

PEOPLESOFT ENTERPRISE MAINTENANCE MANAGEMENT 8.9



Streamline Maintenance Operations

Manage Full Asset Lifecycle

Lower Total Cost of Ownership

Oracle's PeopleSoft Enterprise Maintenance Management is a new application to complete the Enterprise Asset Management ("EAM") cradle-to-grave solution. EAM provides the ability to control costs and improve visibility across the asset lifecycle. From capital planning and budgeting, through project management and operations, to maintenance and retirement, EAM provides the tools necessary to control and fully exploit your asset infrastructure.

At the center of the EAM solution, PeopleSoft Maintenance Management enables organizations to streamline operations, facilitate compliance, and eliminate costly, inadequate custom integrations to third-party systems.

When organizations combine PeopleSoft Maintenance Management with other applications, such as PeopleSoft Enterprise Project Costing, Asset Management, Purchasing, and Inventory 8.9, they gain a solution that enables them to prioritize assets and ensure they are administering the right level of investment to meet utilization and financial goals. PeopleSoft Maintenance Management also supports the new PeopleSoft Enterprise Real Estate Management and IT Asset Management applications with self-service requests for facilities and IT service work.

Solution Highlights

- **WORK MANAGEMENT** - Develop efficient, cost-effective processes and templates for maintaining physical assets and maximizing asset performance.
- **RESOURCE ASSIGNMENTS** - Assign equipment and human resources to work orders, matching work order requirements to availability, skills, and locations. Optimize utilization and effectively manage workloads.
- **PREVENTIVE MAINTENANCE** – Identify and establish recurring maintenance schedules, automatically generate forecasts of work before work orders even appear in the system, and generate work orders automatically to save time and administration.
- **SUPPLY CHAIN MANAGEMENT** - Recognize material need from work orders and determine availability; select vendors; automatically replenish stock; and view storage area stock levels across the enterprise to minimize inventory balances and unnecessary spending.
- **CAPITAL PROJECT SUPPORT** – Plan and schedule technicians, materials, contracted services, and tools, and streamline capital project accounting processes.
- **WARRANTY RECOVERY** - Automatically load warranty claims with the parts that caused a failure, identify the downtime and repair cost, and track progress in collecting funds from the manufacturer or supplier.
- **FAILURE ANALYSIS SUPPORT** - Capture and understand the reasons why failures occur. Identify the remedy for those failures; template solutions to speed time to repair and raise quality; determine the impact of different failures; and make informed decisions about which assets require preventive maintenance measures.
- **EQUIPMENT COST ANALYSIS** - View summarized and detailed cost breakouts for equipment and components, and view equipment costs grouped by defined criteria.

Solution Integrations

- Required Applications: Maintenance Management, Project Costing, Purchasing, Financial Asset Management
- Highly Recommended Applications: Inventory, ALM Portal Pack, General Ledger
- Related integrations:
 - Project Portfolio Management, Program Management, Strategic Sourcing,

- Services Procurement, eProcurement, Resource Management
- Human Resources, Help Desk, Internal Controls Enforcer, EPM Analytics
- Real Estate Management, IT Asset Management, Computer Aided Facilities Maintenance partner integration

Streamline Maintenance Operations

Streamline maintenance operations with configurable work orders capable of supporting a variety of approaches to planning and scheduling of maintenance. The express work order is for technicians and equipment operators to rapidly identify problems. The full-feature work order addresses the needs of maintenance planners and schedulers, although it can also be used for shops that allow technicians to “self-assign” work. Work order templates are used to rapidly create work orders, auto-generate Preventive Maintenance work orders, and auto-populate accounting codes. PeopleSoft Maintenance Management also provides the ability to generate a work order from an IT Help Desk case and have the work order update the case as the work proceeds.

Express Work Order

Work Order ID: NEXT **Status:** Created
Description: Oil change needed **Work Order Type:** Corrective Maintenance
AM Bus Unit: US001 **Service Group:** Maintenance Service
Asset ID: 000000000005 **Shop:** Shop A
Asset Location: US001 **Priority:** High
Asset Criticality: 00 **Scheduler Code:** VP1 [Schumacher, Kenneth](#)
Originating Work Order: 1

[Hide Resources](#) [View Work History](#) [Asset Warranties](#) [Attachments](#) [Supplemental Data](#)

[Inventory](#) [Purchase/On-hand](#)

Equipment Parts List

Inventory Requirements							
Details Default Settings Estimated Cost Ess							
Line No.	Item ID	Description	Planned Quantity	UOM	Item Type	Delivery Flag	Delivery Instructions
1	OILFILTER	Oil Filter	1	EA	Inventory	<input type="checkbox"/>	Not Specified

[Save](#) [Notify](#) [Refresh](#)

Key work order features include:

