

### Product News

*Welcome customers and friends to the fall edition of the Mainsaver News.*

Mainsaver has been hard at work adding new features and enhancements to the product. For those of you tracking the version numbers, Mainsaver has released 10.0, 10.1, 10.2, 10.3, 11.5 and the most current version 11.6. The 11.6 version has been available for download and installation since May of this year. Notable enhancements in the 11.6.100 release include:

- Added ability to copy spare parts list from one asset model to another model
- Added detail for asset spares: Item Cost, UOM, Rec Supplier, Notes
- Added Work Order Print icon to the Work Order Module menu bar. Allows printing multiple selected work orders from table view
- Added new application switch to prevent receipts that exceed the purchase order quantity
- Added PM Description to PM master record
- Added Complete Work Order function to Dispatch module
- Add validated Department field to Work Request. Department field carried to Work Order in Work Request approval.

[Read Full Article](#)

### 2012 Mainsaver User Conference

**San Diego, CA Hilton Harbor Island  
February 22 - February 24, 2012**

Join us in beautiful San Diego to take part in comprehensive workshops, expert presentations and networking exclusively for Mainsaver's CMMS/EAM community.

Registration begins October 4, 2011.

Please contact [Mainsaver.info@mainsaver.com](mailto:Mainsaver.info@mainsaver.com) or call us at 858-674-8722.

[More Information](#)

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### Tech Tips and Tricks

#### Implementation of a Paperless Corrective Workflow Utilizing Mainsaver Controls

New features implemented in Mainsaver version 11.0 allow maintenance organizations to develop a workflow and enforce the data requirements needed to efficiently manage work through closure.

These features help take the concept of 'no ticket, no work' to the next level by making it easier for users outside the maintenance organization to fill out a request with all required data. This example describes how to initiate a work request in Web Mainsaver and track it through approval, completion and closure.

[Read Full Article](#)

### CMMS Myths and Truths #1

#### The CMMS "System Cost"

One of the biggest myths in the CMMS world is that a system that costs two to ten times more than another ensures that it is better.

While all systems have different bells and whistles the leading systems, including Mainsaver, are all mature and comprehensive in their functionality and share many of the same features. All can typically meet 90 percent or more of the customer's requirements. So, if the leading systems share much of the same functionality, what makes one a better choice over another?

[Read Full Article](#)

### Product News - Continued

In case you missed the 11.5 release highlights, one of the primary goals of version 11.5 was to synchronize Mainsaver software with the most current version of PowerBuilder's development tool. This allows Mainsaver to serve customer's changing technical environment and to better support future development efforts. As a result of migrating to the newest PowerBuilder development tool, Mainsaver tested the feasibility of migrating the existing client server functionality to web functionality.

Mainsaver 11.5 introduces two new modules; WebReports and WebShopFloor. WebReports is a new development effort while WebShopFloor is a migration from existing client server functionality.

**WebReports** is a web-based reporting tool that comes bundled with a standard set of KPI reports allowing the conversion of existing Mainsaver or InfoMaker reports to a web format for publishing.

**WebShopFloor** was developed using many of the key features and work flow of the existing Shop Floor Module while adding filtering and work processing features creating a more complete end user work management tool. Mainsaver version 11.5 included enhancements to the PM Route module scheduling, 21 CFR Part 11 compliance module and included a suite of global database renaming tools in the system administration module.

Mainsaver 11.7 is currently in design and is projected for release in 2012. Expect the 11.7 release to focus on multi-plant functionality. Although many customers will still want to deploy Mainsaver in separate database schemas for their various locations, the multi-plant functionality will allow customers to maintain this data in a single database schema. This will also include security and filtering capabilities built into the system administration database and user setup.

### CMMS Myths and Truths #1 - Continued

A feature that makes one CMMS more effective than another is the quality of the implementation. There is a vast difference between CMMS suppliers and the quality of work which has little to do with costs. Providers have very different implementation methodologies and some systems are much more difficult to implement. Additionally, there are numerous factors that determine the quality of the install.

These include:

- 1) Quality and completeness of the imported data. Dirty or missing data in equals poor data out.
- 2) The accuracy, simplicity, and effectiveness of the system configuration. A badly configured system that emulates confusing or poor maintenance practices will NOT give you a better Maintenance organization, regardless of what you pay for the system.
- 3) Effective, targeted, end user training that is delivered at a level understood by the average user.

In summary, concentrate on the features and services when considering a CMMS provider, and note once again, higher costs don't ensure a better installation, user experience, or final result. This is a common misconception among many CMMS purchasers that can result in a very poor return on investment.

