

# EAM

## Enterprise Asset Management

The simple and efficient way  
to manage your assets  
and installations



Maximise the operational capacity of your assets. Speed up profitability. And get a fast return on your investment. —

The PRIMAVERA Enterprise Asset Management solution allows you to obtain the best possible operational capacity from your assets, at the lowest cost.

The more operational a business's assets, the greater its competitiveness. In sectors such as industry, construction, health, hospitality, energy, intelligent building management and public administration, to name but a few, operability is absolutely paramount for any business's performance.

However, there is a tendency for the maintenance of assets and installations to be neglected after the initial investment has been made. The results are obvious.

- High levels of inoperability/unavailability
- Assets have a shorter lifespan
- High maintenance costs
- Assets offer low profitability
- Product and service quality suffers

PRIMAVERA's Enterprise Asset Management (EAM) solution will ensure that you get the best possible return for your investment.

Maintaining your assets and installations becomes a priority. And having your equipment permanently available becomes a reality. As a result, your organisation's overall performance will reach a whole new level.

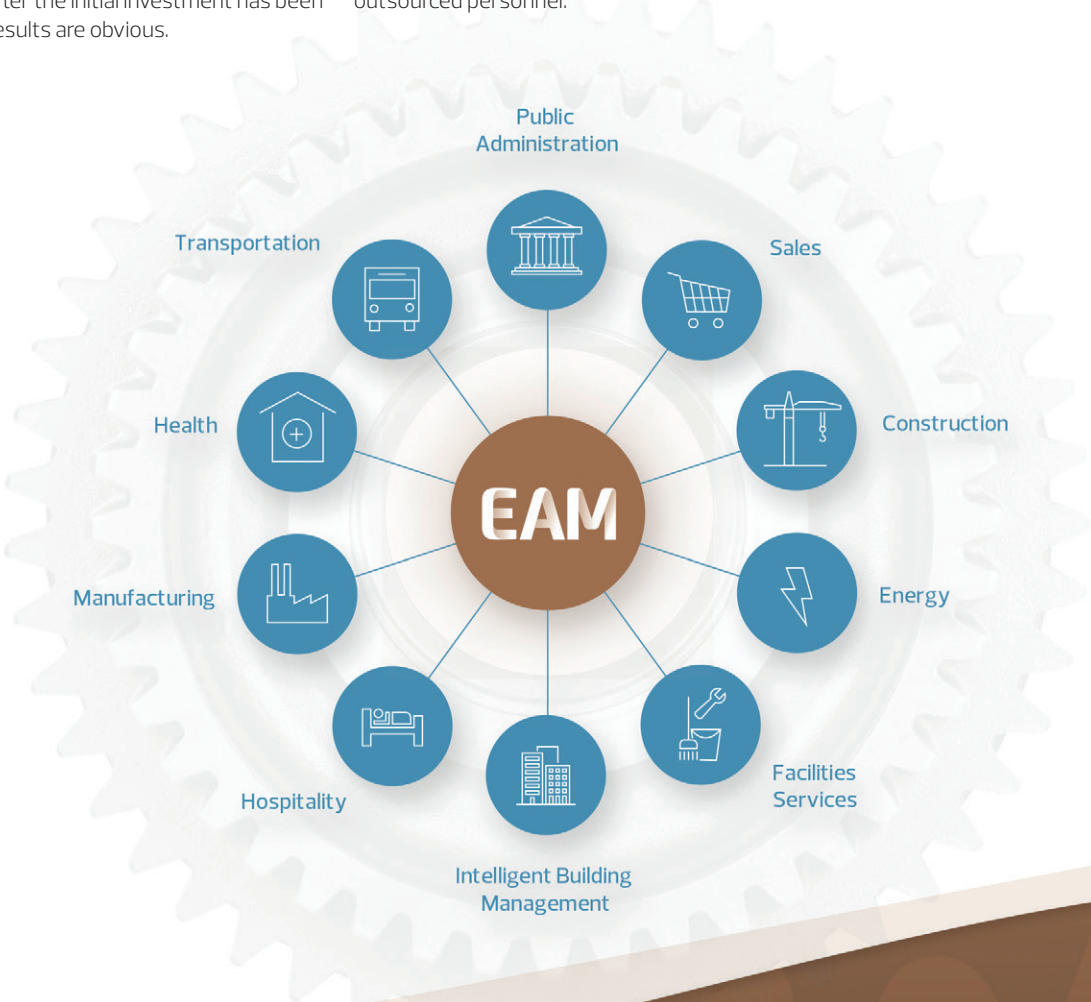
The solution lets you configure and manage all your maintenance processes at operational and strategic level, in accordance with your company's specific needs.

