

SM-Plus EAM manages every aspect of preventative maintenance operations with the following core application modules:

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

SM-Plus 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

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

- 1) it helps them improve operational efficiencies
- 2) it acts as a delivery mechanism for their maintenance departments
- 3) it helps to create value and stakeholder wealth for their organizations

Improves Efficiencies

The right preventative maintenance system improves efficiencies by decreasing downtime, increasing throughput, and decreasing company-wide transaction and opportunity costs. Our customers tell us SM-Plus EAM helps their maintenance personnel plan better, respond quicker, utilize resources more efficiently 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, SM-Plus 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 SM-Plus EAM helps them maintain their property, plant, and equipment with a profitable return.

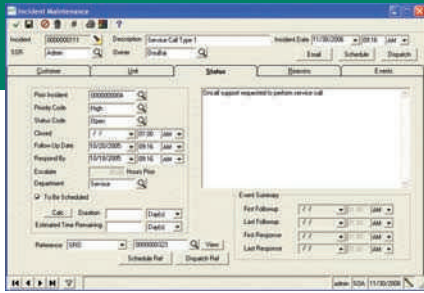
Information is Power

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

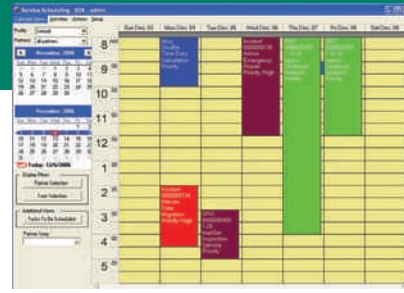
Creates Corporate Value and Stakeholder Wealth

With SM-Plus EAM as a product and service delivery mechanism, our customers experience improved efficiencies 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 profitability. Ultimately, this leads to increased corporate value and stakeholder wealth.





Incident Tracking



Resource Scheduling

Incident Tracking

SM-Plus 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 Profiles – 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-defined priority codes to ensure the proper attention is given to specific 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

SM-Plus EAM Incident Tracking provides information to help maintenance personnel improve efficiencies, 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 Definition - define “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/Certification/Location Matching – assign partners to incidents or service orders based on the skills or certification required to service an item or by the location of the asset

Email Notification - automatic notification 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.

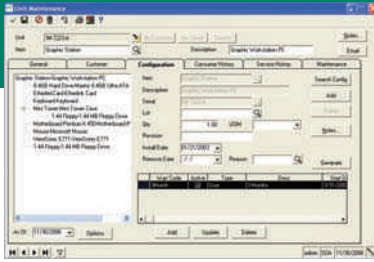
Work Order Management

Service Repair Orders (SRO) are the primary “documents” used for task management and cost tracking within SM-Plus EAM. An SRO can be used to handle any of the following types of service requests...

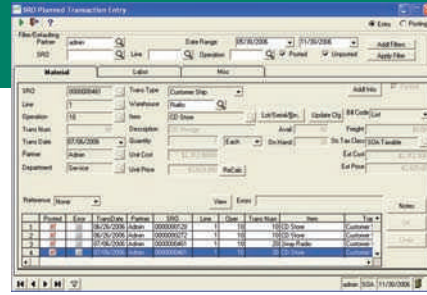
Service Calls – for tracking service history performed on any specific vehicle, facility, equipment, tool, or fixture

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/Configuration 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 MAS 500 – all expenses are costed against the asset and are completely integrated with the standard Sage MAS 500 financial modules

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

Multi-tiered Warranties - flexibility to track coverage such as “1 year parts and 3 years labor” or “36,000 miles or 3 years whichever occurs first”

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

Expense Reconciliation & Reimbursement

Partners enter time spent on an SRO and related expense data via the Unified 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

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

Warranty & Component Tracking

SM-Plus 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.

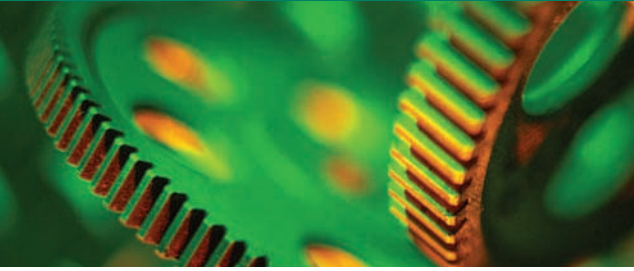
Complete Component History – view asset configuration for any date, including as-purchased or as-is configurations

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

Maintenance personnel can improve their efficiencies, reflect 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.

Integration with Sage MAS 500



SM-Plus EAM seamlessly integrates with Sage MAS 500 speeding data flow between your enterprise and preventative maintenance application.

Integration Benefits:

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 MAS 500 functionality to allow for System Alerts and the ability to attach documents to SM-Plus EAM screens

Preventative Maintenance

Internal service and maintenance departments have historically been cost centers. SM-Plus EAM preventative maintenance functionality improves maintenance efficiencies, thus reducing internal costs. SM-Plus EAM seamlessly integrates with Sage MAS 500, managing every aspect of a company's maintenance operations. Core functionality can be used in numerous applications of plant, fleet, 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. SM-Plus EAM acts as a delivery mechanism for your maintenance department to help improve efficiencies and ultimately increase corporate value and stakeholder wealth.

SM-Plus EAM can be successfully implemented to maintain and manage the following types of assets:

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

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|----------------------|---------------------|
| Tools, Gages, Meters | Measuring Equipment |
|----------------------|---------------------|

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