Computerized Maintenance Management System

A new, cloud-based solution for facility maintenance management

- Cost effective
- Smart device-enabled
- World’s highest level of information security
- Dashboard functionality visualizing information
The Maintenance Management System That Supports Maintenance Professionals

— An easy-to-use handy toolset for those working toward zero failure —

Based on the rich track record and expertise gained through developing and supporting business software packages over many years, Yokogawa offers a new cloud-based maintenance management system.

Maintenance activities support your business enterprise

To achieve a production plan, it is essential to maintain the capacity utilization rate of the production lines and product quality at a satisfactory level, and thus to prevent failures. This requires not only taking measures against recurrence but also forecasting failures and planning preventive measures. It is also necessary to verify whether these measures are working effectively to strengthen maintenance management. The eServ solution was developed for facility maintenance professionals.

Features

Optimization of maintenance plan
- Suppresses excessive maintenance and optimizes the preventive maintenance cycle.

Visualization of information for business operation and management
- Presents real-time information on the dashboard.
- Enables data analyses using the drilldown function.

Use of a tablet* enables:
- Data search in the field to view past data and relevant documents.
- Recording of the field statuses as photos or videos.
- Inquiry for parts stock to shorten the time to search, and thus the time to repair.

Maintenance information sharing
- Provides SNS dedicated for use by eServ users.
- Allows necessary data to be used anytime from anywhere, realizing smart maintenance.

* Limited to tablets running a Windows operating system (excluding mobile operating systems)

Expected benefits of eServ

Reduction in failures
- Locating the weak points in production facilities and strengthening them
- Preventing failure recurrence and making innovations to preventive maintenance culture
- Reducing the frequency of line stoppages and downtime

Disclosure and sharing of maintenance information
- Standardizing the maintenance information that used to be held by individuals in varying detail and quality
- Reinforcing the practical use of maintenance information as shared assets of the organization

Increase in precision of maintenance budget planning
- Budget planning using buildup method
- Maintenance planning for medium and long term

- Makes the production facilities fault-tolerant.
- Makes a change from passive maintenance to proactive maintenance.
- Enables aggregation, analyses and comparisons.
- Enables transfer of knowledge and visualization of information.

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System architecture

- Equipment ledger management
- Work request management
- Failure information management
- Plan and history management
- Inventory control
- Common functions

- Equipment master (equipment specifications, maintenance standards, component parts)
- Model master
- Work request and acceptance
- Failures
- Plans and histories (of parts used)
- Parts master
- Users
- Memos, documents
- Security (Read and Edit)
- Model master
- Parts inventory management
- Schedule list
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- Storage, retrieval, inventory check
- Users
- Reports & Dashboards
- Data change history
- Master management
- User management
- Security (Read and Edit)
- Approval workflow

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- Smart facility management by using smart devices
  Using Windows tablets innovates the field work for facility maintenance management.
- SNS
  SNS function allows access to necessary information from a single screen at anytime, connecting persons to information in real time.
- High security
  Certified for various security standards (including those of financial institutions). Outstanding information confidentiality even compared with systems with in-house servers.
- Global support
  No restrictions on server location — ideal for those who want a global common system.
- Latest operating environment at all times
  Latest applications can be used anytime.

- Low initial cost
  No need to purchase a server machine or software packages. Monthly charges can be processed as expenses, thus greatly reducing the initial cost.
- A wealth of system resources
  Abundant system resources can be used at low cost. They include multi-server operation, availability record beyond 99.95% and ensured response of less than 300 milliseconds per page.
- Efficient system monitoring and operation
  Eliminates the work needed for operating the system, such as server maintenance management, making backups and troubleshooting. System management is much more efficient, saving labor.
- No need for server upgrades
  There is no need to upgrade the server, and no need for version upgrades of the operating system, database software and so on.

System requirements

To run eServ, you only need an Internet connection and computers running a Windows operating system (excluding mobile operating systems) and one of the following Web browsers:

- Microsoft® Internet Explorer® 11
- Google Chrome
- Mozilla® Firefox®

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