

eServ

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

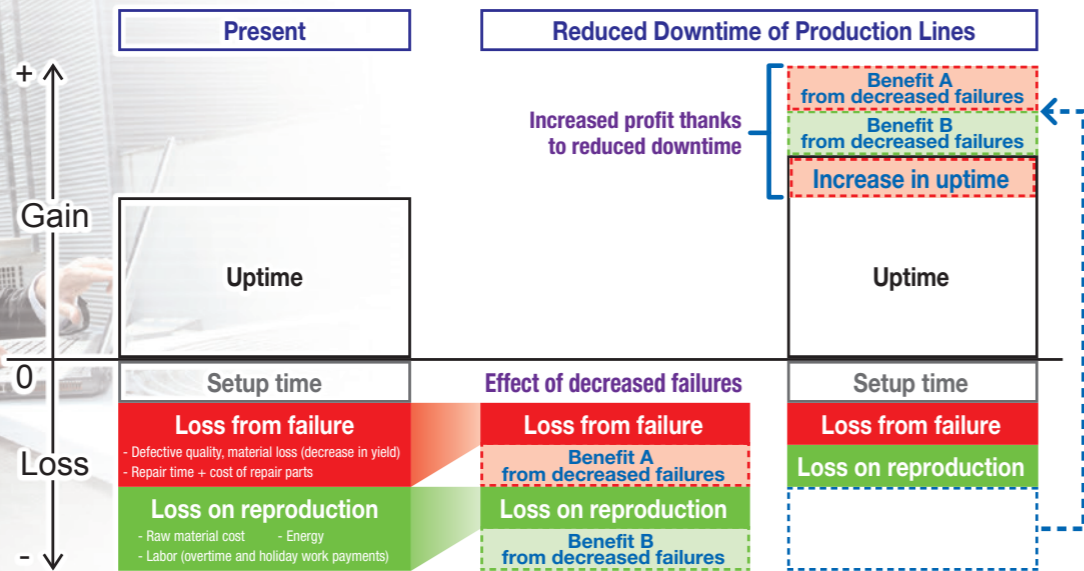


— An easy-to-use handy toolset for those working toward zero failure —

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.

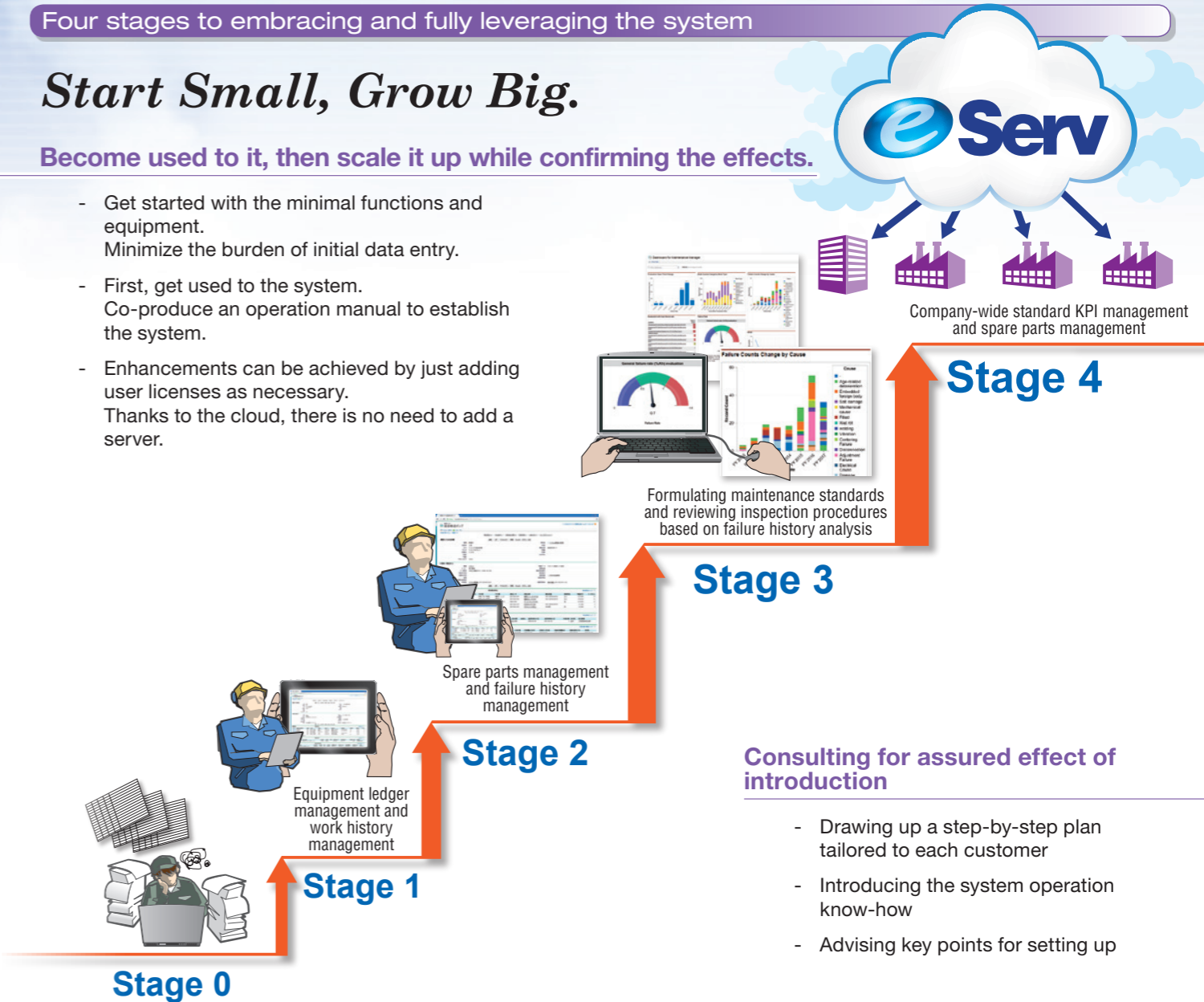


Four stages to embracing and fully leveraging the system

Start Small, Grow Big.