Quickly, easily and with in-depth cost control. Whether the operations in question are carried out by your in-house team or outsourced personnel.

All the mechanisms in PRIMAVERA EAM are geared towards ensuring the maximum durability of your assets and installations. Towards permanent operability. Towards making your investment profitable. Towards the organisation's performance and quality. And towards the safety of the technical teams.

Ensure your assets are as profitable as they deserve to be with a solution that offers you:

- A fast return on your investment
- Maximum profitability
- In-depth cost control
- A reduction in the risk of unavailability and its inherent costs
- Fast and efficient processes
- Compliance with international standards
- Access to your information wherever you happen to be





**Obtain strategic, operational and financial control over the entire maintenance process.**

PRIMAVERA's EAM solution provides a host of automatic functions that foster effective, planned, programmed, preventative and properly controlled maintenance management.

**Maximum accessibility. Minimum maintenance costs.**

Mobility and easy access to information are not just a fad. They are a necessity. PRIMAVERA EAM provides a solid response to that necessity. It is a cloud-native solution that can be accessed from any device that has an internet connection. This means that accessing the solution is extremely easy, irrespective of where you happen to be. It also means that you will receive all the benefits associated with cloud computing; when you subscribe, you not only get access to the solution but also to continuous updating, as well as maintenance and technical support. This Cloud technology ensures a high degree of system availability and a reinforced data security system.

With PRIMAVERA EAM, you can manage all your maintenance processes with cutting-edge technology, wherever you happen to be. And at very competitive prices. If you already have the necessary infrastructure and want to purchase a licence to use the solution, you can opt for the traditional method of installing the software in your own system.

**Deal with your asset management processes wherever you happen to be.**

**In-depth cost control**

The costs associated with all the maintenance interventions (Work Orders) are controlled by the solution in considerable detail. Thus, you can easily determine the costs for every maintenance intervention, whether the service is rendered by your own in-house team or by outsourced personnel. PRIMAVERA EAM streamlines the logging and control of all the costs inherent to your maintenance operations:

- Consumption of materials
- Costs relating to technical assistance services, specific repairs or the purchase of materials
- Costs relating to subsistence allowances, meals and travel expenses incurred while carrying out a Work Order

This granularity ensures you have an in-depth knowledge of your maintenance costs. And the information provided will help you when making strategic decisions about maintenance management.

**Speed and efficiency in the administrative management of maintenance**

PRIMAVERA EAM was designed to be user-friendly. In other words, it is geared to the user's profile and affords different user experiences in accordance with function. It is fast and easy to learn. It is simple and intuitive to use. And users adapt to the solution so naturally that the result is immediate productivity. Operations are faster thanks to automatic functions that eliminate time-consuming tasks. Resulting in rigour and efficiency. Consequently, processes that are inefficient and lead to loss of productivity are eliminated. Your organisation will become more competitive in every maintenance process. And will become more efficient overall.

**Conformity to internationally-recognised good practices and standards**

PRIMAVERA EAM is suitable for any market. It supports a series of good practices and international standards for maintenance operations. All the standardised and internationally-recognised practices have been taken into account: EN 13306 (maintenance terminology), EN 13269 (drafting of work contracts), EN 15341 (maintenance performance indicators), NP 4397 (occupational safety management systems), and others.

**High levels of control and asset availability**

The information provided by the system allows you to assess, with a high degree of precision, the availability of your assets over time. This input gives you an immediate overall view of the operability of your assets and installations over time, their profitability, operability periods and other indicators.

