



Enterprise Asset Management Computerized Maintenance Management Systems



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Managing Maintenance as a Business



Maintenance costs continue to capture the attention of senior management as the investment and reliability in assets become increasingly greater. Over the past twenty years, maintenance management has been recognized as essential to the core business operations. In fact, maintenance IS quite simply a business, a critical service business. And *Managing Maintenance as a Business*™ is why EPAC Software Technologies is a recognized leader in the Enterprise Asset Management/Computerized Maintenance Management System arena.

EPAC's EAM/CMMS solution, *ePAC*, comprehensive functionality spans the requirements of any maintenance operation including asset record keeping, work order management, inventory management, preventive maintenance planning, requisitions/purchasing and technician management. Designed to maximize technician and end user productivity, EPAC has developed a flexible and intuitive user interface that significantly reduces implementation efforts and total cost of ownership. Recognized by Plant Engineering Magazine as **Product of the Year**, *ePAC* Mobile embraces mobile technology to allow for real-time interaction via Personal Digital Assistants (PDAs) and eliminate paper flow. If your choice is to deploy *ePAC* via the web, our system design provides you that option as well as the traditional client server solution. Our key is delivering flexibility in meeting and exceeding the needs of our customers.

ePAC is built and deployed on the **Microsoft .NET®** technology platform allowing us the latitude to easily build, manage, deploy and integrate with other system solutions within an operation. Whether you are a single site or a multi-company enterprise with ERP, Financial Management or any assortment of business applications, *ePAC* can address the exchange of information within these environments to seamlessly integrate and communicate. Our technology framework allows our customers to easily *Manage Maintenance as a Business*.

EPAC Software Technologies EAM/CMMS solutions have the adaptability to meet the unique requirements of a variety of business settings. Whether your industry is manufacturing, government, health care, hospitality, service or facilities management, EPAC has the appropriate feature set to address your unique requirements.

*Striking the fine balance
between service and
cost demands the best
practices supported by
the best tools...
award winning...*

EPAC EAM/CMMS



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EPAC Features & Functions



The EPAC EAM/CMMS solution is based on a combination of ease of use and functional robustness. By considering the needs of both management and maintenance personnel, ePAC offers a variety of powerful features and functions delivered on the Microsoft .Net® platform.

ASSETS

- Asset RIME Criticality
- MTTR, MTBR, MTBF
- Asset Groups
- Auto Bill of Material creation
- Real time financial information
- Parent/Child relationships w/cost
- Critical Asset Identification
- Lockout/tag out procedures
- Asset Move / Renaming

PM PLANNING / SCHEDULING

- Blackout dates (seasonal PM's)
- Nesting/Shadowing tasks
- Calendar: days, wks, months
- Common Tasks
- Variable time fences
- Continuous, rollover, read/reset meters
- Auto Generate

INVENTORY

- Multiple-location Storeroom
- Min/Max Levels with auto-set feature
- Unlimited suppliers & supplier part numbers
- Unlimited manufacturer & manufacturer part numbers
- Auto forecasted requisitioning
- Auto ABC Stratification
- Auto-build bill of material for assets
- Critical Spare Tracking
- Auto Issue on Receipt
- Order to stock conversion
- Actual Costing: FIFO, Avg & Std
- Where Used

REQUISITIONS / PURCHASING

- Approval by dollar amount
- Change orders
- Consolidated requisitions
- WO Cross Reference
- Document Linking

SECURITY

- Security at validated table level
- Security at site, group, user level
- Add, delete, update, view rights

WORK ORDERS

- Automatic e-mail notifications
- RIME priority
- RCM (Reliability Centered Maintenance)
- Root cause analysis by RCM Group
- Real-time financial information
- Document/Image integration
- Downtime tracking
- Parts planning
- Auto part requisitioning from work order
- Customer Satisfaction Survey
- Auto Follow-Up

SERVICE REQUESTS

- Web Based or Client Server
- Auto e-mail of status changes
- Inquiry capability

MOBILE SOLUTIONS

- Wireless Asset Tracking
- Wireless Storeroom Management
- Wireless Work Order Management
- Wireless Inventory Tracking

GENERAL

- Multi-site/Multi-plant
- Advanced Query & Retrieval
- Ad-hoc/User defined Reporting
- Standardized Reporting – Over 100 Reports
- Maintenance Performance Index
- Field Labels based on User Group
- Form Personalization by User Group
- Data Collection-Bar Coding
- KPI's
- Customer Survey
- Document Linking
- Account Budgets



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Maintenance Performance Index®



The maintenance professionals at EPAC Software Technologies recognize that maintenance performance measurements may differ from organization to organization. What may be the most important measurement in one organization may not have the same priority in another. The Maintenance Performance Index (MPI)® is an exclusive feature of ePAC EAM / CMMS which enables each organization to prioritize their maintenance metrics consistent with their goals and objectives.

Maintenance Performance Index® is comprised of general performance categories such as:

Reliability
Workforce Productivity
Materials Management
Customer Service
Financial Performance

Within each category, several common metrics have been defined for which the organization may identify their target value. ePAC will compare the actual value for the metric and determine the level of achievement. Through a series of calculations, a composite MPI is calculated which can range from zero to one-hundred plus, for exceptional achievement.

