



المستقبل لتكنولوجيا النظم  
فيوتك - سيستمز

THE FUTURE FOR SYSTEMS TECHNOLOGY  
FuTECH-SYSTEMS

## MAXIMO CONSULTING SERVICES



**MAXIMO**  
Service Provider

# Maximo Consulting Services

FuTech - Systems Recognized as an industry leader in Assets Lifecycle Management, our priority is to deliver collaborative and results-driven comprehensive software solutions for the infrastructure asset lifecycle tailored to the needs of the various professions, engineers, architects, planners, contractors, fabricators, IT managers, operators, and maintenance engineers, who will work on and with that asset over its lifetime. Comprised of integrated applications and services built on an open platform, each solution is designed to ensure that information flows between workflow processes and project team members to enable interoperability and collaboration.

## CONSULTING SERVICES

FuTech - Systems Maximo® consultants are available to work with you to deliver business benefit through best-in-class implementations. Our skill-set encompasses both technical specialists and consultants with industry and domain expertise.

Our services are delivered as a custom solution to meet your specific requirements.

### Value Impact Assessment:

FuTech – Systems implementation experts perform an on-site assessment to evaluate how Maximo impacts your business and vice versa. An assessment can also reach beyond the core Maximo implementation to evaluate your entire asset management program.

### System Design & Specification:

As your implementation evolves, documentation and version control is an important aspect of managing change. Maximo consultants with system-level expertise can assist you with designing new capabilities, as well as writing specifications that become an important part of your implementation archives. Systems that are well documented are easier to upgrade.

### Screen and Database Configuration

FuTech - Systems infrastructure specialists can assist with all levels of screen migration and development, as well as configuring your database for efficiency within the structure of your business model. Reporting is perhaps the most powerful output from Maximo, and enables management to make sound business decisions. FuTech – Systems team can help define scope and report specifications, develop, and test simple to complex custom reports. The following reporting options are available:

- Actuate®
- Crystal Reports ®
- SQR ®
- BIRT ®

Whether you require extensions to standard Maximo reports, development of new reports or specialist reporting applications, Maximo reports can communicate mission critical metrics, such as Key Performance Indicators (KPIs).

### Data Migration and Loading:

Whether moving data from an external system into Maximo, or from an earlier Maximo version to the latest platform, data migration is an area of expertise that warrants special attention. FuTech – Systems consultants use a variety of tools to ensure data integrity and validation throughout the process.

### Installation & Configuration

Once the proposed server and infrastructure plan has been approved, FuTech – Systems specialists will work with your on-site IT staff to install the system properly.

# Maximo Consulting Services

## PROGRAMMING & INTEGRATION SERVICES

Some of the Maximo programming and Integration services we offer include but are not limited to:

- Custom Programming
- Maximo Enterprise Adapter (MEA) Implementation
- ERP, Financial, and Legacy System Integration with Maximo
- SCADA , BMS , DCS & EDMS Integration
- Custom Interfaces
- Solution Architecture

Custom programming is sometimes inevitable, and having access to the right expertise is the key to the success and upgradeability of any custom solution.

## TRAINING SERVICES

### Standard IBM Training Courses

FuTech – Systems Provides IBM Maximo Standard Courses for:

- Functionality Training (Work Management, Inventory, Purchasing,..)
- IT Administration Training (System Administration, Report Writer Tools,..)

### Custom Training Courses Development

FuTech - Systems can develop custom on-site training that fits into your overall business model, and focus on what is important for various types of users. End users are likely to get up to speed quicker, with a better depth of knowledge if they utilize your data, screens, and reports that are unique to your business.

## PROJECT MANAGEMENT

FuTech - Systems Project Managers are available to help facilitate and improve the quality of your Maximo implementation process. Benefits include:

- Management of project scope, time, and quality.
- Justifiable measurement and evaluation of deliverables.
- Risk mitigation.
- Customer satisfaction through use of a streamlined process.
- Improved project inter-team communication.

## MAXIMO UPGRADE PROGRAMS

The process of converting from one Maximo system to another involves upgrading existing data structures and migration of custom application work from one version of Maximo to another. Upgrade cycles also offer the opportunity to re-evaluate business processes and how Maximo fits into the bigger picture. Migration of custom changes between Maximo versions will often require additional effort on top of standard upgrade scripts.

