

DIMOMAIN CMMS PROJECT CATALOGUE



DIMOMAINT CMMS PROJECT 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!

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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!**

PACK 3
Page 32

Need to manage your spare parts stock?

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

PACK 4
Page 33

Effective stock management and purchasing

This **five-day** course teaches managers about using the CMMS to integrate data and manage stocked and non-stocked purchases.

PACK 5
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Introducing preventive maintenance?

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

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DIMOMAINT CMMS SERVICES

01 | DIMOMAINT - THE MAINTENANCE SPECIALISTS

DimoMaint - 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 18 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.



clients
worldwide



distributor
partners



languages
available



years
of expertise

02 | DIMOMAINT - 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 DimoMaint Quality Assurance Plan, to ensure full transparency regarding the service provided by DimoMaint 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:

- DimoMaint MX
- DimoMaint OX

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.

DIMOMAIN 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

- **DimoMaint is a licensed training organisation:** N° : 82.69.10391.69

- **Our locations :**

DimoMaint Group - LYON

561, allée des Noisetiers
69760 LIMONEST

DimoMaint Group -

MUNICH- GERMANY

Landaubogen 3a, 81373
München

DimoMaint Group - BIARRITZ

Technopôle Izarbel –
Créaticité B 64210 BIDART

DimoMaint Group -

NANTES

Le Saphir - 3 rue
Alfred Kastler 44300
NANTES

**DimoMaint Group - ASIA
PACIFIC**

No 41-07. Q Sentral, 2A
Jalan Stesen 2, 50470 -
Kuala Lumpur, Wilayah

**DimoMaint Group - 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.DIMOMAIN.COM

DIMOMAIN 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 DimoMaint 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

DIMOMAIN 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

DIMOMAIN 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 DimoMaint 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

DIMOMAIN 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, DimaMaint. 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

DIMOMAIN 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

DIMOMAIN 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

DIMOMAIN 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 DimoMaint 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 DimoMaint
- Configuration of the import formats in the import tool by DimoMaint
- 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

DIMOMAIN 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 DimoMaint

DIMOMAIN 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.

DIMOMAIN 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

DIMOMAIN 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

DIMOMAIN 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 DimoMaint 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

DIMOMAIN 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

DIMOMAIN 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 DimoMaint 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 DimoMaint MX Analytics solution.

GOALS

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

CONTENTS

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

DIMOMAIN 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 DimoMaint

DIMOMAIN 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

DIMOMAIN 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, DimoMaint'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

DIMOMAIN 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

DIMOMAIN 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 DimoMaint 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)

DIMOMAIN 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.



DIMOMAIN 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

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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 DimoMaint documents when producing project documents (reports, detailed functional specifications, etc.)
- Send documents to the intended recipients
- Submit documents to the customer for approval

DIMOMAIN 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

DIMOMAIN 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

DIMOMAIN 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

DIMOMAIN CMMS SERVICES



TARGET AUDIENCE :

Maintenance technician and team leader



PREREQUISITES :

- Familiar with the technical organisation
- Standard IT use



LENGTH :

3 days



DELIVERABLES :

User or administrator training

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

DIMOMAIN 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	Import management Introducing suitable formats for asset management	Data import (new assets and related basic data, etc.)	Configuration support

DIMOMAIN CMMS SERVICES



TARGET AUDIENCE :

Maintenance manager,
store manager, storesman



PREREQUISITES :

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



LENGTH :

3 days



LEVEL :

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	Import management Introducing suitable formats for stock management	Data import (database of items, stocks, etc.)	Stock administrator training

DIMOMAIN 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	Import management Introducing suitable formats for managing items, stocks, suppliers and purchasing informations (item-supplier links)	Data import (database of items, stocks, suppliers, purchasing info, etc.)	Configuration support for purchasing and stock functions	Administrator training (stocked and non-stocked purchases including subcontracting, stock management)

DIMOMAIN 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	Import management Introducing suitable formats for management of task lists and scheduled jobs Optional management of item links by maintenance task list	Data import (task lists, workload plan, items per task list, etc.)	Preventive maintenance administrator training



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