



PeopleSoft Maintenance Management:
An Introduction and Overview of Benefits

Contents

Executive Summary	3
The Point Dilemma: More Problems Than Solutions	4
Integration is Key: Evolving to a Better System	5
Business Process Optimization	6
Reporting and Data Analysis	7
Implementation	8
Final Thoughts	9

Executive Summary

In today's complex and interwoven climate, effectively organizing and managing all facets of a company's infrastructure is no small feat. Yet, a clear and concise communication framework is a vital foundation for an organization's on-going success and fiscal health. Often, though, many businesses falter when it comes to integrating operations, equipment and assets maintenance into a cohesive unit with the ability to pinpoint wasteful spending and reach operational business goals. It's far more difficult to do manually than the mere concept suggests.

The current point-solution software does not address these issues in an efficient and cost-effective manner. Instead of tackling infrastructure maintenance head-on, companies deal with the long, expensive process of building integration points into existing, non-specialized software. This customization route is not only expensive in terms of both time and money, but also often inept at effectively interpreting and analyzing all maintenance data provided. Asset maintenance management, for better or worse, is half art and half science, and a generalist software approach often reveals more problems than it tries to solve.

The starting virtue of PeopleSoft Maintenance Management (MM) is that it already has integration points built-in. Utilizing a pre-engineered integration scheme not only saves time and money, but it results in a more effective and self-sufficient system. By utilizing innovative, specialized technology and work flows that provide an adaptable infrastructure that supports growth and reflects the organization's objectives, PeopleSoft MM streamlines all maintenance business practices into an enterprise-wide, single-source solution. Given that so many maintenance problems stem from a disjointed, multiple business silo approach, the intelligent introduction of a "single pane of glass" for maintenance is a tremendous asset unto itself.

MIPRO Consulting's maintenance experts utilize a practical, hands-on approach with companies to ensure PeopleSoft MM operates to its full potential. Guidance throughout the entire implementation and integration process guarantees a final application that works harmoniously with an organization's defined policies, procedures, and business processes. This broad world view minimizes communication error and establishes a concrete framework in which companies not only operate more clearly but, indeed, more effectively. And the difference is in these details: when dealing with enterprise software that relies so heavily on proper data integrations, the quality of implementation staff is forcefully called into the limelight.

This paper's objective is to provide an overview of the advantages PeopleSoft MM offers today's competitive companies. It will specifically address the benefits of integrating systems across divisions into a single cohesive application—highlighting enhanced visibility, control, and security.

The Point Dilemma: More Problems Than Solutions

In the past, a point solution has been an attractive avenue for companies looking for shorter implementation periods, splashy features, and up-to-date functionality. However, the problems with these types of best-of-breed systems are the inevitable a-la-carte framework and downstream financial exposure. Any addition and integration of products that are not innately congruent with the system's foundation results in a myriad of issues that negatively affect a company where it hurts the most—its bottom line. The customization necessary to build integration points, such as Asset Management, Purchasing, and Inventory, into an existing structure is a long, expensive process that companies, especially in these difficult financial times, cannot afford. Complexity rapidly becomes the enemy, despite promises—and hopes—of piecemeal integrations working as desired.

The problems with point solutions are not only measured in customization dollars. The business benefit overall is decreased when data is being pulled across multiple systems with limited communication potential. This results in a disjointed tangle of information, often out of context, that leads to interpretation and congruency difficulties. Businesses must wait for weekly or even monthly update processes to integrate new data, which creates inaccurate information and unreliable reporting. A loss of functionality is inevitable, and when this happens, a damaging lack of visibility across business lines guarantees unavoidable inconsistencies and business analysis problems. And, naturally, these cost money to diagnose and remedy.

Trickling down, these problems result in more problems. Upgrades are often difficult and can cause the redevelopment effort to skyrocket as interfaces have to be redone. Security holes are inadvertently created as well, with each product requiring their own logins and passwords. Permissions and user rights/roles are commonly misinterpreted from system to system. The integration issues of point-solution software leads to increased time and finances spent on tech support, training, and problem triage. This certainly causes disrupted workflow as less time is spent on real production and more time is wasted on “quick-fix” solutions. Before long, thanks to the iterative nature of this cause-and-effect cycle, organizations find themselves farther than ever from the asset maintenance strategy they envisioned.

Integration is Key: Evolving to a Better System

By design, PeopleSoft Maintenance Management is an integrated solution. With integration points already built-in and a common communication layer already in place, PeopleSoft MM's architecture ensures consistency, simplification, and visibility. Instead of spending valuable time and resources on costly point-solution customizations, PeopleSoft MM provides a vital business value by getting to work "right-off-the-shelf" and helping companies get a handle on their maintenance spending by pinpointing areas that need improvement. Forward-thinking companies now realize the long-term ROI an integrated, intelligent solution provides and the financial benefit that accumulates when they can save the fluid and ancillary spending that otherwise comes with a point-solution system.

