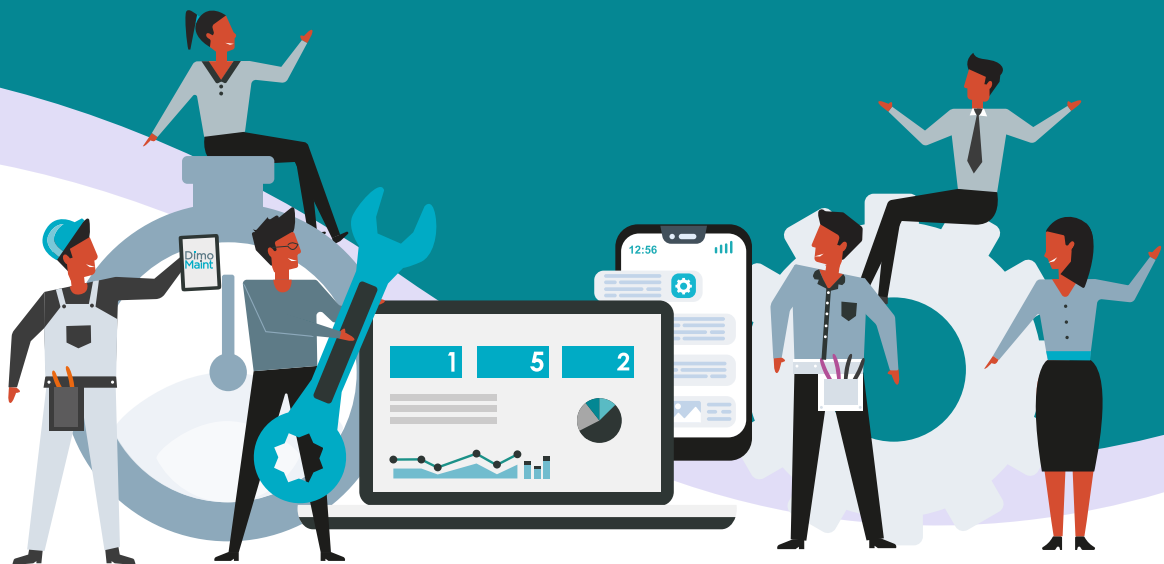


# DIMO MAINT CMMS SERVICES CATALOGUE



# DIMO MAINT CMMS SERVICES CATALOGUE

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### New maintenance manager?

This **three-day** crash course offers an overview of the software's functional scope and familiarises trainees with the management tools provided by the solution!

**PACK 1**  
Page 30

### Efficiency drive for your team?

This **three-day** course teaches your maintenance technician to use CMMS and provides team leaders with the tools to plan their teams' work efficiently!

**PACK 2**  
Page 31

### Need to maintain a new system?

Learn to integrate a new system into your existing infrastructure and ensure that the new technical data is consistent with **this three-day course!**

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Page 32

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This **three-day** course helps your spare part flow managers to integrate data and manage stocks in your CMMS.

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Page 33

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Page 34

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This **three-day** course will help you to define a suitable workload plan for your organisation and introduce best practices to implement it effectively.

**PACK 6**  
Page 35

## DIMO MAINT CMMS SERVICES

### 01 | DIMO MAINT - THE MAINTENANCE SPECIALISTS

DIMO Maint - the French industry leader and a major player in the international market - publishes a comprehensive range of future-proof computer-aided maintenance management (CMMS) and after-sales service solutions. Our products are available in 15 languages, quick to install and easy to use, delivering a response appropriate to your scope and the direction in which you want to lead your project. As well as delivering a fast return on investment, our solutions are simple and user-friendly, ensuring that they will be adopted by future users - a crucial requirement for any maintenance computerisation project.



customers  
in **100 countries**



distribution  
**partners**



languages  
available



years'  
**experience**



**international**  
projects

### 02 | DIMO MAINT - HALLMARK OF A SUCCESSFUL CMMS PROJECT

To help you make best use of our CMMS solutions and manage your maintenance activity more efficiently, we have developed a range of services for different uses and the various stages of your project's life cycle. Whichever software you choose, pick one of our customised training programmes and learn the skills you need to work more efficiently and independently.

Depending on your project's scope, certain steps may be optional, such as importing data, creating interfaces, developing functions and supporting the transition to the live production environment.

Each step is described in a DIMO Maint Quality Assurance Plan, to ensure full transparency regarding the service provided by DIMO Maint personnel, the sequencing of the various stages of the project and the related deliverables.

### 03 | COMPREHENSIVE SERVICES CATALOGUE

Our catalogue features services and training courses for all our CMMS solutions:

- DIMO Maint MM,
- DIMO Maint AX,
- DIMO Maint MX,
- OptiMaint

We also provide professional training to hone your maintenance management skills. Our training gives you all the keys you need to organise, run and manage a modern maintenance activity.

