SAP Solution Brief
SAP Business Suite

SAP Enterprise Asset Management

Optimized Asset Operations and Maintenance: Maximizing Asset Performance

Quick Facts

Summary

SAP® and partner solutions enable holistic asset operations and maintenance management by integrating, automating, and unifying all maintenance-related data, processes, and reporting. Gain the visibility and control you need to minimize downtime, keep assets profitable, enforce service levels, and optimize maintenance activities.

Business Challenges

- Excessive asset downtime
- Accelerated retirement of maintenance professionals
- Difficulty sourcing and managing outside specialists
- Need to capture and manage master data

Key Features

- **Asset planning and scheduling** – Define maintenance strategies; integrate planning, budgeting, scheduling, reporting, and project management; and automatically generate preventive maintenance orders
- **Operations and maintenance** – Maintain maintenance history; develop data-driven plans; view resource availability and manage tasks; synchronize production and maintenance activities; and execute maintenance orders
- **Service procurement** – Enable online supplier collaboration, and enforce contractor compliance
- **Spare-parts management** – Automatically generate requisitions based on consumption-based material requirements planning; identify obsolete and redundant part numbers; and create standard task lists and bills of materials

Business Benefits

- **Increase uptime** by establishing and enforcing proactive maintenance
- **Reduce costs** by facilitating supplier collaboration, enforcing contracts with suppliers, and minimizing repairs and replacements
- **Improve maintenance efficiency and effectiveness** by documenting plans, best practices, task lists, and bills of materials

For More Information

Call your SAP representative today, or visit us at www.sap.com/eam.

Asset uptime is vital when production is the lifeblood of your business. SAP® solutions and solutions from our partners enable you to integrate, automate, and unify all asset-related data, business processes, and reporting. This supports holistic asset operations and maintenance so you can keep assets running optimally.

Maximizing asset reliability and return on investment requires a proactive approach to maintenance that's managed effectively and executed by qualified professionals who can quickly and easily access everything required to complete their work. Using a proactive approach as assets age, you can:

- Rely less heavily on outsourcing
- Improve documentation of processes, task lists, and bills of materials
- Avoid the "brain drain" caused by retirement of skilled maintenance, repair, and overhaul staff

Solutions from SAP and our partners work together to deliver the visibility and control you need to minimize downtime, keep assets profitable, enforce service levels, and improve maintenance activities – now and in the future.

MAXIMIZING RETURNS ON YOUR INVESTMENT PORTFOLIO

With integrated solutions, you can manage assets and maintenance as a strategic discipline that helps ensure maximum uptime at the lowest cost. The solutions, which you can implement incrementally or all at once, enable optimized asset planning and scheduling, operations and maintenance, service procurement, and spare-parts management by aligning key stakeholders with corporate objectives. The solutions work together to give you a consolidated view of your entire asset portfolio, insight into maintenance performance, and streamlined processes that increase asset reliability while reducing operational costs.

The integrated SAP and partner applications – and the processes they support – link different departments across your business. As a result, you can align the employees and partners involved in your asset cycle – including senior management, engineers, maintenance staff, procurement professionals, and operations staff – and enable them to:

- Help ensure assets are up and running whenever they are needed
- Improve the financial return on assets
- Reduce the request-to-delivery cycle time for repair services
- Control maintenance costs
- Increase the "wrench time" of craftspeople

All SAP software that is used to enable integrated asset operations and maintenance management is highly scalable, so it can support your business processes regardless of your organization's size or project complexity.

Asset Planning and Scheduling

SAP solutions enable you to implement regular preventive and condition-based maintenance, as well as engineering projects, so you can minimize downtime and control maintenance costs. The software supports key activities around business planning, budgeting, technical asset management, document management, asset performance management, shutdown management, and maintenance planning and scheduling. Thus you can move to a planned maintenance culture that's focused on preventive activities. In addition, you can:

- Use a systematic approach to define and centrally store maintenance strategies, work procedures, and task lists for all relevant equipment
- Integrate project management for planning, budgeting, scheduling, reporting, and management of maintenance projects
- Measure efficiency by comparing the number of hours planned versus actual hours spent
- Automatically generate preventive maintenance orders based on predefined deadlines or usage
- Integrate information documentation, such as spare-parts lists, with task lists
- Forecast a detailed, time-phased budget using maintenance plans and task lists and leveraging visibility across the organization
- Develop appropriate, data-driven maintenance plans and document clear procedures for each relevant piece of equipment

As a result, you can plan resource hours and material requirements that are representative of actual job requirements, as well as reduce mean time to repair so equipment is up and running again quickly. Equally important, SAP solutions help you reduce work backlogs and control maintenance spend.

