

iMRO/4: Extends SAP ERP, EAM, and iAM for complex asset maintenance



iMRO/4 is HCLTech's industry add-on to SAP for Maintenance, Repair and Overhaul (MRO). It is a family of products that extends SAP ERP, EAM, and iAM capabilities and enhances

asset utilization for any company maintaining complex, high value, and regulated assets, including transportation, hi-tech, energy, aerospace, and defense.

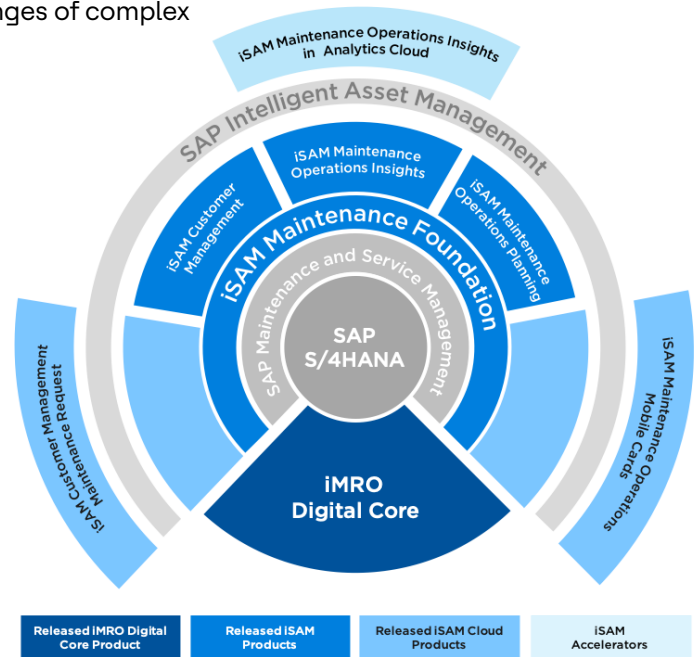
The iMRO family of products has already been adopted by many of the world's leading corporations, with over 80,000 licensed users across 30 customers.

iMRO/4 Intelligent MRO - Today

iMRO/4 is a group of products. Individually these products solve specific business challenges by directly enhancing and integrating with SAP S/4HANA EAM solutions. When implemented together, they provide a comprehensive set of highly advanced and tightly integrated MRO capabilities.

iMRO Digital Core is the central pillar of the iMRO/4 product family, adding extensive functionalities into the heart of your SAP S/4HANA ERP system. It provides a wide range of usercentric workbenches, industryspecific functionalities, and high levels of transaction automation, enabling you to deliver intelligent processes. **iSAM products** harness the latest SAP technologies to provide

world-class, intelligent service and asset management capabilities supporting specific business challenges of complex asset MRO.



iSAM Maintenance Foundation provides comprehensive visibility of all critical maintenance data for managing large complex maintenance events. The apps enable maintenance technicians, planners, and production managers to perform system updates.



iSAM Maintenance Operations Planning enables maintenance and production planners to visualize and update the detailed work schedule for large complex maintenance events, where project planning and maintenance objects are combined to define the maintenance event.



iSAM Customer Management Maintenance Request enables a new maintenance event to be created and managed including asset and customer information. The requested work requirements can be uploaded against the maintenance request.



iSAM Customer Management is a suite of applications to enable customer service engineers to harmonize maintenance and commercial data, review and convert large complex maintenance packages into one or more sales quotations, manage their approval flows, and monitor and analyze sales margin.



iSAM Maintenance Operations Insights provides a comprehensive suite of embedded analytics to help production managers ensure on-time completion of large and complex maintenance events, enabling assets to be returned to service and ensuring there is no unplanned disruption to business activities.



iSAM Maintenance Operations Mobile Cards is designed to support maintenance technicians in removing process bottlenecks, ensuring real-time data capture, and increasing spanner time. Key system functions are delivered directly to the maintenance technician's mobile device.

The only end-to-end, seamlessly integrated MRO and SAP ERP product

Unlike niche MRO applications iMRO/4 combines with SAP ERP to support the entire enterprise. It works on a single data set across all departments from front-line technicians to back-office support personnel.