## DIMO MAINT CMMS SERVICES

- **Training locations :**

Our training can be provided at your own premises, at our training centres or at our partners' facilities. Depending on your choice of package, the course may be open to participants from other companies or reserved exclusively for your own company's employees.

We also provide e-learning courses for individual trainees. This training is provided at a PC at your company, in direct Internet and telephone contact with a consultant.

- **Training materials :**

Training materials are provided to participants at the end of each training session.

- **Quality monitoring :**

Our **certification programme** - which has been officially recognised for many years - ensures that you will be trained by approved trainers with appropriate expertise in the topics addressed as well as all functions of our solutions.

Our services are subject to quality monitoring based on assessment questionnaires issued to all participants. Comments and suggestions are acted upon, helping us to continuously improve our services.

### 04 | PRACTICAL INFORMATION

- **DIMO Maint is a licensed training organisation:** N° : 82.69.10391.69

- **Our locations :**

**DIMO Software - LYON**  
561, allée des Noisetiers  
69760 LIMONEST

**DIMO Software - PARIS**  
56, boulevard de la  
Mission Marchand 92400  
COURBEVOIE

**DIMO Software - BIARRITZ**  
Technopôle Izarbel –  
Créaticité B 64210 BIDART

**DIMO Software - NANTES**  
Le Saphir - 3 rue  
Alfred Kastler 44300  
NANTES

**DIMO Software -  
MUNICH- GERMANY**  
Landaubogen 3a, 81373  
München

**DIMO Software - CDMX -  
MEXICO**  
Avenida Oaxaca 96, int.201  
A – Colonia Roma Norte, CP  
06700 CDMX

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KEEP TRACK OF OUR NEWS AND SEE  
EXAMPLES OF OUR CUSTOMERS'  
PROJECTS AT OUR WEBSITE:

[WWW.DIMOMAINT.COM](http://WWW.DIMOMAINT.COM)

# DIMO MAINT CMMS SERVICES

**Project Management** Post-deployment Technical Services Functional services



## TARGET AUDIENCE :

Project director, project manager, Sales and customer project team



## PREREQUISITES :

- Contract signed
- Deposit paid
- Date agreed with customer



## LENGTH :

1 day :  
Meeting: 0.5 days  
Report: 0.5 days



## DELIVERABLES :

- ✓ Meeting report
- ✓ Schedule
- ✓ Preparatory documents for the implementation phase
- ✓ Delivery note

## KICKOFF MEETING

This step consists in meeting with the various project stakeholders to define how the DIMO Maint CMMS will be implemented and used.

## GOALS

- Identify the project stakeholders
- Specify the precise scope of the project
- Highlight the customer's expectations, goals and requirements with regard to the solution
- Highlight any organisational, technical and functional constraints
- Emphasise the key issues in order to manage priorities
- Get an all-round view of the project

## CONTENT

- Restate the expectations and requirements for each function, as defined in the specifications
- Provide an overview of the CMMS modules and functions selected by the customer
- Identify the required functional scope
- Perform a full inventory of the items that must be prepared in order to enable deployment and use
- Identify the project teams and project manager
- Plan the required resources
- Identify the risks
- Produce the project schedule
- Produce the meeting report

# DIMO MAINT CMMS SERVICES

Project Management Post-deployment Technical Services Functional services



## TARGET AUDIENCE :

Project director, project manager, Sales and customer project team



## PREREQUISITES :

- Date set at the kickoff meeting
- Updated project documents (schedule, etc.)
- Prepare a project situation presentation



## LENGTH :

1 day :  
Meeting: 0.5 days  
Report: 0.5 days



## DELIVERABLES :

- ✓ Signed certificates
- ✓ Report

## STEERING COMMITTEE

A steering committee is set up, which will subsequently meet regularly throughout the project. The steering committee's role is to assess progress at fixed intervals, measure any project drift and seek the causes. The committee is free to suggest any solutions to help fulfil the commitments made by the parties. The committee meets: after the analysis to approve the scope and schedule; after acceptance; and one month after production.

## GOALS

- Communicate on project progress
- Resolve any problems by making appropriate decisions
- Arrange approval for key project stages (certificates)

## CONTENT

- Present the project situation
- Highlight any difficulties
- Make the right decisions to avoid blocking the project
- Have the certificates signed
- Produce a report



# DIMO MAINT CMMS SERVICES



**Project Management** Post-deployment Technical Services Functional services



## TARGET AUDIENCE :

Project director, project manager, Sales and customer project team



## PREREQUISITES :

- Kickoff meeting held
- Customer extranet published



## LENGTH :

% of the number of days required for the project



## DELIVERABLES :

- Maintain project documents:
- ✓ Schedule
  - ✓ Configuration meeting report
  - ✓ Certificate
- Distribute documents via the

Performed remotely and on time by our service center.

## PROJECT MONITORING

This is a cross-project service. It begins with the organisation of a kickoff meeting, followed by regular steering committee meetings throughout the project. Its purpose is to support the customer with its project, to ensure that our solution is implemented in ideal conditions.

