advanced MOBILE™

Infor™ Advanced Mobile for EAM

MOBILE LINE OF BUSINESS PROFILES

AT-A-GLANCE

EAM SOLUTIONS

Overview

Advanced Mobile for Infor™ EAM is a Packaged Mobile Application Platform that can be leveraged across Infor EAM products, in addition to all other Infor and non-Infor product applications. Many Infor customers have unique and dynamic mobile computing requirements, and this adaptable platform provides Infor customers with a solution far more flexible than other *point-to- point* mobile products. Unique mobile business requirements supported through Advanced Mobile range from; mobile GIS with maps, mobile device management, location based services, mobile application integration with multiple backend systems (other than just Infor products), touch screen functionality, and RFID to name a few.

Key benefits of Advanced Mobile for Infor EAM include a scalable service oriented architecture enabling enterprise organizations the ability to configure a wide range of mobile applications through a common platform, while simultaneously integrating to multiple backend applications and systems across the enterprise. Additionally, the Advanced Mobile offering is 100% flexible and comes packaged with mfLY! for Visual Studio, enabling Infor customers with the internal development tools to extend and enrich each mobile application well into the future. Lastly, the product is complete with enterprise mobile device management and administrative modules to ensure successful deployment and on-going support of all Advanced Mobile solutions across the enterprise.

- **Infor Customer:** Premier Manufacturing Support Services, Inc.
- **Industry:** Industrial Services
- **Line of Business:** Work Management & RFID for Preventative Maintenance

Premier Manufacturing Support Services, Inc., a wholly owned subsidiary of Voith Industrial Services, provides manufacturing and maintenance services to over 250 vehicle assembly and supplier plants worldwide.

Premier had very labor intensive processes for how data was collected and applied to preventative maintenance practices for their fork truck fleets, which operate 24/7 in their worldwide assembly plants. Premier was seeking to significantly increase productivity for how preventative maintenance data was collected and to remove costly errors associated with handwritten processes. Additionally, Premier desired to improve operational efficiencies by mobilizing remote work management processes.

Premier implemented Advanced Mobile for Infor EAM and initially configured the solution to automate preventative maintenance tasks through RFID technology followed by a flexible Work Management application.

The RFID for Preventative Maintenance solution uniquely automates the data collection of fork truck engine hour readings. An active RFID engine hour tag, wired directly to the fork truck engine, is read from a Windows Mobile ruggedized device and synchronized wirelessly with Premier's instance of Infor EAM. The Work Management solution increases productivity for Premier's remote maintenance technicians by automating activities such as booking labor, parts usage, creating work orders on the fly, updating work order status, and closing out work. Consistent with the RFID for Preventative Maintenance application, the information is captured, synchronized wirelessly, and integrated with Infor EAM.

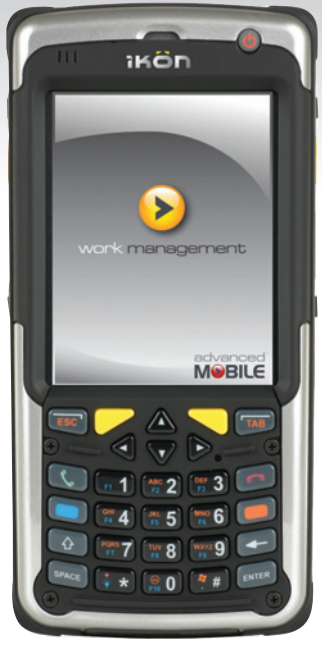
advanced™ MOBILE

- **Infor Customer:** Amey
- **Industry:** Transportation Infrastructure Management Services
- **Line of Business:** Work Management

Amey is one of the UK's leading support service organizations, specializing in the outsourcing of sustainable business solutions for transportation infrastructure and facilities management.

Amey's remote field service crew suffered from inefficient work management processes in the field, and a lack of ability to guarantee response time to emergency work orders. Additionally, unnecessary labor time was spent traveling to/from the office to retrieve daily work orders, while rising fuel costs directly impacted profit margins for completing customer work requests.

Amey implemented Advanced Mobile for Infor EAM and configured a simple, easy to use Work Management application unique to Amey's operations across multiple contracts. The resulting solution targets ruggedized Windows Mobile handheld devices and retrieves/displays all active work orders from Infor EAM for each field technician within a given Amey contract. The solution allows labor time to be quickly updated, provides work order status information, and the ability to create work orders on the fly so field technicians can record unanticipated work. Once completed on the handheld, all data is then synchronized to/from Infor EAM via the Orange GPRS cellular network.

