Optimize operations with industry-specific asset management

Suffolk County Bridge
ID 30204050-234-1

1.5 mA

0.4 h

D23423-31	86%
D25677-89	97%
D23469-79	91%
D22549-75	69%
D24563-24	94%
D34566-65	63%
D27574-47	92%
D24742-77	96%
D98796-24	36%
D56747-00	98%

infor

The state of enterprise asset management

As a maintenance leader, your biggest challenge is determining the most profitable way to **prioritize resources** to best support your business. You're also concerned with eliminating **unplanned downtime**—regardless of your industry.

When the daily operations of companies run into unforeseen equipment breakdowns or improper planning (not having the right equipment, technicians, or tools in place when needed), it can cost millions of dollars per day in **lost productivity**.

Equally important is your ability to avoid risk through **regulatory compliance**—especially if you're working to ensure your clients' safety and well-being.

If you're among the many service industries, providing **top-notch service** and experiences for constituents and customers is essential to fulfill your mission or carve out a competitive edge.

30% + Resources wasted	20–30% Resources wasted	10–20% Resources wasted	5–10% Resources wasted	<5% Resources wasted
Reactive	**Conscious**	**Preventive**	**Predictive**	**Productive**
Follows reactive or run-to-failure approach, followed by repair or replacement. Preventive maintenance is not considered.	Recognizes maintenance could be improved, but not willing to commit related funding. This approach is still reactive, but includes rebuilding major components and having spare parts on hand for when failures occur.	Becoming more interested and supportive due to a greater understanding of factors impacting ROI. Uses routine inspections, lubrications, adjustments, and minor service to improve equipment mean time between failures (MTBF).	Represents a move towards optimization with support of management. This stage employs battery monitoring, vibration analysis, thermography, sonics, and other techniques to monitor equipment condition, allowing for proactive replacement and problem solving prior to failures.	Includes maintenance as a critical part of the total company system. Resource waste is less than 5% due to the combination of all techniques, along with operator involvement to free maintenance technicians to concentrate on repair data analysis and major maintenance activities.

Your ability to optimize resources is directly linked to your current stage of maintenance maturity. **Learn how Infor EAM can help you progress along the maintenance maturity spectrum through capabilities aligned to the needs of your industry.**

Select your industry
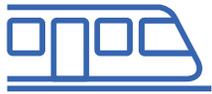
Public Transit

Utilities

Oil & Gas

Public Sector

Industrial Manufacturing

Process Manufacturing

Healthcare

Retail

Transportation/ Distribution/Logistics

Construction

Hospitality

🚆 Public Transit

Organizations using Infor EAM have reported these results.*

20%
improvement in
labor productivity

10%
improvement in
fleet availability

50%
improvement in
warranty cost recovery

30%
reduction in
inventory levels

Meeting industry challenges

Transit organizations that must maintain safe, reliable, and compliant equipment and infrastructure have improved critical processes by using Infor EAM to:

- Create and leverage a master asset list that tracks every piece of equipment and infrastructure, including facilities, stations, vehicles/rolling stock, guideways, and systems
- Leverage mobile solutions and easy checklists for more accurate and efficient field inspections
- Predict potential points of failure in vehicles, equipment, or other assets along transit lines
- Integrate incident recording with work management
- Gain sophisticated reporting to validate compliance with MAP-21/State of Good Repair mandates
- Monitor condition assessment of assets and prioritize reinvestment decisions based on those conditions

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization   **Higher productivity**   **Improved compliance and reduced risk**   **Enhanced safety**

What if you could slash the time it takes to perform maintenance and reporting while leveraging accurate, real-time information for safer, more cost-effective transit operations?

With Infor EAM solutions, you can.

"Infor EAM Mobile has helped us tremendously at our shop. Prior to Infor EAM Mobile, we were doing all our work on paper work orders, and now we're on tablets. In each tablet, technicians have the technology that they need to do their job better, and management has the information they need to increase the efficiency of the operation."

