



FINGERTIP

Mobile solution for Maximo



Extending your Maximo solution into the field

About BPD Zenith

BPD Zenith is a leading IBM Maximo Enterprise Asset Management partner for asset-intensive organizations worldwide.

We provide Enterprise Asset Management (EAM) and Asset Performance Management (APM) expertise across North America, Europe and Asia Pacific, combining a local presence with global expertise to deliver tailored asset management solutions and trusted partnerships wherever you are on your maintenance journey.

Our leading MaxiCloud platform brings together best of breed solutions to future proof your modern business, and get you up and running with EAM faster.

Our key solutions are:

- IBM Maximo implementation
- MaxiCloud SaaS
- Fingertip mobile solution for Maximo
- Scheduling services for Maximo

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Fingertip is our fully-featured mobile solution for IBM Maximo. Designed to keep your whole organisation connected, Fingertip delivers knowledge where it's needed.

Fingertip for IBM Maximo provides real benefits to your whole organisation - including your office-based asset management team, and your field-based maintenance and work crews.

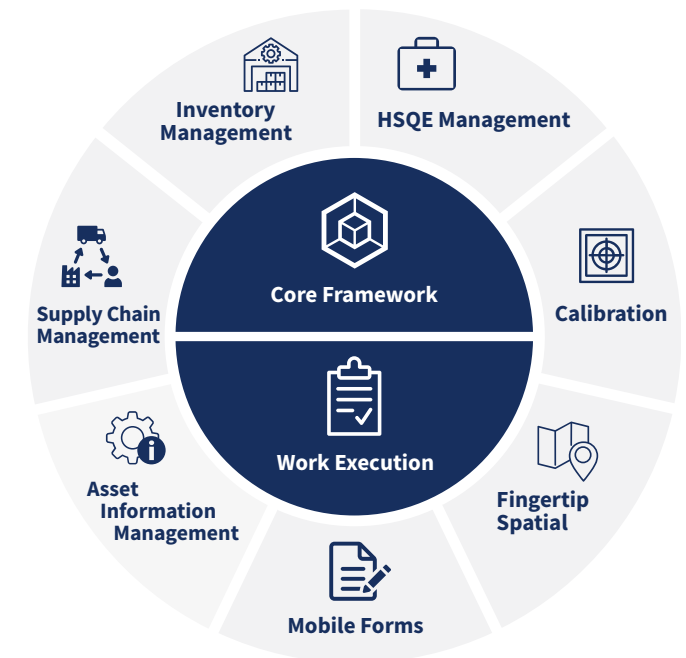
Fingertip enables your field crews to take full advantage of your Maximo installation, so that they have live data on your assets wherever they are. They can carry out critical tasks in the field, and follow your safety and work procedures, including:

- issue work orders
- ensure procedures are followed using Mobile Forms
- capture digital audit trail for all work
- calibrate equipment without returning to base
- make inventory and stock changes during site visits
- capture images and GPS positions

Fingertip updates Maximo in real time, so your asset management team benefit from always knowing the exact status of every asset and work order. They can also see the live status of all your field work crews, so can easily rearrange field work if required.

Fingertip's architecture ensures that it is a secure, high performing solution, designed to handle large user numbers and data transactions.

You can also choose from a range of modules which provide extra functionality, to ensure Fingertip delivers maximum benefits for your organisation.



How your organisation can benefit from using Fingertip

Most of our leadership and development teams have come from industrial backgrounds, so we really understand your needs, and also that different industry sectors may have very specific requirements.

Fingertip will work in any asset-intensive industry, with a range of modules available to add extra functionality if you need it - for example our **Calibration** module is particularly useful for life sciences organisations.

Fingertip brings significant benefits to staff both in your office and in the field.

Fingertip uses Maximo's security model, with AD integration and SAML authentication. User roles, credentials, and privileges are all configured in Maximo, and carried through to Fingertip.