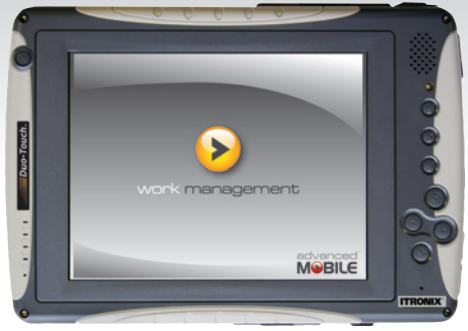


- **Infor Customer:** Washington Gas
- **Industry:** Utility
- **Line of Business:** Work Management

Washington Gas provides safe, reliable natural gas service to residential, commercial and government organizations in the D.C. area, and today serves more than one million customers in the District of Columbia, Maryland and Virginia.

Washington Gas was struggling to realize operational efficiencies with its first generation mobile solution for work management. Specifically, the organization desired the ability to accurately book labor to work orders, assign multiple field technicians to work on the same job, and leverage bar-code scanning to efficiently track parts/equipment to work orders.

Through configuration of Advanced Mobile for Infor EAM, Washington Gas deployed a next generation mobile Work Management solution to meet all of its targeted objectives. The application is optimized for ease of use with Windows-based laptops, synchronizing all data through integrated Aircards over the cellular network. Remote field technicians are able to view all work orders assigned to each department, while the mobile application provides support for work order review, labor entry, comments, status updates, equipment tracking, and the ability to create new work orders in the field. The application also supports enriched capability for sorting, searching, and filtering of high volume work order and equipment data stored locally on the disconnected laptop.

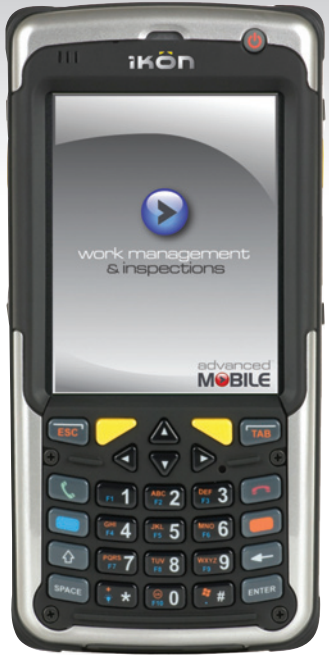


- **Infor Customer:** DuPage Water Commission
- **Industry:** Utility
- **Line of Business:** Work Management & Inspections

Since 1992, DuPage Water Commission has been committed to providing reliable, quality, responsive, and cost-efficient Lake Michigan water service for existing and future customers as required by, or pursuant to, state statutes in the communities of DuPage County, Illinois.

Dupage's remote field technicians suffered from inefficient Work Management and Inspections processes to complete daily task driven predictive maintenance processes. Existing processes were paper based, and a lot of unnecessary time was spent handwriting all the key information associated with printing out, completing and submitting completed work order information. Additionally, the paper-based work orders did not electronically initiate documented routine inspections.

DuPage implemented Advanced Mobile for Infor EAM and configured a sophisticated Work Management system that seamlessly automates routine Inspections. All work orders are now released per department and have the ability to support two roles within a system. Field technicians will also have the ability to scan an asset and automatically open and begin the work order. If the scanned asset is a preventative maintenance inspection work order with multiple pieces of equipment, the technician will be prompted with a choice of open work order or complete routine asset inspection.

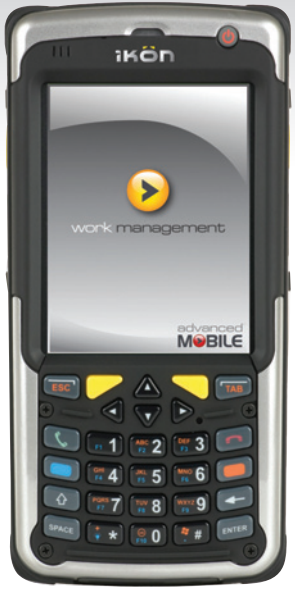


- **Infor Customer:** Loyola College
- **Industry:** Education & University
- **Line of Business:** Work Management

Loyola College, located in Baltimore, Maryland, is a Jesuit Catholic university that offers studies in liberal arts and sciences. In addition to undergraduate programs, Loyola has graduate degree programs in education, speech pathology, finance, psychology, modern studies, pastoral counseling, and engineering science.

Loyola desired a mobile solution to automate field maintenance and inspections across its campus. Existing processes were paper based, error prone, and did not take advantage of the campus wide wireless network in place. Due to these manual processes, response time to critical repairs was below expectations while data entry from manual forms was a significant on-going cost.

Loyola implemented Advanced Mobile for Infor EAM and configured a flexible, easy to use Work Management solution specific to Loyola's unique requirements. The solution took advantage of the ubiquitous wireless coverage throughout the campus, enabling maintenance technicians to respond faster to student and faculty service maintenance requests. All inspection paperwork was eliminated, along with the need for field technicians to return to the office for paperwork exchange. Specifically, the Work Management solution includes the ability to electronically send/receive work assignments, review instructions, record labor, comments, and create work requests in the field. Lastly, the solution is fully integrated into Infor EAM, including a link with EAM's Call Center Module.