## GOALS

- Ensure effective communication at every stage of the project
- Share and update project documents
- Obtain approval at each step in the project

## CONTENT

- Set up the customer extranet and keep it updated
- Hold regular situation update conference calls for effective follow-up
- Liaise between DIMO Maint departments and the customer (in particular if during development)
- Update project documents
- Prepare and organise on-site meetings (kickoff meeting, committee meetings, etc.)
- Manage the handover to Support when the project goes live

- Submit the deliverable tracking document to the customer's project manager. Handover dates are set as the project progresses, and the document must be updated at regular intervals agreed with the customer
- Keep the schedule updated throughout the project
- Submit required deliverables on time throughout the project
- Ensure that all stakeholders comply with milestones throughout the project
- Identify risks and implement action plans to minimise them throughout the project

# DIMO MAINT CMMS SERVICES



Project Management **Post-deployment** Technical Services Functional services



## TARGET AUDIENCE :

Project Manager and Client Project Team



## PREREQUISITES :

- Depending on the package chosen

Performed remotely and on time by our service center.

## THIRD PARTY APPLICATION MAINTENANCE - TMA

TMA or Third Party Application Maintenance consists of outsourcing all or part of the support of your CMMS application to a third-party maintainer, DIMO Maint. It comes after the deployment of the CMMS project, making it possible to scale up the application and correct its potential malfunctions.

### GOALS

- Ensure the continuity of services of your CMMS
- Implement best practices
- Perpetuate the knowledge of your project with a dedicated team
- Improve the user satisfaction of your CMMS
- Control maintenance costs

### CONTENT

- Getting started with the CMMS, training and assistance with use
- Management and evolution of software settings
- Maintenance and evolution of software interfaces
- Performing data imports on demand
- Analysis and development of custom indicators
- Analysis, co-design and development
- Installing updates for one of our solutions locally
- Upgrade with each update
- Solution usage reports and functional adjustments with each update

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Customer's IT department



## PREREQUISITES :

- Prerequisites sent to the contact person at the customer's IT department
- Server(s) available
- Check compatibility (port, IIS, Apache,...)
- DBMS chosen



## LENGTH :

Pack



## DELIVERABLES :

- ✓ Standard installation procedure guides
- ✓ Security procedures

Performed remotely and on time by our service center.

## INSTALLATION PACK

The software package - or additional module - will be installed by our teams in a technical environment installed and validated in advance by the customer in accordance with the technical prerequisites agreed during the project's kickoff phase. Installation designed for up to 8 connectable workstations. The existing network must be cabled, in full operating condition and located at a single physical site.

## GOAL

- Ensure that the software package/module is available and secure, in accordance with the requirements specified for the solution

## CONTENT

- Install the software or module, together with the database on the database server previously installed in accordance with the solution's technical prerequisites
- Configure server-side communication tools and protocols
- Install (up to 8) client workstations on the network
- Configure the security settings

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Scope of the data to be retrieved
- Familiar with the impacted DBMS (version)
- Setup completed



## LENGTH :

1 day



## DELIVERABLES :

- ✓ Pre-filled import frames

Performed remotely and on time by our service center.

## DATA RETRIEVAL MANAGEMENT

This service prepares and verifies data for import into the CMMS database.

### GOAL

- Have a comprehensive import frame for the data that is to be imported or is importable

### CONTENT

- Send the import frame (compatible with the final configuration) to the customer
- Explain to the customer how to populate the frame
- Provide an example for each data object to be retrieved
- Manage exchanges with the customer for the checking and correction process

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Scope of the data to be retrieved
- Familiar with the impacted DBMS (version)
- Setup completed
- Import frame filled and checked



## LENGTH :

See enclosed table



## DELIVERABLES :

- ✓ Data retrieval file
- ✓ Database for the software package with the customer's data re-encoded as specified in the data retrieval file
- ✓ Report on the data

Performed remotely and on time by our service center.

## DATA RETRIEVAL

The format in which data is retrieved is designed specifically for the customer based on the Excel files sent to the administrators (asset list, tree structure, stock, spares, suppliers, preventive maintenance, etc.) using the DIMO Maint software package's import tool.

## GOALS

- Retrieve the data in the format required by the software and configure it using the import tools
- Perform the acceptance procedure for the data encoded in the format required for the software package

## CONTENT

- Compilation the sources of the data to be retrieved
- Data analysis with the customer
- Data reformatting by the customer if requested by DIMO Maint
- Configuration of the import formats in the import tool by DIMO Maint
- Data Integration, testing and acceptance in the software package

## DURATION

Tree structure and assets	0,5 day
Items, stock and spare parts list	0,5 day
Suppliers and links with items	0,5 day
Users and technicians	0,5 day
Preventive maintenance plan	0,5 day
Job history	1 day
Purchase and stock movement history	1 day

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and project team or specialist from the relevant department



## PREREQUISITES :

- Product and technical pre-sale processes



## LENGTH :

TBD



## DELIVERABLES :

- ✓ Detailed functional specifications
- ✓ Certificate signed by Dimo Maint and the customer

Performed remotely and on time by our service center.

