



Maximo[®] eVailable support

Strategic Maintenance Solutions Maximo services

Knowledge: For more than 10 years, an in-depth knowledge has been developed with all versions of Maximo (4 to 7), in maintenance and procurement, serving different types of industries.

Domestic delivery: Our approach offers clients the benefit of a Maximo dedicated support team composed of United States based procurement and maintenance Maximo certified analysts, DBAs, infrastructure experts and a 24X7 help desk.

Results: Support is delivered remotely from our Westbrook, Maine or Hankins, New York offices providing: experience, savings, scalability and the benefits of a dedicated team with all necessary expertise at hand to properly support Maximo's important business functionalities

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With more than 25 000 person/days of project experience acquired with all versions of Maximo on implementation projects and support, Strategic Maintenance Solutions, Inc. and its Westbrook Maine Headquarters offers Maximo remote support on a global scale. Currently, SMS provides remote support for more than 1000 users throughout North America and Europe. We offer our customers the benefits of SMS' extensive and Industry leading Maximo expertise, experience and position as a leader in the implementations of EAM and ERP systems for the Life Sciences and Biotechnology industries.

Maximo support services will be tailored to each of our customer's specific needs and can cover all aspects important to Maximo performance and availability;

System administrator services; Proactive detection of early symptoms of failure and proactive action to reduce the likelihood of the failure occurring.
Reactive action to reduce the impact of failure and corrective action to address the root cause of failures.
Preventive maintenance actions, including monitoring, adjustment, patch testing and implementation to prevent fault from occurring.
Operational support for various elements such as application security (users, groups, distribution list, etc.), management of process queues, and management of the physical database.

Advanced Application Support;

Support of Maximo Calibration, Maximo Workflow, Syclo Certified Maximo Mobile SE Support (MMWM, MMIM, Mobile Calibration).

Interfaces management;
(daily,

Monitoring of interface and batch transfers

weekly and monthly).
Including B2B and ERP integration.

Compliance management:

GMP, SOX, ISO, JCAHO

Value added service:

Beginning and end month reporting
Relation with procurement and maintenance
Data Base migration
Environment management:

- Test
- Development
- Training
- Pre production

Support cost will be established after a Maximo assessment. Our analysts will remotely gather information to evaluate the complexity, scope and required SLA. Information related to Maximo and DB version, infrastructure, interfaces, servers, architecture, level of integration with other systems, issue log, actual documentation, number of users, etc...