Benefits for different industry sectors:

Energy & Utilities

- Capture data including e-sig, photos, GPS location
- Generate / edit / review work orders
- Use configurable forms to enforce your processes
- Eliminate paper-based processes
- Provide your engineers with real-time information
- Enforce your work & safety processes

Facilities Management

- Increase customer satisfaction and SLA compliance
- Optimise planning and scheduling of work
- Better billing, increased revenue and profitability
- Achieve asset and facility best practice
- Improve staff productivity with digital transformation
- Inventory and Supply Chain control and optimisation

Benefits for different industry sectors:

Life Sciences

- Maintain regulatory compliance
- Ensure a full digital authorisation trail
- Significantly reduce time spent on calibration
- Enforce your processes at the point of work
- Work offline in hazardous ATEX / DSEA environments
- Help to manage risks by tracking all assets and work

Manufacturing

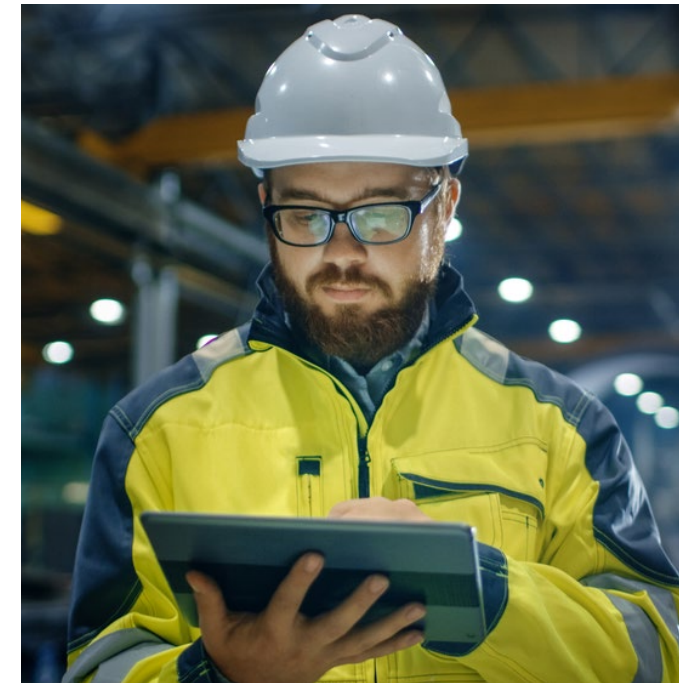
- Issue work orders at the point of work
- Keep track of stock and spares with Inventory Module
- Enforce your processes at the point of work with Mobile Forms
- Capture e-sig or hard signature for every process
- Significantly reduce paper-based processes
- All Maximo users have real-time data from all locations

Oil & Gas

- Reduce travel and administration time
- Ensure health & safety compliance
- Increase productivity
- Work offline in volatile ATEX / DSEA environments
- Maintain accurate 'live' data on and off line
- Enforce your processes at remote locations, using mobile forms to guide your engineers through all steps

Travel, Transport & Logistics

- Capture full digital audit trail for all work
- Issue /edit / review work orders from any location
- Spatial module enables mapping features, including journey planning and work order locations
- Inventory module can manage and control stock levels
- Reduce paper-based processes and duplication of work



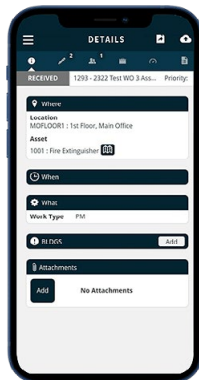
Fingertip's capabilities and modules

Work Execution

Fingertip's core module. When work is assigned to a mobile user in Maximo, it is instantly delivered to the relevant mobile device. Designed for ease of use in the field, while capturing the data you need from your field force.

Key features are:

- Create / view / edit work orders
- Automated capture of labour actuals
- Signatures & Risk Assessments
- Mobile Forms
- Service Requests - links directly with SR in Maximo



Asset Information Management

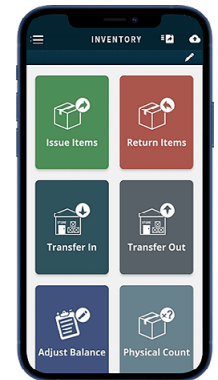
Enables workers to view a history of work by location and/or assets. Allows for navigation of location and asset hierarchy on the device. Asset maintenance history to a definable level is available to the field worker.



Inventory Management

Ideal for organisations which may have unmanned storage depots - field workers can easily update stock any time they visit the depot. It's also very useful for central store managers, to help in keeping track of stock, tools and equipment.

