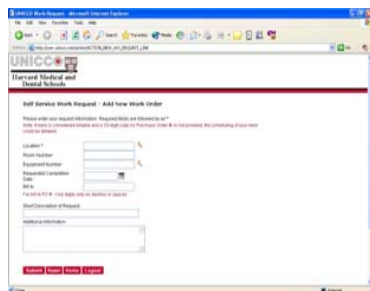
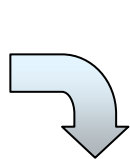


# Computerized Maintenance Management Systems at UGL Unicco

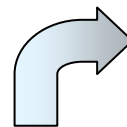
# UNICCO Operational Model



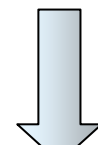
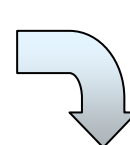
Web Request



CMMS

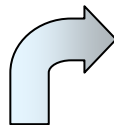


Account Management One Stop Shop

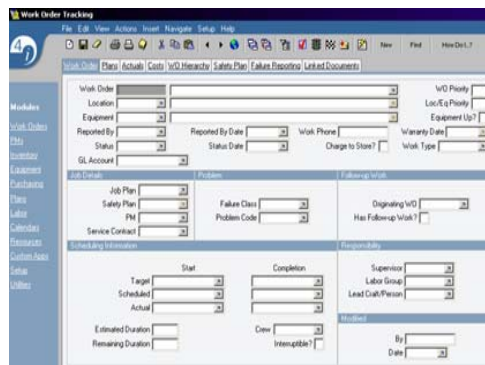
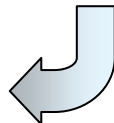


