Asset Operations and Management

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Optimizing Asset Cost and Performance

Optimizing Performance

Integrated Asset Management

Improve Asset Effectiveness

SAP Innovations

Uncertain economic times call for tough decisions by asset managers. Staying competitive means looking for new ways to get the most out of an asset – assuring uptime, ensuring safety, mitigating risks, and reducing maintenance cost.

Many organizations struggle with excessive downtime, low return on assets, inefficient service procurement, and wasted time and resources that drive up maintenance costs.

Excessive downtime is often caused by ineffective maintenance procedures, inefficient information retrieval or dealings with contractors, unavailable parts, obsolete or redundant parts due to an inflated spare-parts inventory, wrong spare parts in inventory, service delays, and maintenance service PO processing.

Ineffective maintenance can also result from a lack of historical and instructional information, insufficient connectivity in the operation, and a run-to-fail approach.

Technicians who service and operate assets are constantly mobile and often have to work in hazardous situations. Their safety, access, and productivity are essential. Overcoming these challenges requires having the right systems and processes in place.

Asset operations and maintenance encompass a series of steps required to assure that an asset will retain, or be restored, to a state in which it can perform its designated function.

7x Lower unplanned downtime and outages of best-run assets

Source: SAP Performance Benchmarking

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Support Integrated Asset Management

Optimizing Performance

Integrated Asset Management

Improve Asset Effectiveness

SAP Innovations

Fully integrate every step of the asset management process.

Maximizing performance for aging assets is increasingly challenging. Difficulties in outsourcing, managing, and monitoring can increase the number of contractors needed to keep assets running optimally. Loss of skilled maintenance staff occurs as they retire. Difficulties in executing maintenance tasks can occur when master data is not up-to-date.

Asset operations and maintenance help solve these problems through integration with multiple domains such as analytics, human resources, procurement, and other processes.

By standardizing and automating the service procurement process, our software supports planning, preparing, sourcing, controlling, closing, and analyzing services and parts needed for maintenance execution. SAP software also automates spare-parts fore-casting and replenishment.

Mobile asset management empowers main-tenance technicians to work more safely, productively, and independently in the field – installing new equipment or maintaining, inspecting, and repairing existing assets.

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Improve Asset Effectiveness

Optimizing Performance

Integrated Asset Management

Improve Asset Effectiveness

SAP Innovations

Optimized asset management can produce enormous business benefits. By maximizing the return on physical assets, companies can gain a competitive advantage with limited investment, while managing asset-related risks.

Asset operations and maintenance facilitates the most comprehensive on-premise and on-device offerings for efficient and holistic asset operations and maintenance.

Our software can help you to do the following.

Increase:
- Asset availability, effectiveness, and reliability
- Return on assets
- Equipment usage
- Labor productivity

Reduce:
- Unplanned outages
- Maintenance and repair costs
- Spending on spare parts
- Maintenance backlog
- Downtime and production delays

Optimize:
- Preventive maintenance
- Reduce unplanned maintenance

35%

Higher operating equipment effectiveness (OEE) in best-run assets

Source: SAP Performance Benchmarking

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Optimizing Performance

Integrated Asset Management

Improve Asset Effectiveness

SAP Innovations

SAP Innovations

Asset operations and maintenance solutions from SAP leverage the latest technological innovations. These innovations include real-time visibility, mobile access, and visualization, and they empower maintenance resources across the enterprise.

Database and Technology

Database and technology solutions powered by the SAP HANA platform enable maintenance planners to plan and monitor large volumes of highly variable maintenance plans, and create maintenance demands in real time.

Analytics

Analytics provided by SAP Asset Analytics rapid-deployment solution brings advanced modeling and optimization to many key performance indicators in SAP EAM.

Mobile

Mobile solutions provide enterprise asset management resources in the field.

Maintenance Operations

Integration of maintenance operations through Ariba's collaborative commerce cloud-based solutions enables processing or spare-part and service requests with the Ariba Network software to help ensure efficient management and provisioning.

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Optimizing Asset Usage in Operations

Solution Overview

Planning and Scheduling

Operations and Maintenance

Service Procurement

Spare-Parts Management

Mobile Asset Management

Enterprise Asset Management

Why SAP?

Asset Planning and Scheduling

Help customers better plan their maintenance activities.

Operations and Maintenance

Optimize execution of maintenance activities.

Service Procurement

Standardize and automate the complete service procurement process for all plant maintenance services with integrated SAP software.

Spare-Parts Management

Automate tracking and analysis of parts inventory monitoring, replenishment, and forecasting data.

Mobile Asset Management

Improved safety and productivity with relevant information that's accessible anytime, anywhere – online or off.

