

Dimo
Maint

THE 6TH SENSE OF MAINTENANCE



| by **dimo**
SOFTWARE



DIMO MAINT: YOUR MAINTENANCE SPECIALIST

As the leader in France and a key player internationally, DIMO Maint edits a full **range of CMMS scalable software solutions** (Computerized Maintenance Management Systems) and Customer Service, translated into **15 languages, easy to use and quick to deploy**, so as to guarantee you a response adapted to the functional scope and direction you want to give to your project.

In addition of having a quick return on investment, our solutions' **simplicity of use and intuitiveness of navigation** guarantee you the subscription of future users, a key point for the success of the computerization of your maintenance activity project.



A 100% SUBSIDIARY OF DIMO SOFTWARE GROUP



KEY FIGURES OF DIMO MAINT



AN INTERNATIONAL DISTRIBUTION NETWORK



2 FIELDS OF EXPERTISE

CMMS

CUSTOMER SERVICE

ALL THE INNOVATION, POWER, INTUITIVENESS AND VERSATILITY OF DIMO MAINT'S SOLUTIONS AT THE SERVICE...

...OF THE CMMS

OPTIMISE YOUR MAINTENANCE MANAGEMENT

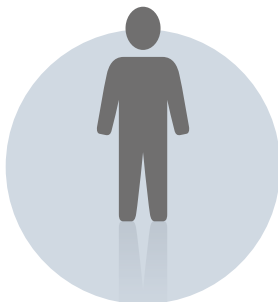
**Dimo
Maint**
MX — MM — AX — OptiMaint

...OF THE CUSTOMER

SERVICE MANAGEMENT PROFIT FROM YOUR CUSTOMER SERVICE MANAGEMENT

**Dimo
Maint**
— SERVICES

MAINTENANCE SOLUTIONS THAT GROW WITH OUR CUSTOMERS ALL OVER THE WORLD...



MICROSTRUCTURES

Ultra-operational within a local perimeter, they often search for a **simple trade-oriented solution, within the scope of an initial acquisition** while offering a **rapid return on investment**.



MULTI-SITE STRUCTURES

Subject to significant constraints they require **functional richness, ease of implementation** and **ease of use** for optimal acceptance by users.



GROUPS

National or international groups, they select **economic** solutions with a **standard deployment model** for their subsidiaries.



THE BENEFITS OF DIMO MAINT CMMS...

Highly ergonomic and unmatched in its functional completeness, the DIMO Maint CMMS meets all the needs of a maintenance department.

Combining speed of implementation and ease of handling, the DIMO Maint CMMS features incorporate **"the best practices" of maintenance.**

SIMPLE

Very intuitive, DIMO Maint CMMS makes use easy for users that aren't trained in IT so that they can focus on their essential activity: the maintenance.

EFFICIENT

DIMO Maint CMMS is a tool perfectly adapted to maintenance's day-to-day and has a strong functional richness. It saves time, warns and helps decision-making.

ADAPTABLE

DIMO Maint CMMS offers great adaptability in terms of parametrization and to work habits (mobility: web access to distant sites and from smartphones and tablets, etc.)



COMMUNICATIVE

DIMO Maint CMMS integrates perfectly to the company existing information system (ERP, Supervision, MES, GTC/GTB, Scheduling and Planning...) via connectors and web services.

COLLABORATIVE

Unique maintenance repository, DIMO Maint CMMS puts a unified and secure work tool at the disposition of all the relevant collaborators via a simple and customizable web interface.

SCALABLE

GMAO DIMO Maint is a guarantee thanks to a minimalist functional perimeter and provides added value as time goes by. Seeing big and starting small!

...FOR EFFECTIVE AND SUSTAINABLE MAINTENANCE CONTROL

The CMMS or Computerized Maintenance Management System is designed to maintain, manage and control assets efficiently and economically. As a source of savings and a vehicle for performance, equipment and asset maintenance is strategic for companies and organizations.

Efficient maintenance provides a better return on investment and prevents critical failures that generate delays in deliveries or service interruptions. So companies must have effective means to secure and maintain their assets at the lowest cost.

1

SERVICE TECHNICIAN

Easy to learn and use

No computer knowledge required, intuitive, simplified input.

An efficient business solution

Automated processes for improved responsiveness, and efficiency in the field increased tenfold.

Complete, reliable technical information in real time

Ease of access to data wherever you are, improved feedback.

2

MAINTENANCE MANAGER

Assigning work quickly

Assigning work orders based on technicians' skills and availability.

Improved activity tracking

A true management tool with the activity tracking indicators and alerts in order to take action quickly.

Increased staff productivity

Better work planning of interventions, task lists, reduced inventory time.

3

TECHNICAL DEPARTMENT

Simplified Reporting

Tracking and piloting in real time the main maintenance indicators.

Detailed analyses

Understanding asset costs and labor costs in detail.

Relevant decision-making

Dashboards and key indicators for quick decision-making.



BENEFITS FOR EVERYONE IN THE COMPANY!