- View balances by storeroom / item / bin
- View by item condition
- Issue/return items to a work order
- Switch between storerooms
- User's available stores configured in Maximo



Fingertip's capabilities and modules



Calibration

Fingertip's calibration module can make life much easier for organisations where precise calibration of equipment is critical to your operations - for example, life sciences and pharma businesses.

Now mobile users can go through a complete calibration sequence without returning to their desk. All the calibration steps are stored in Maximo, and the calibration history of the asset is available in Fingertip.

- Maintains a full digital audit trail
- Helps achieve regulatory compliance
- Works in hazardous environments



Mobile Forms

Fingertip's Mobile Forms enable you to enforce your safety and working procedures at the point of work, and capture the data your business needs. Build powerful conditional-logic forms to suit your precise requirements.

- Perform detailed inspections and audits
- Capture a signature at every stage
- Enforce your processes at the point of work



Supply Chain Management

Enables your field workers to make field purchase requisitions and purchase orders, and receive / return goods.



HSQE Management

Set Risk Assessment requirements. Enable accident, incident, safety & near-miss reporting, with image attachments.

Fingertip Spatial

Adds mapping and GIS data sets, so that your field teams have instant access to, and can edit, details on their current location, and other available work locations.

- GIS data includes rivers, drains, road, rail, power & gas
- maps include your own asset data from Maximo
- staff can easily see the location of their Work Orders
- field staff can get routes to any work locations from Google Maps or other satnav apps
- workers can feed back data, and suggest changes, according to what they find 'on the ground'.



Why choose Fingertip?

Improve work processes and data collection

Fingertip's unique conditional-logic mobile forms support highly tailored inspections, data collection, and point of work procedures.

Using conditional logic means that you can guide your users through your processes, while keeping the application easy and efficient to use.

Works in hazardous environments

Fingertip can be used in hazardous environments, in ATEX or DSEA devices, working entirely offline. Fingertip then automatically updates Maximo as soon as connectivity is restored.

Seamless modular design

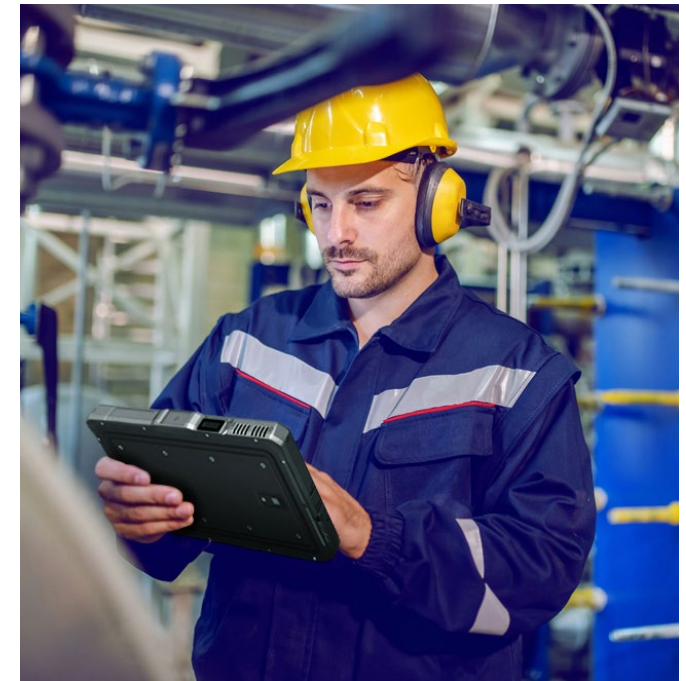
Fingertip's modules all work together in one application - as opposed to some other solutions, which work as a suite of different apps.

A flexible approach to your Work Execution

We recognise that every organisation approaches work scheduling and execution differently, so we have added flexibility into Fingertip to support this.

You may assign work via a centralised scheduling team - in which case work would be dispatched to the mobile worker for receipt on their device. Or you may prefer your field teams to pick up work from a backlog of planned work, and be able to self-assign this work to themselves.

Fingertip supports either model, and also supports automated scheduling in Maximo, where work is rearranged & allocated regularly according to new data.



Why choose Fingertip?

