Research Organization User Group Meeting

Infor EAM @ CERN – An update

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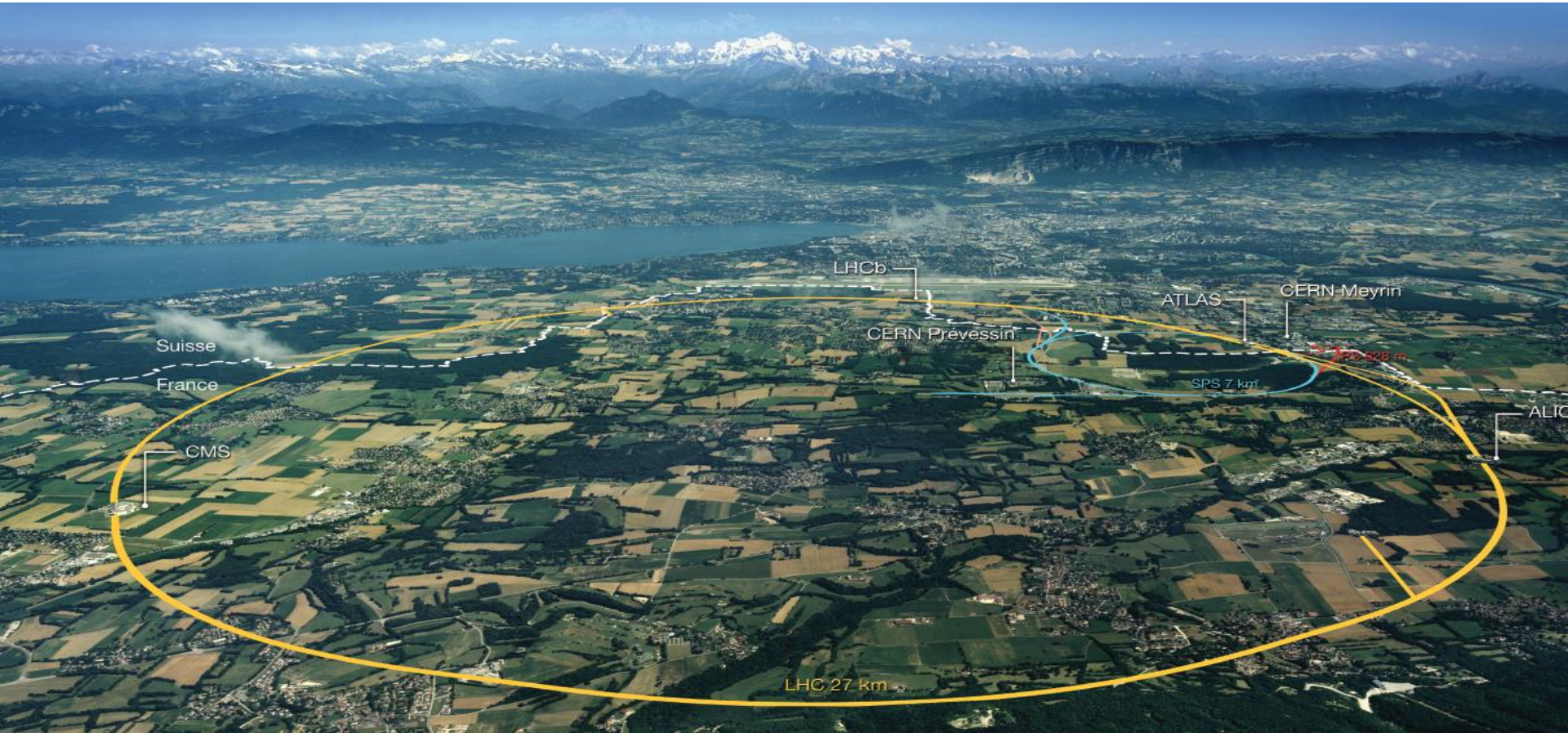
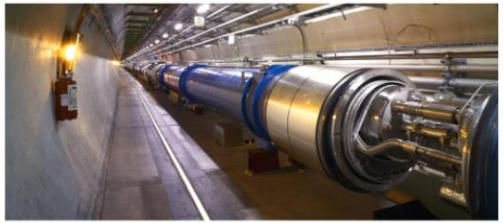
Asset & Maintenance Management
CERN, Engineering Department