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Asset Operations and Maintenance

Solution Overview

Planning and Scheduling

Operations and Maintenance

Service Procurement

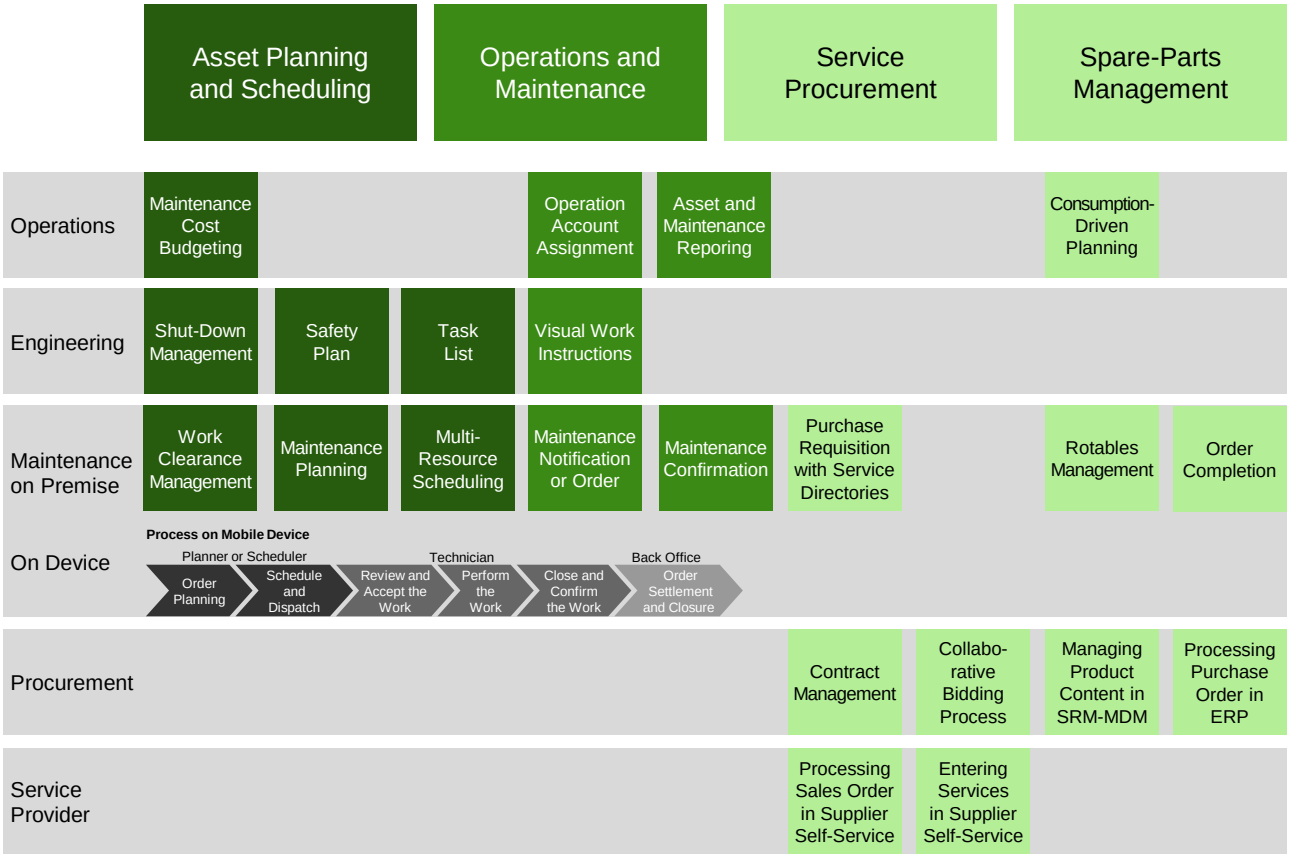
Spare-Parts Management

Mobile Asset Management

Enterprise Asset Management

Why SAP?

Asset operations and maintenance software is a comprehensive business solution that supports organizations in efficiently managing their physical assets in terms of performance, risks, and expenditures.



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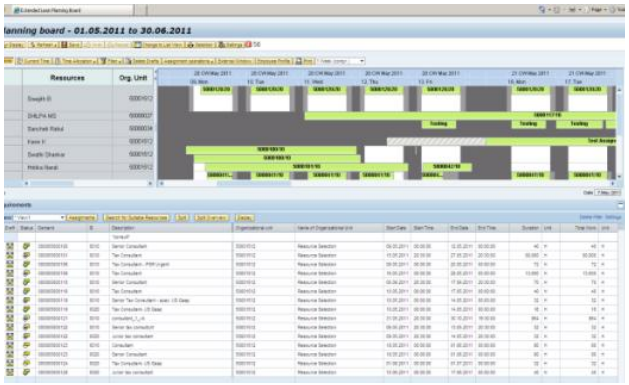
Asset Planning and Scheduling

Solution Overview

Planning and Scheduling

- Capabilities
- Benefits
- SAP Innovations

Cultivate a culture of preventive and predictive maintenance. Standardize, plan, and schedule maintenance tasks. Control cost and budget. Find the right person to execute maintenance with the right tools.



6%

Lower-than-planned, actual cost variance through predictive and preventive maintenance of equipment and breakdowns

Source: SAP Performance Benchmarking

Maintenance organizations can use asset planning and scheduling to plan work and find the right people, tools, and resources.

SAP software handles unplanned work and preventive tasks, such as defining maintenance plans, task lists and inspection rounds, and preventive/predictive maintenance.

