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Oracle PeopleSoft Maintenance Management

Oracle's PeopleSoft Maintenance Management is a vital component of the Asset Lifecycle Management (ALM) product suite, offering unparalleled capabilities in maintaining physical assets. This robust system not only tracks maintenance costs but also enhances visibility throughout the entire asset lifecycle, providing invaluable insights that empower management to make strategic capital investment decisions. Positioned within the comprehensive "acquire-to-retire" process, PeopleSoft Maintenance Management assumes a pivotal role in both asset maintenance and eventual retirement phases. This ensures exceptional transparency, control, and efficiency in asset infrastructure management.

The seamless integration between PeopleSoft Maintenance Management with PeopleSoft Project Costing, Asset Management, Purchasing, and Inventory, provides a comprehensive solution that effectively oversees the complete asset lifecycle. This facilitates efficient resource allocation and investment planning, optimizing asset utilization and financial objectives. Moreover, PeopleSoft Maintenance Management supports additional applications, such as PeopleSoft Lease Administration and IT Asset Management, which streamlines operations by enabling self-service requests for facility and IT service work.

Solution Highlights

PeopleSoft Maintenance Management offers a comprehensive suite of features and services that are crucial for a successful "Acquire to Retire" business process. This application provides a robust platform that ensures seamless operations, from creating service requests to tracking asset failure and planning labor. Its diverse functionalities enable flawless integration with various applications, promoting efficiency and productivity.

PeopleSoft Maintenance Management Key features include:

- SERVICE REQUEST: Provides the ability to create online self-service requests for asset service or repair, with options for agents to generate work orders based on these service requests.

Key Benefits

- Streamline maintenance operations
- Manage full asset lifecycle
- Lower total cost of ownership

Delivered PeopleSoft Integrations

- Asset Management
- Lease Administration
- IT Asset Management
- Project Costing
- Purchasing
- eProcurement
- Payables
- Inventory
- Resource Management
- CRM Help Desk
- HCM Time and Labor

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- APPLICATION INTEGRATION: Provides the option to initiate work orders from various applications such as PeopleSoft CRM Help Desk, Project Costing, Program Management, Purchasing, eProcurement, and Payables.

- WORK ORDER MANAGEMENT: Allows you to create, manage, and approve work orders, including express, standard, preventive maintenance, and condition-based work orders.

- ASSET MANAGEMENT: Provides integration with PeopleSoft Asset Management for asset retirement, replacement, and disposal, as well as managing warranties and generating warranty claims.

- TEMPLATE CREATION: Allows you to create work order job templates and task templates to predefine work order task requirements, which helps reduce data entry and potential errors.

- RESOURCE PLANNING: Provides comprehensive planning and identification of labor, inventory, purchasing, and tool resource requirements, with the ability to determine estimated costs for each work order task.

- RESOURCE SCHEDULING: Provides scheduling tools to ensure the availability and optimal allocation of labor resources, inventory parts, purchasing of non-inventoried items, and tool usage.

- MAINTENANCE SCHEDULES: Allows you to create time-driven or meter-driven preventive maintenance schedules that enable the application to calculate the next maintenance due date and automatically generate work orders.

- WORK ORDER COMPLETION: Allows you to update and automatically close work orders, with functionality to add all costs in PeopleSoft Maintenance Management.

- DATA ANALYSIS: Provides inquiry and report generation capabilities for thorough review and analysis of various aspects such as Asset Maintenance Cost, Work Order History, Crew Schedule Metrics, and Preventive Maintenance Projections, among others.

Service Requests

PeopleSoft Maintenance Management provides robust service request functionality to manage organizational maintenance issues. With its user-friendly self-service web interface, employees and non-employees can report problems related to your organization's assets. Users can conveniently create service requests using a self-service page or directly with a service agent.

Service Agents efficiently manage incoming service requests by resolving the issue, assigning a skilled technician, or generating a work order to effectively allocate labor, material, and tool resources to resolve the problem.

Service requests seamlessly integrate with PeopleSoft Asset Management, ensuring that the asset needing repair is accurately identified within the asset repository. Additionally, they integrate with PeopleSoft HCM, allowing for easy retrieval of relevant employee data.