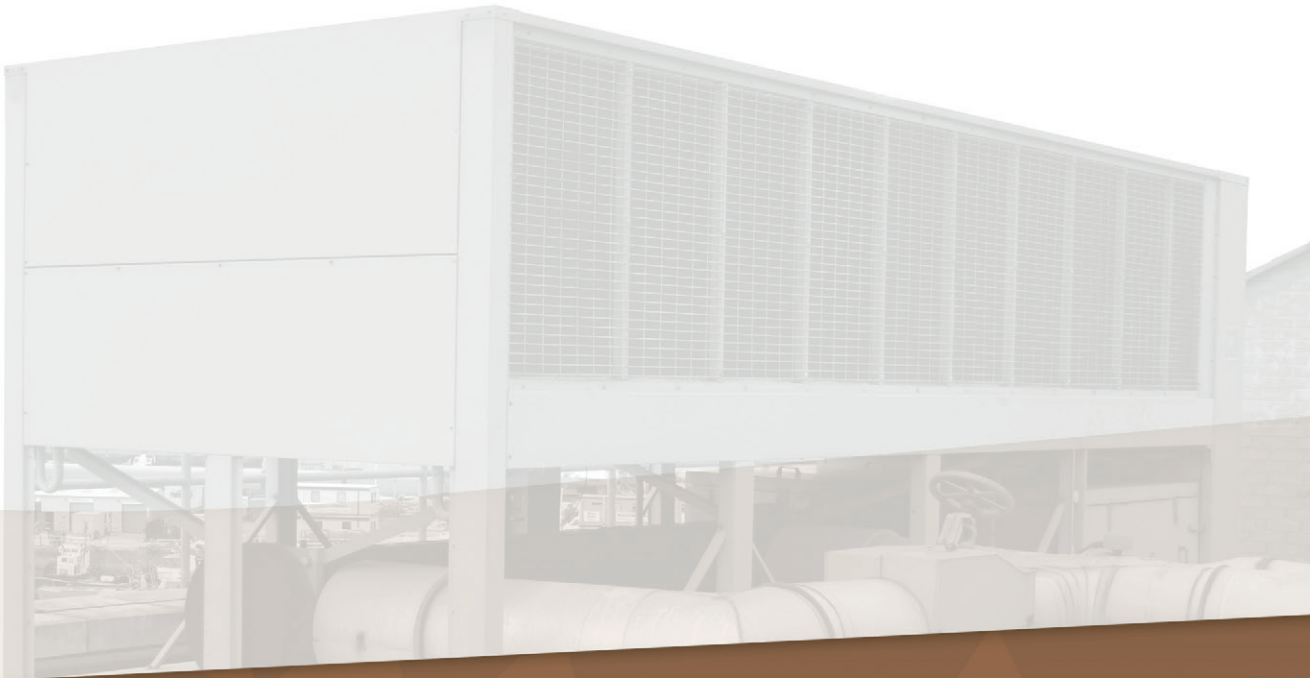
**Streamlined processes for controlling the conformity and quality of products and services**

This solution aids the management and control of conformity processes. It provides fundamental support for certified and soon-to-be-certified organisations. It is also essential for the incorporation of good management practices into business processes. The quality of your company's products and services is also optimised. By maximising the operational capacity of your assets, the solution ensures the quality of your products and services, thereby helping enhance your company's good image.

**Integration with other management systems.** PRIMAVERA's EAM solution is a stand-alone product, which means it ensures the cohesive and efficient management of maintenance operations autonomously.

However, it can easily be integrated into other information systems that may be in use at your organisation. The solution is optimised for native integration with PRIMAVERA's ERP. However, it can also be integrated with any other ERP or management system used by your organisation. This means that you can take the fullest advantage of all the available information and use it in the way that is of most benefit to the organisation.

**Ensures conformity with the good practices and international standards that provide the guidelines for maintenance operations. Take your company's performance to new heights.**



Maximum efficiency in the management, planning and control of maintenance operations

PRIMAVERA EAM processes all the operations inherent to the activity of maintenance management centrally.