Maintenance organizations can measure planning by comparing planned hours versus booked hours on jobs. By integrating documentation for job execution and safety, staff members gain a full view of asset status to mitigate breakdowns. That means reducing maintenance costs, while synchronizing labor, material, equipment, and schedules.

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Implementing Preventive Maintenance

Solution Overview

Planning and Scheduling

- **Capabilities**
- Benefits
- SAP Innovations

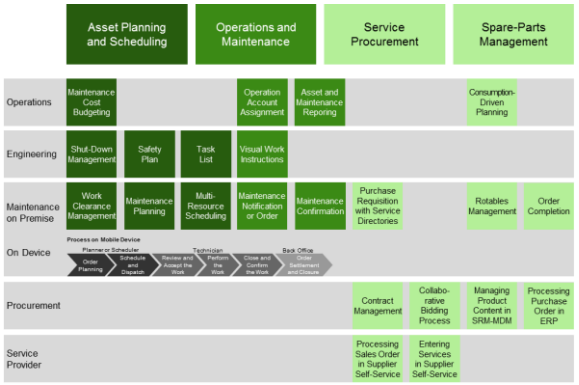
Asset planning and scheduling software helps address important maintenance issues related to reliable budget planning.

SAP software helps change maintenance planning and activities from reactive to proactive – from breakdown to corrective, preventive, and predictive maintenance.

Asset planning, scheduling, and dispatching includes management of master data for task lists, maintenance plans, bills of material, classification, maintenance notifications, and work orders.

Asset planning and scheduling also helps optimize usage of assets and maintenance resources and maximizes wrench time using the SAP Multiresource Scheduling application.

Planning maintenance work time includes choice of the right person using necessary tools to execute maintenance activities, and integrated documentation for job execution and safety information.



Optimal asset planning occurs in a planned maintenance culture and provides transparency on what to do and when to perform maintenance activities to mitigate asset breakdown.

18%

Lower unplanned outages for organizations using preventive-predictive versus reactive maintenance approach

Source: SAP Performance Benchmarking

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Optimizing Asset Uptime

Solution Overview

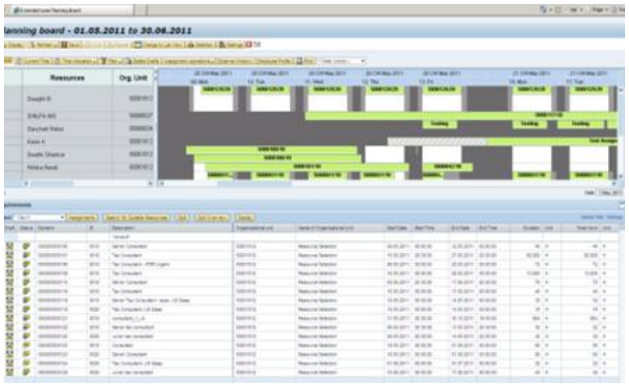
Planning and Scheduling

Capabilities

Benefits

SAP Innovations

Asset usage improves when they become available as needed and resource hours and material requirements happen as planned. Clear, proven maintenance processes reduce repair time and work backlog.



17%

Higher return on assets when maintenance is integrated with inventory and reliability management, and purchasing

Source: SAP Performance Benchmarking

Increase asset usage by supporting maintenance planning, clear procedure development, visible resource availability, and access to relevant information accessible remotely by mobile apps.

Reduce annual service and maintenance cost by synchronizing labor, material, equipment, and schedules.

Make it easier to comply with environment, health, and safety regulations – and reduce penalties and fines – by integrating documentation for job execution and safety.

Reduce unplanned downtime, outages, and breakdowns by improving equipment efficiency using optimized asset maintenance processes.

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Innovative Asset Planning and Scheduling

Solution Overview

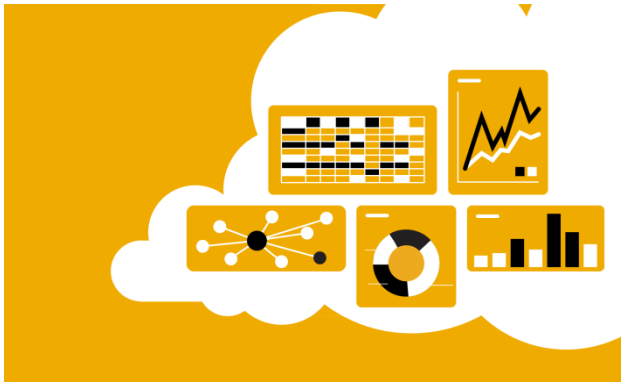
Planning and Scheduling

Capabilities

Benefits

SAP Innovations

Innovations from SAP software provide faster, easier scheduling of a huge volume of maintenance plans without restrictions.



40%

Improved use of Big Data to gain insights with center-of-excellence analytics and data modeling

Source: SAP Performance Benchmarking

The SAP HANA platform mitigates the error-prone process of preselecting maintenance plans. The stored-procedure feature in SAP HANA preselects due-maintenance plans internally and speeds up the process significantly.