Service Request Key Benefits

- Improved communications between users and maintenance personnel

- Reduced asset downtime and improved asset availability

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Work Order Management

PeopleSoft Maintenance Management empowers your maintenance operations with versatile work orders. It provides two variations – the express work order for fast problem identification and the full-featured work order for detailed planning and scheduling. Additionally, it integrates with the IT Help Desk, allowing work orders to update associated IT cases. Moreover, work order templates offer quick generation and auto-population of accounting codes, enhancing productivity and efficiency.

The solution caters to complex maintenance needs, offering multi-task orders, component change-out functionality, and configurable work order types. Real-time reporting is facilitated through web services integration with mobile devices, ensuring data accuracy. Furthermore, the platform assists with scheduling resources, including labor, inventoried items, and tools, offering recommendations based on qualifications and availability. This sophisticated scheduling capability is complemented by a comprehensive inventory management system that examines the supply chain and enables inventory reservation, balancing, and replenishment.

Preventive Maintenance

PeopleSoft Maintenance Management's Preventive Maintenance (PM) streamlines routine maintenance and generates work order projections based on schedule patterns or past meter readings. It allows PM schedules to be attached to assets, locations, or collections, and supports blackout periods. Moreover, it enables users update PM schedules en masse, which controls scheduling options, and requires meter readings at work order completion. Through the effective management of routine maintenance tasks, you can minimize downtime, enhance asset lifespan, and enable more precise maintenance planning for the future.

Condition Based Maintenance

PeopleSoft Maintenance Management introduces an innovative approach to manage equipment health through its Condition-Based Maintenance (CBM) functionality. CBM enables you to detect and correct potential issues early when they're less costly. This method enhances operational efficiency and the longevity of your equipment.

The CBM in PeopleSoft Maintenance Management uses real-time equipment monitoring to analyze conditions against predefined operation parameters. Should the equipment function outside these norms, an alert is swiftly generated. Depending on the situation, an immediate maintenance work order can be created, or an existing Preventive Maintenance (PM) schedule can be updated, which prompts the PM process to generate a work order. All alerts are tracked from initiation to resolution, which ensures complete and comprehensive maintenance action.

Work Order Management Key Features

- Express and Full-featured Work Orders
- Configurable Work Order Types and Workflow Approvals
- Integration with IT Help Desk
- Work Order Templates for Quick Generation
- Real-time Reporting via Mobile Devices
- Comprehensive Scheduling and Inventory Management
- Proactive User Alerts for Hazards, Safety Checklists, and Warranties

Preventive Maintenance Key Features

- Attach PM Schedules to Assets, Locations, or Collections
- Automatic Generation of Work Orders based on Templates
- Options to Control Scheduling
- Ability to Mass Update PM Schedules

Condition Based Maintenance Key Features

- Proactive Maintenance
- Real-Time Alerts
- Efficient Alert Management
- Flexible Response Options

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Oracle Internet of Things (IoT) Asset Monitoring Cloud Service

Integrating PeopleSoft Asset and Maintenance Management with Oracle IoT Asset Monitoring Cloud Service provides real-time visibility of an asset's location, condition, and utilization. This integration leverages assets already configured in PeopleSoft, eliminating duplicate entry.

With this integration, you can identify out-of-tolerance readings for an IoT asset and generate incidents within IoT that send condition-based monitoring alerts to PeopleSoft Maintenance Management. This allows you to prevent unplanned downtime and reduce maintenance costs proactively.

Problem Cause Resolution Tracking

PeopleSoft Maintenance Management offers Problem Cause Resolution (PCR) tracking, which helps users categorize work order transactions with predefined problem, cause, and resolution codes.

This feature allows users to easily record:

- The specific nature of a maintenance or repair issue.
- The underlying cause of the problem.
- The resolution reflected in the work order details and tasks.

PCR tracking fosters a hierarchical connection between a problem, its associated causes, and potential solutions. Subsequently, resolution codes can be related to work order tasks and job templates. This enables automatic resource allocation to work orders, which saves time and enhances accuracy.

