

The Infor logo consists of the word "infor" in a white, lowercase, sans-serif font, set against a solid red square background. A small registered trademark symbol (®) is located to the right of the red square. The logo is positioned in the upper left corner of the page, overlaid on a blurred background image of two professionals in a control room or office setting. The man is gesturing while speaking, and the woman is holding a tablet and looking at the screen.

BROCHURE

Infor EAM

Industry-leading asset management software to extend asset lifecycles and improve productivity

Pressure to get greater efficiency out of existing assets is continually increasing for organizations of all sizes and industries. For most organizations, achieving this requires a strategic enterprise asset management (EAM) system that can help maximize uptime, reduce costs, and increase the profitability of assets. The trouble is, today's tier-1, EAM software is often little more than frameworks that require costly and extensive customizations, while legacy and niche applications are often unable to scale with an organization as it grows.

Infor® EAM addresses these issues head-on with industry-specific editions that are easily scalable and highly configurable, yet can fulfill most of your users' needs straight out of the box. From asset structure and work orders to mobile and GIS capabilities, the solution provides you with all of the information you need, as you need it. Infor EAM empowers you to make better, more strategic decisions that extend asset life, increase safety, and improve profitability.

Built upon more than 30 years of experience and continuous innovation, Infor EAM gives you all the tools you need to help you solve your critical asset performance challenges. Infor EAM is an industry-leading, strategic, asset management solution that empowers you increase the efficiency of your assets—today and tomorrow.

Infor EAM core modules

Infor EAM is designed to support the specialized requirements of your organization. In addition, it is built on the Amazon Web Services® (AWS®) cloud platform. This means you get extremely reliable uptime and the flexibility to handle elastic demand; additional computing power is there, whenever it's needed.

The cloud-based platform's built-in scalability also means that the solution is designed to easily grow with your organization.

Infor EAM's core capabilities include:

Asset management—Record, maintain, structure, and standardize asset information. Capture the identity, configuration, and structure of physical assets, their complete technical and commercial configurations, and current position (either by location, functional position, or tag), as well as prior locations and maintenance history.

- **Includes:** Asset depreciation, structure, and inventory; descriptive and history information; warranties and claims; start center and KPIs; linear assets

Asset performance management (APM)—Utilize a framework that enables your administrators to make use of physical assets to realize business-specific goals. You can employ multiple asset performance management strategies to maximize profit and reduce business risk factors.

- **Includes:** Decay curve, asset performance score, service life, risk rating, criticality rating, condition rating

Work management—Manage, plan, and monitor work, as well as the necessary resources to complete that work. Create standard, regular, and preventative maintenance work orders and schedules. Define work information such as supervisors, permits, qualifications, employees, shifts, tools, checklists, and more.

- **Includes:** Work order generation and scheduling; work organization, scheduling, and completion; human resources management; purchase-order tracking; preventive maintenance; call center and service request portal; deferred maintenance; crews; routes; multi-asset work orders; maintenance patterns and campaigns; reliability; revision control; case management; reservations calendar

Materials management—Determine the correct stocking levels to provide an acceptable service level of parts and supplies to meet anticipated demand for maintenance. Minimize the working capital invested in stocked parts and supplies. Automate storage room management, purchase requisitioning, goods receipts and returns, parts repair, and record-keeping.

- **Includes:** Materials organization; stock replenishment; store issues and returns; recording stock-take; goods receipt and return; repairable spares; material analysis; parts condition, inspections, failures, and warranties; product category management

Procurement management—Manage every aspect of the purchasing cycle—from requisition creation, approvals, supplier selection, purchase order placement, and goods receipt through invoice matching. Ensure the selection of qualified suppliers and obtain the best price and delivery terms.

- **Includes:** Purchase requisition generation, requests for quotations, purchase orders, invoice vouchers, contracts

Budget management—Automate the budget creation process and the subsequent capture, supervision, control, and analysis of expenditures associated with maintenance work. Calculate a variety of financial and performance indicators that serve as input to critical enterprise performance measures.