Become used to it, then scale it up while confirming the effects.

- Get started with the minimal functions and equipment. Minimize the burden of initial data entry.
- First, get used to the system. Co-produce an operation manual to establish the system.
- Enhancements can be achieved by just adding user licenses as necessary. Thanks to the cloud, there is no need to add a server.



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.

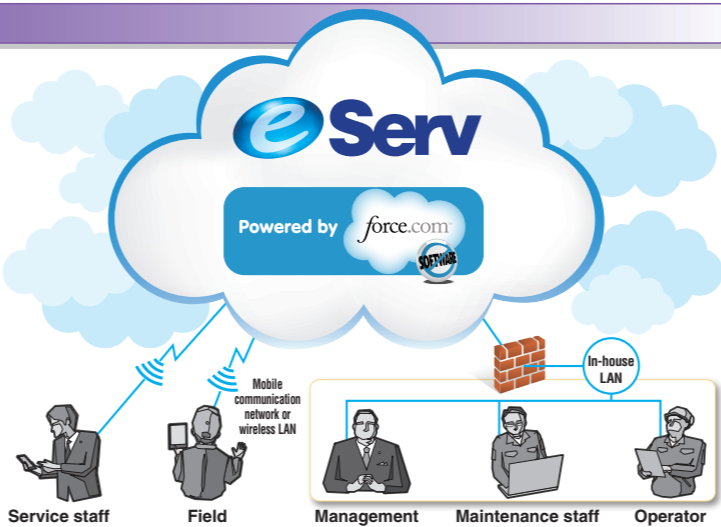
Use of a tablet* enables:

- Data search in the field to view past data and relevant documents.
- Recording of the field statuses as photos or videos to transfer and save high-quality information.
- Inquiry for parts stock to shorten the time to search, and thus the time to repair.

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

Maintenance information sharing

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



The eServ solution provides application services based on the server functions, database and information security of salesforce.com Co.,Ltd

Expected benefits of eServ

Reduction in failures

- Locating the weak points in production facilities and strengthening them ➔ Makes the production facilities fault-tolerant.
- Preventing failure recurrence and making innovations to preventive maintenance culture ➔ Makes a change from passive maintenance to proactive maintenance.
- Reducing the frequency of line stoppages and downtime ➔ Reduces production opportunity loss and loss from having to repeat production.

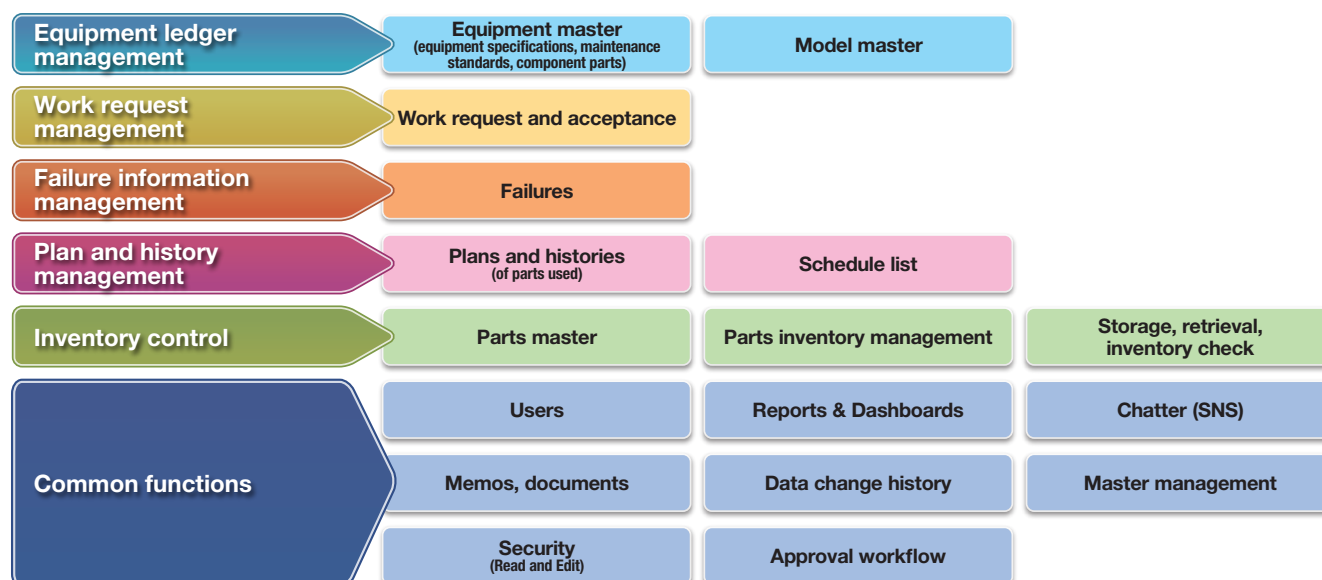
Disclosure and sharing of maintenance information

- Standardizing the maintenance information that used to be held by individuals in varying detail and quality ➔ Enables aggregation, analyses and comparisons.
- Reinforcing practical use of maintenance information as shared assets of the organization ➔ Enables transfer of knowledge and visualization of information.


Increase in precision of maintenance budget planning

- Budget planning using buildup method ➔ Selection and aggregation based on priority levels
- Maintenance planning for medium and long term ➔ Leveling maintenance costs and labor


System architecture




 **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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Printed in Japan, 709(KP)
[Ed : 01/b]