The Large Hadron Collider - LHC



Infor EAM: Used CERN-wide



Infor EAM at CERN: Offering

Infor EAM
Full / Expert Web Interface

EAM Light
Simplified Web Interface

Infor EAM Mobile
Offline Tablet Application

User Interfaces

Equip. Management
- Technical Characteristics
- Structures & Relations
- Asset Inventory
- Equipment Configuration
- Meter Readings
- Warranty Management
- Linear Equipment
- Operator Checklists
- Financial Depreciation (PPE)
- Costs Management
- Replacement Forecasting
- History Log
- Etc…

Work Management
- Correction Maintenance
- Preventive Maintenance
- Predictive Maintenance
- Resource Management
- Inspections & Checklists
- Deferred Maintenance
- Reliability Calculations
- Scheduling & Load Balancing
- Project Management
- Maintenance Campaigns
- Contract/Rental Management

Part Management
- Materials Management
- Store Management
- Stock Replenishment
- Store Issues & Returns
- Physical inventory Count
- Goods Receipt & Return
- Associated Material Lists
- Pick lists Generation
- Kit Management
- Material Analysis
- Purchase Order Generation
- Requisition Generation

Business Intelligence
- PDF Report Generation
- Interactive Reports
- KPI Calculations
- Dashboards
- Data Warehouse
- Alerts & Warnings
- Filtered Inboxes
- Performance Analysis
- Data mining
- Planning & Forecasting
- Compliance documents

System Integrations
- GIS & CERN Locations
- CCC/TI & Service-Desk
- Layout DB
- TREC & RADOS
- MTF
- SCADA / PVSS
- IMPACT & Planbook
- EDH & AIS Foundation
- BAAN
- ADAMS
- SAILOR
- GESMAR
- EPAK

Document Management
- Leveraging the full EDMS/CDD Functionality & Data
- Equipment Documentation (Specifications, Drawings, Photos,…)
- Work Order Documentation (Reports, Measurements, Photos, Videos,…)
- Parts Documentation (Datasheets, Drawings, Specifications, Photos,…)

Growing usage: “The LS2 effect”

May 2019

22k
Work Orders Completed

1400
Different Users

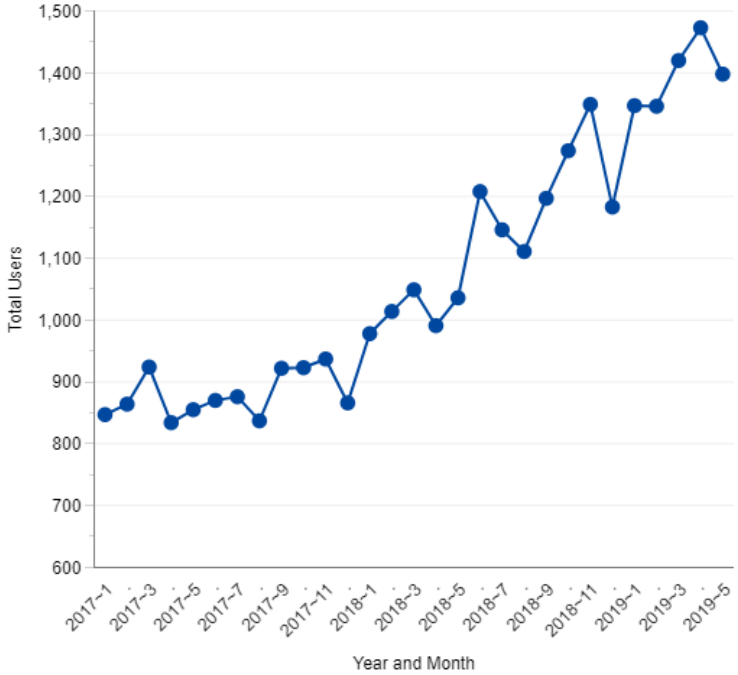
May 2018

10k
Work Orders Completed

1000
Different Users

Average: 1000 WO closed per day!

Already 2600 users in total in 2019!