Matt Haller, Maintenance Manager
First Transit, Inc.

View the First Transit video ⬇

Results based on surveys and interviews conducted by Infor.

⚡ Utilities

Organizations using Infor EAM have reported these results.*

20%
improvement in labor productivity

5%
reduction in new equipment costs

50%
improvement in warranty cost recovery

30%
reduction in inventory levels

Meeting industry challenges

Utilities organizations that must maintain a reliable and secure infrastructure even as it continues to age have improved critical processes by using Infor EAM to:

- Automate the collection and delivery of instrumentation data at desired intervals
- Leverage mobile solutions and easy checklists for more accurate and efficient field inspections
- Predict potential points of failure in vehicles, equipment, or assets along utility lines (networks)
- Integrate incident recording with work management
- Rapidly compile reports to validate compliance with industry and environmental standards
- Manage both point and linear assets down to specific XY coordinates through integration with GIS

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved compliance and reduced risk

Enhanced safety

What if you could capture, analyze, and report on utility data in real time to better understand the condition of your network and then optimize maintenance to cut long-term costs and enable safer, more energy-efficient operations?

With Infor EAM solutions, you can.

"We can see outliers ... and what equipment is not running as efficiently as we'd like. The other side is that we've got a client asking for information and [using Infor EAM] we can pull it out in a form that is more digestible."

**Scott Murphy, Operations Manager
Veolia Australia & NZ**

View the Veolia video ⬇

Results based on surveys and interviews conducted by Infor.
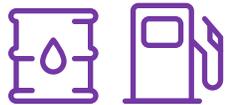
Oil and Gas

Organizations using Infor EAM have reported these results.*

20%
improvement in
labor productivity

5%
reduction in new
equipment costs

50%
improvement in
warranty cost recovery

10%
reduction in
materials costs

Meeting industry challenges

Oil and gas companies that must maintain profitable and secure infrastructure assets while protecting employees and the environment have been able to improve critical processes by using Infor EAM to:

• Optimize performance and reduce costly, unplanned downtime
• Lengthen the life cycles of critical exploration and production equipment, pipelines, and more
• Enable technicians working remotely to record their activities on mobile devices to boost accuracy, efficiency, and speed
• Predict potential points of equipment failure to help optimize maintenance, improve safety, decrease environmental risks, and achieve a higher level of asset capacity

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved compliance and reduced risk

Enhanced safety

What if you could uncover and avoid potential operational risks, reduce capital expenditures, and make your equipment maintenance strategy a competitive differentiator?

With Infor EAM solutions, you can.

"With Infor EAM, we benefit from visibility and enhanced control over all of our assets. Furthermore, the solution has enabled us to harmonize our procedures to trace and improve the performance of our different networks."

Patrick Mevel, Head of Maintenance Division Trapil

See the Trapil story

*Results based on surveys and interviews conducted by Infor.

Public Sector

Organizations using Infor EAM have reported these results.*

20%
improvement in
labor productivity

10%
improvement in
fleet availability

50%
improvement in
warranty cost recovery

30%
reduction in
inventory levels

Meeting public sector challenges

Public sector organizations that must maintain reliable and secure infrastructure assets across a wide-ranging network have been able to improve critical processes by using Infor EAM to:

• Create and leverage a master asset list that keeps track of every single infrastructure component
• Leverage mobile solutions and easy checklists for more accurate and efficient field inspections
• Predict potential points of failure and track condition over time of vehicles, equipment, and facilities
• Integrate incident recording with work management
• Manage vendor SLAs and warranties more effectively
• Reduce risk by integrating with drones to take on dull, dirty, and dangerous maintenance

Benefits
Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved compliance and reduced risk

Enhanced safety

What if you could slash the time it takes to perform maintenance and reporting while leveraging accurate, real-time information for better decision making that supports your mission and improves services to your constituents?