Integration Highlights

- **Integration of Purchasing & Inventory:** With this integration, companies can have real-time access to inventory balances and purchase orders. By virtue of this level of visibility, companies are better positioned to understand and manage their equipment and ensure that the right parts are at the right place at the right time. This real-time access decreases repetition, provides an instantaneous view of work costs, and saves valuable time and money.
- **Integration of Asset Management:** One of the biggest pitfalls of point solutions is that the master equipment listing is disconnected from the financial assets. Perhaps the biggest challenges MIPRO consultants tackle in a PeopleSoft MM implementation is to bridge the gap that exists between the equipment requiring maintenance management and what is keyed into the financial system. Once accomplished, the management of these from both financial and maintenance perspectives is reduced considerably.
- **Integration of Project Costing:** With the project-cost integration, companies can manage their assets like never before. With a total view of all costs to install, maintain, and retire equipment, as well as a full range of reporting options, the integration of project costing allows businesses to automatically create the assets as they are put into service. Retirement of assets can be a long and complicated process, but with PeopleSoft MM, maintenance can be part of the business decision of initiating the retirement of assets and ensuring the equipment within the system is in-sync with reality.
- **Integration of the General Ledger:** The integration of General Ledger arguably provides the biggest time savings for organizations adopting PeopleSoft MM. With the design of the Maintenance Management application, PeopleSoft has created the GL integration with a rules-based engine that allows for accounting information to

default automatically into a work order. This information is then submitted to all feeder systems including purchasing, inventory, and accounts payable, ensuring that maintenance costs are charged to the correct GL distributions. This streamlines the process and allows the maintenance organization to focus on what they do best: keep equipment running while giving the finance organization the details they need.

MIPRO Consulting takes advantage of the possibilities these integrations create and maximizes their potential. As a thought and experience leader in the field, MIPRO is a premier implementer of PeopleSoft MM, boasting a record of many successfully-completed broad scope implementations. MIPRO consultants are heavily-trained experts that provide invaluable insight, prudence, and integrity to every project they undertake. Working hand-in-hand with functional area managers, MIPRO works to make certain multiple departments no longer work within a vacuum with limited understanding of the organization as a whole. Instead, MIPRO helps develop a clear awareness and agreement of commonalities and goals across lines, improving communication and resolving gaps. Just as PeopleSoft MM provides a consistency in asset data analysis and reporting, the expertise of the PeopleSoft MM implementation team ensures the software is deployed with all business units speaking the same language and working towards the same goal.

Business Process Optimization

The unparalleled integration PeopleSoft MM offers culminates not just in a better system, but in the optimization of business processes. Best practices—working in the most efficient manner with the most beneficial results—are vital to a better business. In order to make informed, intelligent decisions, companies need not only to utilize superior software but utilize it in an expert way that maximizes the ROI. The best software in the world is wasted if it doesn't improve how business decisions are made and if it's not fully understood by the implementers or users. Before implementation, MIPRO works with its client to define common business policies, procedures, and processes for all facilities within the organization. By configuring the software to best reflect the goals and needs of the organization and business stakeholders, MIPRO facilitates the best practices ideal. These are the initial steps to ensuring that PeopleSoft MM works for the organization's success.

The PeopleSoft Enterprise Asset Management (EAM) system is a suite with a broad range of applications that comprise a core foundation that works seamlessly to manage and control asset performance. Under the PeopleSoft Enterprise Asset Lifecycle Management umbrella, PeopleSoft MM is a fundamental component for



optimizing communication and visibility across departmental lines. Added visibility is an integral element to improved communication. PeopleSoft MM allows real-time updates that are instantaneous and consistent from each organization. The data is linked via the work order and is accessible to each department to be reviewed and analyzed in the way best suited for its particular need. Like all enterprise software that leads to greater business intelligence, data analysis and reporting are highlighted within PeopleSoft MM. By opening the doors to communication, companies create accuracy and reliability in reporting and, as a result, make vastly better business decisions.

Items such as Work Management, Preventative Maintenance and Equipment Cost Analysis, which businesses often fail to capture and track effectively, are an essential focus in PeopleSoft MM. By promoting the development and understanding of these processes with enhanced tracking, scheduling, and reporting features, PeopleSoft MM not only creates greater awareness within these divisions, but addresses them from a business process optimization (BPO) standpoint to realize maximum strategic benefits.

