iMRO Digital Core

Extends SAP ERP, EAM and iAM for complex asset maintenance

iMRO is HCL'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, expensive and regulated assets, including transportation, hi-tech, energy and aerospace and defense.

iMRO Digital Core is the central pillar of the iMRO product family, adding extensive functionality into the heart of your SAP S/4HANA ERP system. It provides a wide range of user-centric workbenches, industry-specific functionality and high levels of transaction automation, enabling you to deliver intelligent processes across your complex maintenance business.

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.

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

Unlike niche MRO applications, iMRO combined with SAP ERP supports the entire enterprise, working together on a single data set across all departments, from the front-line maintenance 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 process 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, 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 below.
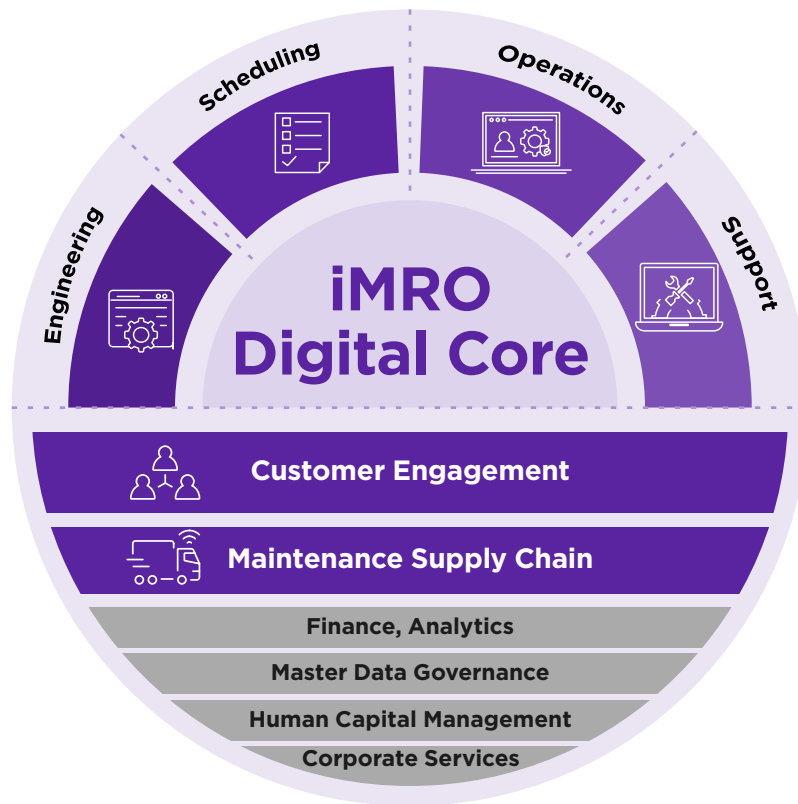
The iMRO Digital Core improves maintenance processes across the maintenance lifecycle, including:

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, documentation, and allows user friendly data capture.

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

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

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 the most 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 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 HCL's 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 HCL's iMRO products to drive business transformation and growth.

Global data visibility - A world-leading multi-product MRO (Maintenance Repair & Overhaul) provider adopted HCL's iMRO products to drive integrated business processes and global data visibility.

Improved transparency and UX - One of America's premier transportation companies is adopting HCL's 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 Digital Core is closely aligned with SAP product roadmap and developments, **ensuring integrated and complementary functionality**

> iMRO products are planned, prioritized and implemented in direct contact with the relevant SAP User Groups and its own 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 the products capabilities

> iMRO products operates on the same support platform as SAP software – SAP OSS – **enabling a single integrated support process for the entire software stack**

> iMRO Digital Core utilizes the same rigorous software development lifecycle that SAP uses for internal software development on SAP ERP - **ensuring a high quality and stable product**

The iMRO 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.

The iMRO solution also benefits from ideas generated by cross-vertical industry involvement. Industry user communities, HCL and SAP work closely together to align on this roadmap to ensure to 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 the iMRO Digital Core 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 you like to request a more detailed presentation, product demonstration or understand how you can rapidly realize the value of the iMRO Digital Core in your organization, please contact us at SAP@HCL.com.

More details of HCL's iMRO Digital Core and its related products can be found on the HCL website and in the SAP store.

About HCL

HCL's global SAP practice has been leading benefits-driven business transformation globally for the last 25+ years. Building on our strong legacy of SAP innovation, our 9,000+ SAP consulting strength - combined with HCL's leading in-house Engineering Services, IoT Works and Digital and Analytics practices – mean that HCL is positioned to lead digital transformation across the complete portfolio of new SAP digital technologies.
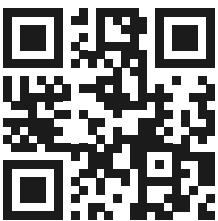
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HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2020, HCL has a consolidated revenue of US$ 10 billion and its 159,682 ideapreneurs operate out of 50 countries. For more information, visit www.hcltech.com

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