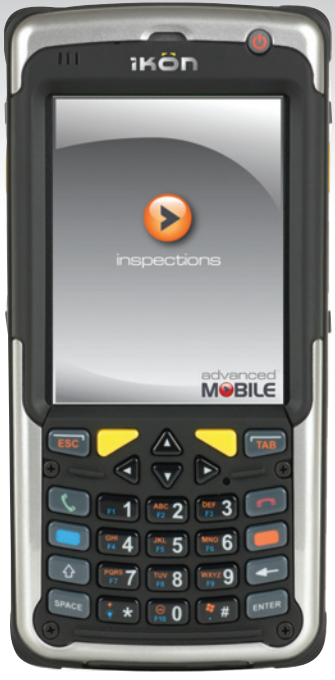


- **Infor Customer:** Chicago Transit Authority
- **Industry:** Public Transportation
- **Line of Business:** Inspections

CTA is the second largest transportation system in the United States and provides bus and rail service to the city of Chicago and 40 surrounding suburbs. CTA trains and buses provide 1.6 million rides on an average weekday over eight rail lines and 154 bus routes.

CTA's many different types of field elevator inspections resulted in an array of manual elevator inspection forms and Excel spreadsheets to be managed. The elevator inspection processes were manually intensive, error prone, required additional labor to re-key information to various systems, and were not centrally managed for consistent data analysis and on-going reporting.

Through its newly acquired Enterprise Asset Management System from Infor, CTA implemented Advanced Mobile for Infor EAM and configured it to automate the elevator inspection process. The solution was configured to support dynamic inspections, thus enabling field inspectors to only see the data collection questions relevant to the type of asset being inspected. The information, once collected in the field on Motorola ruggedized handhelds, is synchronized over the Verizon cellular network and integrated with Infor EAM enabling near real-time visibility of all inspection data.

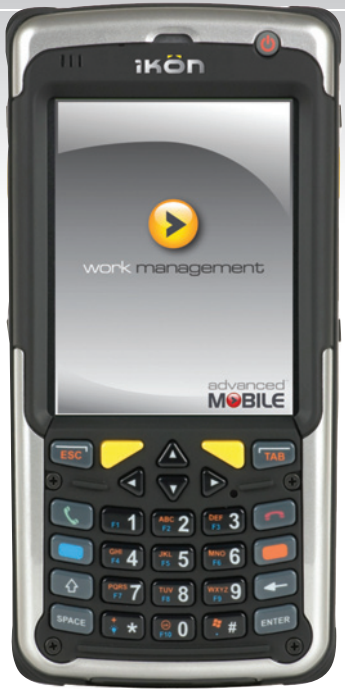


- **Customer:** Fortune 500 Pharmaceutical Company
- **Industry:** Pharmaceutical
- **Line of Business:** Work Management

One of the world's premier pharmaceutical development and manufacturing companies, with 55,000 employees around the world, operations in over 140 countries and over $12 billion in revenue.

The customer was searching for ways to leverage mobile technology to increase operational efficiencies across their remote work management business processes. The eventual goal for the mobile solution was to free users from error-prone, inflexible paper-based procedures and let them work when and where they needed to throughout the company's manufacturing facilities — with virtually no learning curve.

The customer implemented Advanced Mobile for Infor EAM and configured a broad Work Management system that automated the creation, viewing and completion of maintenance work orders in the field. Specifically, remote workers can manage work orders, view instructions, and book their hour's right to their mobile devices. This ensures proper procedures and data quality while eliminating the need to re-enter information into Infor EAM. And because they we did not have to modify their existing Infor EAM system, they did not have to undergo further FDA validations.



Advanced Mobile for Infor EAM – Total Solution Offering

Advanced Mobile comes packaged as a complete mobile solution offering inclusive of mobile software, professional services, mobile device hardware, software/hardware support, and all installation/ deployment services.

- **Professional Services**
  Infor and their extended mobility partners provide domain expertise configuring the Advanced Mobile platform specific to industries, vertical markets and unique customer business requirements. Through a proven project methodology, professional services will ensure proactive planning that includes solution design, development, implementation, and post implementation support.

- **Mobile Device Hardware**
  Infor provides a packaged mobile hardware offering that combines mobile hardware, related accessories, and deployment services. A variety of mobile hardware devices and related accessories (including handheld devices and tablets both ruggedized and consumer grade) are available, including the pre-certified INF-1100 optimized for Infor EAM mobile processes.

- **Deployment Services**
  Value add deployment services include pre-loading of the Advanced Mobile software on each mobile device, battery charging, diagnostic testing, kitting, and shipping. Additionally, Infor customers can take advantage of tailored programs to include cellular device activations, device *"spares"* management, and device deployment training.

advanced™ MOBILE

DIRECT: +1 (800) 260 2640