- **Includes:** Budget organization, expenditure and position identification, capital planning requests

Inspection management—Simplify the formation of inspection routes, specific measurement points on each asset, aspects to be measured, and the collation of results. Link with asset management and work management modules for the listing and creation of work orders.

- **Includes:** Inspection planning and organization; inspection point scheduling, classification and results, and checklists

Project management—Automate the administration of the complete project process—from initial budget and timescale planning to completion of the final work. Facilitate comparison of actual status and progress of work, resource usage, and costs against a project plan.

- **Includes:** Project planning and organization, project budgeting, scheduling and execution, Microsoft Project interface

Compatible units—Build a template for estimation, quotation, approval, and work order generation for commercial projects. Quickly create an estimated cost of a project. Create a library of repeatable tasks, materials, and services.

- **Includes:** Templates for labor, parts, tools, services, project quotation and estimation, work order generation

Asset management services—Track all costs incurred for services delivered to customers, including maintenance costs, costs for fuel consumption, equipment usage, rent or lease, and utility charges. Automatically include costs on periodically generated invoices.

- **Includes:** Customer contracts, reservations, contract templates, adjustments, customers, customer invoices, invoicing process

Safety management—Identify and control all hazardous situations, materials, and activities to protect people and the environment. Comply with health, safety, and environmental (HSE) regulations.

- **Includes:** Hazards, precautions, safety, isolation points, lock out/tag out, lockout boxes, permit to work setup, permit to work

Reports—Utilize over 100 pre-built reports that support every module within Infor EAM—from administration and assets to budgeting and inspections.

- **Includes:** Work order reporting, assets inventory list, equipment details, meantime between failures, work order cost per equipment

Intelligent nonconformity tracking—Quickly identify potential issues that can be tracked over time, and then assign a level of severity or risk based on a preset nonconformity index.

- **Includes:** Auditing of an event, such as an accident; creating detailed documentation; search by severity, intensity, size, and importance

Advanced add-on modules

Infor EAM's advanced add-on modules include:

Calibration—Track calibration data for equipment categories, assets, systems, and positions. Define test-point data and associate test-point sets with work orders and preventive maintenance work orders.

Requestor—Easily support an increase in the number of users submitting work requests, equipment reservations, and purchase requests, without significantly increasing your financial investment.

Geographic Information System (GIS) interface—Leverage Infor EAM's intuitive interface and seamless GIS integration to easily pinpoint assets and access critical information prior to servicing. You can also streamline workflows on widely dispersed equipment and create a consolidated, easy-to-access view of asset location and history. This all adds up to increased workforce efficiency and lower costs.

Infor EAM iProcure®—Plan work, track parts usage, manage stock levels, and replenish stock. Complete the business automation process and address the highly specific needs of purchasing industrial parts and services.

Infor EAM Advanced Reporting—Maximize the data gathered by Infor EAM into real-time reporting. Users can choose from hundreds of predefined reports or easily build their own custom versions to further analyze the data.

Fleet management—Process warranty claims, manage tires and fuel, and improve vehicle performance through preventive maintenance that increases productivity and cost-per-mile savings. With the optional Equipment Maintenance Reporting System (EMRS), all code key values are included in the Infor EAM database.

Energy performance—Set baselines, monitor, and compare the energy performance of your assets against standards, such as Energy Star, ASHRAE 90.1, LEED, and ISO 14001. Monitor energy performance on all forms of energy: water, air, gas, electricity, and steam (WAGES).

Electronic records and signatures—Create electronic records (“snapshots”) of events that occur in the database and which require signatures. Through preventative management version control and audit capability, you can track insertions, updates, or deletions of every attribute for almost every table in Infor EAM, as well as all comments per entity.

OpenCAD—Access and mark-up drawings within Infor EAM. Calculate floor space using predefined industry standards. Save time by building your asset registry and creating assets in Infor EAM directly from drawings.

OpenCAD BIM—Create and manage project data with an intelligent, 3D-model-based, process building information modeling (BIM) tool. BIM gives architecture, engineering, and construction professionals data access and tools that can help them more efficiently plan, design, construct, and manage buildings and infrastructure.