Over time, the analysis of PCR code combinations can reveal recurring patterns, assisting in pinpointing equipment more susceptible to failure. This analysis becomes crucial when making informed decisions about equipment investments in the future.

Warranty Claims

Warranty Claim functionality in PeopleSoft Maintenance Management streamlines the process of managing warranties for assets. When repairing an asset, technicians can easily access warranty information to determine whether a warranty claim should be filed.

The system supports outbound cost recovery claims, allowing users to recover costs from suppliers or manufacturers for work order tasks or causal parts. Non-warranty-related maintenance costs, such as recalls, can also be recovered from the manufacturer.

With the Warranty Claim functionality, organizations can efficiently track and recover costs associated with warranty repairs, which ensures effective warranty management and maximizing financial returns.

IoT Key Benefits

- Real-time visibility of asset location, condition, and utilization
- Proactive identification of out-of-tolerance readings
- Condition-based monitoring alerts sent to PeopleSoft Maintenance Management
- Reduced maintenance costs
- Increased asset availability

PRC Key Benefits

- Simplified maintenance issue categorization
- Streamlined work order documentation
- Automated resource allocation
- Facilitated detection of failure patterns
- Guided future equipment investment decisions

Warranty Claim Key Benefits

- Streamlined warranty management
- Easily accessible warranty information
- Efficient claim and recovery tracking

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Manage Full Asset Lifecycle

PeopleSoft Maintenance Management provides role-specific workbenches and interactive work order tracking to rapidly organize and prioritize asset maintenance work. The Work Order Workbench, Crew Scheduling Workbench, Labor Assignment Workbench, Preventive Maintenance Schedule Workbench for planners and schedulers, and the Technician's Workbench allow users to select and prioritize work for their specific needs. These workbenches assemble critical information about the task, schedule, resources, instructions, and assets while making detailed information accessible via drill down.

The Work Order Workbench allows you to:

- Personalize work order views for specific display needs.

- Monitor work progress to ensure tasks stay on schedule.

- Prioritize work orders for efficient workflow management.

- Access resource assignment information to streamline processes.

The Crew Scheduling Workbench allows you to:

- Save commonly used views for automatic crew and work order filtering.

- Review crew capacity, target load, and workload for efficient utilization.

- Swiftly assign and reassign work orders to crews.

- View immediate impact of assignments on capacity to maintain balance.

The Labor Assignment Workbench allows you to:

- Specify criteria to identify the best resources and crews for scheduling

- Review technician availability for effective labor management

- Efficiently manage resource schedules and allocation.

The Preventive Maintenance Schedule Workbench allows you to:

- Easily access the PM Schedule for quick overviews.

- View detailed asset data for informed decision-making.

- View work order default data for verification and accuracy.

- View related PM Loop information to understand maintenance cycles.

The Technician Workbench allows you to:

- Rapidly identify and prioritize work for increased productivity.

- Access instructions, checklists, and documents for task overview.

- Record time, materials, and tool usage for detailed work reporting.

- Generate pick lists for efficient resource management.

- Track personal time events for accurate time management.