BUYERS

Valorization and reduction of spare part stock costs

Stocks adapted to planned needs and shortages anticipated.

Improved monitoring and control of sub-contracting

Supplier evaluation

Measuring whether results are in keeping with commitments.

MANAGER

Easy deployment

An appropriate solution: Intranet, hosted or cloud.

Maximum security

ISO 27001 Standard Security initiative.

Easy integration of the CMMS into the IS

A communicative solution, connectors tested with the leading ERPs on the market, MES, supervisions, etc.

FINANCIAL DEPARTMENT

An overall view of the measurement and control of maintenance costs

A significant reduction in maintenance, electricity and water consumption costs.

Return on investment

Reliability, availability and durability of assets, vehicles and infrastructures.

Optimization of sub-contracting costs

Follow-up of planned interventions and costs not included in the contract.

4

5

6

SOFTWARE INNOVATION AT THE SERVICE...

**Dimo
Maint**
MX

THE NEXT GENERATION WEB CMMS!

The fruit of over 20 years of expertise in developing software solutions for maintenance, DIMO Maint MX is the latest of DIMO Maint's CMMS solutions. The solution takes advantages of all the latest technologies.

- Multi-browser
- SaaS/Cloud deployment
- Tablet
- Smartphone application

Available on the **EXPRESS** version (Standard version in 2016)

**Dimo
Maint**
MM

THE EASY, SCALABLE CMMS

With its 3 versions, DIMO Maint MM offers a complete, scalable functional response to accompany you throughout the life of your CMMS project.

- Windows client
- Multi-browser web module
- Hosted or Local network
- Tablet for web module
- Smartphone application
- Pocket PC Application

Available on the **EXPRESS, STANDARD** and **FULL** versions

**Opti
Maint**

THE COMPLETE AND USER-FRIENDLY CMMS!

The CMMS OptiMaint meets the concrete requirements of your maintenance department and will seduce you thanks to its adaptability.

- Windows client
- Multi Database
- Hosted or Local network
- Unlimited Work Request module (multi web browser or client server)
- OptiTrace traceability module (FDA - 21CFR11)
- Barcode edition
- Mobile Application

**Dimo
Maint**
AX

THE POWERFUL, WEB CMMS!

DIMO Maint AX provides a functional, powerful, 100% web answer to the management of your maintenance activity. Quick to deploy, your CMMS solution will quickly be operational.

- Internet Explorer browser
- Hosted or Intranet
- Windows Tablet
- Smartphone application
- Pocket PC Application

DIMO MAINT APP: A HIGH PERFORMANCE IN THE FIELD

Access your CMMS from your **smartphone** or **tablet!**

- Quick and simple to deploy with its Flash QR Code
- Intuitive handling without prior training
- Continuous optimization of field operations



...OF THE MAINTENANCE PERFORMANCE



TECHNOLOGY

- 100% Web
- Multi-browser
- Internet Explorer
- Windows client

ARCHITECTURE

- Intranet
- Hosted
- SaaS/Cloud

MOBILITY

- Smartphone, Tablet
- PDA Offline
- ScanPal
- Online/Offline working
- QR Code
- RFID

INTERNATIONAL

- Unicode
- Available in 15 languages

RESPECTING RULES AND REGULATIONS

- Audit Trail
- Quality Audit
- 21 CFR Part 11
- GxP Annexe 11
- Materiovigilancia

BECAUSE CUSTOMER SERVICE MANAGEMENT STAKES ARE SPECIFIC...

Dimo Maint

SERVICES

THE COMPLETE AND CUSTOMIZABLE CUSTOMER SERVICE

DIMO Maint Services is a full solution dedicated to the customer service management.

It integrates in standard the set of functionalities expected from the customer service, repair service and equipment installation management. The express version allows quick computerization of the activity.

Easy to parametrize, DIMO Maint Services adapts perfectly to the specific organizational and regulatory contexts of each business.

- Multi-browser
- Hosted or Intranet
- Tablet
- Smartphone

- ▶▶ **Specific financial management of the activity**
- ▶▶ **Increase of the business' margin thanks to the optimization of additional customer contracts**
- ▶▶ **Invoicing adapted to the customer service**
Contracts, subscriptions, sales, repair services excluded from the contract, etc.
- ▶▶ **Obtaining and seducing new customers**
- ▶▶ **Improving customers' satisfaction**
- ▶▶ **Centralizing customers' information**
According to the category, sites and different equipment inventory.
- ▶▶ **Increasing operational efficiency**
- ▶▶ **Operations management in the field in real time**
- ▶▶ **Document dematerialization**



...DIMO MAINT HAS DESIGNED A DEDICATED SOLUTION



**REQUEST AND CALL
MANAGEMENT**



**CUSTOMER
SERVICE
MANAGEMENT**



**SERVICE REQUEST
AND INSTALLATION SITES
MANAGEMENT**



CUSTOMER PORTAL



CONTRACT MANAGEMENT



FINANCIAL MANAGEMENT

TECHNOLOGY

- 100% Web
- Multi-browser

ARCHITECTURE

- Intranet
- Hosted

MOBILITY

- Online/offline
Tablet
- Smartphone

CONNECTORS

- Sales Management (Sage 100i7...)
- Accounting
- CRM
- Facilities (Sage Multi-Devis Entreprise)

DIMO MAINT: THE GUARANTEE OF A SUCCESSFUL PROJECT!