The planning user interface is much simpler and faster, so planning can take place more often, such as several times a day instead of only once a week.

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Operations and Maintenance

Solution Overview

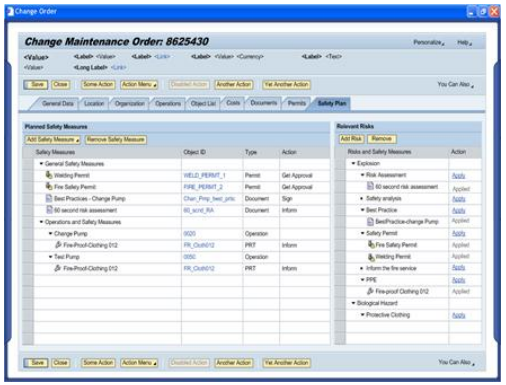
Operations and Maintenance

Capabilities

Benefits

SAP Innovations

Operations and maintenance functions in SAP solutions support integrated, proactive processes. Customers can minimize breakdowns and improve safety with efficient execution of work orders and permits.



13%

Higher asset productivity with streamlined maintenance through automated monitoring, notification, and problem resolution processes

Source: SAP Performance Benchmarking

SAP software supports clear procedure development, visible resource availability, and access to relevant information at every step of execution – planning, doing, closing, and checking history for equipment reliability, asset usage, and maintenance processes.

Asset management professionals can develop visual work instructions to clarify procedures, promote safety information, and visualize the steps of each repair.

Staff can process integrated work clearances and permits for otherwise restricted areas.

Using SAP mobile apps, remote workers can access, transfer, complete, and manage assigned work orders on the go.

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Optimizing Maintenance Execution

Solution Overview

Operations and Maintenance

- **Capabilities**
- Benefits
- SAP Innovations

28%

Higher wrench time with streamlined maintenance through automated monitoring, notification, and problem resolution

Source: SAP Performance Benchmarking

How do you make sure assets are up and running?

Scheduling and Planning

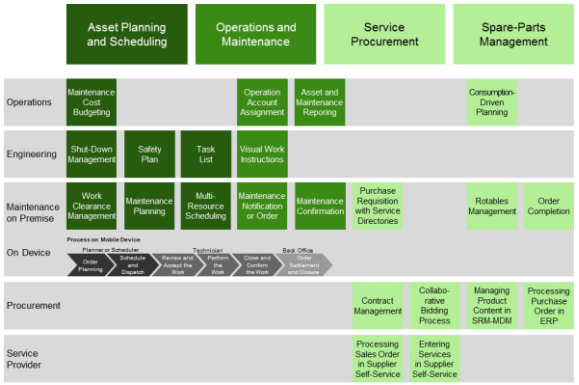
Define your maintenance activities. Outline the time to do the work. Select the proper person for the job. Make the necessary tools available. Compile task lists and associated documents.

Utilize Our Asset Viewer

Technicians can use the asset viewer in our software to search and find asset-related information quickly and easily.

Clarify Safety Procedures

Provide clear safety procedures for all repair activities based on predefined safety plans outlined on a job card. If technicians need special permits to enter an asset environment, they are integrated into the process and tracked by the system.



Keep Maintenance History

Maintenance technicians should be able to instantly access the complete maintenance history of an asset to track what has already been done.

Provide Visualized Information and Documentation

This documentation gives maintenance technicians the information they need to make informed and timely decisions.

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Minimizing Asset Downtime

Solution Overview

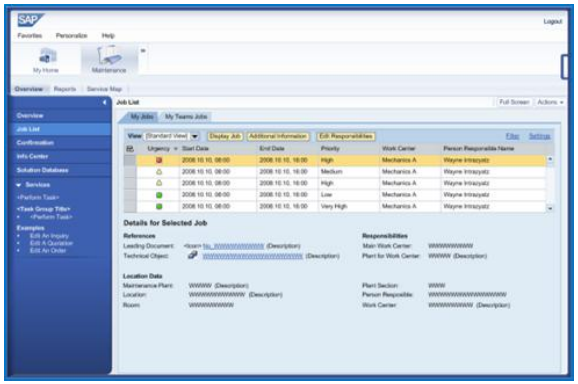
Operations and Maintenance

Capabilities

Benefits

SAP Innovations

Asset usage improves because assets become available when needed and resource hours and material requirements occur as planned. Clear, proven maintenance processes reduce repair time and work backlog.



62%

Lower unplanned outages and increased asset availability with reliability-based maintenance procedures and tools

Source: SAP Performance Benchmarking

Increase usage of maintenance resources through optimized processes and ready access to relevant information during the performance of maintenance tasks.

Reduce unplanned downtime and outages by improving operating equipment efficiency (OEE) through optimal asset maintenance processes.

Help minimize equipment breakdowns and optimizing meantime between failures (MTBF).

Reduce mean time to repair or replace (MTTR) by increasing equipment reliability.

Implement more efficient maintenance processes to MTTR equipment.

Use up-to-date visual information to help increase efficiency of technicians.