This core, where all your data is collated and stored, allows you to manage all your maintenance processes: logging and detailing technical information; drawing up and controlling maintenance, inspection, lubrication and test plans and the respective reports; incidents and breakdowns; management of the materials needed to carry out maintenance operations; protective equipment; liaison with the technical teams; work reports and access to support information for decision-making.

The administrative management of maintenance operations can be simple, fast and highly efficient. Make your processes more dynamic with PRIMAVERA EAM.

Intuitive preview of scheduled work orders, its' current state and evolution of maintenance costs.

Management, planning and control made easy

Identify each of your assets and characterise them. Describing how assets should be used – from the manufacturer's rules, instructions for use, safety parameters, guarantees and other aspects – is the basis for efficient maintenance management.

PRIMAVERA EAM lets you manage your assets in an integrated and cohesive manner. Quickly and meticulously.

Know about every detail of your organisation's assets. And ensure the useful lifetime of each is as long as it can possibly be.

PRIMAVERA EAM's Management, Planning and Control module identifies all the assets that are to undergo maintenance and describes them in minute detail. This description ensures you will have detailed information about the condition of the equipment and installations, enabling you to forecast their availability and operational capacity.

To make it easier to identify the item which is to undergo maintenance, the solution lets you describe assets and locations in minute detail, with all the information you consider pertinent. And you can link assets and locations, making it easier to analyse the history of the locations through which a particular asset has passed.

Locations and assets can all be associated with measurement units (meters) and control points that track their condition. This information is of great assistance in the planning and programming of preventative maintenance.

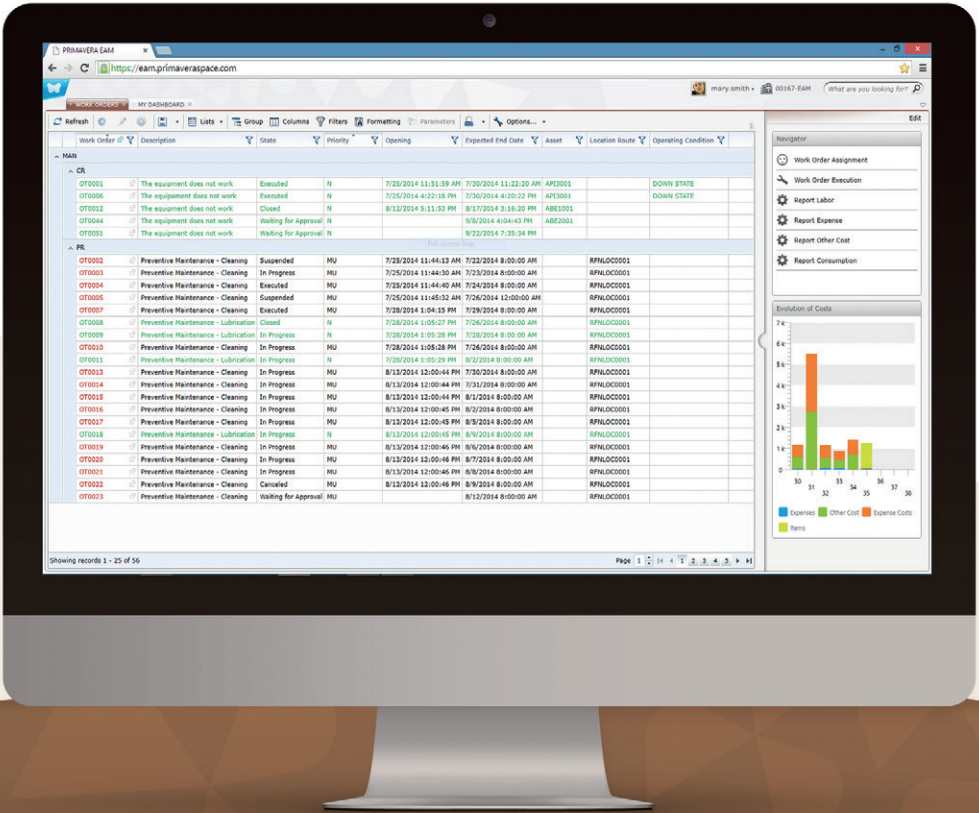
- Different hierarchical levels, presented in a multi-level, ramified structure.
- Grouping by families, brands and/or models, in accordance with functional content.

