









# CERN innovates its asset management processes with Infor EAM upgrade

## About the organization

CERN, the European Organization for Nuclear Research, is the world’s largest research center for particle physics. The organization’s goal is to provide its 10,000 visiting scientists from top universities around the world with the right tools to study the fundamental particles of the universe. Having recently commenced its second run of the organization’s flagship accelerator, the Large Hadron Collider (LHC), CERN continues to innovate and excite. To learn more, visit [www.home.cern](http://www.home.cern).

## Facts at-a-glance

 <p>COMPANY <b>CERN</b></p>	 <p>HEADQUARTERS <b>Genève, Switzerland</b></p>	 <p>INFOR PRODUCTS <b>Infor® EAM, Infor LN</b></p>
 <p>INDUSTRY <b>Public Sector</b></p>	 <p>EMPLOYEES <b>2,350</b></p>	 <p>WEB SITE <b><a href="http://www.home.cern">www.home.cern</a></b></p>

## Business goals

- Achieve better operational efficiency of the both the flagship accelerator and campus infrastructure.
- Implement Infor EAM upgrades throughout organization to drive improved asset management.
- Streamline internal processes.

“ Using the latest innovations in Infor EAM as a springboard has made it possible for CERN to innovate very precise capabilities. Doing this has helped us achieve higher levels of support for our specific business processes with absolutely zero modifications of the software.”

**David Widegren**, head of asset and maintenance management, CERN

# Driving companywide process improvements with Infor EAM

## Upgrading to drive innovation

At CERN, physicists and engineers are probing the fundamental structure of the universe. They use the world's largest and most complex scientific instruments to study the basic constituents of matter—the fundamental particles. To align its organizational goals of complying with strict headcount and financial constraints to achieve better operational and workflow improvements, CERN turned to its trusted enterprise asset management system (EAM), Infor EAM. Having used the industry-leading asset management capabilities of Infor EAM for nearly three decades, CERN sought to use innovation as an enabler to scale-up the usage of Infor EAM version 11.2. CERN relies on Infor EAM to support its technical infrastructure, including nearly 700 surface buildings, tunnels, machine tools, complex supra-conducting magnets, and radiation monitoring accelerator equipment. Because these physical assets represent significant financial value, improving asset management was a key project goal for CERN.

## Creating a centralized asset and maintenance hub

CERN's assets often have a lifecycle of more than 50 years. This long lifecycle combined with turnover of personnel make documentation of both assets and interventions an absolute must. It is essential for CERN to have visibility into the inventory of all assets with detailed technical characteristics. Because parts of its maintenance operations are outsourced due to high costs and personnel constraints, CERN relies on Infor EAM to serve as its central asset repository not only for internal personnel but also for external contractors. Following a recent reorganization at CERN, the organization has put Infor EAM at the helm of its asset and maintenance management. This prioritization allows Infor EAM to support 1.85 million pieces of equipment, including 950,000 assets, 740,000 positions, and 160,000 internal systems to facilitate 150,000 work orders on average over the last 10 years.

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Thanks to Infor's highly configurable EAM system, CERN manages both one of the world's largest and most complex machines as well as a campus about the size of a small town in a single software platform.”

**David Widegren,**  
head of asset and maintenance management, CERN



# Delivering unexpected benefits

## Maximizing upgrade effectiveness with zero modifications

The latest version of Infor EAM allowed CERN to meet its specific asset management processes. CERN rapidly upgraded to the latest version of Infor EAM with no software customizations or modifications. CERN was then able to access the newest capabilities of Infor EAM's extensibility framework and user-defined screens. In addition, CERN used the web services toolkit to take advantage of Infor EAM's open architecture for system integrations. By using these frameworks in an innovative way, CERN extended the system's capabilities to match its specific needs, while also integrating it with its business processes organization-wide. For example, CERN created modelling of complex equipment dependencies in order to analyze the possible impact of a maintenance intervention and graphical visualization of such networks to speed-up troubleshooting of faulty equipment, with the goal of optimizing preventive maintenance activities.

## Reducing internal systems

As CERN expanded its use of Infor EAM companywide, the organization reduced both in-house developed and commercial applications. This resulted in significant annual financial savings, as well as synergies in the use of human resources, which have allowed personnel to focus on more strategic projects. This allowed CERN to reduce IT expenses, streamline processes, and unify tools, as well as increase data quality—all of which represent crucial operational gains.

## Business outcomes



Used Infor EAM as central hub for both technical and financial management of physical assets.



Reduced both in-house developed and commercial applications, thanks to Infor EAM's configurability.



Obtained financial savings and increased internal team's productivity.



Created new ways to drive innovative processes.