Infor EAM at CERN: In numbers

2.4 M
Equipment

>200 k
Work Orders / year

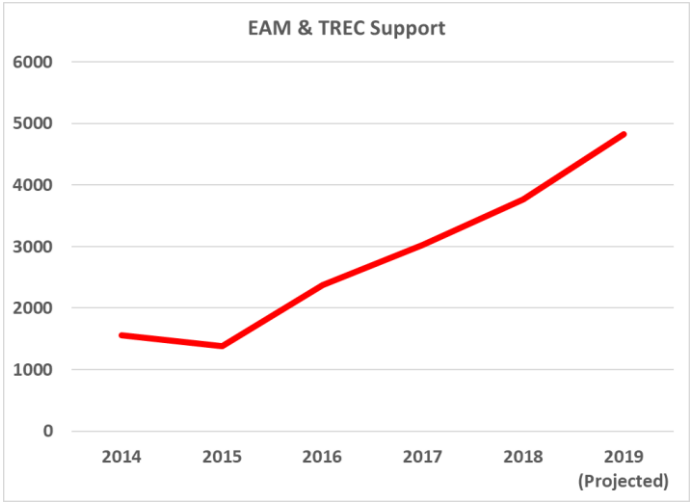
5000
Check List Items / day

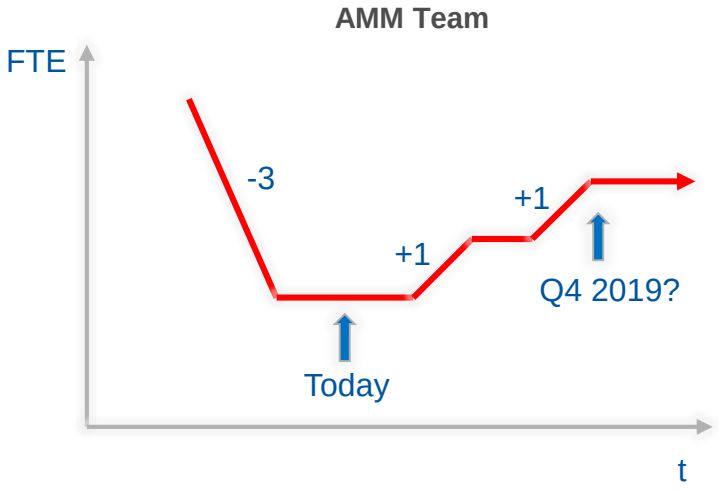
92 k
Part References

1 M
Attached Documents

2800
Users

Support Tickets vs Team..





- A growing number of support tickets.
- The support team is not growing…

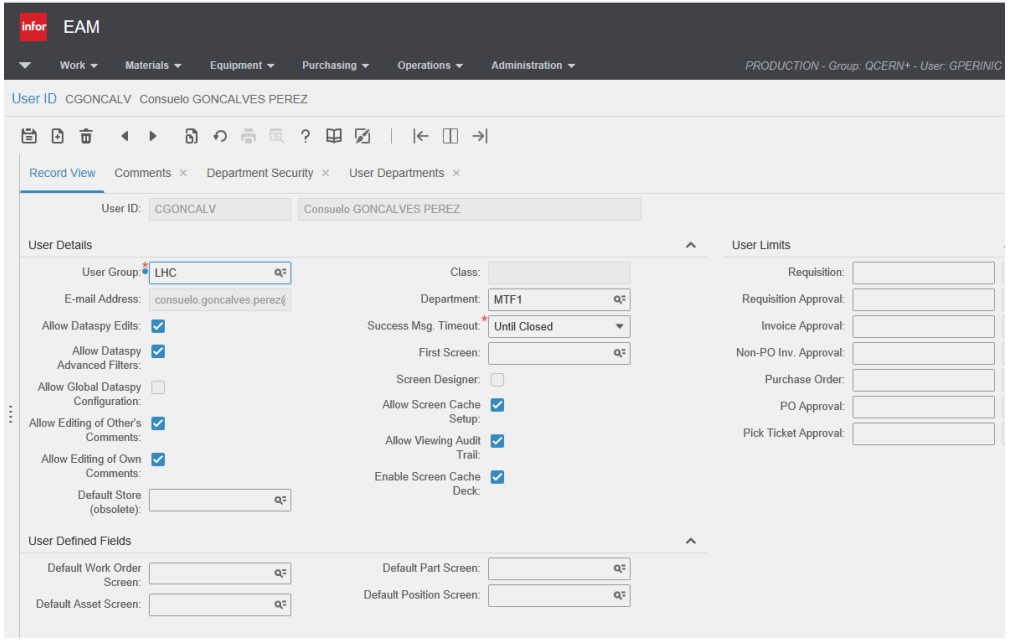
We are doing our best but please bare with us until reinforcement is in place…