Benefits:

Customers have seen these improvements with Infor EAM

- Up to a 50% reduction in maintenance overtime, labor, and contractor costs
- 20% reduction in production downtime
- 50% increase in warranty cost recovery
- 30% reduction in inventory levels
- 20% reduction in inventory carrying costs
- 10% reduction in materials costs
- 50% reduction in purchasing process costs
- 20% improvement in labor productivity

Reliability, planning, and analysis (RPA)—Create reliability rankings with associated reliability decision trees, which are used as input on user-defined formulas that yield a numerical value. Create condition-score calculations, condition-decay protocols, and risk-and-criticality calculations. Determine the reliability ranking score associated to a reliability ranking index.

Alert management—Automatically search the EAM database for specific data and send emails or create work orders based on the analysis of that data. Alerts run at a predefined frequency, so they’re ideal for anything that doesn’t need immediate action.

Integration—Exchange, update, and share information between Infor EAM and external software systems via Infor OS or the Web Service Connector.

- **Examples:** Business intelligence, GIS telematics, and ERP integrations

Optimized scheduler—Automate the assignment of work orders and activities based on business requirements, desired outcomes, and constraints. You'll be able to streamline the management of large numbers of field employees across wide geographic locations by ordering and ranking dispatch plans based on specific priorities, staff skills, crew availability, and worker proximity to their assignments. Scheduling, which used to take hours, now takes only minutes.

Infor EAM Mobile modules

Infor EAM Mobile modules include:

Infor EAM Mobile—Enable workers to harness Infor EAM's functionality on a powerful mobile platform. Access, capture, and manage information directly from the job site or service location. This results in higher productivity and more effective decision-making. Infor EAM Mobile is licensed by device to support shared devices within a facility or crew.

- **Includes:** Work orders, work requests, meter readings, equipment, checklists, physical inventory, reports, case management, asset hierarchy, equipment inspections

Infor EAM Advanced Mobile—Take advantage of Infor EAM's most powerful, mobile-based EAM product. Extend user capabilities to more EAM modules and functionality. Infor EAM Advanced Mobile combines Infor EAM Mobile and Infor EAM Mobile Requestor, and is available via the Infor EAM Digital Work mobile app.

- **Includes:** Capability, work orders, work requests, permit to work, equipment, physical inventory, notebook, operator checklist, parts, purchase order receipts, asset inventory, requestions

Infor EAM Mobile Requestor—Allow users to create work requests, parts requisitions, and reservation requests, as well as provide access to the Contractor Portal. The Mobile Requestor is ideal for users that have a need to periodically create requests, or for contractors to see work that's been assigned to them. Users can now access the Mobile Requestor functionalities from Infor EAM's Digital Work platform.

- **Includes:** Work requests, parts requisitions, reservation requests, operator checklist, Contractor Portal

Rapid request—Use a quick and simple method to submit call center requests to Infor EAM from mobile devices. Upload pictures and specify locations with requests to identify work to be done. Eliminate the need for users to log in for one-off requests.

- **Examples:** Equipment repair, facility maintenance requests

A competitive advantage

Infor EAM allows you to gain a source of greater business efficiency with the industry-specific capabilities you need to transform understanding into action. Improving your asset performance allows you to reduce costs, increase profitability, and reduce project risk. With Infor EAM, you can turn your organization's asset management into a competitive advantage.



Compatible units

Enforcement of construction and maintenance standards in transmission and distribution (utilities) via compatible units



Optimized scheduler

Automatic assignment of work orders and activities based on business requirements and desired outcomes



Calibration

Capturing and forcing of calibration reading increments, alert tolerance, and other critical ranges at the test-point level (pharmaceutical, utilities)



Asset performance management

Equipment ranking history, decay curve improvements



Digital Work mobile app

New Digital Work apps (Mobile Requester, Advanced Mobile); updates to field work capabilities



Core product updates

About 100 improvements to core EAM capabilities



Transit mobile updates

Deep linking, mass acknowledgements, improved sync administration, support for new checklists, and more



Voice of the customer

Customer-suggested product improvements and enhancements requests

For more details, please read "[What's new in Infor EAM version 11.6.1](#)"

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