HxGN EAM for Facilities

FACILITIES MANAGEMENT SOFTWARE

You get support for all four aspects of maintenance with HxGN EAM Facilities Management:

Reactive   **Predictive**   **Consumptive**   **Preventive**

Factor in the specific requirements of facility managers, service providers, building owners, and building tenants—and you have a set of complex business requirements that cry out for a technology solution to help you manage them all.

With maintenance and labor costs on the rise, it is more important than ever to have efficient, scalable technology that's up to the challenge. But finding a way to modernize your business quickly, easily, and cost-effectively hasn't been an easy thing to do. Meet HxGN EAM Facilities Edition, a ready-to-run solution built specifically for buildings of all types, from public or commercial and industrial spaces to offices and multi-unit residential buildings. This solution provides deep, proven capabilities in key areas such as revenue optimization, property management, asset management and sustainability, building information modeling (BIM), business intelligence, space optimization, social business collaboration, and mobility— all delivered within an integrated framework.

Even better, the solution is delivered in the cloud, which helps ensure efficiency, cost savings, and built-in support for global operations, as well as security that follows industry-leading best practice protocols.

Industry-specific software
This mature solution for facilities management offers proven functionality that is informed by 30 years of experience across multiple vertical industries.

Secure infrastructure
This infrastructure is fully managed by HxGN, with the security and reliability of regional data centers managed by leaders in the field of Big Data management.

Quick value
HxGN EAM Facilities Edition offers a faster time to value, with a minimal upfront investment and revenue gains that can be measured in months, not years.

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Solution summary

The following components are included with the core
HxGN EAM Facilities Edition offering:

HxGN EAM Enterprise Edition:
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. HxGN
EAM Enterprise Edition is configured
specifically for facilities management
with 14 separate workflows, so it
works out-of-the-box. HxGN 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.

Customer Service Request:
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.

**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.

Barcoding:
With HxGN 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.

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

Mobile:
Download work assignments from the
HxGN 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.

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.

HxGN 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.

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

**Web Services Connector
License:**
Connector exposes HxGN 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 HxGN EAM Facilities Edition
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 HxGN 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.

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Add-on components

Additional solutions that enhance and extend this HxGN EAM Facilities Edition are available as add-ons for additional subscription fees. Contact your sales representative for more information. Common add-ons for this HxGN EAM Facilities Edition include, but are not limited to:
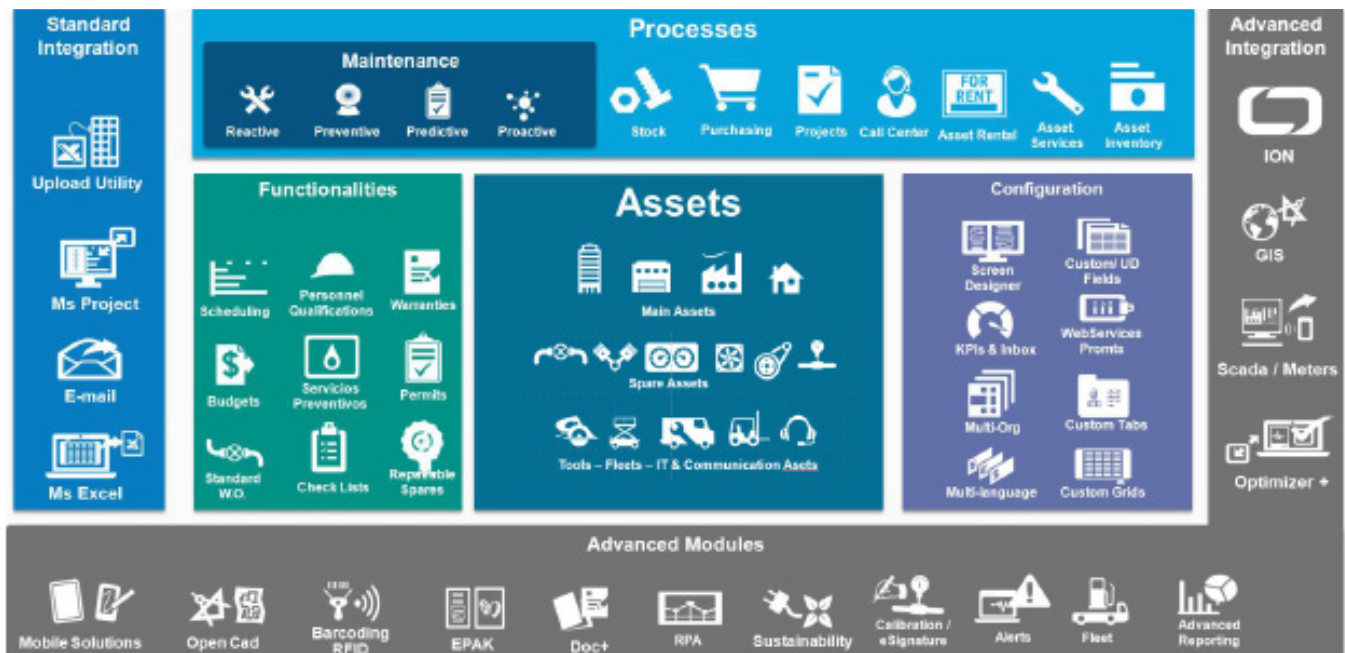
Esri ArcGIS Connector

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 HxGN EAM Facilities Editionrelease 11.2 in February 2016.)