Help ensure safety of the maintenance staff by tracking and controlling permit-to-work processes.

Reduce environment, health, and safety penalties and fines by integrating job execution documentation and safety standards for easier compliance.

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Improving Visual Work Instructions

Solution Overview

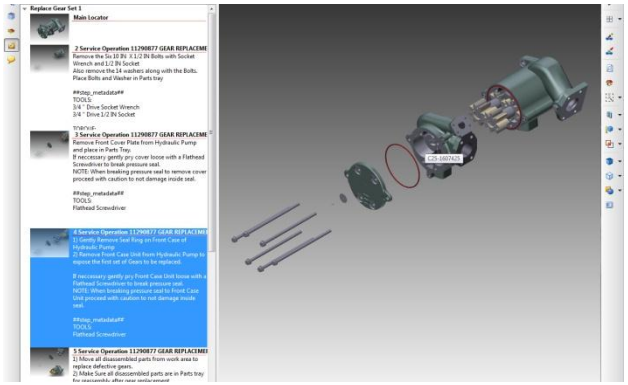
Operations and Maintenance

Capabilities

Benefits

SAP Innovations

Visual enterprise models utilize 3D animation and other visual work instructions to illustrate asset repairs step-by-step.



Visual Work Instructions

Integration of three-dimensional models showing step-by-step instructions of a repair procedure using SAP 3D Visual Enterprise applications can dramatically improve effectiveness of technicians' work.

Visual work instructions can accelerate the repair process and improve productivity. These instructions also minimize asset downtime, document authoring, and publishing costs.

Just as important, visual work instructions serve as a way to store and access the knowledge of more experienced technicians to train those with less experience.

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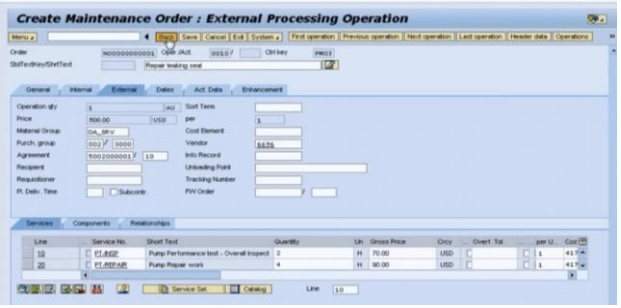
Service Procurement

Solution Overview

Service Procurement

- Capabilities
- Benefits
- SAP Innovations

Service procurement helps reduce order-cycle time for asset-related services through order collaboration and a service entry sheet. Collaborative sourcing tools help reduce overall acquisition costs.



65%

Lower procurement costs for collaborated order acknowledgements and advance shipment notices through a supplier portal

Source: SAP Performance Benchmarking

SAP software offers fully integrated and standardized service procurement functions, streamlined service bidding, and procurement activities. In addition, our online supplier collaboration system provides service-request specification, quoting, order confirmation, and status.

Companies can use SAP solutions to help ensure compliance and take advantage of fully integrated plant maintenance service requests, spot bidding, and procurement processes.

Our solutions also integrate supplier self-services for hierarchical service structures, and order collaboration.

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Reduce Asset-Service-Order Cycle Time

Solution Overview

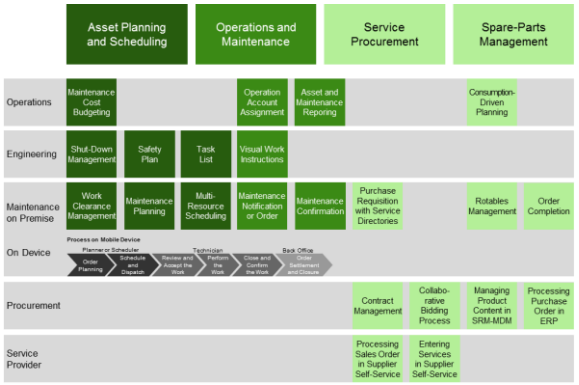
Service Procurement

- **Capabilities**
- Benefits
- SAP Innovations

Service procurement standardizes and automates the complete service-procurement process from service requests, spot sourcing, and the order-and-pay process for all plant maintenance services.

SAP software covers the entire service procure-to-pay process, including service requests from SAP ERP integrated with sourcing and contracts, purchase-order processing, supplier collaboration, and settlement.

Integrated with materials management for service requests, our solution also uses the bidding engine and supplier self-services in the SAP Supplier Relationship Management (SAP SRM) application. They enable efficient Web-based bidding, collaboration, and service fulfillment.



Companies using our software can handle contracts as supply sources to cut costs. Each transaction, from purchase requisition to invoice, is electronically recorded, validated, and available in reports to purchasers, suppliers, and maintenance users. This process transparency minimizes errors in the procure-to-pay process for services.

30%

Lower procurement cost with use of online item catalogs for self-service requisitions

Source: SAP Performance Benchmarking

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Improve Service Delivery and Reduce Service Costs

Solution Overview

Service Procurement

Capabilities

Benefits

SAP Innovations

Collaborate efficiently. Increase contract usage to realize negotiated savings. Expedite supplier selection, spot bidding, and purchasing process. Shorten cycle times for service delivery.