### Spidex User Conference

Spidex Software Limited, the UK and Ireland reseller for Mainsaver products, had a fantastic turnout at their annual user conference on September 22 and 23 in Warwickshire, England. Attendees were presented with new product demos, specialist guest speakers, customer case studies, and interactive workshops. Our own Rob Garbus presented the newest product features and enhancements.

### Mainsaver Training

October 2011, Atlanta, GA – Comprehensive Training **Sold Out**

February 2012, San Diego, CA – Pre-conference Training  
Mainsaver Maintenance, Purchasing, Materials,  
Advanced Mainsaver, PowerBuilder, and InfoMaker

August 2012, San Diego, CA – Comprehensive Training

For class description - <http://www.mainsaver.com/Events/>

### 2012 Mainsaver User Conference

Come To 

**Register by December 1<sup>st</sup>, 2011  
and Save \$100!**

Attendees at the 2012 User Conference Can Expect:

- Comprehensive workshops covering advanced features and latest releases
- Insights into future Mainsaver releases
- Roundtable discussions by industry
- Mingle with other users and exchange best practices in asset and maintenance management
- Direct access to Mainsaver development, customer support, and professional services teams

**Customer Welcome Reception and Registration**  
Wednesday, February 22, 6:00pm to 9:30pm  
**Conference**

Thursday, February 23, 8:30am to 5:00pm

Friday, February 24, 8:30am to 12:00pm

**Pre-conference Training – Two tracks**

Monday 8:30 to 4:30

InfoMaker

Mainsaver Maintenance

Tuesday 8:30 to 4:30

PowerBuilder

Mainsaver Purchasing and Materials

Wednesday 8:30 to 4:30

Advanced Mainsaver

**Registration begins today**

[www.mainsaver.com](http://www.mainsaver.com)

[Mainsaver.info@mainsaver.com](mailto:Mainsaver.info@mainsaver.com)

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### Case Study – Direct Energy

#### Energy Company Utilizes Hosted Mainsaver for Three Power Generation Facilities

Direct Energy is a North American producer and retailer of electricity and gas. Its portfolio includes three combined cycle gas turbine plants. These plants run Mainsaver (version 11.5.100) in the Mainsaver TSP hosted environment. The browser-based solution provides Direct Energy customers with a reliable, high performance connection to their Mainsaver data without the need for a data center, IT staff or local database backups.

Dedicated Direct Energy managers work with plant personnel to ensure that the software is being used to comply with defined business processes and policies, especially in the area of procurement. They administer Application Security and work with Mainsaver Professional Services staff so that the permissions and controls make it easy to follow procedure.

For example, all purchases are backed up with a purchase request which has gone through PR Approval Routing. In all cases, purchases are planned against a work order which causes the work order to be charged automatically when those services are performed or items are received. Invoices are processed in the Invoice Matching module prior to authorizing payment to a supplier.

Mainsaver is also important for Direct Energy Accounting staff. The defined processes coupled with custom InfoMaker reports developed in conjunction with Mainsaver provide up to the minute accruals when needed. In addition, Maintenance summaries provide key performance indicators to benchmark plant reliability between the 3 plants.

A Direct Energy source comments “Mainsaver is a cost-effective solution for our maintenance, inventory, and purchasing functions. We have worked with Mainsaver to develop reports that support our common processes among the three plants. The software is a key part of our operations.”

Mainsaver continues to partner with Direct Energy to provide software and services as the needs of these plants evolve in an ever changing energy market.



### Tech Tips - Continued

1. Work Request created in Web Mainsaver.
2. Email sent to designated approver based on work group.
3. Work Request approved.
4. Email sent to requester alerting them the request has been approved.
5. Work order assigned and emailed to technician.
6. Work order completed by technician.
7. Email sent to Maintenance Supervisor alerting them that the job has been completed.
8. Maintenance Supervisor closes work order.
9. Email sent to requester alerting them that the work has been done.

### Screen One

Web Mainsaver has many features which make it easy for novice computer users to enter a work request. Active Directory integration eliminates the need for a separate login and requester information will default to the person logged in. Mainsaver administrator can setup a work request page with required fields and even checkboxes for custom information.

The screenshot shows a web browser window titled "New Mainsaver Work Request - Windows Internet Explorer". The page displays the "Mainsaver Web Module" interface. At the top, there is a navigation bar with "Home", "Modules", "Reports", and "Logout". Below this is a "Work Request" section with "New" and "Check Status" links. The main form is titled "Mainsaver Work Request" and contains several sections:

- Contact Information:** Includes fields for "Originator" (populated with "Rob Garbus") and "Email" (populated with "rob.garbus@mainsaver.com").
- Work Request Information:** Includes fields for "Location" (populated with "Oven 1"), "Work Requested" (populated with "Exit conveyor guard bent causing product to drop on floor"), and "Work Group" (populated with "MAINT Maintenance").
- Does this affect production Quality?\*** A checkbox field with "yes" selected and "no" unselected.