Modules of HxGN EAM Facilities Management

Modernize, simplify, and save

So you can deliver quality service to your tenants and customers, HxGN EAM Facilities Edition includes the highly flexible, robust functionality we already offer on-premise:

- ✅ Property management functions to identify, track, locate, and analyze the physical assets in your facilities, including their location, cost history, warranties, claims, meters, and documents

- ✅ Incident management tools, with comprehensive work order functions for preventative maintenance and easy-to-use scheduling tools

- ✅ Document management capabilities for records retention, compliance with service level agreements, labor regulations, financials, accounting, and human resources

- ✅ Integrated tools to connect and optimize your systems, facilities, workforce, and tenants

- ✅ Embedded, advanced analytics with specific reports for operations and forecasting performance

- ✅ Workflows, alerts, role-based dashboards, and collaboration tools to boost productivity

- ✅ HxGN 10x technology—including an elegant interface that's so easy to use, that very little training is required

- ✅ Full integration with 4D building information modeling to visualize operations, maintenance, and construction projects, including equipment data, data sheets, specifications, warranties, and linked documents and drawings

With HxGN EAM Facilities Edition, you get innovative technology that can help you maximize revenue opportunities and reach higher profitability, whether you are a facility manager, service provider, or building owner.

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Maximize profitability in an increasingly complex market

Organizations like yours are under increasing pressure to deliver results while cutting your facilities management costs. Cloud enablement is no longer an "if." It's now viewed as a given when it comes to planning for the future.

Consider the facts:

The facilities management industry is expected to be worth $43.69 billion by 2019, with infrastructure development and IT advancements driving this growth. [1]

The next generation of facilities management workers will place a higher value on technology tools that allow for social collaboration, analysis of Big Data patterns, and energy sustainability. [2]

The cloud supports sustainability initiatives. By eliminating the need to power and cool server rooms, you can save on HVAC and electricity costs. [3]

The cloud software model will account for $1 of every $6 spent on software by 2016. [4]

1 Marketsandmarkets.com, "Facility Management Market by Solutions (CAFM, IWMS, CMMS, BIM, IWMS) & Services—Worldwide Market Forecasts and Analysis (2014–2019)," May 2014.

2 International Facility Management Association (IFMA), "Facility Management Trend Report: Emerging Opportunities for Industry Leaders," 2014.

3 Mark Harris, "5 Ways Cloud-Ready IT Can Win and Retain Tenants," Buildings.com (http://www.buildings.com/buzz/buildings-buzz/entryid/252/5-ways-cloud-ready-it-can-win-and-retain-tenants.aspx), Aug 25, 2014.

4 IDC, "Worldwide SaaS and Cloud Software 2013-2017 Forecast and 2012 Vendor Shares," Feb 25, 2014, press release.

Why HxGN EAM Facilities Edition?

HxGN EAM Facilities Edition is deployed in an agile, secure, and highly flexible hosting platform that is currently serving 1,300 customers and 4 million subscribers globally. With deployment in the HxGN EAM Facilities Edition, you can:

Manage your costs

Streamline how you run one location or manage multiple facilities with full visibility into the performance of your assets, the status of your work orders and budgets, the scheduling of your workforce, and the management of your energy needs.

Monitor and maintain performance

The solution provides real-time data that is accessible anytime, anywhere. It's also easy to launch and expand to new locations, and you can allow controlled access to connect your facilities personnel and tenants to the services and information they need.

Reduce total cost of ownership

Because data is no longer stored onsite, you can say goodbye to expensive servers and hardware, and redirect support personnel to more strategic activities.

Improve operational efficiency

With one unified system, your users will be able to learn the system more quickly and collaborate more effectively across the organization. And because everyone will have access to the same centralized information, you can make better decisions, faster.

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We are Hexagon Partner

Hexagon

Hexagon is a global leader in digital reality solutions.

Combining sensor, software and autonomous technologies. They are putting data to work to boost efficiency, productivity, quality and safety across industrial and mobility applications.

Technologies are shaping production and people related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Suecia	**22.000**	**3.8M+**	**50+**
Headquarters	Employees	Sales	Countries

Visual Knowledge

We provide solution to your information needs

1. We help companies to focus on core, revenue-generating activities, delivering value to customers. By using HxGN´s software and our services to automate operations, streamline processes and access real-time business information anytime, anywhere, growing businesses realize breakthrough performance improvements.

Our goal is to deliver lasting return on investment, long-term sustainability, and the flexibility to adapt and grow. We understand that one size fits all software doesn't meet your business requirements. That's why we focus on provide software for key verticals that have specialized needs.

20+	**20+**	**50+**	**150+**
Years of experience	Countries	Professionals	Active customers

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