An intuitive user experience

Unlike other mobile solutions, Fingertip does not try to replicate Maximo on a device. It has been designed to address the process and information needs of your field workers. This makes for a user experience that is:

- Uncluttered
- Logical
- Fast to learn, fast to use

Offline support for complex processes

Fingertip includes better offline support for complex processes than other mobile solutions, ideal for activities such as Calibration & Inventory management.

- Access to real-time information
- Reduced disruptions to your working day
- Automatic data update when connection re-established

Paperless working

As work orders, approvals or inventory checks can all be made in the field using Fingertip, much more of your essential data will be in digital format, and much easier to search, than in a paper-based system.

One client has seen a **300% increase** in job throughput since converting to an entirely digital Fingertip inspection process.

The automatic data updating between Fingertip and Maximo means your planners and schedulers always have a real-time view of work progress.

In service-oriented industries such as Facilities Management and Utilities, service level breaches can attract significant penalties. Fingertip enables your schedulers to better manage the work, and avoid jeopardy situations that could result in penalties.



What Fingertip users say

“Guerbet is committed to demonstrating compliance and safety. By using Fingertip as the mobile solution, we will have a robust calibration capability and the ability to effectively manage and report on asset performance.”
Brian Doyle, Project Lead, Guerbet

“With the introduction of Fingertip for Maximo to our 190 strong field workforce, Infinis have seen a significant improvement in the real-time reporting of work progress and status. This provided a more accurate view of work to the Planners in our Logistics Centre. We are enthusiastic about the next steps.”
Neil Douglas, Head of IT, Infinis

“Fingertip has helped drive our technicians to do the right, consistent maintenance every time. Fingertip is user friendly for our technicians and allows follow up work orders to be automatically generated.”
John Jones, Maintenance Planner, Dragon LNG

“This was our first mobile implementation for Maximo; Fingertip has helped us meet our Inventory challenge through the management of van stock and passes vital SCADA data to technicians in the field.”
Head of IT, Renewable Energy Generator

“This project is a significant contributor to our overall objective of being one of London’s leading bus providers. Our engineers can carry out checks digitally, eliminating the old paper-based system. It gives the transparency and clarity around compliance that we expect.”
Paul Gooderson, Project Sponsor, RATP Dev



Technical information



Fingertip is designed using IBM's MobileFirst technology, and Fingertip's Core Framework provides the application structure on which the other capabilities hang.

Security and Authentication:

- Fingertip is tightly integrated with Maximo's Security model; user credentials can be configured in Maximo or through SAML/LDAP integration.
- Data restrictions and permission to access individual application features are configured against Maximo Security Groups to ensure that authorised users receive a mobile experience tailored to their role.
- Data in transit is encrypted with SSL (TLS 1.2), and data at rest is encrypted with AES256Bit encryption with optional FIPS 140-2 support.

Synchronisation

- Fingertip supports full offline working; all the data

required for successful work execution in the field is downloaded to the device, including large datasets such as assets, locations and inventory.

- Data integrity is paramount for successful field work execution; Fingertip has been designed to save all data changes to a local transaction queue in an encrypted database, this ensures full support for offline working in the field, with pending transactions automatically uploaded to Maximo when a connection is available.
- The chronology of changes is important to Maximo; Fingertip processes records in the transaction queue sequentially to ensure adherence to existing validation and business rules configured on the server.

User Interface / User Experience

- An intuitive user interface is essential for successful user adoption of a mobile solution; where business needs have driven Fingertip's feature list, user needs have driven the design of its user interface.

- Fingertip responsively adapts to both tablet and phone form factors, as well as orientation changes, to ensure that users are provided with a clean layout of all the information they need to carry out their work on Android, IOS and Windows 10 devices.
- Fingertip's user interface adapts to configuration held against Maximo Security groups, enabling administrators to ensure that field workers have access to just the features and data they need to carry out their work.

Core Device Capabilities (hardware permitting)

- GPS location capture
- Camera
- Barcode scanning
- NFC Tag Reading/Writing (NDEF)
- Speech Recognition
- File System Access
- Biometrics



BPD Zenith

IBM Maximo | Maximo Application Suite (MAS)

MaxiCloud | Fingertip Mobile EAM

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