Local Administration Tools

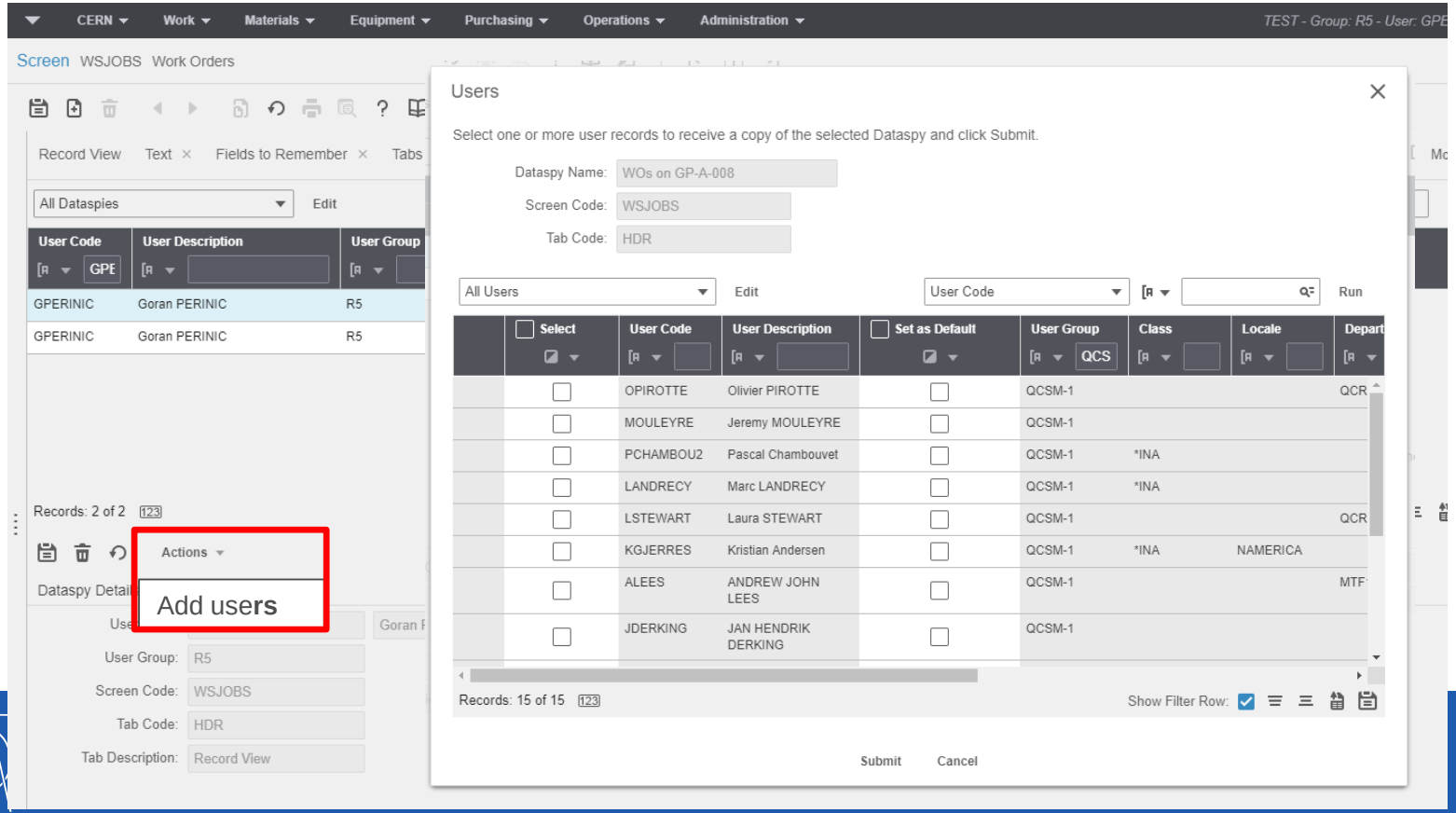
- We will start asking you for names of local administrators in each group / service.
- Training will be provided by us and a list of local admins will be provided on the CMMS Service page. (www.cern.ch/cmms-service)
- The goal is to make you more autonomous for tasks where we currently just are slowing you down and our added value is limited.
- Examples of administration tasks:
  - User group management
  - Dataspy management
  - Asset creation
  - Barcode printing
  - Etc…

User Management (in Prod)

