Customer Profile

CERN maintains more than one million pieces of equipment with Infor EAM Enterprise Edition

Facts at a glance

Product: Infor EAM Enterprise Edition
Industry: Fundamental Research
Country: Switzerland

"At CERN, maintenance starts as soon as an event has been generated in the Infor EAM system. If the solution is not available, maintenance cannot be carried out."

—Pedro Martel, Systems Engineer at CERN and Infor EAM Project Manager

About the company

CERN, the European Organization for Nuclear Research, was established in 1954 and is one of the largest and most prestigious scientific laboratories in the world. Its focus is on fundamental physics—to discover the component parts and laws of the universe. It uses extremely complex instrumentation to probe the ultimate constituents of matter¬the fundamental particles. By studying what happens when these particles collide, physicists can understand the laws of nature. Located across the French-Swiss border near Geneva, CERN now has 20 Member states and is a shining example of international collaboration. For more information, visit http://public.web.cern.ch/public/.

Setting the strategy

CERN's project to better manage its equipment goes back to 1995; it really took of in 1997 when, as a first step, the various datasets being used were harmonised and migrated to the R5 solution from SQL Systems. That solution, now called Infor™ EAM, was used to share data and to set up the procedures that are now in use. The Civil Engineering and Cryogenics groups were then appointed to be the pilot divisions for project deployment. For CERN, monitoring the accelerators is one of the most critical areas for anticipating and preventing faults.

Pedro Martel says: "Not many solutions could meet our requirements, either in terms of data volume or in structuring the data. At the time, we selected the R5 solution from SQL Systems because the way the data was structured in this solution was very similar to the way we operate. Then, the system was bought by Datastream, which was in turn acquired by Infor in 2006." With more than 1 million pieces of equipment to manage, in addition to its internal personnel, CERN uses about 50 external service providers. A wide range of service agreements are used, including fixed fee contracts, performance obligation contracts, task and component-based agreements, actual time basis contracts, and more. This variety of contracts and service levels means that CERN needs a powerful and flexible management system.Every equipment item and maintenance task carried out needs to be traced from one end of the chain to the other. The objective is to improve the anticipation of problems and malfunctions, but also to be able to meet commitments made to each service provider and to optimise costs. Martel says: "For example, this might seem like a minor example, but changing a light bulb during the day in a building located on the surface or doing the same thing in a basement at night doesn't involve the same level of service at all."

Getting business specific

Today, a large part of CERN's infrastructure maintenance activities, such as caretaking, roads, heating and cooling facilities, gardens, security etc., as well as part of its scientific instrumentation activity (particle accelerators), are all managed using Infor EAM Enterprise Edition.

Infor EAM Enterprise Edition generates more than 180,000 work orders per year, draws up preventative maintenance tasks, provides stock control functionality, and organises maintenance and inspection schedules.

A manufacturing control system has been set up for the scientific instruments.With about 200,000 equipment items identified which fall within this scope, Infor EAM Enterprise Edition has become the heart of this system. CERN staff now can view a complete history breakdown for each item.

"This means that at CERN, maintenance starts as soon as an event has been generated in the Infor EAM system. If the solution is not available, maintenance cannot be carried out. Only data stored in Infor EAM Enterprise Edition is considered valid and only data entered into the system can be used for payment or compensation," says Martel. Since the end of 2011, Infor EAM Enterprise Edition has been interfaced with an ITIL (Information Technology Infrastructure Library) service desk tool, which provides all users with a single point of contact, whatever type of maintenance problem they're dealing with. The tool was deployed in November 2011 and went live at the beginning of 2012. With this tool, up to 700 input tickets or maintenance orders were catalogued in Infor EAM Enterprise Edition for January 2012 alone.

Seeing results

Martel says, "We are continuing to develop new projects around Infor EAM Enterprise Edition, based on integrating new applications that provide our users with more services.

This means that, in particular, they can overcome a certain number of time and location based constraints." For instance, a maintenance order management platform for mobile personnel went live at the beginning of 2012, while an "EAM Light" data access application over the web will be available for all users starting next summer. Every user will then have the option to adapt it to his own working environment, based on a unique and completely secure data foundation. "In parallel, we will continue to work in close collaboration with Infor to benefit from their wide range of functional consulting and training experience," Martel says.

Doing business better

While Infor EAM Enterprise Edition has allowed CERN to implement standard procedures to improve data sharing both internally and externally, the CERN team in charge of maintenance is continuing to make the most of the Infor solution. A new radioactive material traceability project is currently being developed, so equipment that requires closer monitoring can be identified after it has been removed from the largest and most powerful particle accelerator in the world—the Large Hadron Collider.

Martel concludes, "This project to monitor radioactive equipment is very important for CERN, as we are obliged by radiation protection rules to keep our inventory (quantity and localization) of radioactive material up to date. This inventory is required for regular reporting to the Swiss and French radiation protection authorities."

641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

Infor House
1 Lakeside Road
Farnborough
Hampshire
GU14 6XP
United Kingdom
+44 (0)808 238 1641
marketinguk@infor.com
www.infor.co.uk

About Infor

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

Copyright© 2012 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF1279932-1292016-EN-US-1212-1