Operations and Maintenance

Solutions from SAP and our partners support an integrated, proactive process for optimizing asset operations and maintenance so you can minimize the occurrence of breakdowns. Business analytics and manufacturing intelligence offer unique insight into yield, quality, and condition information from various sources so you can make decisions that improve overall equipment effectiveness.

For example, the software automatically calculates mean time between failures based on downtime recording. In addition, you can:

- Instantly access a complete maintenance history for all machinery
- Use a portal to view resource availability, assign and manage tasks, and access engineering and other vital information from across the enterprise
- Integrate views of production and maintenance plans to better synchronize activities
- Efficiently execute maintenance orders by giving staff predefined task lists (master data on tasks) and bills of materials
- Give maintenance staff easier access to associated documents and historical information
- Implement lockout and tagout procedures so maintenance work can be executed safely
- Enable maintenance staff to use a mobile device to access information and complete orders
- Leverage flexible order settlement against various cost objects, such as fixed assets, work breakdown structures, and cost centers

As a result, you can increase equipment reliability, reduce work backlogs, maximize asset use, and minimize the impact of downtime on production. You can also help ensure the safe, coordinated execution of maintenance activities by employees and contractors.

Service Procurement

With integrated SAP solutions, you can enforce service levels with your contractors by standardizing and automating the complete service procure-to-pay process. This includes all processes from service requests (made through your enterprise resource planning software), bids, and vendor selection to service management, PO processing, and supplier collaboration and settlement. Using the integrated software, you can:

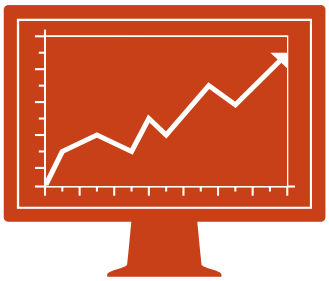
- Enable online supplier collaboration for service request specification, quoting, order confirmation, and status updates
- Monitor contractor compliance with predetermined maintenance schedules
- Support materials management (to automate service requests), supplier relationship management (to automate bidding), and supplier self-services (for efficient Web-based bidding collaboration and service fulfillment)
- Enforce the use of established contracts with outside contractors to maximize savings

As a result, you benefit from faster supplier selection and spot bidding, as well as from a purchasing process that shortens cycle times for service delivery. Collaboration with suppliers is easier and more efficient, thanks to self-service functions and integrated workflows that span the various departments involved in service procurement.

Spare-Parts Management

SAP solutions enable you to automate spare-parts management, which leads to greater cost savings and helps ensure that you always have what's needed to finish repairs quickly and efficiently. Requisitions can be automatically generated on the basis of consumption-based material requirements planning. Reorder points and reorder quantities are stored in a central material master record. Once the inventory level for a spare part falls below the reorder point threshold, a purchase requisition is placed for a defined order quantity. In addition, you can:

- Forecast model selection, reorder point, and reorder quantity calculations on the basis of historical data



With integrated solutions from SAP and our partners, you can manage assets and maintenance as a strategic discipline that helps ensure maximum uptime at the lowest cost.

www.sap.com/contactsap

50 097 013 (11/10) ©2011 SAP AG. All rights reserved.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, SAP HANA, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

- Use master data management to identify obsolete and redundant part numbers and reduce inventory requirements
- Eliminate manual planning work by creating standard task lists and bills of materials relevant to specific equipment and locations
- Refurbish or repair parts using in-house staff or subcontractors

As a result, you can save time and prevent delays and errors that occur with manual purchasing processes. Because you have complete visibility and control over inventory, you can also reduce the amount of capital tied up in spare-parts holdings, find the parts you need more quickly, and allocate parts to specific tasks in your maintenance schedule.

SOLUTIONS FOR ASSET OPERATIONS AND MAINTENANCE MANAGEMENT

Integrated software and services from SAP and our partners can provide you with the functionality needed to enable comprehensive asset operations and maintenance management. For more information about these solutions, contact your SAP representative or visit us on the Web at www.sap.com/eam.