With Infor EAM solutions, you can.

CERN maintains the world's largest and most complex machine—the Large Hadron Collider, which has 100 million components—with no modifications to its Infor EAM software, and with a basic support configuration.

View the CERN video

*Results based on surveys and interviews conducted by Infor.

Industrial Manufacturing

Organizations using Infor EAM have reported these results.*

20%
improvement in labor productivity

30%
improvement in inventory levels

20%
reduction in inventory carrying costs

50%
reduction in purchasing process costs

Meeting industry challenges

Industrial manufacturing companies that must keep critical production equipment up and running have improved key processes by using Infor EAM to:

- Create and leverage a master asset list that keeps track of every piece of equipment
- Identify equipment critical to production and prioritize maintenance activities accordingly
- Perform at higher levels of reliability, quality, and safety without needing more resources
- Access data that allows the creation of, and adherence to, more accurate SLAs
- Enable more extensive asset performance monitoring and reporting to improve compliance with quality and safety standards

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved quality

On-time delivery

What if you could prioritize maintenance activities where they will have the greatest impact, increase equipment life cycles, and reduce unplanned downtime?

With Infor EAM solutions, you can.

"Infor EAM helped us reduce replacement value by 15%, which is a fundamental element in guaranteeing the profitability and efficiency of our business."

Jaime López, IT Director Tecnichapa

See the Tecnichapa story

Results based on surveys and interviews conducted by Infor.

Process Manufacturing

Organizations using Infor EAM have reported these results.*

20%
improvement in labor productivity

30%
reduction in inventory levels

20%
reduction in inventory carrying costs

50%
reduction in purchasing process costs

Meeting industry challenges

Process manufacturing companies in chemicals, food and beverage, and other areas that must manage both facilities and expensive equipment costs while addressing stringent governance requirements have improved critical processes by using Infor EAM to:

- Create and leverage a master asset list that keeps track of every piece of equipment
- Improve data integrity, planning, compliance, and oversight thanks to built-in data validation
- Increase uptime and extend the lifecycle of machinery and equipment via predictive maintenance
- Demonstrate continuing Good Manufacturing Practices (cGMP) through enhanced user acceptance testing, validation, and easier preparation of SDLC documentation
- Standardize part descriptions to enable more effective, less costly inventory management

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved compliance and reduced risk

Enhanced safety

What if you could improve effectiveness and reduce the compliance burden by more easily tracking, analyzing, and reporting on your critical data?

With Infor EAM solutions, you can.

"Infor EAM has helped us meet the increasing demand for maintenance services and our customers' rising expectations, boost our level of GMP compliance, and significantly reduce paper documents."

Jim Kroyer, Principal Engineer, Equipment Reliability, Biomarin

See the Biomarin story

Results based on surveys and interviews conducted by Infor.

Healthcare

Organizations using Infor EAM have reported these results.*

60%
more information obtained from asset management system

80%
decrease in lead time to create an item in the system, then allow use of a spare part

45-day
reduction in the delay to report customer-specific KPIs

7- to 10-day
reduction in the time it takes to create a report of project KPIs

Meeting industry challenges

Healthcare organizations that oversee multiple facilities, biomedical and patient equipment, and vehicles in a way that helps ensure superior patient care have improved critical processes by using Infor EAM to:

- Implement a standard process to manage audits/compliance with TJC and other regulations
- Provide mobile capabilities to enable lower-cost, remote equipment maintenance and service
- Improve energy efficiency via comprehensive equipment monitoring and recalibration
- Help monitor the location of infusion pumps, x-ray, sonogram, and defibrillator machines
- Maintain buildings and grounds more safely per OSHA requirements
- Gain an enterprise view of asset performance across facilities to better predict future capital allocations and potential financial impacts on the organization all while remaining focused on the mission of improved patient care

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved compliance and reduced risk

Enhanced safety

What if you could enhance the service you provide through greater reliability, sustainability, efficiency, and compliance with regulatory requirements?