At every step of the maintenance process, the solution leverages its native integration to the SAP ERP core, ensuring a seamless digital thread throughout the enterprise that enables exceptional levels of support for all areas of the business.

It does this through the native integration of a wide range of specialist functionality for MRO with core ERP processes, such as finance, supply chain, human capital management, data management, analytics, and security.

Intelligent maintenance delivered with reduced risk, time, and cost



Maintenance processes powered by rich, intelligent insights – Enabling rapid decision-making and course corrections for on-time and on-cost delivery



Streamlined maintenance processes natively integrated with your enterprise finance and supply chain – Giving you complete visibility across the business



Efficient, integrated, and real-time commercial processes – Ensuring accurate and fast quotation and billing, thereby maximizing revenue and minimizing cost overruns

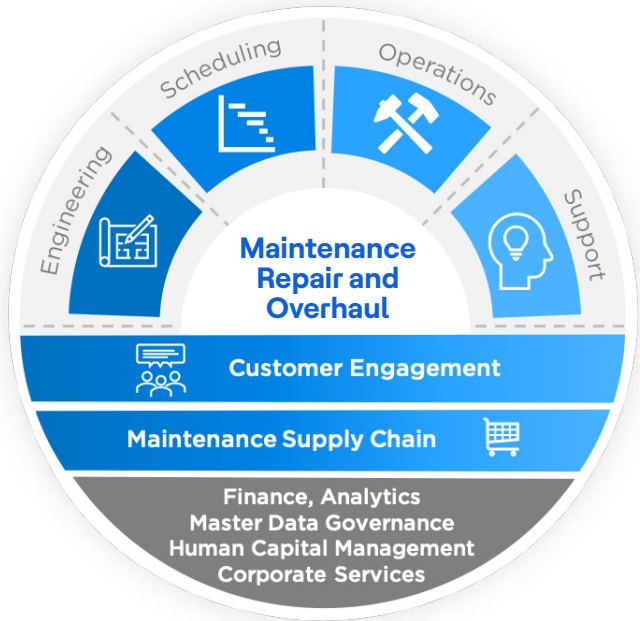


A mobilized workforce – Improving productivity and ensuring real-time data availability and collection

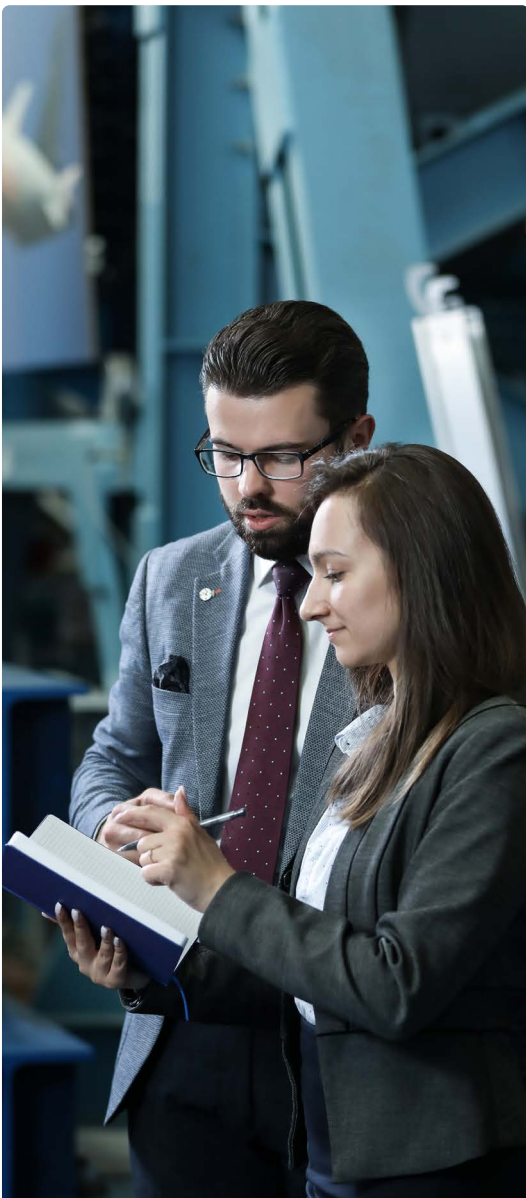


Improved processes across the full maintenance lifecycle

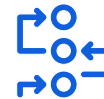
Functionality is organized around the industry specific processes, as defined in SAP's MRO reference model depicted on the right.



iMRO/4 improves maintenance processes across the maintenance lifecycle, including



Maintenance engineering
Streamlined and highly-integrated transactions for defining maintenance policies and modification campaigns. End-to-end configuration management from the initial phase-in of an asset to its eventual decommissioning.



