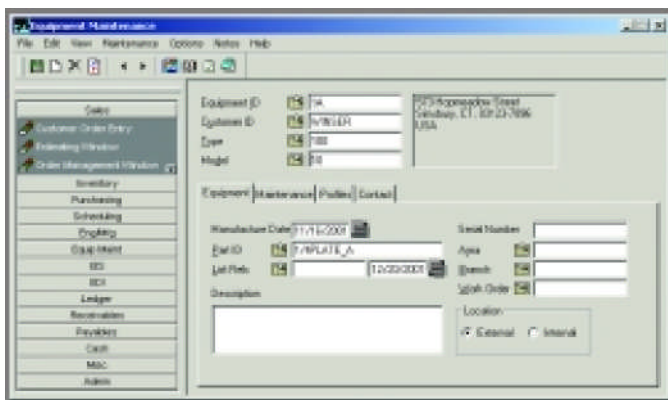


Infor VISUAL Equipment Maintenance

Plant and Equipment Maintenance improves your ability to schedule routine internal maintenance and generates revenue for your company by allowing you to maintain customer service agreements and schedule preventative maintenance tasks for customer-purchased products. The integrated system provides a single information source from which you can track and access data about multiple and customer-specific maintenance agreements.

Plant and Equipment Maintenance also helps you respond quickly to unplanned repairs with minimal effect on production and delivery. Regularly scheduled maintenance usually prevents most equipment problems from occurring, but unfortunately, unexpected problems do arise. By tracking maintenance activities within a single system, you can view equipment histories and guarantee that you stock the parts typically needed for repairs, which allows you to respond immediately to service requests. Plant and Equipment Maintenance makes servicing customer agreements and your own equipment less time consuming and more manageable.



- Maintain schedules for preventative maintenance tasks for plant equipment, internally-used products, and customer-purchased products.
- Maintain multiple task schedules for a single piece of equipment (daily, weekly, monthly, annually).
- Generate work orders for maintenance tasks and track revisions to that work order.
- Schedule labor resources to perform tasks.
- Assign service tasks to Regional and Branch locations (for multi-plant operations).
- Bill customers for services quickly and easily.
- View reports instantly about previous maintenance issues.
- Maintain multiple, customer-specific maintenance agreements.
- Log reported problems into the intuitive “Call Center” display window.
- Record detailed information about unplanned maintenance activities including Fault Type and Fault Codes, Urgency and Escalation Codes, and response Remedy Type and Remedy Codes.