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INFOR EAM FOR FACILITIES MANAGEMENT

DO BUSINESS BETTER.

As organizational budgets tighten, facilities managers striving to do the right thing for their companies have to overcome major challenges. Securing adequate budgets for building, operating, and decommissioning facilities has always been a hard sell. But with capital more scarce, senior executives will nearly always choose to invest in core processes like marketing and selling products, or delivering government programs, educational curriculums or patient services.

If it's your responsibility to ensure your organization has the right facilities today and in the future, you need an enterprise asset management (EAM) solution that can help you understand and effectively manage all facilities costs. The right solution will address the increasingly important role that energy demand management and environmental stewardship play and it will help you determine capital renewal costs while ensuring the on-going service levels of facility operations and maintenance. It also will help you communicate the strategic importance of adequately funding capital projects and ongoing maintenance, in part, by giving you the analytical capabilities to explain the positive or negative consequences of major facilities budget decisions.

LEVERAGING EXPERIENCE.

In response to these challenges, many companies are turning to Infor EAM for Facilities Management, an industry-proven solution featuring capabilities to develop and implement a comprehensive facilities management strategy that serves the immediate and long-term needs of their organization. Infor domain experts understand today's pressing facilities management issues and have designed a solution to meet the objectives of facilities managers in a wide range of organizations, including businesses, educational institutions, healthcare facilities, and government entities.

From helping to determine as-commissioned specifications to measuring building condition and performance to determining long-term capital renewal costs, Infor EAM for Facilities Management delivers the advanced functions facilities managers need at every step of the process. In addition to enabling a comprehensive facilities management strategy, Infor EAM for Facilities Management delivers capabilities for achieving energy conservation and environmental stewardship. The solution includes specific capabilities to help organizations meet the Leadership in Energy and Environmental Design (LEED) standards for environmentally sustainable construction.

GET BUSINESS SPECIFIC.

Infor EAM for Facilities Management is delivered on a highly scalable, proven enterprise asset management platform. The solution delivers actionable business intelligence that monitors, measures, and summarizes the critical enterprise asset information, while providing extensive drill-down capabilities. Key functional areas are:

Asset and work management. Infor EAM for Facilities Management provides capabilities to identify, track, locate, and analyze physical assets and the work performed on them. The solution also provides functionality for defining time, material, and labor costs in cost-charging arrangements and applying the charges to commercial agreements for maintenance work. Infor EAM for Facilities Management features capabilities to implement comprehensive preventative and predictive maintenance strategies, and to track all aspects related to work performed on specific assets.

- ▶ *Inventory management.* The solution features tools to monitor and control storeroom inventories, including economic order quantity (ECO) and class calculations and assignments, support parts receipts, issues, returns, and cycle counts.
- ▶ *Purchasing Management.* Infor EAM for Facilities Management offers functionality that ensures the right parts are ordered and monitors delivery times, vendor performance payments, and goods receipts.
- ▶ *Inspection Management.* With the inspections management module, companies can gain more control over condition monitoring through automatic generation of corrective work actions when an inspection result exceeds pre-set limits.

Workforce productivity. Infor EAM for Facilities Management supports customer service excellence through advanced capabilities that streamline call center operations and improve the productivity of mobile workers.

- ▶ *Call center management.* With Infor EAM for Facilities Management, an organization can build an extensive knowledge base of articles and information and make the information easily available to call center operators. Operators also have access to an action request function that streamlines work-order creation.
- ▶ *Capabilities for mobile workers.* The solution features advanced capabilities that allow technicians working in the field to access, capture, and manage information directly from the job site. Mobile workers can download work assignments from the Infor EAM database using docking cradles or Internet access. This automates virtually every aspect of maintenance and data collection, and allows users to create field-based work orders, and use drill-down menus to retrieve detailed information about a piece of equipment.
- ▶ *Asset sustainability.* Infor EAM for Facilities Management features innovations that factor energy consumption, costs, and related emissions into your management of asset performance.

By integrating energy with other asset performance parameters, the solution gives you a more complete picture of how each asset is performing and its impact on your business. Infor EAM for Facilities Management includes functionality to support collaboration among key stakeholders; track energy consumption details for individual assets; and determine the economic and environmental impact of energy and other natural resource consumption on the operation, maintenance, and replacement of assets.