The Maintenance Performance Index (MPI)® is indicative of the innovation and industry leadership of the professionals at EPAC Software Technologies and our philosophy of *Managing Maintenance As A Business*®

Maintenance Performance Index (MPI)®

*An innovative and common
sense approach to measuring
Maintenance Performance*



"Managing Maintenance As A Business"® and "Maintenance Performance Index"® are Registered Trademarks of EPAC Software Technologies, Inc.



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Professional Services



EPAC Software Technologies' Professional Services Organization understands that implementing an EAM/CMMS solution is about change. EPAC professionals strive to comprehend the dynamics of those changes that are unique to each customer we serve. By combining our award winning software solutions with a maintenance management experienced team of educators and consultants, EPAC delivers successful implementations.

With ePAC's highly intuitive design, combined with our focused professional services, end users quickly embrace the software reducing overall implementation cost and time. The keys to our success is setting and managing realistic expectations, developing a plan in a collaborative fashion with our customer, and delivering an effective knowledge transfer. Recognizing the uniqueness of each our customer's needs, EPAC offers five different service levels to support the implementation process:

Classroom: Classroom training at EPAC facilities with pre-defined course materials organized by module and functional positions.

On-line: Interactive On-line Training that covers course material via the internet with interaction with EPAC educators

On-site: On-site training and education that supports a customer-led implementation

Turnkey: A complete turn-key implementation that is led and delivered by EPAC Software Technologies.

Strategic: An optimized program for total improvement in overall maintenance performance combined with the implementation of EPAC EAM/CMMS.

Our professional services are delivered both on-site and on-line and include the following:

- | | |
|-------------------------|---------------------------|
| Program Management | Data Conversion |
| Project Alignment | System Interfaces |
| Implementation Planning | Train-the-Trainer |
| Software Installation | End User Training |
| Core Group Training | Go-live Support |
| Functional Setup | Best Practices Consulting |

The goal of EPAC Software Technologies Professional Services and Technical Support organizations is delivering implementation success. Success is our customer's realization of tangible benefits from having selected EPAC EAM/CMMS.

"We were so impressed with how easy ePAC was to learn and start using right away, that we knew it was the right choice"

Murray McAdams
Maintenance Manager
Raytheon Corporation



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Technical Support



EPAC Software Technologies Technical Support Group's mission is issue resolution...by listening to our customers our team can engage in meaningful diagnosis and timely resolution to insure the highest level of customer satisfaction. Our help desk is designed for responsiveness. In order to continuously improve the level of service our customers receive, EPAC Technical Support monitors and measures call performance from a timing and resolution perspective. We routinely solicit customer feedback to gauge the quality of our efforts.

Our technical support includes:

- Telephone Help Desk Support
- E-mail Support
- Remote support (meeting center)
- Web access software updates

Custom programs are also available to meet the unique requirements of our customers.

In the end, the goal of EPAC Software Technologies Support and Services organizations is delivering implementation success. Success is our customer's realization of tangible benefits from having selected ePAC EAM/CMMS.

*"I would like to say
thank you to the EPAC
Technical Support
Group. You guys
are responsive and
patient. You have been
a tremendous help
during our start phase"*

Sam Henley
Plant Engineer Manager
Goodrich Corporation
Turbine Component Services



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Price List

Core Modules

Description	Price		Unit
	SQL Server	Oracle	
ePAC Software Licenses > ePAC On-Premise Work Orders Assets Calendar PM Inventory Requisitions Meter PM Scheduling Purchasing Supplier Query Builder Document Linking Reports Security Technicians MPI	\$ 1995	\$ 2560	Per Concurrent User

SaaS Option = \$99 per month, per concurrent user (Minimum 3 Users)

*** Only requires an internet connection to access**

Add-on Features

Description	Price	Unit
Service Requests > Manages requests for maintenance from non-maintenance personnel	\$ 995 \$ 1980 \$ 2980	50 Requestors 100 Requestors Unlimited requestors
Request Notification Pop-up Utility > Notification that new requests have been submitted	\$ 495	Bundled Per 5 PCs
Asset Tracking > Asset Inventory - 1 Mobile License Included > Create and Move Assets	\$ 2495	\$495 Per PDA License
Requisition/ Purchasing Approval Routing > User defined approval routes > Works with company's email system	\$ 2495	Bundled Per 5 Approvers
Mobile Work Order Software Subscription > Standard Work Order Functions	Starting at \$600/yr for 3 Users	Per Named User
Mobile Inventory Manager Software Subscription > Issues, receipts and cycle count	Starting at \$600/yr per User	Per Named User
Multi-site Software Licenses > Corporate solution providing multiple sites in single database	\$ 695	Per Site
Auto Meter Import Software Licenses > Auto import meter readings	\$ 995	Add-on
Annual Maintenance Contract > 1 st 60 days free > Toll free technical support > Future upgrades	18% Of Software List Price Minimum \$ 525	Add-on

ZingCheck - Mobile Check List Software Subscription

- > Develop Custom Check Lists for facility tours
- > Create Work Orders, Meetings, Messages

Starting at \$900/yr per User