DIMO Maint offers a tailor-made needs analysis service right up until the start of production.

Our team of business experts will assist you throughout the life of your project, offering: assistance, advice, and training.

PROJECT MANAGEMENT

01

Running the project

Key player, scope, constraints, goals, issues

02

Installation

Conformity, security

03

Administrator training

Specific and General settings, skills transfer

07

Deployment

User training and change management support

06

Adaptation of statuses and analyses

Adaptation, customization

05

Software interfaces

Collaboration, communication, interfaces

04

Data recovery

Collection of data, analyses, reformat

It is interesting to evoke the internal changes and structural effects generated by the implementation of the CMMS solution. To mention only a few significant examples, the preparatory and essential work on databases, the implementation of a timeframe for the technicians to register the DI and BT. Overall, **the project has allowed us to make the internal teams aware of the use of computerizing maintenance all while training them to use DIMO Maint's software.**

*Assistant Maintenance Responsible,
Léonidas*

OUR SAAS / CLOUD OFFER

DIMO Maint benefits from the expertise of DIMO Software, which currently has over **1.2 million users of its management solutions in SaaS mode.**

Our Security approach and our partnership with an ISO 27001 certified host guarantees our customers:

- ▶▶ **High solution availability.**
- ▶▶ **Security and confidentiality of data hosted**, through secure, redundant data centers based in France, clearly defined backup strategies, several secure data transfer protocols, etc.
- ▶▶ **Customer service dedicated to CMMS SaaS Cloud offer** (secure platforms, supervision, etc.), in addition to our client support.

3.500 REFERENCES IN ALL SECTORS



INDUSTRY

- Aeronautics
- Food beverage
- Automotive
- Wood
- Chemicals/ Pharmaceuticals
- Printing
- Mechanics/ Metallurgy
- Oil & Gas
- Plastics
- Textiles
- Mines & quarries

“In partnership with DIMO Maint, Fournier, develops towards a completely computerized maintenance management, a more efficient operational service, a rationalized management of stocks and purchases, and a precise budget tracking for better decision-making. **The optimization of the CMMS tool is a response to Lean Manufacturing’s requests.**”

*Maintenance Responsible,
Fournier Mobalpa*



REAL ESTATE & THE ENVIRONMENT

- Administrative buildings
- Offices
- Military barracks
- Shopping malls
- Cultural centers
- Waste collection
- Hotels
- Restaurants
- Theme parks
- Service stations
- Wastewater

“After consultation of all the market’s different players, the project team chose DIMO Maint CMMS **owing to its possibility of moving upscale and low acquisition cost.**”

*Retail Engineering and Maintenance Manager,
TOTAL Africa Middle East*



HEALTHCARE

- Major hospitals
- Local hospitals
- Retirement homes
- Private clinics
- Physiotherapy centers
- Psychiatric centers
- Radiology centers
- Medium and long-stay care centers
- Reconversion and work therapy centers

“From the integration of alarms for spare parts, **DIMO Maint has allowed us to save time and gain productivity** in all aspects of our biomedical maintenance management. In fact, the automatization of tasks and immediate access to relevant information have allowed us to concentrate on the real added value of our maintenance service, that is, optimal service and prevention.”

*Maintenance Responsible,
Centre François Baclesse*



TRANSPORTATION

- Airports
- Highways
- Tunnels
- Laundries
- Civil engineering machinery
- Port logistics
- Car parks
- Sky lifts
- Road transport
- Sea transport
- Self-service bicycles
- Canals

“We have saved **580.000 euros, that is, 12% of our maintenance costs** from the first year of implementation of the DIMO Maint CMMS solution.”

*Maintenance Department,
TNT Express France*



CUSTOMER SERVICE

- Office automation
- Power/signal circuits
- Kitchens
- Thermal engineering
- Electricity
- Environment and Energy
- Machine tools
- Super/hyper market
- Medical equipment
- Safety
- Telecoms & IT
- Office appliances

“As a real integrated solution, DIMO Maint Services has made us save a lot of time by the end of the month. In fact, before the implementation of the tool, we needed 3 to 4 days to prepare the 1.080 monthly invoices. Many manual processes were necessary. Today, **one day is enough to file one month of invoices.**”

*Operations Manager,
SAV Schiever*

Dimo Maint

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Find out more about the DIMO
Software's field of expertise on:

www.dimosoftware.com

BUSINESS ANALYTICS

DEMATERIALIZATION & PROCESS

MAINTENANCE

CRM

HUMAN RESOURCES MANAGEMENT

TAX MANAGEMENT

FINANCES

TRAVEL & EXPENSE MANAGEMENT

Feel free to contact DIMO Maint or our network of premier distributors
for a presentation of DIMO Maint maintenance solutions.