With Infor EAM solutions, you can.

"With Infor EAM, we have gained more visibility into our operations, which has allowed us to provide better service to our customers."

**Ramón Baldoví, Project Manager
Dräger Service MVS**

See the Dräger story

Results reflect the experience of Dräger Service MVS and may differ based on individual customer implementation/usage of Infor EAM.

$ Retail

Organizations using Infor EAM have reported these results.*

20%
improvement in labor productivity

30%
reduction in inventory levels

20%
reduction in inventory carrying costs

50%
reduction in purchasing process costs

Meeting industry challenges

Retail companies that must sustain profit margins in the face of rising operational costs and increased competition have been able to improve critical processes by using Infor EAM to:

- Efficiently manage a diverse, geographically dispersed asset portfolio within a single data repository
- Automatically track and monitor key metrics, costs, and other operational data to ensure that buildings and systems run efficiently and SLAs are met
- Take control of excessive costs caused by inefficient maintenance practices, unreliable vendor compliance, and uncontained energy consumption
- Provide in-context analytics that enable managers to predict future capital allocations and understand potential impacts on financial position and the continued ability to deliver goods and services

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

More efficient utilities

Higher productivity

Improved compliance and reduced risk

Enhanced profitability

What if you could standardize processes to eliminate inefficient and manual facility maintenance practices that contribute to excess costs and downtime?

With Infor EAM solutions, you can.

"For a business like Gruppo Coin, which is made up of many medium-small units spread all over Italy, the new system based on Infor EAM has now become a benchmark, promoting the implementation of uniform conduct and practices by the store managers of many points of sale and many maintenance service suppliers."

**Andrea Scussel,
Manager of Technical Services
Gruppo Coin**

See the Gruppo Coin story ↓

Results based on surveys and interviews conducted by Infor.

Transportation/ Distribution/Logistics

Organizations using Infor EAM have reported these results.*

20%
improvement in labor productivity

10%
improvement in fleet availability

50%
improvement in warranty cost recovery

30%
reduction in inventory levels

Meeting industry challenges

Transportation, distribution, and logistics organizations that must ensure their facilities and fleet assets are able to deliver customer orders on time have improved critical processes by using Infor EAM to:

- Create and leverage a master asset list that keeps track of every fleet/infrastructure asset
- Accurately capture and analyze the real-time data needed to establish more efficient routes and better manage associated vehicle and fuel expenses
- Prioritize maintenance projects and minimize downtime by leveraging an asset hierarchy that ranks equipment and other assets by criticality and risk
- Enhance communication with suppliers through a specialized contractor portal
- Support safe, on-time loading, transport, and delivery of goods in compliance with regulations

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved compliance and reduced risk

Enhanced safety

Results based on surveys and interviews conducted by Infor.

What if you had access to more accurate data to help you increase operational efficiency while improving your communication and coordination with suppliers?

With Infor EAM solutions, you can – just like Chico's, a retailer of women's apparel and accessories that continued to operate efficiently during a major growth phase at its distribution campus.

"As we move through our progression and growth, we're excited about not having to worry about [Infor] EAM keeping up with us. When we need a part, we know where it is, we know we've got it, and we know exactly where to look."

Brad Taylor
Director of Engineering & Facilities
Chico's

View the Chico's video

Construction

Organizations using Infor EAM have reported these results.*

20%
improvement in labor productivity

30%
reduction in inventory levels

20%
reduction in inventory carrying costs

50%
reduction in purchasing process costs

Meeting industry challenges

Construction companies that must maintain reliable and secure assets across a broad network to enable safe, on-time project completion have improved critical processes by using Infor EAM to:

• Create and leverage a master asset list that keeps track of every piece of equipment
• Leverage mobile solutions and easy checklists for more accurate and efficient field inspections
• Predict potential points of failure in vehicles, equipment, or other assets
• Integrate incident recording with work management
• Minimize risk so projects can be completed on time and on budget
• Reinforce safety programs and maintain compliance

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Increased asset utilization

Higher productivity

Improved compliance and reduced risk

Enhanced safety

What if you could reduce the time it takes to perform maintenance and reporting while leveraging accurate, real-time information for safer, more cost-effective transit operations?