## TECHNICAL OR FUNCTIONAL SPECIFICATIONS

This service consists in writing a customer's statement of requirements in terms of changes that must be made in order to integrate the CMMS into the operating context. The specifications may be produced for requirements in terms of reporting, interfacing or special-purpose developments. This service yields a very detailed document that serves as a baseline for managing the development teams tasked with fulfilling the requirement.

## GOALS

- Set the same goal with regard to customer expectations and the necessary development work.
- Produce a document suitable for use as a baseline for managing the subsequent development activities.
- Eliminate ambiguity

## CONTENT

- Contact the individuals in charge of the CMMS project.
- Organise onsite meetings or conference calls to fully understand the customer's requirements.
- Produce a document that accurately and unambiguously states the requirements (using screenshots, data models, diagrams, templates, etc.)
- Estimate the time needed in order to complete the development work
- Have the document approved by the customer and by DIMO Maint

# DIMO MAINT CMMS SERVICES

Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Specifications written and approved



## LENGTH :

TBD in the light of the Detailed Functional Specifications



## DELIVERABLES :

- ✓ Sources of the completed developments represented by a software version
- ✓ Document explaining how to install or enable the development in order to use it.

## DEVELOPMENT ACTIVITIES

This service consists in developing what was described in the detailed technical specifications.

## GOAL

- Deliver the required, specified developments

## CONTENT

- Read the detailed functional specifications and discuss with the consultant/product manager who wrote them, if this has not already been done
- Perform the development activities in accordance with the detailed functional specifications
- Perform individual or level one tests.

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager, project team and customer's IT department



## PREREQUISITES :

- Demonstration instance installed
- Interfaces installed



## LENGTH :

TBD



## DELIVERABLES :

- ✓ Acceptance plan
- ✓ Test report
- ✓ Launch confirmation report
- ✓ Signed launch certificate

Performed remotely and on time by our service center.

## TESTING AND ACCEPTANCE

This service supports the customer with technical and/or functional tests of the software package.

### GOALS

- Structure and organise the acceptance process
- Perform tests
- Highlight any malfunctions
- Implement an action plan to resolve any malfunctions
- Validate the interfaces
- Confirm that the software launches correctly in the customer's environment

### CONTENT

#### Produce an acceptance plan

- Produce a table listing all necessary steps
- Submit this table to the customer for approval

#### Perform tests

- Perform the tests as stipulated in the acceptance plan
- Apply the acceptance plan, adding the results to form a test report
- Have the final result approved by the customer

#### Launch confirmation

- Organise an onsite meeting or conference call to address this step.
- This meeting may in turn be discussed by the steering committee
- Have the customer sign the launch certificate



# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project team and customer's IT department



## PREREQUISITES :

- Be familiar with the impacted DBMS
- Retrieve a backup
- Schedule a CMSS outage.
- Customer recommendation for action



## LENGTH :

TBD - Between 1 and 2 days



## DELIVERABLES :

- ✓ Usage assessment
- ✓ Report on actions performed
- ✓ Cleaned, optimised database

Performed remotely and on time by our service center.

## DATABASE AUDITING AND IMPROVEMENT

This service analyses and cleans up your database.

### GOALS

- Optimise database performance.
- Readapt data as requested by the customer
- Clean or log data when the customer has been using the CMMS for several years

### CONTENT

- Produce a database usage assessment, listing the number of each item
- Clean up deleted data still held in cache
- Compact the database
- Check main data consistency points
- Clean or archive data in accordance with the customer's recommendations
- Produce a report describing the action taken



## TARGET AUDIENCE :

Customer's IT department



## PREREQUISITES :

- Be familiar with the impacted DBMS (version)
- Retrieve a backup
- Schedule a CMSS outage



## LENGTH :

2 days :  
1 day for migration  
1 day for installation



## DELIVERABLES :

- ✓ Migrated database
- ✓ Report

Performed remotely and on time by our service center.

## CHANGING YOUR DBMS

This service consists in migrating your database from one DBMS to another.

### GOALS

- Transfer data to the new DBMS, generally for performance reasons.
- Install user workstations

### CONTENT

- Migrate the data
- Perform individual tests to check that migration was successful
- Install the software package operating with the new DBMS

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Customer IT Department



## PREREQUISITES :

- Prerequisites sent to the customer's IT contact
- Server(s) available
- Check compatibility (OS, port, Version of sage X3, Access to SFTP, ...)



## LENGTH :

Package on X3



## DELIVERABLES :

- ✓ Installation Procedure Guides
- ✓ How to Install the EE on the CMMS

Performed remotely and on time by our service center.