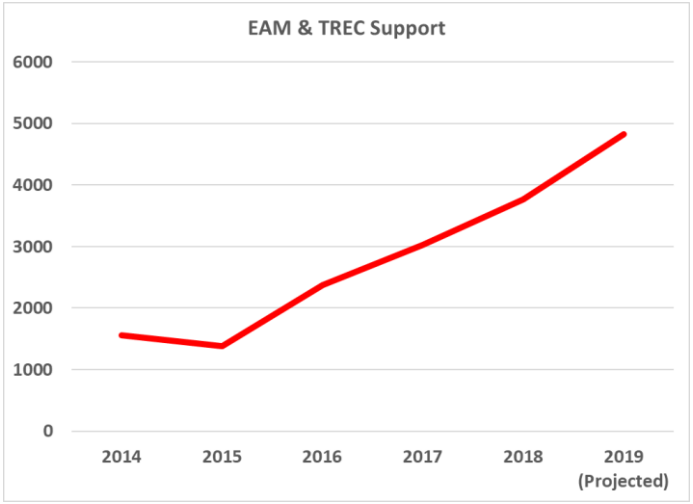
Who?		Can manage..
System administrator		all users
Local administrator		all users in the same department and group
Standard users		nothing

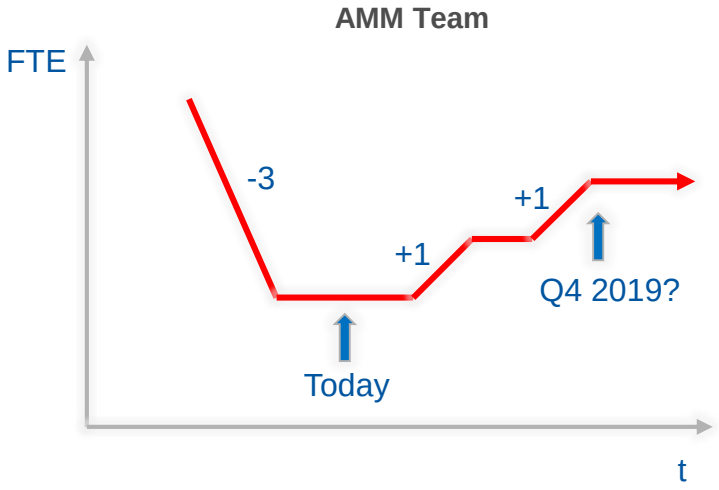


Dataspy Management (in Prod)



Support Tickets vs Team..





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Materials/Part management

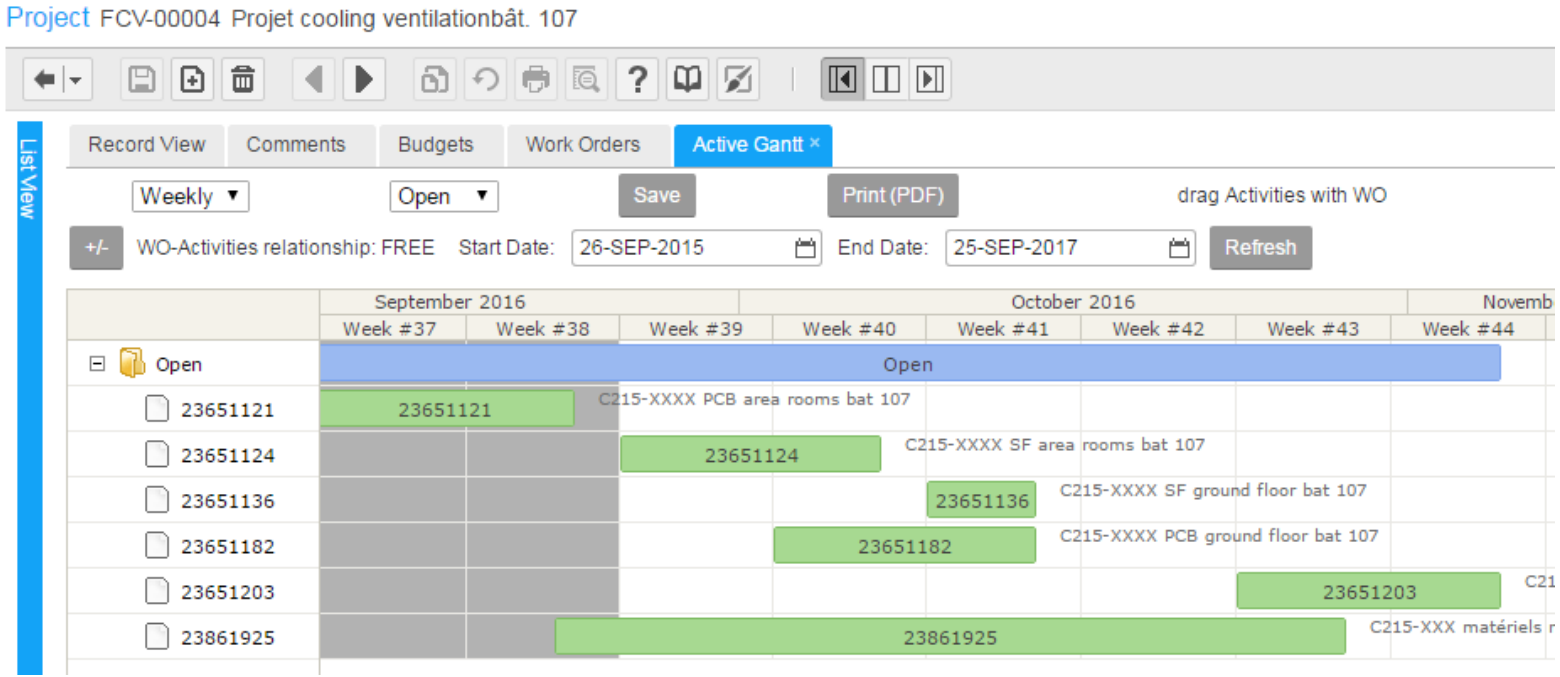
Constant increase use of Part management