Maintenance Workbenches

- Work Order Workbench

- Crew Scheduling Workbench

- Labor Assignment Workbench

- Preventive Maintenance Workbench

- Technician Workbench

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Mobile Technician

The Mobile Technician Homepage empowers field technicians with seamless task management capabilities on any mobile device. Technicians stay informed and in control with work order prioritization and notification visualizations and can easily update work order tasks, perform inspections, and create new work orders as they complete their rounds.
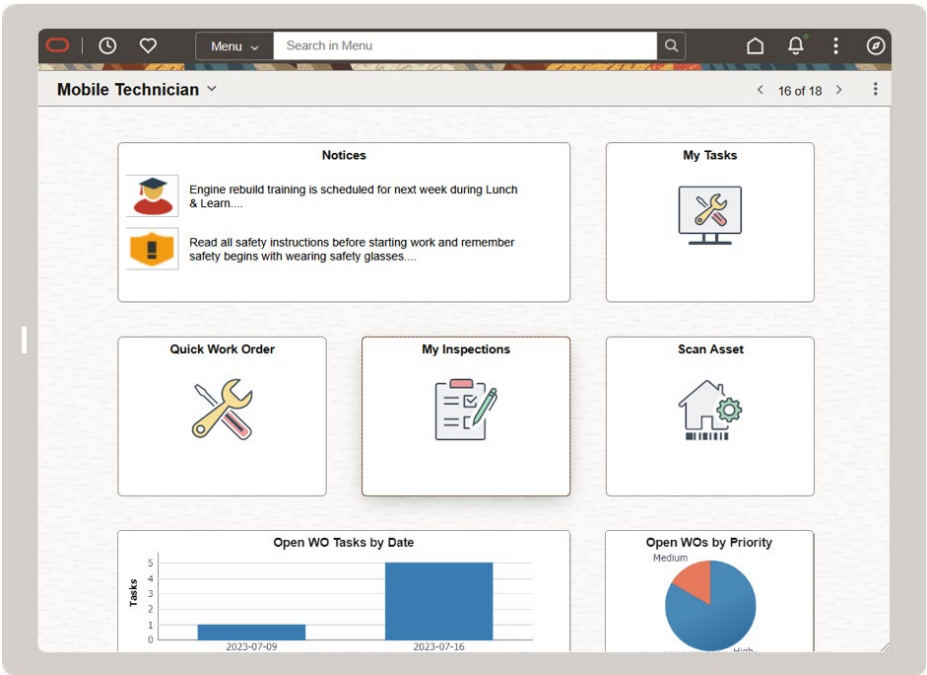
Mobile Technician Tiles

- Notices
- My Tasks
- Quick Work Order
- My Inspections
- Scan Asset
- Open WO Tasks by Date
- Open WOs by Priority
- Weekly WO Time Entry

Figure 1: Mobile Technician Homepage

With the mobile asset tracking Scan Asset feature, technicians can easily scan assets and instantly access comprehensive details, including preventative maintenance schedules and associated work orders.
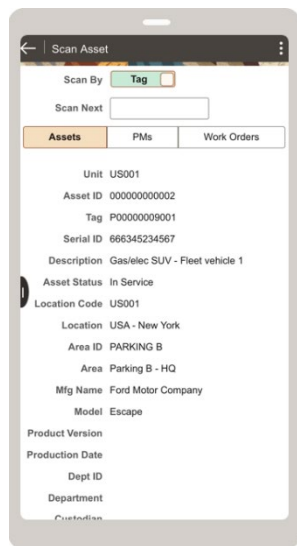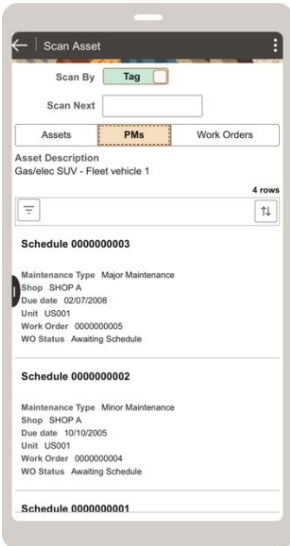
Figure 2: Scan Asset   Figure 3: Asset PM Page   Figure 4: Asset Work Orders
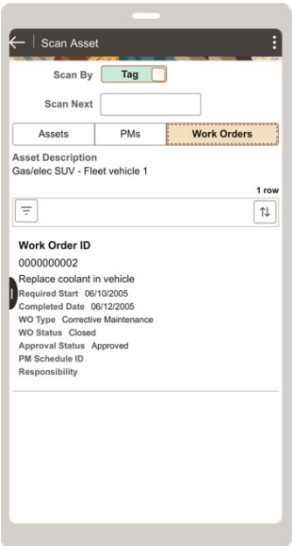
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Maintenance Analytical Insights

The Maintenance Insights Dashboards in PeopleSoft Maintenance Management offer powerful analytical capabilities and visualizations to provide comprehensive insights into asset maintenance.

The Work Order Labor Tile and Dashboard allows users to analyze technician and shop labor assignments and unassigned work order tasks.

