DATA SHEET

Infor EAM version 11.7

Go further in your maintenance journey with the latest Infor® EAM update, which provides unprecedented value. Available for customers in Infor's multi-tenant cloud deployment as well as those who utilize EAM on-premises.

Key benefits

Infor EAM's version 11.7 release has plenty of new features, industry–specific capabilities, as well as customer-led enhancements to existing EAM capabilities on desktop and mobile. Customers can anticipate accelerating deployment of Asset Performance Management capabilities with introduction of RCM templates and RCM failure mitigation capabilities. EAM continues to deliver advanced data science capabilities to simplify some of the most complex asset management challenges with the introduction of a new Constraint Optimizer module, including Asset Investment Planning features and additions to the existing Optimized Scheduler capabilities. The 11.7 release also features helpful improvements to the Digital Work mobile application. More than 100 such advancements were made across the product, based on feedback and collaboration with customers and partners.

Infor EAM users will find detailed documentation through **Infor Concierge**.

Key features and functionality included in Infor EAM 11.7

Multi-tenant and on-premises

The improvements from the 11.6.1 release were previously only applicable to multi-tenant cloud customers. All these improvements are now available on the 11.7 release, whether customers are on-premises or in the cloud.

Introducing Constraint Optimizer

Now the Optimized Scheduler module, introduced in the 11.6.1 release is becoming part of a bigger component to provide an optimal output for certain constraint-based business use cases. Called EAM Constraint Optimizer, this component gathers the Optimized Scheduler, an innovative cloud-based tool that leverages data science and machine learning capability, as well as brand new functionality called Asset Investment Planning, which informs understanding of what should be a long-term strategic goal or road map on how to invest in one's most critical asset infrastructure.

We'll include more and more use cases with the Constraint Optimizer solution. Expanding this capability will be a key focus for future releases. We'll be able to solve multiple different use cases for customers and hence bring additional value with data science and machine learning.

Compatible units

FERC unit estimates calculation by accounting codes and fixed asset code

Asset investment planning

Data science tools for assessing and prioritizing capital investment options

Equipment 360

Configurable dashboard to visualize key metrics related to assets

Asset performance management

RCM templates, RCM failure mitigation

Digital work

GIS WO map view, store-to-store issue/ receipt/requisition, custom reports, permit to work contractor signoff

Core product updates

100+ improvements to core EAM capabilities (user group data spy, import utility performance improvements etc.)

Mobile updates

Increased start/stop work support, resolution handling on repair checklist lines, screen designer for rapid request

Voice of customer

Customer suggested product improvements, and enhancements requests

Asset Investment Planning

AIP is part of the Constraint Optimizer module and helps organizations to create long-term strategic plans for equipment investment, refurbishment or replacement, capital projects, or a combination of both to understand what's the optimal way of deploying capital. By analyzing different funding scenarios, organizations will ensure critical assets have adequate funding to meet the level of service, provide regulatory reporting (i.e. State of Good Repairs) and gain long-term view of the capital investment plan. Companies can considerably improve the line of sight of investments with an AIP management system, from asset risk and need identification to project completion 10 to 15 years in advance, wherein each risk and need is measured, compared and, finally, prioritized.

Several Public Sector entities across the world require investment planning or asset management plans as a regulatory compliance requirement. The need for long-term strategic investment planning is not only related to facilities or roads and highways but can also benefit other industries.

Reliability-Centered Maintenance (RCM) updates

RCM templates—These templates are more user-friendly for customers and easier to deploy. Users can define a template for a particular set of assets on which they want to perform a failure mode and run risk analysis. The templates are also revision controlled, so every time a change is implemented, the revision details will change accordingly. Plus, users can track over a period of time how the template has changed and visibility (via the Where Used tab) into where a template is being applied to multiple and/or different types of equipment. A full approval process is included, with a control panel.

RCM Failure Mitigation—You'll find this new capability under the Equipment screen. RCM Failure Mitigation goes further into the failure risk associated with a specific type of equipment to track unmitigated risk level and unmitigated Risk Priority Number (RPN). Applying mitigation strategies helps identify and reduce overall failure risk, automatically calculate "mitigated" RPN based on mitigated probability, and take actions such as creating a PM schedule, maintenance pattern, or condition monitoring for a high-risk failure mode on a regular cadence. Over time, the probability, frequency, and occurrence of failures will go down and improve the overall asset performance.

Compatible Units improvements

Several new setup screens have been developed for the Compatible Units functionality. This allows customers to really track fixed accounting codes and support industry standards in Transmission and Distribution, such as FERC (Federal Electric Regulatory Commission) and regulatory reporting around fixed asset reporting.

In addition, users can now define overhead codes for laborers, parts, or services, with the associated calculations. Users can also generate work order activities on a child work order, to ease the definition and execution of business operations related to maintenance and construction activities in project-based industries, and support various business process and adjustment scenarios.

Asset 360

Equipment 360

The new EAM capability related to visualizations and dashboarding gives users a view into the most important aspects of equipment. It also allows them to dashboard the key business drivers and KPIs related to assets. The dashboard is highly configurable, and users can add and personalize widgets to gain insights into their key business metrics, leveraging the right chart type with information that matters most to the end-user. This is only the beginning of Equipment 360. Widgets and different types of charts will expand based on users' feedback.

Rapid Request

Rapid Request, in the EAM mobile ecosystem, brings significant updates for greater flexibility in how information is captured. These include new fields for equipment, supplier, service code, department, and the service category. Users can now identify the specific equipment associated with their department and the precise location of the request being logged (latitude and longitude) is automatically captured.