- Large groups use full capabilities. (Picklists, forecasting, etc.)
- Smaller groups focus on issue/return transactions.

Kiosks for self-service store rooms

- Based on our EAM Light platform.
- Introduced in 20+ stores.
- ***Issue a part should be easier than the self-check-out at the local supermarket.***

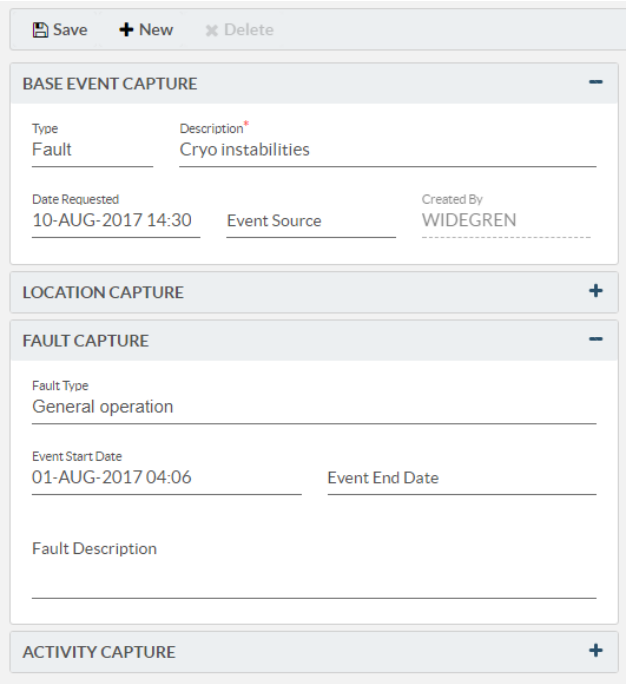
Work Planning & Scheduling



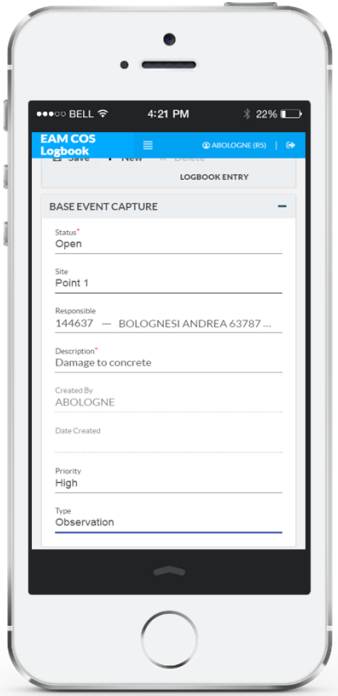
EAM Logbook

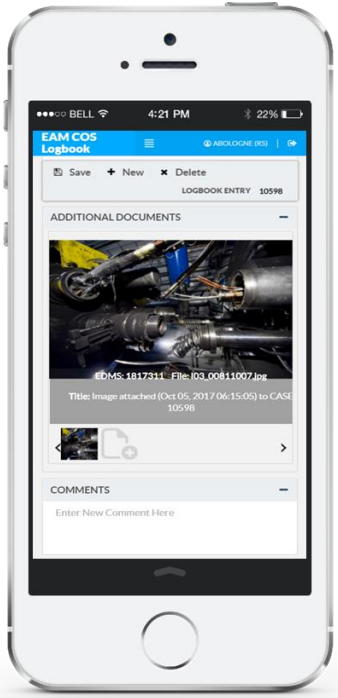
What is a Logbook?

