Service**X**treme
for Sage 500 ERP

EAM Edition

ServiceXtreme** EAM manages every aspect of preventative maintenance operations with the following core application modules:**

- Incident Tracking
- Resource Scheduling
- Service Management
- Unit Confguration
- Warranty Tracking
- Expense Tracking & Reconciliation

ServiceXtreme** EAM helps you...**

- Reduce Equipment Malfunction and Downtime
- Reduce the Cost of Maintenance Repairs
- Plan Preventative Maintenance Activities
- Reduce the Threat of Worn-out Parts
- Extend the Useful Life of Assets
- Better Utilize & Allocate Maintenance Resources
- Control & Manage Repair Part Inventories
- Improve Product Quality
- Improve Customer Satisfaction

ServiceXtreme Enterprise Asset Management (EAM)™ for Sage 500 ERP software speeds the information fow between the enterprise business system and the maintenance department to accelerate performance and help you achieve maintenance excellence. Existing customers tell us they use ServiceXtreme EAM for three reasons:

1) it helps them improve operational effciencies

2) it acts as a delivery mechanism for their maintenance departments

3) it helps to create value and stakeholder wealth for their organizations

Improves Effciencies

The right preventative maintenance system improves effciencies by decreasing downtime, increasing throughput, and decreasing company-wide transaction and opportunity costs. Our customers tell us ServiceXtreme EAM helps their maintenance personnel plan better, respond quicker, utilize resources more effciently and manage repair part inventories with greater accuracy.

Acts as a Delivery Mechanism

Used as a tool for planning maintenance activities, allocating maintenance resources, and managing repair part inventories, ServiceXtreme EAM acts as a delivery mechanism for activities of a maintenance department. Responsiveness, consistent, and effective maintenance performance are needed to maximize uptime and production throughput. Our customers tell us ServiceXtreme EAM helps them maintain their property, plant, and equipment with a proftable return.

Information is Power

In order to respond to routine or emergency maintenance activities, maintenance personnel need access to the right information. Our customers tell us ServiceXtreme EAM is a transparent information infrastructure that provides access to all pertinent information that leads to better decision-making and quicker maintenance repairs.

Creates Corporate Value and Stakeholder Wealth

With ServiceXtreme EAM as a product and service delivery mechanism, our customers experience improved effciencies and have access to accurate information when and where they need it. You too can achieve maintenance excellence with improved customer satisfaction while maximizing uptime, throughput, and proftability. Ultimately, this leads to increased corporate value and stakeholder wealth.
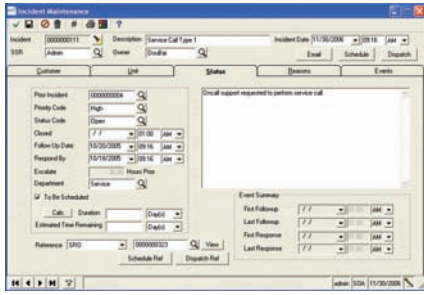
Incident Tracking
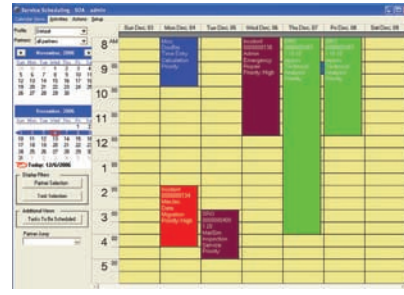
Resource Scheduling

Incident Tracking

ServiceXtreme EAM contains complete issue management functionality allowing maintenance personnel to track and manage asset inquiries, offer front-line support and obtain information about a problem or issue. Information available at the Incident level includes…

User/Location Profles – contact information, service history, assets used as well as open incidents

Warranty/Contract Information – view warranty and service contract coverage by individual asset

Issue Escalation – user-defned priority codes to ensure the proper attention is given to specifc issues

Knowledgebase – store resolutions to all incidents in a central repository to allow for quick searches to answer common or recurring questions

Event Tracking – a complete communication log can be recorded from initial phone call to resolution

Mean Time To Repair – produce information on the amount of time required to service different items with varying reasons for service

Activity Assistance – built-in Wizards to provide maintenance personnel with steps to resolve the problem over the phone

ServiceXtreme EAM Incident Tracking provides information to help maintenance personnel improve effciencies, reducing the amount of time to resolve issues and increasing asset uptime.

Resource Scheduling

Resource Scheduling helps you match technician skills with job requirements as well as provide total visibility of available partners and materials for better utilization and allocation of resources.

Flexibility Partner Defnition - defne "partners" as subcontractors, employees, vendors, resources or any combination

Drag/Drop Scheduling – total visibility of available partners and materials with the ability to quickly change times or resources for a task

Skills/Certifcation/Location Matching – assign partners to incidents or service orders based on the skills or certifcation required to service an item or by the location of the asset

Email Notifcation - automatic notifcation to the partner when a scheduling request or change is made

Automatic Service Order Generation – recurring maintenance or service calls can be setup to be automatically generated and scheduled based on time or metered basis

Resource scheduling provides total visibility of available partners and materials for better utilization and allocation of resources. This helps to reduce transaction costs associated with service and repair requests.