Reports

Call C



Handhelds

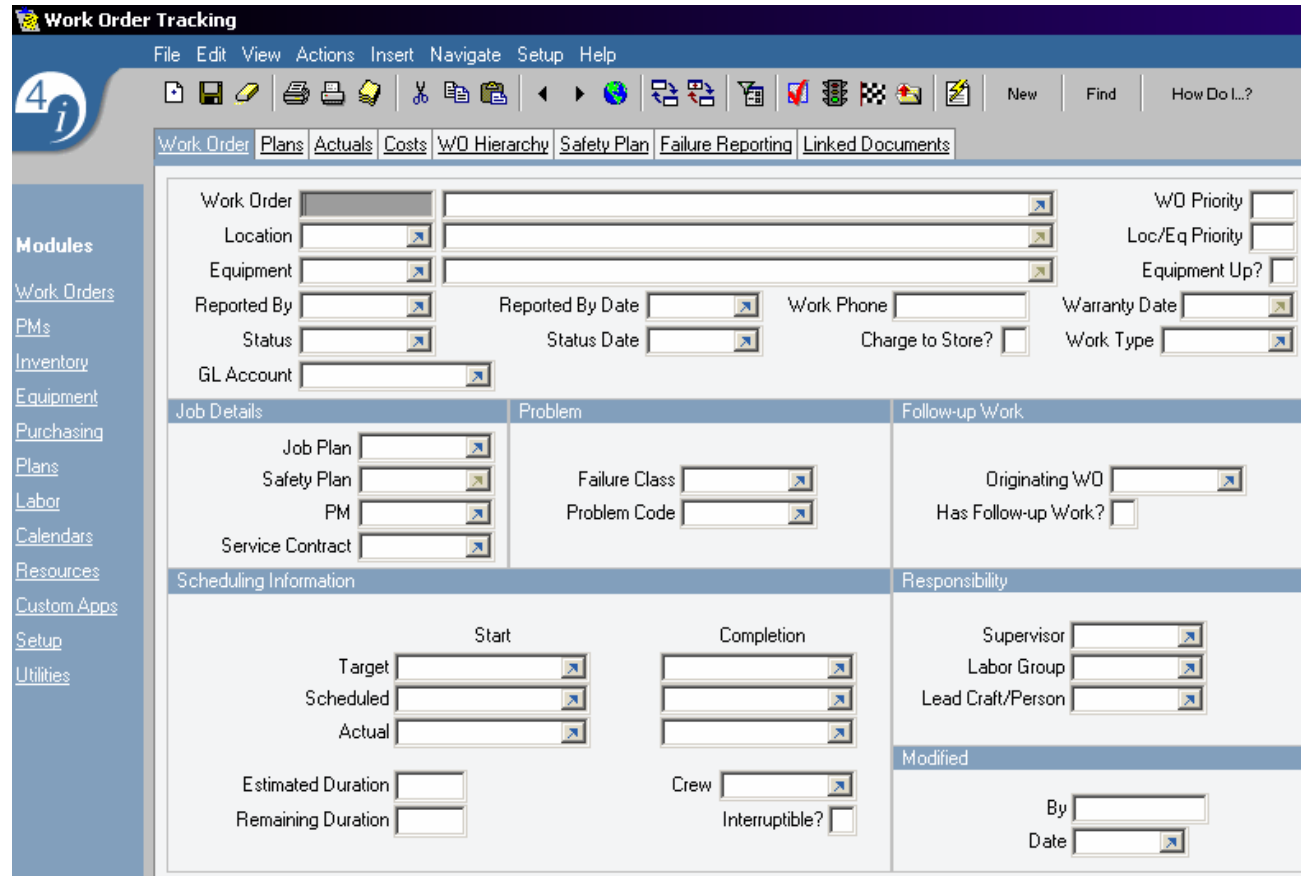


- Strategic asset management system
  - Maximo
- Service call management system
  - CorrigoNet

- Application overview
  - Work Management
  - Procurement
  - Inventory Management
  - Robust Reporting

# Why Maximo?

- User-friendly, intuitive
- Functionality and versatility
- Modular operation
- Customizations upgradeable
- Supports many DB platforms
- In our case, also customer driven



The screenshot displays the Maximo Work Order Tracking application interface. The title bar reads "Work Order Tracking". The menu bar includes "File", "Edit", "View", "Actions", "Insert", "Navigate", "Setup", and "Help". The toolbar contains various icons for file operations and navigation. The main menu includes "Work Order", "Plans", "Actuals", "Costs", "WO Hierarchy", "Safety Plan", "Failure Reporting", and "Linked Documents".

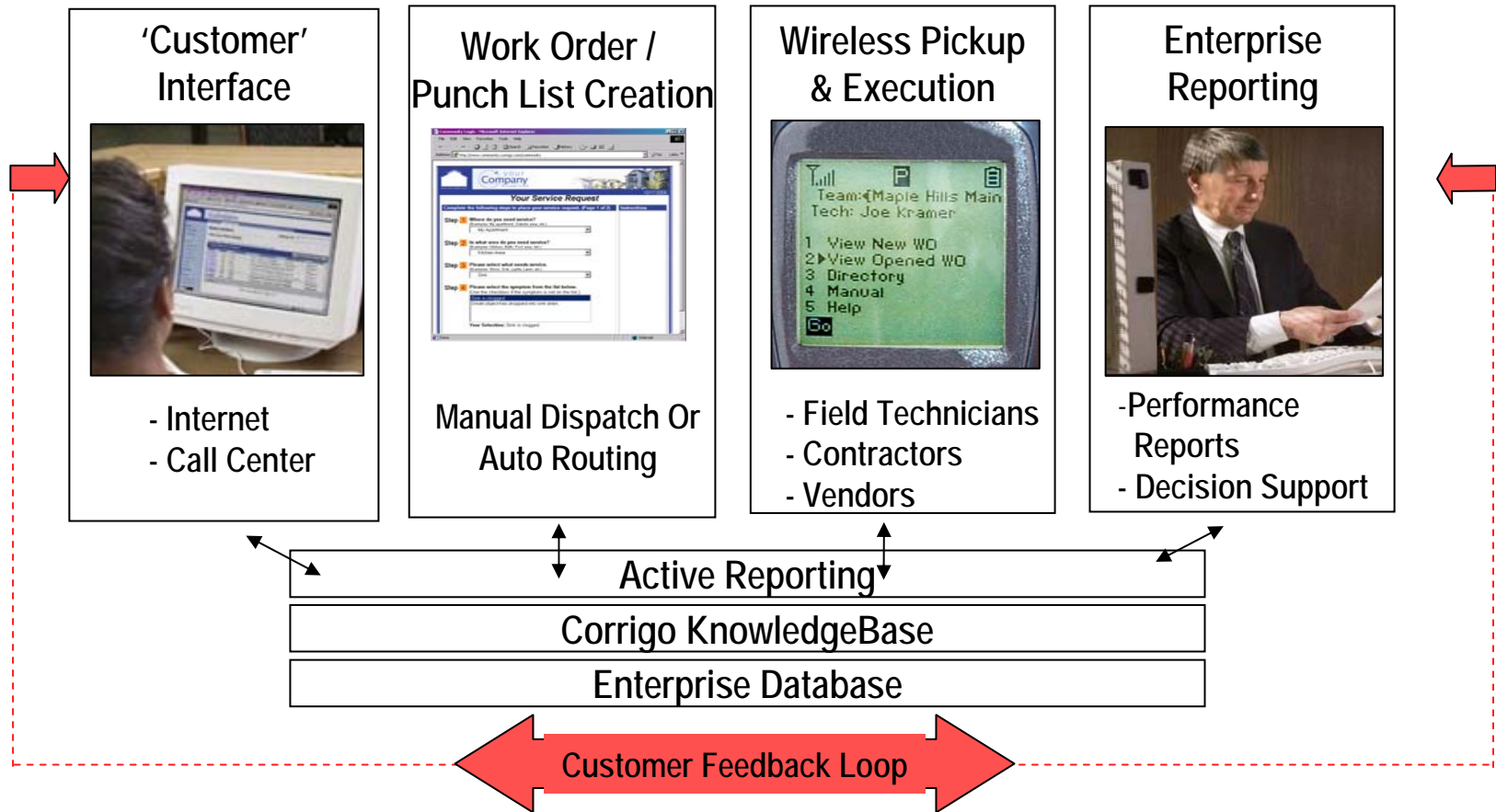
The interface is divided into several sections:

- Modules:** A vertical sidebar on the left lists modules: Work Orders, PMs, Inventory, Equipment, Purchasing, Plans, Labor, Calendars, Resources, Custom Apps, Setup, and Utilities.
- Form Fields:** The main area contains a form with fields for:
  - Work Order (dropdown)
  - Location (dropdown)
  - Equipment (dropdown)
  - Reported By (dropdown)
  - Status (dropdown)
  - GL Account (dropdown)
  - Reported By Date (dropdown)
  - Status Date (dropdown)
  - Work Phone (text)
  - Charge to Store? (checkbox)
  - WD Priority (checkbox)
  - Loc/Eq Priority (checkbox)
  - Equipment Up? (checkbox)
  - Warranty Date (dropdown)
  - Work Type (dropdown)
- Job Details:** Fields for Job Plan, Safety Plan, PM, and Service Contract (all dropdowns).
- Problem:** Fields for Failure Class and Problem Code (both dropdowns).
- Follow-up Work:** Fields for Originating WO (dropdown) and Has Follow-up Work? (checkbox).
- Scheduling Information:** Fields for Target, Scheduled, and Actual (all dropdowns) under the "Start" column; and Completion (dropdown) under the "Completion" column.
- Responsibility:** Fields for Supervisor, Labor Group, and Lead Craft/Person (all dropdowns).
- Modified:** Fields for By (text) and Date (dropdown).
- Other Fields:** Estimated Duration (text), Remaining Duration (text), Crew (dropdown), and Interruptible? (checkbox).

- Strategic Asset Management
  - Preventive Maintenance
  - Predictive Maintenance
  - Capital Planning
- Multi-Platform Mobile/Remote Work Order Management
- Routine Maintenance
- Inventory Management
- Purchasing and Vendor Management
- Detailed Cost Capture Reporting and Invoicing
- Workflow / Notifications

- Databases
  - Microsoft SQL-Server 2000
  - Located in Auburndale, MA
  - Over 24 client databases in production
- MAXIMO application suite
  - Client-server version 4.1.1 for all clients
  - Citrix used as delivery tool for version 4.1.1

- Some examples of our Maximo clients
  - Major private jet aircraft manufacturing corporation
  - Large credit union deposit and institutional insurance service provider
  - Esteemed liberal arts university in New England
  - Fortune 50 shipping corporation
  - Nation's largest producer of Zirconium ingots for the nuclear industry



# Why CorrigoNet?



- Wireless Work Order Management
- Preventive Maintenance
- Routine Maintenance
- Inventory Management
- Asset Management
- Vendor Management
- Time Card Management
- Call Center and Dispatch Tools
- Detailed Cost Capture/Invoicing
- OLAP Reporting
- Subscription Web Reports
- Workflow / Notifications

- The UGL Unicco Model is a Hosted Solution provided by Corrigo
- Established, Stable Product
  - Enterprise and local versions of Corrigo serving at least one “Top 5” customer in 8 verticals/markets
  - 5 full releases, more than 280 builds over 4.5 years
  - 50,000+ work orders / month, 15,000 emergencies managed

- Some examples of our CorrigoNet clients
  - UGL Unicco's Canada Lighting Division
  - Esteemed dental research and care provider institution in New England
  - Major communication component manufacturer
  - Large full service orthopedic research and care provider
  - Largest electric and gas utility provider in New England



- Integrated Technical Solution's self-reliant consulting service operation
- Site assessments and implementation services
- Structured implementation methodology
- Process design and re-engineering services for work control and logistics support
- Customer "self-service" work requesting over the web tied to Maximo
- myUNICCO web-portal packaged tools
- Hand-held device roll-outs to support SAM/SCM, Quality Inspection System, and Safety Management
- Custom application builds and report writing services