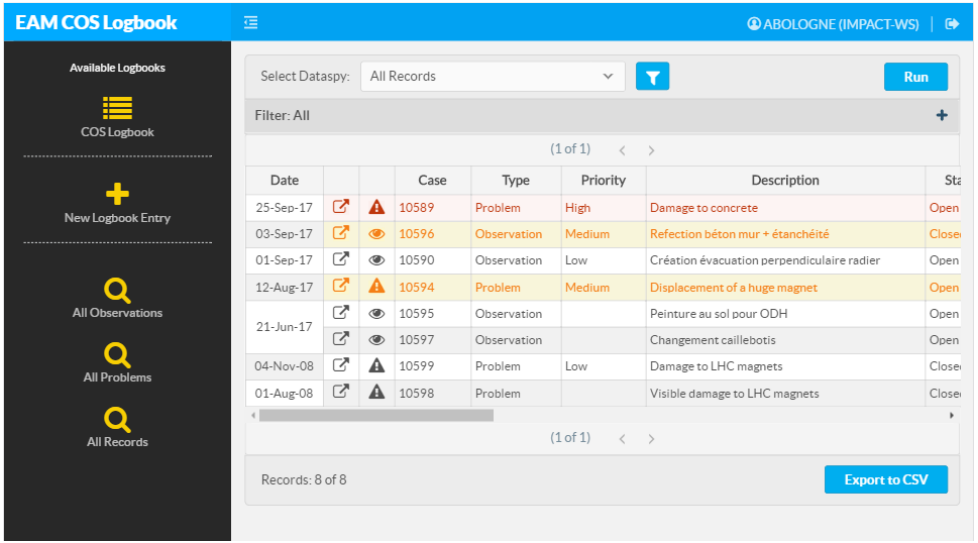
- A possibility to log events, observations, issues that are not (or not necessarily) corresponding to interventions/repairs (Work Orders).
- An entry in a logbook does not have to be associated to a precise equipment, but can be of a more general nature.
- Is supported since the last version in Infor EAM.



EAM Logbook


BELL 4:21 PM 22%
EAM COS Logbook
LOGBOOK ENTRY
BASE EVENT CAPTURE
Status*
Open
Site
Point 1
Responsible
144637 — BOLOGNESI ANDREA 63787 ...
Description*
Damage to concrete
Created By
ABOLOGNE
Date Created
Priority
High
Type
Observation


BELL 4:21 PM 22%
EAM COS Logbook
Save
New
Delete
LOGBOOK ENTRY 10598
ADDITIONAL DOCUMENTS
EDMS: 1817311 File: I03_00811007.jpg
Title: Image attached (Oct 05, 2017 06:15:05) to CASE 10598
COMMENTS
Enter New Comment Here


EAM COS Logbook
ABOLOGNE (IMPACT-WS)
Available Logbooks
COS Logbook
New Logbook Entry
All Observations
All Problems
All Records
Select Dataspy: All Records
Run
Filter: All
(1 of 1)
Date | Case | Type | Priority | Description | Sta
25-Sep-17 | 10589 | Problem | High | Damage to concrete | Open
03-Sep-17 | 10596 | Observation | Medium | Refection béton mur + étanchéité | Close
01-Sep-17 | 10590 | Observation | Low | Création évacuation perpendiculaire radier | Open
12-Aug-17 | 10594 | Problem | Medium | Displacement of a huge magnet | Open
21-Jun-17 | 10595 | Observation | | Peinture au sol pour ODH | Open
21-Jun-17 | 10597 | Observation | | Changement caillebotis | Open
04-Nov-08 | 10599 | Problem | Low | Damage to LHC magnets | Close
01-Aug-08 | 10598 | Problem | | Visible damage to LHC magnets | Close
(1 of 1)
Records: 8 of 8
Export to CSV

www.cern.ch