95%

Fewer full-time employees needed with a procurement system that processes and submits electronic POs automatically

Source: SAP Performance Benchmarking

SAP software increases transparency and minimizes errors by making reports available to authorized purchasers, suppliers, and maintenance users.

More efficient supplier bidding, selection, and purchase-order processing helps lower overall maintenance costs. Our software reduces order cycle time through order collaboration and a service entry sheet.

Customers who use SAP software can reduce repair costs and increase equipment usage. The software provides fully integrated plant maintenance service requests, spot bidding, and procurement processes.

Integrated supplier self-services support hierarchical service structures and supplier collaboration for service structure definition and order collaboration.

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Service Procurement in the Cloud

Solution Overview

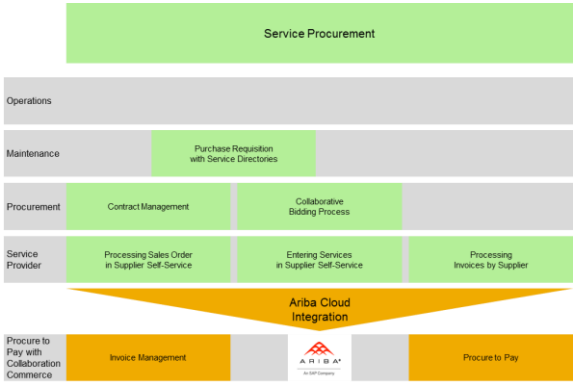
Service Procurement

Capabilities

Benefits

SAP Innovations

Service procurement integrates with procure-to-pay processes and Ariba's collaborative commerce offering.



52%

Lower PO error rate when online item catalogs are used for self-service requisitions

Source: SAP Performance Benchmarking

For service procurement, releasing a maintenance order triggers Ariba's cloud-based procurement software, creating service requests through the SAP SRM or SAP ERP applications.

The Ariba network delivers a comprehensive business-process, collaboration solution. The network provides supplier catalog integration, purchase orders, and invoice management functions.

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Spare-Parts Management

Solution Overview

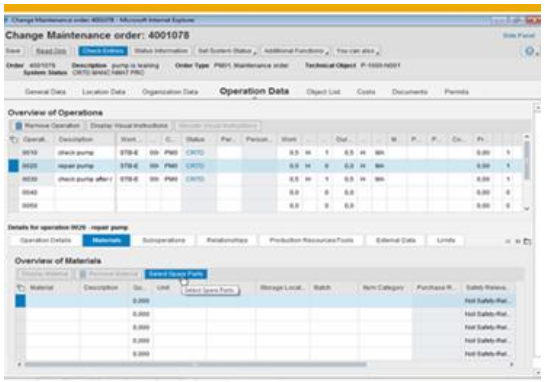
Spare-Parts Management

Capabilities

Benefits

SAP Innovations

Help ensure proper supply of parts without keeping excessive stocks. SAP software automates tracking and analysis of data for service-parts inventory planning, monitoring, replenishment, and forecasting.



29%

Companies that leverage cross-plant data visibility harmonize and rationalize equipment and spare-parts inventory

Source: SAP Performance Benchmarking

The spare-parts management functionality in SAP software helps customers automate spare-parts processes, improving cost savings and efficiency. Our software can automatically generate requisitions based on consumption-based, material-requirements planning.

A central material master record stores reorder points and quantities. When the inventory level for a spare part falls below the reorder point threshold, our software places a purchase requisition for a defined order quantity.

Customers can choose to automate the creation of purchase orders with parts suppliers or use supplier self-services for spare-parts management.

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Optimize Parts Supply Stock

Solution Overview

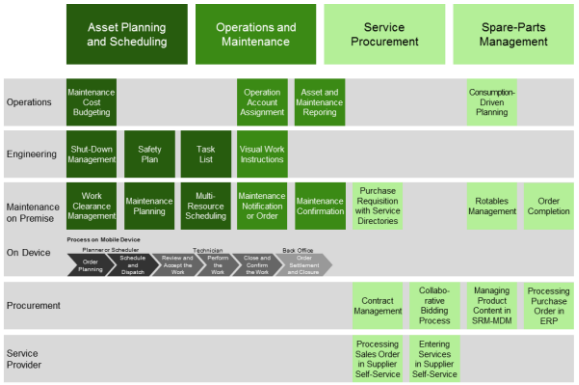
Spare-Parts Management

- **Capabilities**
- Benefits
- SAP Innovations

Spare-parts management, an important component of SAP Enterprise Asset Management (SAP EAM) solution, offers a large saving potential for overall maintenance costs. Part of this savings can occur through cleansing master data and removing obsolete or duplicate parts.

Automating spare-parts management also helps reduce maintenance cycle time and improve availability of spare parts for maintenance technicians.

Using the automatic forecast model selection, reorder point, and reorder quantity calculations eliminate manual planning work by creating bills of materials (BOMs) assigned to equipment and functional locations.