Reporting and Data Analysis

If accurate data are the building blocks to best practices, reporting is the blueprint. Without a clear and functional reporting scheme that can interpret and analyze data and produce value-intensive reports, an application's business benefit is virtually nonexistent. Reporting and flexible data analysis is the engine that moves the business forward and represents the endgame to any sophisticated business-facing piece of ERP software.

PeopleSoft MM offers a very robust reporting engine. It provides both operational and management reporting, which enables companies to use real-time operational data in their management reports—guaranteeing accuracy and immediacy. PeopleSoft MM understands that user roles (maintenance technician, manager, CIO) dictate dataviews, and MM's reporting engine allows for dramatic flexibility in its use. For each distinct department, PeopleSoft MM reporting filters the relevant data and provides a report that is immediately beneficial to the user, with little or no context interpretation necessary. What works for one PeopleSoft MM user may not work for another; however, because of the integrated data and real-time updating, there exists an innate confidence that all the reporting data is consistent and relevant, which greatly decreases miscommunication and task repetition.

Taking reporting a logical step further, PeopleSoft MM provides forecasts and recommendations based on the data it consumes—an invaluable resource. For instance, traditional and ad-hoc maintenance operations are tracked, creating alerts when necessary and generating work orders. With the ability to interpret information, PeopleSoft MM assesses the information provided and reports to the user how things are progressing within an organization. This ability to identify trending—not just threshold violations where alerts are triggered and immediate reaction is necessary—helps organizations understand maintenance patterns and costs at a much more holistic level.

The PeopleSoft MM reporting environment allows organizations not only to view a blueprint of where their company is, but through interpretation and analysis, provide insight that management can use to conceive and plan the direction their business needs to go to reach their long-term goals. With PeopleSoft MM reporting, management can prioritize more effectively, establishing a hierarchy that encompasses each facet of their organization and pinpoints areas that need immediate focus.

Without a reliable and immediate data foundation, reporting is an educated guess at best. The real-time nature of PeopleSoft MM ensures intuitive and dependable reports and data analysis that promote visibility and produce tangible results.

Implementation

PeopleSoft MM is a dynamic solution which requires an intelligent, experienced deployment plan that is managed with a commitment to extensive, full-scope training and knowledge transfer. MIPRO Consulting delivers on all counts. As an industry leader in the EAM/MM space, MIPRO is unmatched in PeopleSoft MM implementation experience with a superior combination of proven delivery methodologies, a flexible world view, and a fundamental belief that the key to customer success is the development of knowledge within the client organization.

MIPRO utilizes a hands-on, train-the-trainer approach. As a consulting organization, MIPRO plans an implementation strategy that best suits an organization's needs while bridging communication gaps across company lines. With unparalleled insight and expertise, MIPRO manages implementation from both project and technical standpoints. MIPRO appreciates and understands the technical innovations PeopleSoft MM has to offer while maintaining a clear and vital understanding of the client's business needs.

The entire process—from discovery to conception to execution—is one of full disclosure. All potential issues and decisions are discussed with the client beforehand to ensure transparency and that the lines of communication are open and mutually constructive.

MIPRO not only implements PeopleSoft MM, but also understands that software change must lead to business process change in order to fully realize maximum ROI. MIPRO views this process as a collaborative project with the end goal being organizational self-sufficiency. Training is a priority. MIPRO's training program includes classes which are geared to the user with a focus on independence. By creating training materials with familiar data for the user to practice with and utilizing simple-to-follow, function-specific training summaries, MIPRO works to simplify the training process while providing the user with the necessary tools for optimal management and control.

Final Thoughts

The feature gap has been minimized. No longer can siloed products claim their feature set justifies the negatives in terms of real operational cost. PeopleSoft MM offers innovative, cohesive features with an intuitive and user-friendly interface that works seamlessly across the entire enterprise. Upgrades are simultaneous, cohesive, and easy. Data is entered in real-time so there is no lag in updates to the system. Moreover, a point solution cannot match the ability of PeopleSoft MM to track, interpret, and analyze all aspects of a company's financial and time-management issues, creating a holistic environment that supports the obtainment of long-term goals. These are the benefits of an organically-developed MM solution.

Whether you're a mid-market organization or a large enterprise with a complex infrastructure, PeopleSoft MM can make your business better. As an integrated solution, PeopleSoft MM offers a multitude of benefits that point solutions cannot match. The total cost of ownership, built-in integration, reporting and analysis capabilities, and superior core data foundation are the mainstay virtues of the solution. These effortlessly enable upgrades, real-time data input, and the integration of additional PeopleSoft Asset Management software. When implemented, PeopleSoft MM offers an unparalleled system that promotes best practices company-wide and leads to greater control and management of maintenance and asset performance.