Figure 5: Work Order Labor Tile
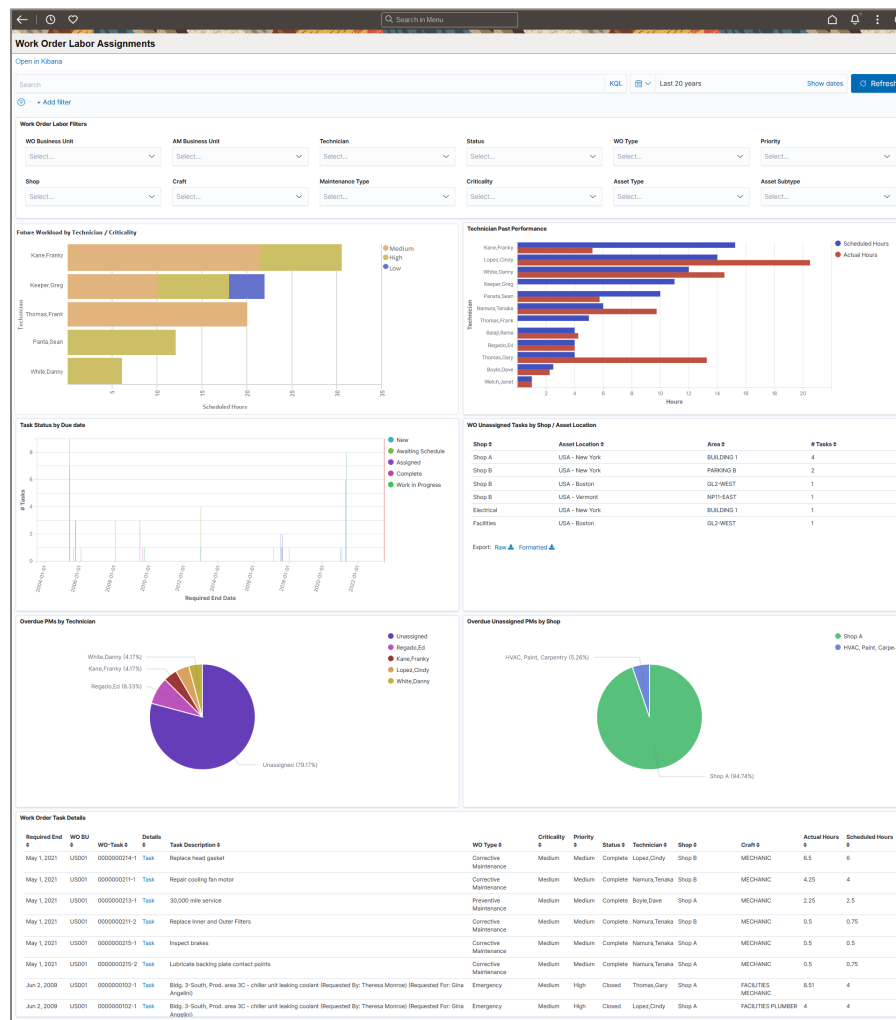
Work Order Labor Filters

- Work Order Business Unit
- Asset Business Unit
- Technician
- Status
- Work Order Type
- Shop
- Craft
- Maintenance Type
- Criticality
- Asset Type

Work Order Labor Insights

- Future Workload by Technician/Criticality
- Technician Past Performance
- Task Status by Due Date
- WO Unassigned Tasks by Shop/Asset Location
- Overdue PMs by Technician
- Overdue Unassigned PMs by Shop

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Figure 6: Work Order Labor Assignments Dashboard