Work Order Management

Service Repair Orders (SRO) are the primary "documents" used for task management and cost tracking within ServiceXtreme EAM. An SRO can be used to handle any of the following types of service requests…

**Service Calls** – for tracking service history performed on any specifc vehicle, facility, equipment, tool, or fxture

Reason/Resolution – for processing claims back to vendors for warranted products or materials

Preventative Maintenance Orders – for scheduling maintenance and recording inspections or calibrations for any type of asset
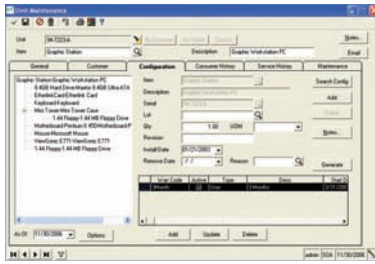
Warranty/Confguration Tracking
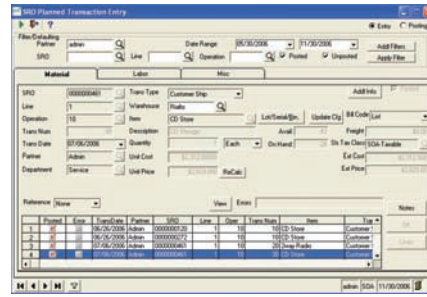
Cost Tracking

Time/Expense Tracking – record all material, labor and miscellaneous expenses incurred during a maintenance activity

Multiple Lines – service multiple assets under one service order

Multiple Operation – perform multiple tasks under a single SRO line

Project or Work Breakdown Structure – use multiple lines and operations to create a detailed task list of activities to be performed by project or phase

Expense Integration To Sage 500 – all expenses are costed against the asset and are completely integrated with the standard Sage 500 fnancial modules

The service management functionality and SROs play a signifcant role in the delivery mechanism for your maintenance activities. SRO fexibility makes it easier for service personnel to confgure and execute a service order thereby decreasing transaction costs, increasing service level performance, and maximizing uptime.

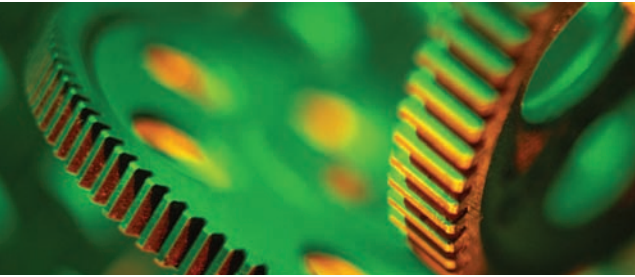## Warranty & Component Tracking

ServiceXtreme EAM gives users complete visibility into warranty information of an asset including all individual sub-components. A complete history of all add-ons and replacement parts made over time is tracked and can be viewed from a single screen.

Complete Component History – view asset confguration for any date, including as-purchased or as-is confgurations

Service History – record all changes and repairs made to an asset along with the reason and technician that made the change

System & Component Warranties – assign warranties to individual assets as well as to a subcomponent or complete system

Warranty Origination - track partner providing service such as the vendor or manufacturer

Multi-tiered Warranties - fexibility to track coverage such as "1 year parts and 3 years labor" or "36,000 miles or 3 years whichever occurs frst"

A delivery mechanism of managed warranty coverage and repairs monitors warranty commitments to maximize asset investments and increases proftability and corporate wealth.

Expense Reconciliation & Reimbursement
Partners enter time spent on an SRO and related expense data via the Unifed Time Entry screen.

Proper Expense Allocation - reduce the administrative task of time/expense tracking and properly allocate expenses as they occur to the proper asset

Expense Payment Types - miscellaneous expense payment types include credit cards or personal expenses

Reconciliation - reconcile charges to company credit cards and bill expenses to the corresponding asset SROs

Reimbursement – reimbursement reconciliation for partner expenses

Remote Access – an optional web-enabled version is also available for time and expense entry

Maintenance personnel can improve their effciencies, refect the true and proper costs of maintaining assets, and reduce the overall transaction and opportunity costs of servicing assets utilizing the reconciliation and reimbursement functionality.

Preventative Maintenance

Internal service and maintenance departments have historically been cost centers. ServiceXtreme EAM preventative maintenance functionality improves maintenance effciencies, thus reducing internal costs. ServiceXtreme EAM seamlessly integrates with Sage 500, managing every aspect of a company's maintenance operations. Core functionality can be used in numerous applications of plant, feet, and facility maintenance.

The right preventative maintenance system will help your service personnel respond quicker, make better decisions, utilize resources more effectively, and build knowledge to speed future decision making. ServiceXtreme EAM acts as a delivery mechanism for your maintenance department to help improve effciencies and ultimately increase corporate value and stakeholder wealth.

ServiceXtreme EAM can be successfully implemented to maintain and manage the following types of assets:

ServiceXtreme EAM seamlessly integrates with Sage 500 speeding data fow between your enterprise and preventative maintenance application.

Integration Benefts:

Seamless, real-time integration – no messy interfaces to maintain

Consistent user interface and operational navigation – speeding user acceptance and minimizing training

Utilizes your existing MS-SQL Server – no additional servers required

Leverages built-in Sage 500 functionality to allow for System Alerts and the ability to attach documents to ServiceXtreme EAM screens

Capital Equipment

Construction Equipment	Manufacturing Machinery
Printing Machinery	Textile Machinery
Packaging Equipment	Warehouse Management Equipment

Technical Equipment

Electronics	Telephone Devices
Computer Equipment	Medical, Dental, Laboratory Devices
Network & Peripheral Equipment	

Facility Equipment

HVAC Systems	Elevators, Generators
Fire & Security Equipment	Motorized Devices & Engines
Industrial Compressors, Pumps	

Fleet

Tractor / Trailers	Company vehicles
Ships	Railcars

Quality Equipment

Tools, Gages, Meters	Measuring Equipment