Get as much return as possible from your assets during their lifetime. Take the fullest advantage of all your equipment. Keep absolute control over your maintenance costs.

Ensure the safety of your technical teams

The safety of your technical teams is top priority. Therefore, the information to be taken into account by the technical teams in the course of their duties can be added to the description of each asset, including aspects such as the personal protective equipment they should use and any specific particularities about a given asset.

This information will always remain associated with the asset in question, which means that, whenever a Work Order is created for an asset, all the relevant information to be taken into account during the intervention will be made available.





**Prevention is the best option. Avoid unnecessary downtime!**  
PRIMAVERA EAM provides you with all the tools you need to carry out the detailed programming of preventative and corrective maintenance plans, inspections and routine lubrication procedures.

The entire planning area has been designed to simplify the management of priorities. And to streamline the execution of Work Orders. The intervals between interventions are defined in accordance with various criteria: time scales, meter readings and programmed stoppages.

With this solution, drawing up a preventative maintenance plan could not be easier. It automatically suggests a schedule in accordance with various data, such as:

- The condition of the assets
- The maintenance plan stipulated by the manufacturer
- The intervals between systematic maintenance interventions
- The availability of the technical teams
- The Stoppage Schedule
- Other planned corrective interventions

And, of course, you can alter the plan suggested by the solution in order to ensure that every intervention is carried out at the optimal moment.

**You can easily align the execution of maintenance plans, inspections and routine lubrication with the technicians' work schedules. And boost productivity.**

**Smooth liaison between Work Orders and the availability of technical teams**  
All the information needed to manage maintenance is integrated and easy to access. This is one of the great advantages of the PRIMAVERA EAM solution.

It streamlines liaison between everyone involved in maintenance processes, from the in-house and outsourced personnel responsible for carrying out work orders to the service provision centres and outsourced entities.

It easily identifies available personnel in accordance with speciality, qualification, competence and the service centres for which they work.

This means that you can achieve a high degree of efficiency in managing the work of your technical teams. Productivity goes up. Maintenance costs go down

**Obtain in-depth knowledge about the costs associated with maintenance**  
With PRIMAVERA's EAM solution you are assured of having in-depth control over the costs associated with maintenance operations.

Here, you can obtain all the financial information you need about your maintenance operations. You can easily see the total cost of an intervention on any given asset, the cost of preventative maintenance, the current value of an asset and its amortisation, and much more.

Maintenance costs can be broken down in great detail for each asset and location.

This means you can easily identify the costs of materials, labour, travel and other associated expenses.

**Monitor the exact status of any Work Order. The time taken. The means used. And the costs involved**

A Work Order Explorer allows you to constantly monitor the status of every intervention and log its progress. This information provides you with an overall view of your organisation's assets from various perspectives – financial, administrative and technical.

With PRIMAVERA's EAM solution you have permanent access to constantly updated data on the progress of work plans, the time taken, the materials used and the costs involved.