The Work Order Asset Maintenance Tile and Dashboard analyzes labor time and costs associated with maintaining different asset types. This enables management to make data-driven decisions regarding future capital investment strategies and optimize asset management.
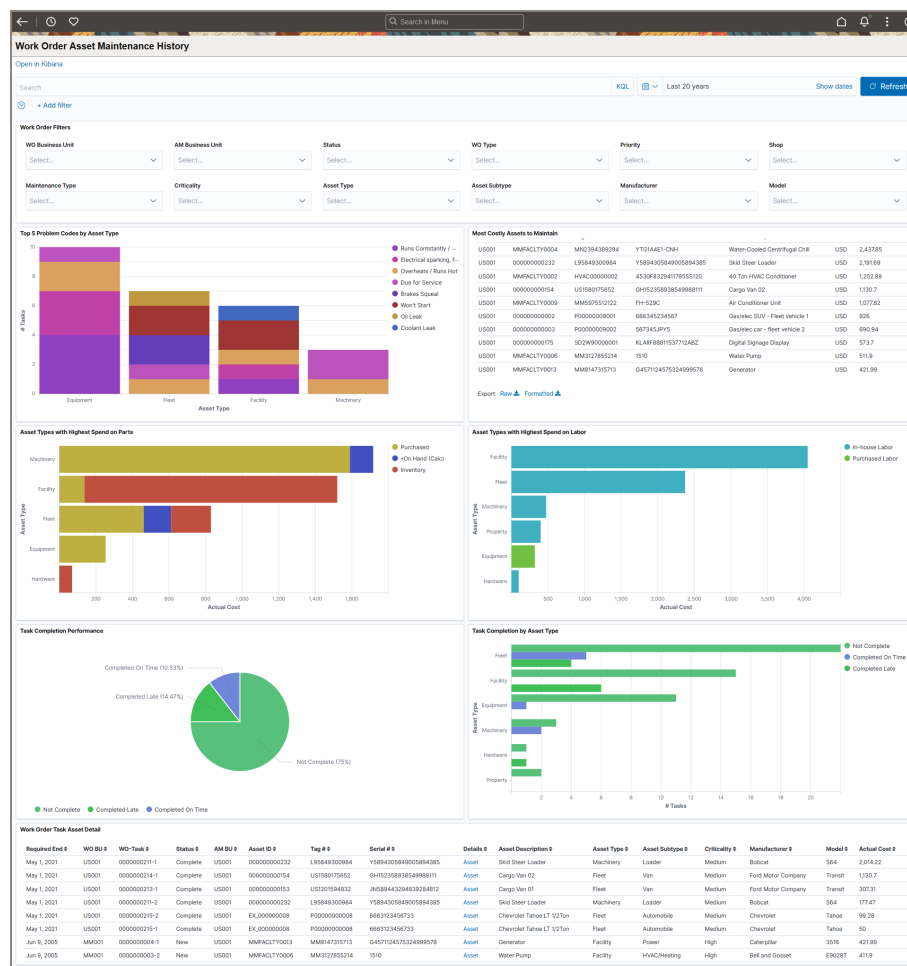

Figure 7: Work Order Asset Maintenance Tile

Work Order Asset Maintenance Filters

- Work Order Business Unit
- Asset Business Unit
- Status
- Work Order Type
- Priority
- Maintenance Type
- Criticality
- Asset Type
- Asset Subtype
- Manufacturer

Work Order Asset Maintenance Visualizations

- Top 5 Problem Codes by Asset Type
- Most Costly Assets to Maintain
- Asset Types with Highest Spend on Parts
- Asset Types with Highest Spend on Labor
- Task Completion Performance
- Task Completion by Asset Type

Figure 8: Work Order Asset Maintenance Dashboard

Each visualization can be viewed separately in full screen. You can also drill down for more information using the Inspect option. Data can be downloaded to a CSV file.

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Lower Total Cost of Ownership

One of the essential benefits of PeopleSoft Maintenance Management is its extensive, "out-of-the-box" integration to multiple PeopleSoft applications. With integration delivered as part of the PeopleSoft ALM solution, organizations can focus on the business of constructing, operating, and maintaining assets, not software. Eliminating costly integrations to third-party systems lowers the total cost of ownership, improves the quality and integrity of data and reporting, and enables you to focus on the business issues of streamlining and optimizing the supply chain, enhancing workforce and asset utilization, lowering the cost of accounting, and raising the ROI on projects. PeopleSoft Maintenance Management allows organizations to direct limited budgets to real business value drivers, and not maintain system integrations.

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