- 2 versions of the work order: express & full-feature
- Flexible work order statuses, data fields, security, and behavioral rules
- Multi-task work orders to facilitate maintenance of multiple assets with a single work order
- Component change-out functionality and automated accounting for change-outs
- Configurable work order types
- Ability to generate work orders from IT Help Desk cases
- Work order accounting defaults based on templates
- Work Order templates for rapid creation of new work orders
- Configurable workflow approval
- Warranty claim generation
- Proactive user alerts of existing hazards, safety checklists, and warranties

For shops that identify resource requirements for maintenance work and schedule the resources, Work Order Schedule pages provide for scheduling labor, inventoried items, non-inventoried items, and tools. Users can search the pool of technicians

inside and outside of a given shop and receive a recommendation based on qualifications and availability. PeopleSoft Maintenance Management even helps you search for tools by determining what is available and allowing you to assign the tools to work orders. For inventoried items, PeopleSoft Maintenance Management examines the supply chain to determine the earliest date items are available and places demand on inventory to affect balances and trigger replenishment.

PeopleSoft Maintenance Management facilitates the implementation of best practice preventive and scheduled maintenance.

Key features of the preventive maintenance (PM) scheduling feature are:

- Attach PM schedules to assets, locations, or asset collections
- Generate work orders automatically according to templates and user-definable default values
- Support blackout periods
- Drive the creation of work orders by either time, meter readings, or a combination of both
- Generate PM work orders within a user-defined percentage of the maintenance being due
- Let users control scheduling options (e.g., allow multiple or only one open PM work order at a time, only generate a work order one time, etc.)

To cope with the administrative overhead of submitting warranty claims, PeopleSoft Maintenance Management enables maintenance managers to check a box on each Work Order task indicating that the work and costs should be recovered from a 3rd-party.

Key Warranty features include:

- Standard warranties to streamline association of warranty terms to asset/equipment records
- Ability to automatically copy work order maintenance data into a warranty claim to streamline the process of recovering costs
- Warranty claim management facility to track recovery of costs from manufacturers/suppliers

Manage Full Asset Lifecycle

PeopleSoft Maintenance Management provides role-specific workbenches and interactive work order tracking to organize and prioritize asset maintenance work rapidly. The Work Order Workbench for planners and schedulers and the Technician's Workbench allow users to select and prioritize work for their specific needs. The workbenches assemble key information about the task, schedule, resources, instructions, and assets, while making detailed information accessible via drill down.

- Work Order workbench:
 - Personalize work order views to filter which and how work orders display
 - Rapidly review and evaluate work progress
 - Prioritize work orders
 - Access resource assignment information
 - Modify work dates
 - Access key asset information to make informed decisions quickly

- Technician workbench:
 - Rapidly identify and prioritize work
 - Access work instructions, checklists, and documents
 - Generate pick lists
 - Record time, materials, and tool usage
 - Record meter readings
 - Record parts responsible for causing failures
 - Capture the information necessary for failure tracking and analysis

PeopleSoft Maintenance Management's PM engine not only streamlines administration for routine maintenance work, but also offers work projections based on schedule patterns, meter reading forecasts based on samples of past readings, or both. The application provides the ability to download projections and actual work orders to Microsoft Project to facilitate workload planning and balancing. PeopleSoft Maintenance Management provides the tools for organizations to take control of warranties, as well. To prevent unnecessary repairs and maintenance, PeopleSoft Maintenance Management proactively notifies users with visual indicators, when there are warranties in effect for an asset and allows the user to click a hyperlink to access the associated warranties.

Lower Total Cost of Ownership

One of the most important benefits of PeopleSoft Maintenance Management is its extensive, "out-of-the-box" integration to the PeopleSoft Supply Chain, Financial, Human Capital, Project Management, Help Desk, Real Estate, and IT Asset Management applications. With integration delivered as part and parcel of the PeopleSoft EAM solution, organizations can focus on the business of constructing, operating, and maintaining assets, not software. Eliminating costly integrations to 3rd-party systems lowers total cost of ownership, improves the quality and integrity of data and reporting, and enables focus on the business issues of streamlining and optimizing the supply chain, improving workforce and asset utilization, lowering the cost of accounting, and raising the ROI on projects. With PeopleSoft Maintenance Management, organizations can direct limited budget to real business value drivers, not software system integrations.

Oracle's PeopleSoft Enterprise Financial Management Solutions

Oracle's PeopleSoft Enterprise Maintenance Management is part of our comprehensive suite of powerful financial transaction and analytical applications. These solutions empower organizations to drive enterprise value with integrated business processes that deliver financial plans, self-service collaboration, transactions, controls, and measurements to all aspects of the business. More than 30,000 companies in 150 countries have licensed Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, and JD Edwards World solutions.