Alert management. Alert Management significantly improves asset performance by including energy and other operating and environmental parameters in the maintenance decision process at the asset level. By better visualizing the energy, environmental, and operating performance of each asset, you can drive out inefficiency and cost from your operations. With Alert Management, you can establish performance thresholds at the equipment level and alert the appropriate individuals of issues that require their attention.

LEED standards management. To help companies meet LEED standards, Infor EAM for Facilities Management provides capabilities for better measuring and reporting on the energy and environmental performance of facilities and asset, including:

- ▶ *Managing energy performance against as-designed specifications:* Establish baseline energy performance at facility commissioning and subsequently monitor, measure, and compare energy performance against asdesigned specifications.
- ▶ *Optimizing energy performance:* Continually monitor and measure facility and equipment energy usage and provide alerts so operations managers can address conditions that contribute to energy waste. The solution includes capabilities to benchmark energy performance across facilities and equipment to support best practices and optimal energy control.
- ▶ *Managing refrigerants:* Track refrigerant leak incidents to comply with environmental regulations and identify units for replacement.

- ▶ *Managing environmental quality:* Based on real-time performance monitoring, track and report on key environmental quality factors such as air temperature and ventilation performance.
- ▶ *Tracking re-usable materials:* Support the tracking and reporting of re-usable materials.

Continuous Commissioning® support. The integration of energy management and asset management in Infor EAM for Facilities Management provides an ideal platform for implementing Continuous Commissioning (CC)¹, a disciplined approach to day-to-day facilities management. By integrating asset management and energy efficiency, the solution helps companies:

- ▶ Continuously monitor assets to ensure performance adherence.
- ▶ Analyze asset performance in real time so action can be taken immediately.
- ▶ Automate work-order generation to address energy consumption anomalies.
- ▶ Re-configure assets to reduce energy use, lower emissions, and save money.
- ▶ Identify and leverage the most energy efficient vendor products and equipment.

Capital planning and budgeting. Infor EAM for Facilities Management helps you assess overall asset configuration and facilitates design changes that reduce energy consumption, lower emissions, and save you money. The solution automates budget set up and the subsequent capture, monitoring, control and analysis of associated maintenance expenditures. It includes functionality to calculate the Facility Condition Index (FCI) for a facility or group of facilities to support effective maintenance and repair programs, and long-term planning. Capital planning streamlines the process for requesting, reviewing, and approving asset investments and makes it possible to generate multi-year capital plans and perform impact analysis.

To support the equipment repair and replacement process, the solution provides a single e-commerce marketplace for evaluating OEM (original equipment manufacturer) and MRO (maintenance, repair and operations) vendors that offer the most energy-efficient technology.

Customer service management. To streamline customer service delivery, Infor EAM for Facilities Management provides capabilities to map service delivery partners against a specific job based on work required, location, and other factors. The solution also includes functionality for offering self-service using kiosks. Infor EAM for Facilities Management makes it possible for service providers to define service level agreements (SLAs) and then monitor requests to ensure the SLAs are met.

Software-as-a-Service (SaaS). To provide customers with flexibility in implementation and on-going support, Infor EAM for Facilities Management is available as a hosted solution. The Infor EAM SaaS offering makes it possible for companies to avoid capital costs and reduce the setup time associated with the implementation.

Reports management. Infor EAM for Facilities Management makes it possible to select from a variety of pre-defined reports, including assets, materials, purchasing, schedule, work, budget analysis, projects, and commercial services. Users also can create fully customized reports to meet specific asset management needs.

SEE RESULTS NOW.

With budgets tightening, energy costs growing, and environmental consciousness rising, facilities managers have no choice but to adopt new strategies for meeting their core business objectives. With innovative capabilities in budget analysis and projection, and energy consumption management, Infor EAM for Facilities Management can help organizations achieve tangible business benefits.

Key benefits include:

- ▶ A 20% or more reduction in monitored energy consumption
- ▶ Deferred capital expenses through extended asset life
- ▶ Improved compliance with both government and corporate regulations

- ▶ Improved overall operational efficiency through better performing property, plant and equipment

¹ Continuous Commissioning and CC are registered trademarks of the Texas Engineering Experiment Station of the Texas A&M University System.

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 letter "R".