Flexible order settlement against various cost receivers, including fixed assets, also provides a significant advantage.

1.6x

Higher inventory turns for spare parts reported by the top 25% of organizations

Source: SAP Performance Benchmarking

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Efficient Spare-Parts Management

Solution Overview

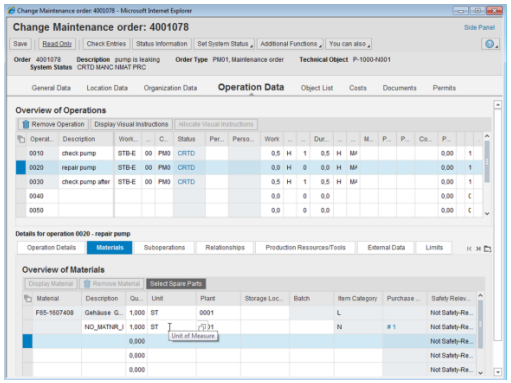
Spare-Parts Management

Capabilities

Benefits

SAP Innovations

SAP software helps increase asset usage, while reducing annual services, outages, unplanned downtime, and maintenance costs.



8x

Lower maintenance, repair, and operations inventory observed for top 25% of organizations

Source: SAP Performance Benchmarking

Automate the process of tracking spare-parts usage and replenishment against relevant planning. Help ensure maintenance of inventory levels at appropriate levels and availability of assets as needed.

SAP software integrates consumption-based material requirements planning software and reorder point and reorder quantity calculation tools. This integration saves time and prevents delays and errors that can occur with manual purchasing processes.

Our software helps free capital otherwise bound to excessive parts holding. The result? On-time availability of required parts expedites asset maintenance.

SAP software helps to identify obsolete and redundant spare parts – reducing inventory levels based on forecast requirements.

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Visual Integration of Spare-Parts Management

Solution Overview

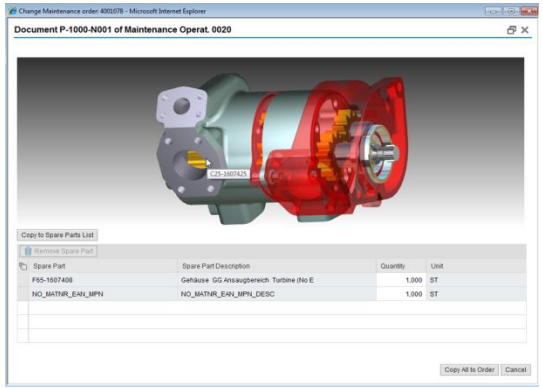
Spare-Parts Management

Capabilities

Benefits

SAP Innovations

Visual integration uses 3D animated models of assets to conduct searches and queries.



35%

Higher operating equipment effectiveness of best-run assets

Source: SAP Performance Benchmarking

Integration of spare-parts management software with the SAP 3D Visual Enterprise applications helps improve overall equipment effectiveness and increases asset productivity.

Customers using our software can reduce unplanned downtime and lost revenue through 3D visualization. The 3D visualization helps to correctly identify parts, subassemblies, and kits for upgrade and service repairs.

This acceleration expedites the repair process, minimizes asset downtime, and improves technician productivity. It can also result in a significant reduction in document authoring and publishing costs.

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Mobile Asset Management

Solution Overview

Mobile Asset Management

Capabilities

Benefits

SAP Innovations

Mobile apps for enterprise asset management from SAP help maintenance technicians work safely, productively, and independently – while installing new equipment or maintaining or repairing existing assets.

81%

On average higher margins in process industry companies with a higher percentage of users with mobile EAM access

Source: SAP Performance Benchmarking

Mobile asset management mobile apps from SAP provide immediate access to work orders and equipment information. The apps automate manual and work-order processes.

Field workers can access asset information to install, inspect, maintain, and repair assets efficiently. Our mobile apps record and report location-, time-, and behavior-based data for alerts and reports.

SAP mobile apps enable execution of stockroom operations with real-time visibility into inventory operations. Our mobile apps process and report potential environmental, safety, health, fire, or compliance issues – reducing the potential for regulatory fines.

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Improving Maintenance Productivity

Solution Overview

Mobile Asset Management

Capabilities

Benefits

SAP Innovations

20.8%

On average higher employee productivity in organizations with field service employees with mobile access

Source: SAP Performance Benchmarking

Work Order Management

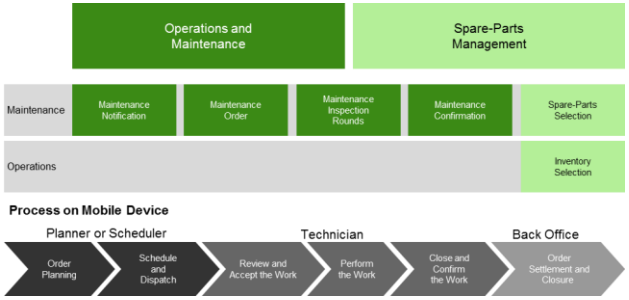
Manage maintenance orders and notifications with associated information about equipment, functional location, repair history, operation level details, and parts and materials needed. Technicians can start, hold, transfer, edit, and complete work orders assigned to them on a wide selection of mobile devices, online and off.

