



# Infor CloudSuite Facilities Management

## Solution summary

The following components are included with the core Infor CloudSuite™ Facilities Management offering:

**Infor EAM Enterprise Edition**—Infor EAM is a fully web-architected solution with an advanced, integrated suite of modules that help you proactively manage assets, asset information, and maintenance activities. It combines best-in-class asset management modules and unique features for automatically assigning work orders, effectively forecasting likely failure points, and automating purchasing and inventory management.

Infor EAM Enterprise Edition is configured specifically for facilities management with 14 separate workflows, so it works out-of-the-box. Infor EAM comes pre-loaded with American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) standards for equipment classifications, along with standard structures for mechanical, electrical, plumbing, and architectural systems.

**Infor EAM Enterprise Edition Customer Service Request**—With Infor EAM's call center functionality, you can centralize incoming maintenance requests from a broad and diverse customer base, and empower operators and customer service representatives by putting all the information they need to handle maintenance, service, and asset management requests right at their fingertips

**Infor EAM Enterprise Edition Advanced Reporting Author and Consumer**—Create fully customized reports and modify existing reports to match your specific needs. You can query the transactional data to detect trends and perform quantitative analysis of your maintenance operation.



**Infor EAM Enterprise Edition Barcoding**—With Infor EAM's barcoding module, you can design and print asset labels to streamline your processes for asset tracking and relocating, warranty activation and updating, work registration, and more.

**Infor EAM Enterprise Edition Databridge**—With this integration touch-point, you can facilitate the bulk transfer of data messages from one system to another. Infor EAM Enterprise Edition Databridge is most commonly connected with Infor ION®.

**Infor EAM Enterprise Edition Mobile**—Download work assignments from the Infor EAM database, and access and update data whether online or offline. This module automates virtually every aspect of maintenance and data collection, and allows you to create field-based work orders, use drill-down menus to retrieve detailed information about a piece of equipment, and capture actual "wrench time" as work occurs—on any device and from any browser.

**Infor EAM Enterprise Edition Requestor**—Makes it possible to manage all service requests through a single call center. You can enter, update, and retrieve work orders through a familiar web interface.

**Infor EAM Alert Management**—Alert Management provides early warning about existing asset condition trends occurring outside optimum operating data parameters. With this tool, you can be sure the right maintenance person receives an alert at the right time to analyze asset data and determine whether the asset needs repair or replacement.

**Infor EAM Web Services Toolkit**—Infor uses a web services platform that integrates all of its applications, both Infor and non-Infor software apps, so they can be accessed quickly. Using the Web Services Toolkit, you can easily access the functionality of any Infor or non-Infor web service on this platform.

#### **Infor EAM Web Services Connector**

**License**—Connector exposes Infor EAM business components as web services, so it can use simple object access protocol (SOAP) messages to communicate with these components. This makes your web services more flexible and easier to use.

**Infor Ming.le™**—Infor Ming.le is a comprehensive platform for social collaboration, business process improvement, and contextual analytics. Fully embedded with your CloudSuite Facilities Management system, Infor Ming.le allows you to communicate alerts, share enterprise information, and publish discussions in an informal and unstructured fashion across your enterprise and throughout your supply chain.

**Infor ION**—Infor's Intelligent Open Network provides a powerful and scalable framework that helps you eliminate operational silos, significantly improve exception management, and achieve end-to-end efficiency. You get the infrastructure you need to integrate both Infor and third-party applications, along with a publish-and-subscribe methodology that uses business object documents (BODs) for open communication. Infor ION also provides tools for creating alerts and workflows, so you can manage on an exception-only basis.

## Add-on components

Additional solutions that enhance and extend this Infor CloudSuite are available as add-ons for additional subscription fees. Contact your sales representative for more information. Common add-ons for this Infor CloudSuite include, but are not limited to:

**Esri ArcGIS Connector**—Integrate Esri's Geographical Information Systems (GIS) to create a web-based solution that can pinpoint assets; generate work orders from the GIS display; streamline workflow between departments; form sequential routes to complete work orders; and take advantage of seamless GIS and asset management integration.

**OpenCAD**—Easily picture the important aspects of an asset as part of your asset management strategy, from preventive maintenance scheduling and warranty status, to asset energy use profiles and locations. (Available as part of the core Infor CloudSuite Facilities Management release 11.2 in February 2016.)

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