical documentation	Number of technical drawings and documents that represent the actual situation of the equipments divided by the total number of technical drawings and documents.

Proven

- Evolving Best of Breed Application Software is 'our business'
- Largest installed base of a solution in its class, 10,000 !!!
- Leader Quadrant in the Gartner Magic Quadrant for Enterprise Asset Management,
- Wide market acceptance – hundreds of Oracle users
- We know Public Sector EAM
- Measurable ROI

“Its functionality and technology remain as robust as ever.”

Gartner
Kristian Steenstrup



Infor EAM – Advanced Reporting

AIRPORT SERVICES

KPI (In-service Details)

Start Date: 2006-11-01T00:00:00.000

End Date: 2006-11-29T00:00:00.000

In Service Details								
Equipment Class	Class and desc	Equipment	Equipment Description	Out of service time(Days)	Number of days	Operational Hours	% Uptime	Performance
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G32	PASSENGER BOARDING BRIDGE GATE 32-AH TERM C GATE 32	0.25	28	504	98.78%	Acceptable
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G33	PASSENGER BOARDING BRIDGE GATE 33-AH TERM C GATE 33	0.18	28	504	99.15%	Acceptable
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G36	PASSENGER BOARDING BRIDGE TERM C GATE 36	1.28	28	504	93.91%	Unacceptable
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G37	PASSENGER BOARDING BRIDGE GATE 37-AH TERM C GATE 37	0.32	28	504	98.48%	Acceptable
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G38	PASSENGER BOARDING BRIDGE GATE 38-AH TERM C GATE 38	0.00	28	504	99.90%	Acceptable
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G39	PASSENGER BOARDING BRIDGE GATE 39-AH TERM C GATE 39	0.00	28	504	100.00%	Acceptable
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G41	PASSENGER BOARDING BRIDGE GATE 41-AH TERM C GATE 41	0.82	28	504	96.09%	Requires Attention
PBB	PASSENGER LOADING BRIDGE	PBB/AH/G42	PASSENGER BOARDING BRIDGE GATE 42-AH TERM C GATE 42	0.85	28	504	95.93%	Requires Attention

Dec 12, 2006

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- Advanced Reporting Module
- Run standard EAM Reports
- Create your own PDF, HTML, XLS reports
- Reports scheduler for auto print / email
- Interactivity with HTML

FMC Technologies
Airport Services

KPI-0008.01

**KPI Top 5 Cost Equipment per class
Month to Date (ONT)**

Start Date
Dec 31, 2006

End date
Dec 13, 2006

KPI Top 5 Cost Equipment per class										
Top	Equipment	Equipment desc	Hours Booked	WO count	Material Cost	Labour Cost	Service Cost	Average Cost	Total value	Performance
1	GPU/ONT/T4/G4	GPU Ontario Terminal 4 Gate 4	0.75	2	\$1.60	\$23.16	\$0.00	\$11.92	\$23.16	Requires Attention
2	GPU/ONT/T4/G3	GPU Ontario Terminal 4 Gate 3	0.25	1	\$1.15	\$7.72	\$0.00	\$11.92	\$9.08	Acceptable
3	GPU/ONT/T4/G1	GPU Ontario Terminal 4 Gate 1	0.33	2	\$1.60	\$7.72	\$0.00	\$11.92	\$7.72	Acceptable
4	GPU/ONT/T4/G6	GPU Ontario Terminal 4 Gate 6	0.25	1	\$0.00	\$7.72	\$0.00	\$11.92	\$7.72	Acceptable
Summary			1.80	6	\$1.36	\$46.32	\$0.00		\$47.68	

FMC Technologies
AIRPORT SERVICES

KPI-0001.01.HIST

**KPI (In-service and Response time)
(PBB, PCA, GPU)**

Start Date: Nov 1 2006 12:00 AM

End Date: Nov 29 2006 11:59 PM

In Service Time				
Equipment	# of Equipment	Number of days	% Uptime	Performance
GPU - GROUND POWER UNITS	111	28	99.78%	Acceptable
PBB - PASSENGER LOADING BRIDGE	57	28	98.88%	Acceptable
PCA - PRE CONDITION AIR UNITS	58	28	99.48%	Acceptable

Response Time				
Equipment Class	# of eqpt. serviced	number of WOs	On site time	performance
GPU	38	73	4 minutes 39 seconds	Acceptable
PBB	32	103	5 minutes 7 seconds	Acceptable
PCA	30	85	3 minutes 11 seconds	Acceptable
Summary	140	257	Average On site time: 4 minutes 27 seconds	

Average Cost	Total value	Performance
\$30.88	\$61.76	Requires Attention
\$30.88	\$23.16	Acceptable
\$30.88	\$7.72	Acceptable
	\$92.64	

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INFOR

Questions.....?



Thank you