

# Enterprise Asset Maintenance and Work Management

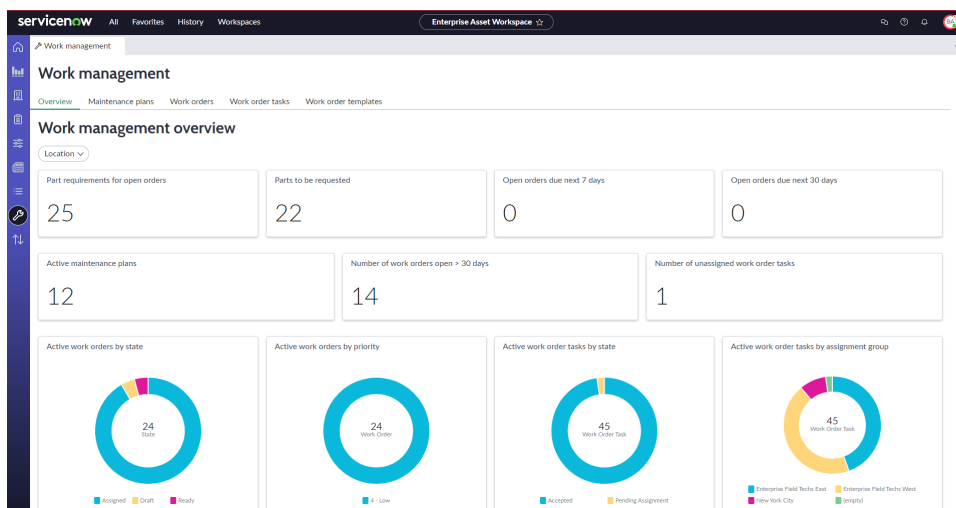
## Maximize the useful life of enterprise assets with strategic maintenance operations

Business operations, production, and service delivery depend on well-functioning physical assets. Asset managers ensure equipment is available when and where needed. A big part of the role involves planning preventative maintenance, supplying parts for corrective maintenance, and coordinating repairs, returns, and replacements of malfunctioning assets. With many enterprise assets in use for 5 – 10 years and some for more than 30 years, it's no surprise that managers focus on maintenance to drive cost savings and business results.

Effective asset maintenance helps create safer working conditions, improve asset reliability, and drive performance outcomes. Keeping physical business assets in good shape can prolong their life with fewer breakdowns, repairs, and unplanned downtime. During audits or inspections, it's also critical to prove maintenance plans are in place and are appropriately followed. When refresh cycles approach or assets near end of life, maintenance trends can be used to guide future purchasing decisions to avoid buying assets that require frequent repairs or have proven more costly than useful.

## Plan maintenance and initiate work in ServiceNow Enterprise Asset Management

ServiceNow Enterprise Asset Management (EAM) can help streamline asset maintenance operations to ensure assets are properly cared for and provide business value. Enterprise asset maintenance management helps extend the life of enterprise assets and reduce downtime by planning preventative maintenance of physical equipment across all locations.



Enterprise Asset Workspace – Work management overview

The Enterprise Asset Work Management module in the Enterprise Asset Workspace provides a holistic view of asset-related work activities. Asset managers and field technicians use a single place to track and manage work orders collaboratively. From this view, asset managers can create maintenance schedules, initiate and assign asset work orders, include any parts requirements, or dive into maintenance trends to analyze asset performance outcomes.

## Proactively manage the ongoing maintenance of enterprise assets

### Save on asset costs

Replacing broken assets can be a costly operation. Regular maintenance of enterprise assets can improve ROI by keeping assets in use longer.

### Improve asset operations

Keep assets working in optimal condition with preventative and corrective maintenance plans.

### Reduce unplanned downtime

Mitigate the impact of downtime by responding quickly to ad hoc incidents with the right parts

### Be prepared for inspections and audits

Demonstrate proper asset maintenance with documentation for audits, inspections, or as needed.