## SAGE X3 CONNECTOR INSTALLATION PACKAGE

Carried out by our teams, the installation of the connector with Sage X3 will be done in a technical environment, previously installed and validated by the customer, in accordance with the technical prerequisites seen during the project launch phase. SAGE X3 will need to be installed and operational. The customer or his integrator will have to install the Connector Patch on the TEST and/or Prod environment of Sage X3 and DIMO Maint will take care of the connector on the CMMS side. The tests will be done with the customer and the integrator.

## GOALS

- Ensure communication between the CMMS and Sage X3, their security being in accordance with the solution prerequisites

## CONTENTS

- Provide the elements so that the customer proceeds with the installation of the Sage X3 sided-connector
- Configure communication tools and protocols between the 2 solutions
- Install the CMMS-sided connector
- Implement security settings
- Perform tests to validate the connector with the customer and integrator

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Customer IT department



## PREREQUISITES :

- Prerequisites sent to the customer's IT contact
- ADFS platform and the protocol used



## LENGTH :

1 DAY



## DELIVERABLES :

- ✓ Operation test with a user
- ✓ Activation procedure in the CMMS

Performed remotely and on time by our service center.

## INSTALLING THE FEDERATED SSO AUTHENTICATION CONNECTOR

Carried out by our teams, the installation of the connector with the active directory will be performed in a previously installed technical environment and validated by the customer, in accordance with the technical prerequisites seen during the project launch phase.

## GOALS

- Ensure communication between the CMMS and ADFS, their security being in accordance with the prerequisites of the solution
- Allows you to connect to the CMMS with user credentials (emails) and network password.
- SSO -> connects automatically

## CONTENTS

- Sending questionnaire to the customer to have all the technical information enabling this interface to be created
- Installation des paramètres de connexion à l'ADFS sur l'environnement Cloud de le GMAO
- Paramétrage de la GMAO afin d'activer ce mode d'authentification et règles pour les nouveaux authentifiés
- Test et mise en pratique de cette interface

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Head of project and IT department



## PREREQUISITES :

- Requirements sent to customer's IT contact
- Customer must have Power BI licenses



## LENGTH :

1 DAY



## DELIVERABLES :

- ✓ Installation report with information on how to use MX Analytics with the client's Power BI

Performed remotely and on time by our service center.

## INSTALLATION OF MX ANALYTICS

The installation of the solution will be done by our teams in a technical environment defined by DIMO Maint on Microsoft Azure and in accordance with the technical requirements seen during the pre-sales phase. The customer must have Power BI licenses in order to access the DIMO Maint MX Analytics solution.

## GOALS

- Installation of the DIMO Maint MX Analytics solution and use of this solution by the customer.

## CONTENTS

- Installation of the DIMO Maint MX Analytics environment on Azure
- Connection of Analytics with the customer's DIMO Maint MX
- Test of the correct functioning
- Support for the customer to get started with DIMO Maint MX Analytics

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and project team or department specialist



## PREREQUISITES :

- Product and technical pre-sales



## LENGTH :

To define



## DELIVERABLES :

- ✓ SFD document (detailed functional specifications)

Performed remotely and on time by our service center.

## SPECIFICATION DEVELOPMENT INDICATORS IN MX ANALYSIS

This service consists in editing the expression of a customer's needs to produce indicators in MX Analytics. These specifications will allow us to make a commercial proposal and create a deployment method. This service allows us to create a very detailed document to guide the development teams and carry out this requirement.

### GOALS

- To set the same objective between the customer's expectations and the developments to be made
- Obtain a document which allows to manage the developments to be made
- Eliminate ambiguities

### CONTENTS

- Make contact with the people in charge of the CMMS project.
- Organize meetings on site or remotely to understand the needs.
- Write a document precisely explaining the needs without ambiguity (screen copy, data model, diagrams, model, ...)
- Estimate the time needed to carry out the developments
- Have the document validated by the customer and by DIMO Maint

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and client Project team



## PREREQUISITES :

- Written and validated specifications



## LENGTH :

to be defined following the SFD - Detailed Functional



## DELIVERABLES :

- ✓ Installation of completed developments Document
- ✓ Explaining how to activate the development in order to use it.

Performed remotely and on time by our service center.