Time and Attendance

Recording of related time entries for orders and nonorders directly from mobile devices.

Condition Monitoring and Meter Readings

Routine capture of measurement points helps technicians to record observations and create notifications for out-of-spec conditions right from mobile devices.



Inventory Management

Warehouse staff and technicians can perform physical and cycle counts, check material availability, preselect parts, and monitor distribution of incoming materials through purchase orders from mobile devices.

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Improving Productivity with Mobile Asset Management

Solution Overview

Mobile Asset Management

Capabilities

Benefits

SAP Innovations

Mobile asset management software from SAP empowers maintenance technicians to prolong the lifecycle of assets. Improving reliability and performance helps reduce maintenance costs.

10.4%

On average higher wrench time in organizations that improve/automate asset data collection

Source: SAP Performance Benchmarking

Achieving the highest levels of workforce safety and productivity to effectively install, maintain, inspect, and repair mission-critical assets is essential. Best practices for asset management help optimize production levels and uninterrupted service.

Maintenance technicians can use asset management mobile apps from SAP to service increasingly complex assets, execute work orders, and manage parts inventory in and off the field. Technicians can conduct inspection and maintenance rounds armed with the most relevant information available at all times.

Asset management mobile apps from SAP can help extend and improve asset life and reliability, increase plant, fleet, and equipment performance, safety and productivity. The apps also help reduce accidents, failures, outages, unplanned downtime, maintenance backlog, and inventory carrying costs.

For technicians, that means an increase in work capacity and productivity, a reduction of idle time, rework, and elimination of paper work.

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Mobilizing Maintenance Technicians

Solution Overview

Mobile Asset Management

Capabilities

Benefits

SAP Innovations

Empower maintenance technicians to manage their work from mobile devices – anywhere at any time, online and off.

13%

On an average higher asset productivity in organizations which have automated monitoring, notification, and maintenance problem resolution processes

Source: SAP Performance Benchmarking

Mobile Work-Order Management

Manage work orders and notifications anywhere, at any time, on a wide variety of mobile devices. Reduce unplanned downtime and maintenance backlog, and extend and improve asset life and reliability.

Mobile Rounds

Conduct inspections and take measurement readings. Create maintenance notifications on the spot to prevent stoppages and delays.

Mobile Platform

Support mobile devices through a proven, scalable platform that includes built-in support for enterprise-class security. This platform makes it easier to deploy, support, and manage multiple mobile devices and apps, and helps future-proof an organizational mobile strategy.

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Enterprise Asset Management Value Map

Solution Overview
Planning and Scheduling
Operations and Maintenance
Service Procurement
Spare-Parts Management
Mobile Asset Management
Enterprise Asset Management
Why SAP?

Asset Portfolio and Commissioning	Asset Portfolio Management	Capital Project Management	Prepare and Deploy Asset Information	Monitor and Maintain Asset Information	
Asset Visibility and Performance	Asset Performance Measurement	Asset Improvement Programs	Optimize Maintenance and Plant Operations		
Asset Operations and Maintenance	Asset Planning and Scheduling	Operations and Maintenance	Service Procurement	Spare-Parts Management	Mobile Asset Management
Operational Risk Management	Incident Management	EHS Risk Assessment	Management of Change	Maintenance Worker Safety Management	Work Permit Management
Real Estate Lifecycle Management	Investment and Construction	Sales and Marketing	Lease and Space Management	Maintenance and Repair	

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Why SAP?

Solution Overview

Planning and Scheduling

Operations and Maintenance

Service Procurement

Spare-Parts Management

Mobile Asset Management

Enterprise Asset Management

Why SAP?

Comprehensive asset operations and maintenance solutions from SAP help to optimize all aspects of running physical assets, work procedures, task scheduling, maintenance, and shutdown planning.

Asset operations and maintenance solutions from SAP handle work procedures, task scheduling, maintenance execution, and shutdown planning. Our software coordinates work orders and purchased services with maintenance execution. It provides safety information, supports safety work clearance/permit procedures, and tracks actual cost for maintenance cost budgeting.

The SAP Multiresource Scheduling application helps to level capacity load. Preventive maintenance orders transfer mobile devices.

Our software automates maintenance planning, sourcing, controlling, closing, analysis of services and parts, and spare-parts replenishment. Maintenance parts and services provisioning integrates with our supplier bidding engine and self-services software to support Web-based bidding and service fulfillment.

35%

Higher operating equipment effectiveness of best-run assets

Source: SAP Performance Benchmarking

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Find Out More About How Your Organization Can Become Best-Run

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SAP Web site: www.sap.com/eam

SAP EAM community: http://scn.sap.com/community/eam

Solution overview (prototype): www.sap.com/solutionexplorer

Development road map: http://service.sap.com/roadmap

Product availability matrix: http://service.sap.com/pam

LinkedIn:
www.linkedin.com/groups?gid=2680933&trk=group-name

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