

## CERN



### An enterprising organization.

The European Organization for Nuclear Research, or CERN, is one of the most prestigious research centers in the world and is known as the birthplace of the Internet. Its activity field, fundamental physics, focuses on the clockworks of our universe—where it comes from, and where it is headed. To study the tiniest constituents of nature, CERN uses particle accelerators and decelerators, which are the most complex machines in the world.

### Setting the strategy.

Due to increased technical system maintenance costs, obsolete technology, and a need for additional functionality, CERN decided to replace its asset management system. “We needed a system that could effectively manage over 150,000 assets, manage the maintenance of equipment set up along 27 kilometers of a famous tunnel, and also handle all former accelerator component information,” says Pedro Martel, system engineer at CERN. “In addition, the new system had to be able to track important details about CERN’s assets to help us meet several national legislation requirements.”

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PEDRO MARTEL, SYSTEM ENGINEER, CERN

## Customer Profile

Consequently, CERN carried out an in-depth comparative study of various asset management solutions offered throughout the world and consulted several users of asset management systems. The CERN's civil engineering department and its cryogenics groups were chosen as pilot projects to migrate the former asset management system to a new one.

"Cryogenics is an extremely important domain, when working with particle accelerators," says Martel. "Therefore, the new asset management system had to provide optimum performance to anticipate and prevent as many failures and breakdowns as possible."

### Getting business specific.

Because of its compatibility with CERN's existing software packages and its effectual functionality, CERN decided to use Infor™ EAM Enterprise Edition as their asset management solution. The Infor EAM software's web architecture and its Oracle® compatibility also influenced the decision.

"We wanted to concentrate our management of assets into one single database, enabling all users to work together, but with a view of their own environment. We had to obtain database operation parameters that would accommodate specific organization needs," says Martel.

Infor EAM Enterprise Edition addressed all of CERN's needs. Currently, the organization uses the Infor solution to manage asset maintenance work, create approximately 30,000 work orders per year, set up preventive maintenance tasks, manage inventory, and conduct inspections. CERN also uses the software's barcode functionality to keep track of disassembled accelerators. With the software's web-architected platform, CERN users can also effectively complete maintenance tasks from anywhere at anytime.

### Seeing results.

"Infor EAM Enterprise Edition enabled CERN to standardize its existing procedures," says Martel. "The software's off-the-shelf aspect has also been particularly appreciated. Being able to use a best-of-breed product from a world leader in its market is an essential asset for a major collective organization such as CERN, which schedules its projects and developments over dozens of years rather than day by day."

"Use of an asset management/monitoring tool with upgrades over the next five to ten years—a period during which CERN will be building and operating the most powerful particle accelerator in the world—is an invaluable security for us," concludes Martel.

### About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit [www.infor.com](http://www.infor.com).

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