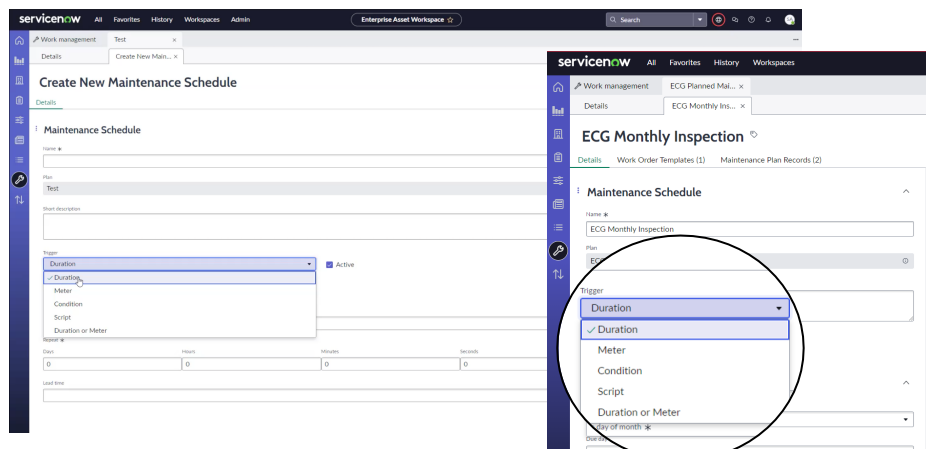
### Analyze maintenance trends to guide purchasing decisions

Make strategic purchasing decisions during asset refresh cycles or end of life planning with insight into asset work and maintenance trends.



## Create and manage maintenance plans for enterprise assets

Enterprise asset maintenance management enables asset managers to create preventative maintenance plans associated with specific models or groups of assets. Identify assets to include in maintenance plans by any asset attribute such as model number or location. Trigger schedules with user-defined rules based on time, usage, or condition.

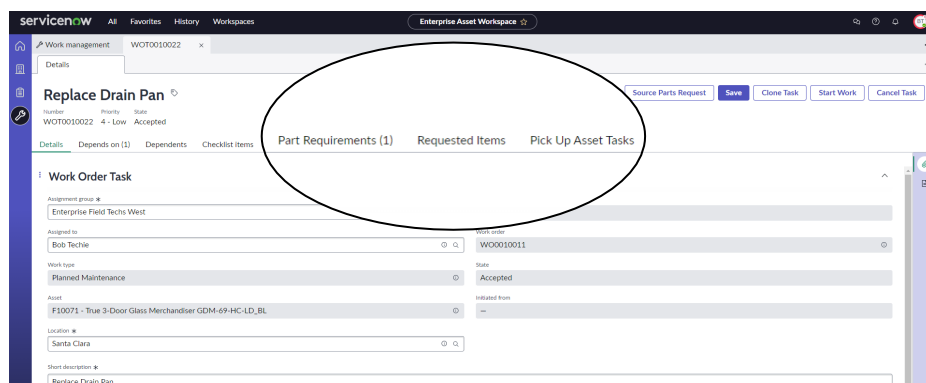


Enterprise Asset Workspace – Create schedules

Update, add, or remove maintenance plans at any time as business conditions or asset estates change. With readily accessible documentation, demonstrate asset maintenance for audits, inspections, or as needed. Always know what the organization owns, where it is, and how it is maintained.

## Initiate and assign asset work orders

Put maintenance plans into action by initiating and assigning preventative or ad-hoc enterprise asset work orders. Including any parts requirements, to ensure field technicians are properly equipped to complete tasks. Automate asset request and pick up workflows for technicians to transfer parts into personal stockrooms.



Enterprise Asset Workspace – Assign work order tasks

ServiceNow empowers your organization to oversee assets and their servicing on the same platform for improved transparency. Leverage ServiceNow Field Service Management (FSM) to complete service work on enterprise or customer assets. Learn more by visiting <https://www.servicenow.com/products/field-service-management.html>.

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Schedule plans using:

- **Duration:** Time-based options (e.g. every 30 days or last Friday of the month)
- **Meter:** Any attribute in the asset records (e.g. usage, runtime, or distance traveled)
- **Condition:** Specify conditions that trigger the maintenance to run (e.g. IoT-enabled assets)
- **Scripts:** Define specific triggers (e.g. after each asset reservation)

Assets and parts may be returned as a result of a work order. Logical actions keep information accurate and prevent human error.

- **Deploy:** Put useable assets back to work by assigning them to users, allocating them as standalone assets to a location, or adding them as child assets.
- **Swap:** Replace assets and parts using the enterprise asset model definitions to ensure that child assets are only swapped with the same models or acceptable substitute parts.
- **Remove:** When assets need to be returned to the manufacturer, disposed of, or otherwise taken out of use, remove them from the asset record to avoid confusion and missing parts.