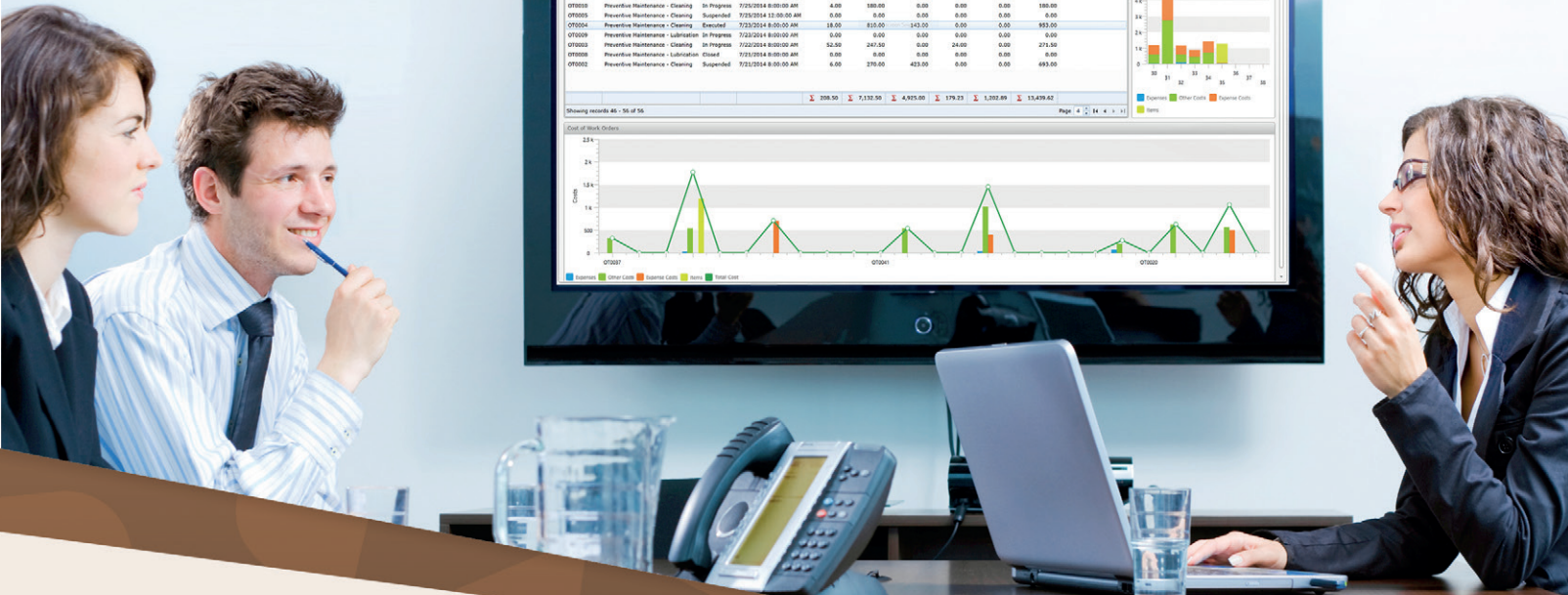
After accessing the information, you can use it in a number of ways. From configurable "Lists", it is very easy to generate and export reports.

This means that you can quickly access a series of key analyses to support your decision-making. For example:

- Various statistics relating to Work Orders already completed
- The chronological progress of Work Orders completed on the various assets and locations
- Maintenance costs by period, asset, degree of disrepair, etc.

**Monitor the exact cost of maintenance for each asset. Rapidly assess its contribution to the profitability of your business and have overall control of maintenance processes.**

Obtain a detailed view of the costs associated with each Work Order and the evolution of maintenance costs for each asset



**Information to support your decision-making is easy to consult**  
PRIMAVERA EAM maximises your management capacity.

Analyses are presented on dashboards which are both intuitive and graphically appealing. This means you have overall view of your company's maintenance operations. And you can quickly access the data you need to make informed decisions.

You can also create your own indicators and run any analyses that are pertinent to managing your maintenance operations.

**Access to standardised indicators**  
Additionally, a number of standardised KPI indicators are provided, such as MTTR, MTBF and MWT, among others.

The assessment of these data allows you to conduct comparative analyses using the international standards for the activity as the basis for comparison.

**Streamline the relationship between users and maintenance**

PRIMAVERA EAM streamlines the communication of incidents and the logging of breakdowns. It helps ensure that normality is restored as quickly as possible. And with no losses.

**Breakdown and Incident logs can be accessed wherever you happen to be**  
Irrespective of where they happen to be at the time, any member of your organisation with access to PRIMAVERA EAM can submit requests for intervention on an asset or location.

This means that geographical location no longer matters; every member of your team can be involved in fostering the maximum operability of the equipment.

And in addition to requesting interventions, your employees can also specify the priority level and the date by which it must be accomplished.