With Infor EAM solutions, you can.

Avoid costly downtime in production and service operations by easily forecasting likely failure points and the reasons for them, analyze root causes for equipment failures, and identify and model the best alternatives—such as preventive maintenance, condition monitoring, or replacement.

Read the brochure

Results based on surveys and interviews conducted by Infor.

★★★★ Hospitality

Organizations using Infor EAM have reported these results.*

50%	**20%**	**5%**	**50%**
improvement in warranty cost recovery	improvement in labor productivity	reduction in new equipment costs	reduction in purchasing process costs

Meeting industry challenges

Hospitality organizations that must keep facilities in top-notch shape to deliver a superior customer experience have improved critical processes by using Infor EAM to:

- Create, manage, and track work orders and service requests to ensure quick resolution
- Leverage mobile capabilities to expedite service delivery and enhance the guest experience
- Improve energy efficiency via comprehensive monitoring of equipment and facilities in order to meet EnergyStar standards and other green initiatives
- Proactively identify potential problems with high-risk assets like buildings, equipment, escalators, parking garages, and recreational features
- Stay audit-ready with documentation from calibration reports, electronic signatures, and greenhouse gas (GHG) reporting

Benefits

Your organization can gain newfound agility and effectiveness with Infor EAM:

Enhanced guest satisfaction	Increased energy efficiency	Improved compliance and reduced risk	Enhanced safety

What if you could modernize and optimize maintenance so that it helped you increase top-line revenue and cement guest loyalty?

With Infor EAM solutions, you can.

You can't measure total hotel profitability without including the costs of building, grounds, equipment, parking garage maintenance, and energy consumption.

Read the brochure ↓

Results based on surveys and interviews conducted by Infor.

Infor EAM solutions

Infor EAM is best-in-class enterprise asset management software—purpose-built for growing maintenance organizations like yours. It's highly configurable, yet fulfills most of your needs right out of the box. Other vendors' solutions often require costly and time-consuming customization—or else they are niche offerings, built for a narrow purpose, with little capability to grow and scale. Partnering with leading cloud service providers, Infor EAM offers:

• A **flexible deployment** strategy: in the cloud, on premises, or as a hybrid.

• Reliably high uptime and the **ability to scale** and handle elastic demand—adding computing power as needed.

• **Predictive, preventive, and condition-based monitoring capabilities** to optimize maintenance for improved asset performance and ROI.

• Greater efficiency and convenience through **Infor EAM for Mobile**, which you can access on any device, screen size, or operating system.

[1] 2017 TEC Certification Report: Infor EAM for CMMS/EAM.

Results based on surveys and interviews conducted by Infor.

Our **4,900+** customers are experiencing the benefits of Infor EAM every day:*

50%
increase in warranty cost recovery

5%
reduction in expensive new equipment costs

20%
reduction in maintenance materials

10-15%
energy savings providing sustainability boosters

50%
reduction in maintenance labor cost and contractor costs

Infor EAM software has won the coveted Plant Engineering Grand Award and is known for its industry-leading capabilities.

A recent report from Technology Evaluation Centers (TEC) ranked EAM's Maintenance Management, Integration, Financials, and Reliability modules as "dominant" in their categories.[1]

Turn your asset management strategy into a competitive differentiator.

Learn more about Infor EAM for your industry at
infor.com/solutions/eam

About Infor

Infor builds beautiful business applications with last mile functionality and scientific insights for select industries delivered as a cloud service, on premises, or both. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor is a leading provider of software applications. **infor.com/solutions/eam**.