## DEVELOPMENTS ON MX ANALYTICS

The service consists in developing what has been described in the detailed functional specifications on the MX Analytics solution via Power BI

## GOALS

- Deliver the expected and specified developments

## CONTENTS

- Read the SFD and discuss with the consultant / product manager who wrote the detailed functional specifications if this has not already been done
- Carry out the developments in accordance with the detailed functional specifications
- Do the unit tests or first level tests

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Dates set
- Provide hardcopy or electronic user manual
- Attendance sheets printed
- Invite representatives from each site and/or organisation



## LENGTH :

3-5 days



## DELIVERABLES :

- ✓ Training report
- ✓ Map of existing processes and processes for the new system

Performed remotely and on time by our service center. 2 personnes max

## ADMINISTRATOR TRAINING

### GOALS

- Become acquainted with the customer's "business culture"
- Conduct a baseline analysis of the existing system
- Precisely identify the requirements
- Define the pre-configuration preparatory work (basic design)
- Transfer skills to the solution's functional administration personnel
- Roll out to the customer's pilot user population

### CONTENT

- **Group representatives together** by entity (max. 6 people)
- **Identify management rules**
- **Map existing processes** and processes for the new system
- Ask to participants to introduce themselves, and **identify the administrators**

- **Analyse the existing organisation**
- **Identify the functional requirements** (*expectations and fears*)
- **Transfer skills** to the solution's functional administration personnel, as appropriate to the order:
  - Functionality theory
  - Presentation of functionality by the trainer
  - Confirmation of what has been learned

- **Compile a record of configuration-related decisions**

- **Produce a report on the training** (anomalies encountered, decisions made, etc.)

- **Ask trainees to complete training evaluation questionnaires**

If configuration support is being provided simultaneously:

- Build the tree structure (structure, nb of tiers, encoding)
- Determine the small tables used and the data integrated
- Determine the encoding rules for all elements in the CMMS
- Determine the software's behaviour (company setup, entities, mmaint.ini, etc.)
- Define screens
- Define user permissions and profiles (DAM)





## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Installation completed
- Administrator training completed
- Familiarity with the company
- Understand the project scope (requirements)
- Invite representatives from each site and/or



## LENGTH :

2-3 days



## DELIVERABLES :

- ✓ Configuration meeting
- ✓ report

 Performed remotely and on time by our service center.

## CONFIGURATION SUPPORT

This step consists in analysing the organisational and functional aspects of the project in order to match them with the software package's configuration capabilities. When the configuration file produced after the initial days' work for this phase has been approved, DIMO Maint's Project Manager will assist the customer's Project Manager and the software package's future Administrator(s) with the detailed configuration phase.

## GOALS

- Define a core configuration enabling multiple entities to use the same CMMS
- Provide a document specifying the desired configuration

## CONTENT

- **Group representatives together** by entity (max. 6 people)
- **Define a common configuration for all of the customer's organisations** (sites, departments, etc.)
- Build the tree (structure, number of tiers, encoding)
- Determine the small tables used and the data integrated
- Determine the encoding rules for all elements in the CMMS
- Determine the software's behaviour (company setup, entities, mmaint.ini, etc.)
- Define screens
- **Define user permissions and profiles (DAM)**
- **Produce a unified document** logging all configuration-related decisions made during the basic design phase
- **Submit this document** to the customer for approval

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Installation completed
- Administrator training completed



## LENGTH :

1-3 days



## DELIVERABLES :

- ✓ Database configured
- ✓ Modified configuration report, if necessary

Performed remotely and on time by our service center.

## CONFIGURATION DEPLOYMENT

This service consists in implementing the configuration decided during the basic design and administrator training phases.

### GOALS

- All users exist and have been assigned permissions in the software package's database
- Software package ready to go live
- Ready for the user training and acceptance phases

### CONTENT

#### Apply the configuration in the software package according to the customer's needs:

- Enable the modules used by the customer
- Determine the tree structure
- Populate the small tables
- Configure the workflow
- Apply the software behaviour settings.
- Configure the screens
- Implement use permission management

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment **Technical Services** Functional services



## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Certificate of aptitude issued
- Operating procedure produced
- Configuration completed
- Set dates with a manager in attendance



## LENGTH :

1-2 days in half-days



## DELIVERABLES :

- ✓ Standard User Guide
- ✓ Personal training plans

Performed remotely and on time by our service center.

## USER TRAINING

This training may be provided by DIMO Maint or by one of the customer's own trainers who has completed the administrator training course. It is intended for Maintenance technicians and other workers requiring a working knowledge of the software package's basic functions, when the software has been configured and their profile defined.

## GOAL

- Transfer skills corresponding to the stated requirements for the Technician, Storesman and Purchaser profiles configured in the software package by the customer

## CONTENU

- **Roll out the software package and support the user population:** technicians, storesmen, procurement specialists, production operators, etc.
- **Provide training for these user profiles, in 1 to 2-day sessions for groups of 3 to 6 trainees, covering the software's basic functions:**
- Logging a service report on a WO (hours, parts issues, failure diagnostics, downtime)
- Searching the failure history for an asset
- Purchase request (depending on permissions)
- Store issue request (depending on permissions)
- Processing a service request or WO (depending on permissions)
- Creating a service request (depending on permissions)

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment Technical Services **Functional services**

## CUSTOM TRAINING

Skill transfer relating to a particular feature

 Performed remotely and on time by our service center.