FuTech - Systems Maximo focus is on an organization's Maintenance, Repair and Operations (MRO). We develop an implementation plan, incorporating EAM/CMMS implementation best practices developed over the course of 15+ years of Maximo deployments.

- Maximo 6 MXES Implementation Planning
- Maximo (any version) Analysis and Improvement Planning
- Maximo 6 MXES Configuration, Interface and Reporting Requirements
- Maximo Training (all versions)
- Data Migration Services from other applications into MAXIMO (all versions)
- Work Process and Classification Development
- Post Implementation Support & Outsourcing
- Mobile and Barcode Solutions



# Maximo Consulting Services

## UPGRADE SERVICES

FuTech – Systems offers the following Maximo upgrade support services:

- Maximo® Upgrades
- Maximo® Upgrade Planning and coordination.
- Maximo® updated Configuration, Interface and Reporting Requirements.
- New version Maximo® Training
- Data Migration Services from other applications into the upgraded MAXIMO® version
- Post Upgrade Support & Outsourcing

## SUPPORT SERVICES

### HOT LINE SUPPORT

Hot line support is provided as part of the Maximo Annual Customer Support Plan (MACSP) agreement:

1. Front Line support shall be provided by FuTech - Systems Maximo Dev. Regional Help desk. A hotline telephone number will be provided and this will be manned during normal working hours. The Help Desk will provide a response to acknowledge the call within one working day.
2. If the Regional MAXIMO® Help Desk is unable to address the issue or it is found to be a product defect, the call is escalated to the IBM Global Support Service. This operates on a 24 hours by 7 days a week basis from the IBM Global support desks in Australia, UK and USA. When an issue is logged, it is escalated up according to severity. Normally the target is to provide a fix or a work-around within 2 days of the call.

### On-Line Support

FuTech - Systems also provides access to support via the INTERNET (<http://www.futech-eg.com/customer-care.php>) 24 hours a day. This may provide clients with information on upcoming features in MAXIMO versions, anomalies identified in current versions, and the last version that IBM sent to the client. There is also a chance to Maximo clients to request a new version, leave messages or enter support questions.

### SITE SUPPORT VISIT

FuTech - Systems also provides a Quarterly Site Visit (**4 Visits** during Support Contract Duration) and to be planned and agreed by client, the duration each site visit is 1 working day, FuTech-Systems Consultant activities include system setup inspection and System running health check-up in order to rectify any improper setup or configuration that may raise a system problem.

### MIRRORED MAXIMO ENVIRONMENT HOSTING

FuTech - Systems also provides a local Hosted at “FuTech- Systems Lab.” A mirrored Environment typically Matching Client Maximo Production Environment, this is used for error reported by Client regeneration and also used to build error correction test Environment. Replicated Hosted Environment eliminates system accessibility barriers and facilitates error regeneration, correction handling and improve error correction response time.



## About

**FuTech Systems** is a subsidiary of **Business & Engineering Solutions Technology Group - BEST Group**. **BEST Group** provides innovative business and engineering solutions consultancy & services that empowers our business partners to achieve their goals, through our leading companies in Business, Engineering and Information technology fields.

**FuTech - Systems** Recognized as an industry leader in Assets Lifecycle Management, our priority is to deliver collaborative and results-driven Comprehensive software solutions for the infrastructure asset lifecycle tailored to the needs of the various professions, the engineers, architects, planners, contractors, fabricators, IT managers, operators and maintenance engineers, who will work on and work with that asset over its lifetime. Comprised of integrated applications and services built on an open platform, each solution is designed to ensure that information flows between workflow processes and project team members to enable interoperability and collaboration.

**FuTech - Systems** Assets Lifecycle Management Deployment Includes:

- |  |                                |
|--|--------------------------------|
| ✓ Solution Design Consulting               | ✓ Data Engineering             |
| ✓ Project Management                       | ✓ Trainings                    |
| ✓ Solution Configuration and Customization | ✓ External Systems Integration |
| ✓ Physical Asset / Inventory Survey        | ✓ On-going Technical Support   |



## Contact

54 Al Saydah Khadejah St. Al Sefarat  
Area, Al Akad Tower # 1, Fifth floor  
Nasr City, Cairo – Egypt

Tel.: +20 (2) 22749132  
+20 (2) 22749168  
Fax: +20 (2) 22734418  
Email : sales@futech-eg.com

المستقبل لتكنولوجيا النظم

فيوتك – سيستمز

The Future for Systems Technology  
FuTech-Systems

www.futech-eg.com