**A variety of performance indicators are instantly available, allowing you to closely monitor the availability of every asset.**

However, these requests will only lead to Work Orders after they have been approved by the maintenance manager. This flexibility offers benefits on a number of levels:

- It simplifies the communication of intervention requests
- It leads to increased stringency in the management of Work Orders
- It ensures a high level of control over incidents

**Easily check the history of breakdowns, causes and consequences**  
The data related to each breakdown are logged in the system, as is the workflow relating to every intervention request.

After Work Orders have been created and corrective action has been taken, a Work Report area allows you to see full details of each breakdown: the causes, the consequences, any action taken, the resources involved, the downtime, related costs and more.

This means you can obtain an overall view of the processes. And you can also obtain key information, which will help you in the strategic management of maintenance.

**Simplify communication between users and maintenance management. Get things back to normal fast. And avoid unnecessary downtime.**

Get detailed information about the operational capacity of each asset, the associated breakdowns, downtime, average time required for repairs, etc.



Closely monitor your technical teams' activities. See the status of Work Orders in real time.

Any mobile device can be used to submit work reports

The technicians responsible for the intervention will find that, with this solution, reporting on their work could not be simpler.

They can use any mobile device with an internet connection to access the Work Reports module, and describe the operations carried out as part of a Work Order:

- Breakdown Log
- Identification of symptoms, causes and action to be taken

- Real time reports on the actions associated with the maintenance plan
- Record of man hours used
- Report on related costs
- Record of the readings on meters and control points.

Since the solution is so easy to access, it is much simpler to log information in real time.

As a result, all the administrative work traditionally associated with record-keeping is eliminated.

Obtain guarantees of available stock through integrated inventory management.

Simplified management of spare parts, consumables and tools

The solution also streamlines the control of stocks and the consumption of materials associated with maintenance operations.

The Inventory Module contains all the mechanisms you need to manage stocks. Without the need for time-consuming manual interventions.

The automated processes provided allow you to control stock entering and leaving your warehouses. They also let you monitor the value of your stock. And they carry out a physical stock check – Inventory.

The solution carries out all the stock management and inventory processes independently but these functions can also be optimised by integrating them into the ERP.

Benefit from a universal solution that can be integrated with any information system

PRIMAVERA EAM is an open and widely extensible solution. It can be integrated with any ERP, management solution or computer application used by your organisation. And with the particularity that the development costs to parameterise the integration are low.

In the case of PRIMAVERA's own ERP, integration is already built-in. In other words, the integration of data between PRIMAVERA EAM and the ERP is natural, native and transparent for the user.

PRIMAVERA EAM is a solution whose architecture has been designed for data integration. With integration, data flows naturally. With no intervention by the user. Consequently, operations are streamlined. There are no redundant processes. And no incoherence in the information.

Analytical information of great value for decision-making

PRIMAVERA EAM can also be integrated in native fashion with the PRIMAVERA Business Analytics solution.

PRIMAVERA BA is a powerful analytical tool that collates information from a variety of data sources and converts it into dashboards, assisting with strategic, tactical and operational decision-making.

The integration of these two solutions affords considerable added benefits in the context of business groups. It provides an overall view of the status of the various companies' assets and promotes overall maintenance management.

# Everyone involved in the maintenance process benefits \_\_\_\_

PRIMAVERA EAM streamlines all the maintenance processes group- or company- wide. The Financial Director, Maintenance Manager, the technical teams and the Inventory Manager will all find that the solution greatly assists them in their duties.

## Benefits for the Financial Director

- Easy to forecast maintenance costs
- Greater control over the execution of maintenance costs
- In-depth knowledge of the availability of assets and consequent losses of productivity within the organisation

## Benefits for the Technical Teams

- Easy to use
- Streamlined incident logging
- Easy logging of Work Reports
- Integration and automation of processes
- Easy to access from anywhere

## Benefits for the Maintenance Manager

- In-depth knowledge of the availability of assets and installations
- Capable of preventing incidents
- Prolongs the useful lifetime of assets
- Maximises operational capacity
- Controls the status of maintenance plans
- Productivity of the technical teams
- High degree of cost control

## Benefits for the Inventory Manager

- Fast response to inventory requests
- Easy control of stock movement
- Support in conducting inventories



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**PRIMAVERA**  
**Business Software Solutions**

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