Equipment Ranking and correction score

Access the ability to track both age-based and condition inspection-based (inspection Work Order or ranking survey) condition scores for equipment (including linear equipment). The system will automatically calculate the condition score based on the actual inspection that has been performed on a given correction.

180+ enhancements to Infor EAM's core solution
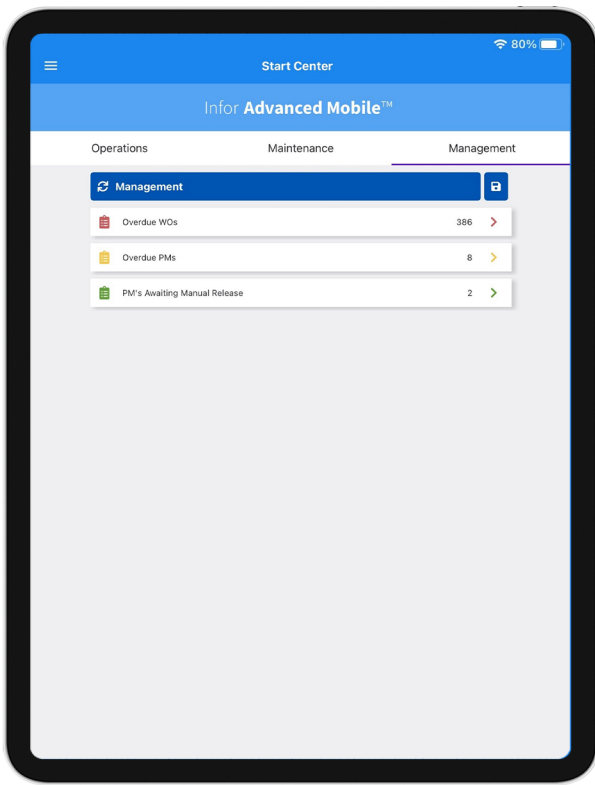
Group data spies

In addition to existing global data spies, administrators can now also create global group data spies. This would allow all users in the selected user groups to be associated with the data spy.

Data spy advanced Filter Control (ER 61249)

New install parameter CPAFILTR now offers customers control if the advanced filter for data spies is copied over to other users.

Meter reading

Several improvements have been made to the meter reading capabilities within EAM to allow viewing and searching of all historical meter readings for the equipment including different unit of measures, support for negative readings for up/down meters.

Calibration

Now calibration includes alert tolerances which can be rounded to specified precision level, allowing users to cascade percentage or absolute values across all test points for a selected record.

Import activities from standard work order

The new "Import Activities" link has been added to move activities from one or more standard work order activities to the selected work order.

User name added to checklist screens (ER 69402)

With this update, it's easier and more intuitive to find the name of the user who performed the checklist. (Previously only user ID information was available.)

ESRI ArcGIS Pro Support

EAM has now been certified for a standard integration with ESRI ArcGIS Pro.

Infor EAM Digital Work

Since its launch, Digital Work functionality has expanded to include improvements to technical infrastructure, additional screens and tabs, as well as many more user experience enhancements. This foundation provides EAM with more browser power in a mobile format. EAM Advanced Mobile is built for the users whose needs go beyond daily work order execution.

Advanced mobile—New screens and tabs:

• Issue/Return parts

• Store to store issues/requisitions/receipts

• Standard work orders

• Task plan/Tag translations

• Documents

• Employees

• Shifts

Field work—new tabs:

• Work order/Meter readings

Start Center

The operations, maintenance, and management inboxes from Start Center are now available in the Field Work and Advanced Mobile modules. They will appear on a single landing page for at-a-glance visibility. Use this new feature to configure links to a specific group of work, activities, assets, and more.

With these inboxes, your workers can quickly see what needs to be done and what's coming. You can also group these links into three different folders and segment various activities.

Support for advanced reports

Advanced Reports (REPC) are now supported providing more information available in the field. Here are few examples of new reports:

• PO status

• Work order list detail

• List of equipment details

• List of nonconformities

• List of PM schedules

• List of work orders

Geographic Information System (GIS) map view

GIS integration provides an easy-to-access view of asset location and history and makes it easier to pinpoint assets and access critical information prior to servicing. In Infor EAM 11.7, the GIS map view includes:

- **Radius localization**: Gain the ability to define a radius based on miles or kilometers around the user to help segment the features like equipment or existing addresses for which the system will display work orders.

- **Predictive search**: Use an advanced search that pulls up suggestions of what the user may be looking for while typing the name of an asset already accessed or an address.

- **Add work order:** Once the search result displays on the map view, you can add a work order from this screen or can jump from the feature selected on the map view directly into the work order screen and keep moving onto daily activities making sure work is getting done accurately and on time.

Global search for parts: This new feature (on the parts tab of work orders) sets the default search to look at all fields. Whether users are looking for a part code, a part description, or other fields, global search quickly navigates to the relevant record.

Permit to work signoff: Capture physical signatures when working with contractors on dangerous equipment or highly complex equipment. Users can capture a physical signature to indicate that they've gone through all safety steps to make it a safe working environment.

Industry specific enhancements: Transit. Manufacture. Fleet mobile highlights

Infor EAM 11.7 upgrades, enhancements, and additional functionality are based on continuous feedback and suggestions from Infor clients. Latest version functionality, while available and applicable for use across all asset-intensive organizations, has been built to address each industry's unique operational and market needs:

- **Sync Data spy**: Quickly adjust which data is downloaded to the device.

- **Expanded File Types:** Offers the ability to upload additional file types as attachments, such as: .doc, .docx, .xls, .xlsx, .pdf.

- **Image resize**: Enables you to select file size when uploading a photo.

- **Closing location**: Captures the device's location when a work order is closed.

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