Maintenance scheduling
Seamless processes for long, medium, and short-term planning, providing clear visibility of material and capacity requirements through a range of graphical planning transactions.



Maintenance operations
The electronic work instruction is specifically designed for the maintenance technician. It provides mobile access to all required information and documentation and allows user friendly data capture.



Maintenance support
A range of capabilities to underpin the efficient and high quality execution of maintenance, ensuring compliance and quality at every step of the maintenance process.



These core maintenance processes are underpinned by the maintenance supply chain and customer engagement processes

Maintenance supply chain

Clear visibility of material shortages and planned material availability, helping to deliver on-time maintenance. For any material shortages, a sophisticated rule-based sourcing engine can be used to allocate appropriate replacement parts.

Customer engagement

End-to-end customer engagement is provided by the solution, including contract management, extensive functionality to support complex maintenance quotations, and integrated maintenance event induction through to customer billing

Delivers the outcomes your business deserves

Whether you are a small maintenance organization – or a global enterprise – iMRO/4 will drive business benefits and transformation. Recent product adopters show how iMRO can be used across diverse business scenarios to drive a wide range of business outcomes, including:

Digital MRO – The leading provider of aircraft maintenance, repair, overhaul, and modification services for civil aircraft, harnesses the power of iMRO products to underpin the future of their repair and overhaul business

Business transformation – Global provider of business jet maintenance and completions is embarking on a global roll-out of iMRO products to drive business transformation and growth

Global data visibility – A world-leading multi-product MRO provider adopted iMRO products to drive integrated business processes and global data visibility

Improved transparency and UX – One of America's premier transportation companies is adopting iMRO products to drive world-class business process and user experiences, improving transparency and efficiency across their maintenance operations

Collaboration with SAP drives innovation

- iMRO/4 is closely aligned with SAP's product roadmap and developments, ensuring integrated and complementary functionality.
- iMRO/4 products are planned, prioritized, and are implemented in direct contact with the relevant SAP user groups and dedicated user community meetings through a combination of:
Idea generation - Taking direct input from member partners on industry trends, product white spaces, and new business opportunities.

Shared experience - Sharing implementation experience to extend and enhance product capabilities.

- iMRO/4 products operate on the same support platform as SAP software – SAP OSS – **enabling a single integrated support process for the entire software stack.**
- iMRO/4 utilizes the same rigorous software development lifecycle that SAP uses for internal software development on SAP ERP – **ensuring a high quality and stable product.**

- iMRO/4 products have a comprehensive roadmap of new releases delivering extensive new functionality, enhancements to existing functions, world-class user experiences, and compatibility with future SAP releases.
- iMRO/4 products also benefit from ideas generated by cross-vertical industry involvement. Industry user communities, HCLTech, and SAP work closely to align on this roadmap to ensure the products meet existing and future industry needs and remain aligned with SAP's technology strategy.

Your choice

Implement end-to-end processes or just the functionality you need

The functionality within iMRO/4 can be implemented individually to address specific business challenges or in more end-to-end integrated processes depending on the specific business situation and requirements.



Next steps

If you would like to request a product demonstration or understand how you can rapidly realize the value of iMRO/4 in your organization, please get in touch with us at sap@hcl.com. More details of iMRO/4 and its related products can be found on the HCLTech website and in the SAP store.

About HCLTech's SAP Practice

To get the best return on your digital investments, you need a partner that doesn't just do SAP right, but does it better. Our SAP practice works seamlessly with HCLTech's digital consulting, engineering services, IoT WoRK™, and cloud infrastructure practices to design, implement, and support tomorrow's integrated, intelligent solutions today. As an SAP Global

Strategic Services Partner, our 10,000+ consultant base leverages insights, advanced accelerators, and industry-acclaimed frameworks to deliver award-winning services from local offices across Europe, Africa, Asia, and the Americas.

SAP, Done Better.
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HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.

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