# DIMO MAINT CMMS SERVICES



Project Management Post-deployment Technical Services **Functional services**



## TARGET AUDIENCE :

Project manager and customer project team



## PREREQUISITES :

- Authoring service purchased by customer TBD
- Discuss and agree the customer's requirements



## LENGTH :



## DELIVERABLES :

- ✓ Document
- ✓ Signed delivery note

Réalisable à distance et à l'heure par notre centre de services.

## AUTHORING

This service consists in writing specific documents for the customer's project. Such documents include reports, operating procedures, functional specifications, etc.

## GOALS

- Write what was decided by the project team
- Provide appropriate documentation to users
- Record the customer's development management requirements

## CONTENT

- Reach agreement with the customer regarding the manner in which personalised documents (operating procedures, etc.) are drafted and apply the customer's graphic charter
- Apply the graphic charter for DIMO Maint documents when producing project documents (reports, detailed functional specifications, etc.)
- Send documents to the intended recipients
- Submit documents to the customer for approval

# DIMO MAINT CMMS SERVICES

Project Management Post-deployment Technical Services **Functional services**



## TARGET AUDIENCE :

Project manager, project team, end users



## PREREQUISITES :

- CMMS live



## LENGTH :

1-3 days



## DELIVERABLES :

- ✓ Update project documentation if necessary
- ✓ Attendance sheet
- ✓ Report containing answers to questions asked in the course of the service

## STARTUP SUPPORT

The software package is already in full operation or has recently gone live. Administrators and users may desire the presence of an expert during launch or after a few weeks of operation, to be able to respond quickly when making adjustments or to learn more about specific aspects of the product. Experience has taught us that organising startup support days is a good way to significantly optimise everyday operation of the solution.

## GOALS

Provide the customer with assurance that the CMMS solution will be deployed smoothly:

- change management support
- sensitive phase: rollout to all employees
- post-startup CMMS monitoring

## CONTENT

- Revise specific functional aspects, at users' request
- Make final functional adjustments

# DIMO MAINT CMMS SERVICES



Project Management Post-deployment Technical Services **Functional services**



## TARGET AUDIENCE :

Project manager, project team and end users



## PREREQUISITES :

- CMMS project defined or
- CMMS solution already live



## LENGTH :

3 days



## DELIVERABLES :

- ✓ Audit report
- ✓ Updated project documentation
- ✓ Project charter

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## PRE- OR POST-PROJECT AUDITS

The purpose of the audit is to support the customer as they implement a CMMS solution. This is achieved by conducting one-on-one interviews to identify the expectations of individual employees, and by performing a baseline assessment of the existing situation. The conclusions arising out of this process are then summarised in a project charter, which lays the foundations for the project.

## GOALS

- Help the customer to identify its maintenance management requirements
- Write a project charter (partial specifications) for the customer
- Provide the customer with an outside view of its organisation
- Identify areas for improvement and highlight the benefits of CMMS

## CONTENT

- Conduct onsite interviews
- Produce the charter
- Perform the audit/baseline analysis
- Prepare the audit report

# DIMO MAINT CMMS SERVICES



**TARGET AUDIENCE :**

Maintenance manager



**PREREQUISITES :**

- Understanding of the organisation and teams
- Standard IT use



**LENGTH :**

3 days



**DELIVERABLES :**

Administrator training

## PACK 1 - NEW MAINTENANCE MANAGER

The purpose of the audit is to support the customer as they implement a CMMS solution. This is achieved by conducting one-on-one interviews to identify the expectations of individual employees, and by performing a baseline assessment of the existing situation. The conclusions arising out of this process are then summarised in a project charter, which lays the foundations for the project.

### GOAL




- Ensure that your new Maintenance Manager successfully takes charge of the CMMS solution deployed in your organisation.

## TYPICAL TRAINING PLAN

	DAY 1	DAY 2	DAY 3
MORNING	RM0 maintenance manager training: Getting started with the solution User interface, data organisation	RM2 maintenance manager training: Maintenance job management: Preventive maintenance workflow Operational planning	RM4 maintenance manager training: Management of subcontracted activities Budget management
AFTERNOON	RM1 maintenance manager training Maintenance job management: Corrective maintenance workflow	RM4 maintenance manager training: Purchase / Stock	RM5 maintenance manager training: Tools for technical and financial analysis



# DIMO MAINT CMMS SERVICES

 <b>TARGET AUDIENCE :</b> Maintenance technician and team leader	 <b>PREREQUISITES :</b> <ul style="list-style-type: none"> <li>• Familiar with the technical organisation</li> <li>• Standard IT use</li> </ul>	 <b>LENGTH :</b> 3 days	 <b>DELIVERABLES :</b> User or administrator training
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## PACK 2 - EFFICIENT MAINTENANCE TEAM OPERATION

This service helps teams to work with CMSS more consistently and efficiently.

### GOALS

- Transfer CMMS operating skills to maintenance technicians, to facilitate efficient reporting of action taken, and to make effective use of the system's spare parts, asset history and procurement source search functions.
- Give team leaders the tools they need to plan their teams' work efficiently

### TYPICAL TRAINING PLAN

	DAY 1	DAY 2	DAY 3
MORNING	<b>Getting started with the solution</b> User interface, data organisation	CETM2 training <b>Purchasing / Stock</b> Issuing a purchase requirement Searching for a part and managing consumption (maximum)	CETM4 training -Jobs <b>Team organisation and operational planning</b>
AFTERNOON	CETM1 training - Jobs: <b>Managing a job</b> from initial request to final report	CETM3 training Consultation functions: <b>Working with job and consumption histories</b> associated with assets	Case studies Team drill

# DIMO MAINT CMMS SERVICES



**TARGET AUDIENCE :**

Maintenance manager



**PREREQUISITES :**

- Familiar with the technical organisation
- Set up suitable resources to collect information on assets
- Standard IT use



**LENGTH :**

3 days



**LEVEL :**

Administrator training

## PACK 3 – UPGRADING YOUR FACILITY'S ASSET BASE

This service ensures that new technical data (relating to assets, spare parts, preventive maintenance, procurement sources, technical documentation, etc.) remains consistent when integrated into the existing system

### GOALS

- Provide effective support to maintenance managers when integrating a new maintained system to the CMMS solution: new production line, new workshop, complex machines, new buildings, removals, etc.

### TYPICAL TRAINING PLAN

	DAY 1	DAY 2	DAY 3
CONTENT	<p><b>Import management</b> Introducing suitable formats for asset management</p>	<p><b>Data import</b> (new assets and related basic data, etc.)</p>	<p><b>Configuration support</b></p>

# DIMO MAINT CMMS SERVICES

 **TARGET AUDIENCE :**  **PREREQUISITES :**  **LENGTH :**  **LEVEL :**

Maintenance manager,  
store manager, storesman

- Familiar with the technical organisation
- Set up suitable resources to collect information on stocks
- Standard IT use

3 days

Administrator training

## PACK 4 – INTRODUCING STOCK (EXCLUDING PURCHASES)

This service ensures that item data and replenishment and inventory settings are consistent. Management of links between items and assets is optional. This service includes training in the use of the Stock function.

### GOAL

- Provide effective support to spare part flow managers who integrate data and manage stocks in the CMMS solution

### TYPICAL TRAINING PLAN

	DAY 1	DAY 2	DAY 3
CONTENT	<b>Import management</b> Introducing suitable formats for stock management	<b>Data import</b> (database of items, stocks, etc.)	<b>Stock administrator training</b>

# DIMO MAINT CMMS SERVICES



**TARGET AUDIENCE :**

Maintenance manager, purchasing manager, store manager



**PREREQUISITES :**

- Familiar with the technical organisation
- Set up suitable resources to collect purchasing/stock-related information
- Standard IT use



**LENGTH :**

5 days



**LEVEL :**

Administrator training

## PACK 5 – INTRODUCING STOCKS AND PURCHASING

This service ensures that item data and procurement and inventory data is consistent. Management of links between items and assets is optional. This service includes training in the use of the deployed CMMS solution’s Purchasing and Stock functions.

### GOAL

- Support managers in the use of CMMS to integrate data and manage stocked and non-stocked purchases.

### TYPICAL TRAINING PLAN

	DAY 1	DAY 2	DAY 3	DAY 4 ET DAY 5
CONTENT	<p><b>Import management</b> Introducing suitable formats for managing items, stocks, suppliers and purchasing informations (item-supplier links)</p>	<p><b>Data import</b> (database of items, stocks, suppliers, purchasing info, etc.)</p>	<p><b>Configuration support</b> for purchasing and stock functions</p>	<p><b>Administrator training</b> (stocked and non-stocked purchases including subcontracting, stock management)</p>

# DIMO MAINT CMMS SERVICES



## TARGET AUDIENCE :

Maintenance manager,  
maintenance team leader



## PREREQUISITES :

- Familiar with the technical organisation
- Set up suitable resources to collect preventive maintenance-related information
- Standard IT use



## LENGTH :

3 days



## LEVEL :

Administrator or user training

## PACK 6 – INTRODUCING PREVENTIVE MAINTENANCE

The purpose of this service is to implement a workload plan suited to the customer’s organisation and introduce best practices to execute it effectively. The service includes training in the use of the preventive maintenance management module (in individual or multi-asset job management mode) for the deployed CMMS solution.

### GOAL

- Support managers in the use of CMMS to integrate data and manage preventive maintenance operations.

## TYPICAL TRAINING PLAN

	DAY 1	DAY 2	DAY 3
CONTENT	<p><b>Import management</b></p> <p>Introducing suitable formats for management of task lists and scheduled jobs</p> <p><b>Optional management of item links</b> by maintenance task list</p>	<p><b>Data import</b> (task lists, workload plan, items per task list, etc.)</p>	<p><b>Preventive maintenance administrator training</b></p>



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