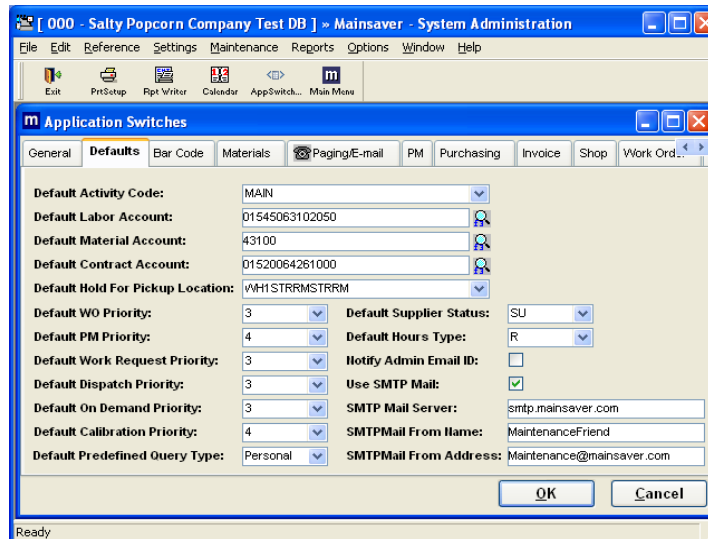
At the bottom of the form are "OK" and "Clear" buttons. A red asterisk indicates that the "Does this affect production Quality?" field is required. The footer of the page reads: "Web Mainsaver Module 11.6.000.004 - Copyright (c) 2000-2011 Mainsaver Software. All rights reserved." The browser's status bar shows "Done" and "Local intranet".

# Mainsaver Software

## Corporate News

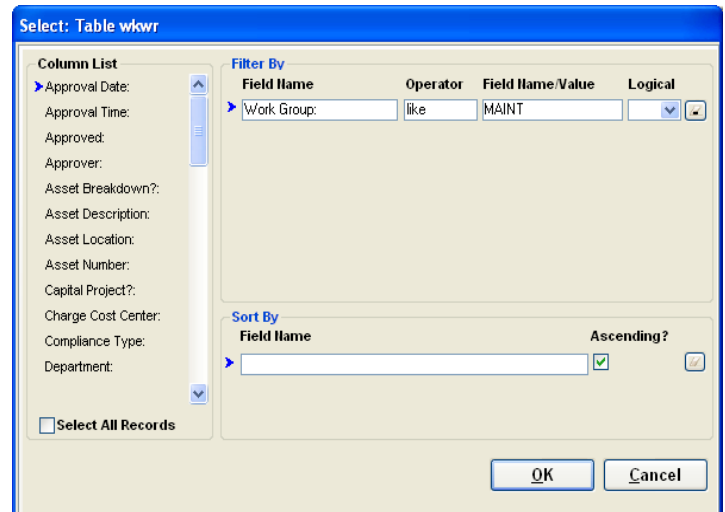
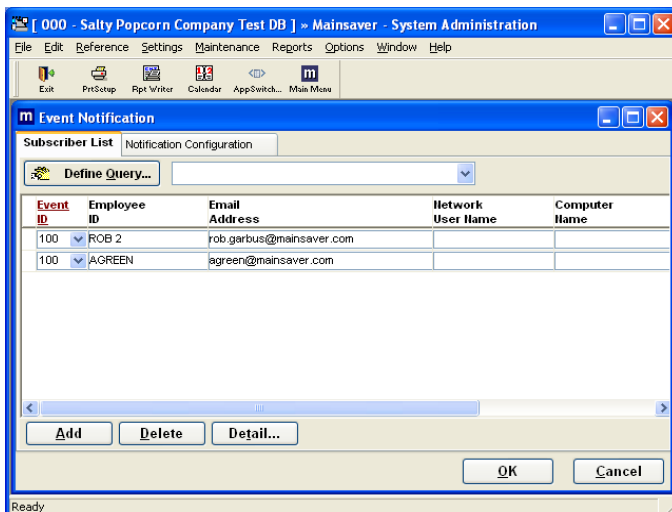
### Screen Two

In System Administration, event notifications may be setup and customized to email a specific work group coordinator upon creation of the work request. Email notification is more efficient when using the SMTP method of sending email from a central server rather than the user's desktop.



Several event notifications may be setup for the same event with each record having different selection criteria.

Selection criteria uses standard query builder.

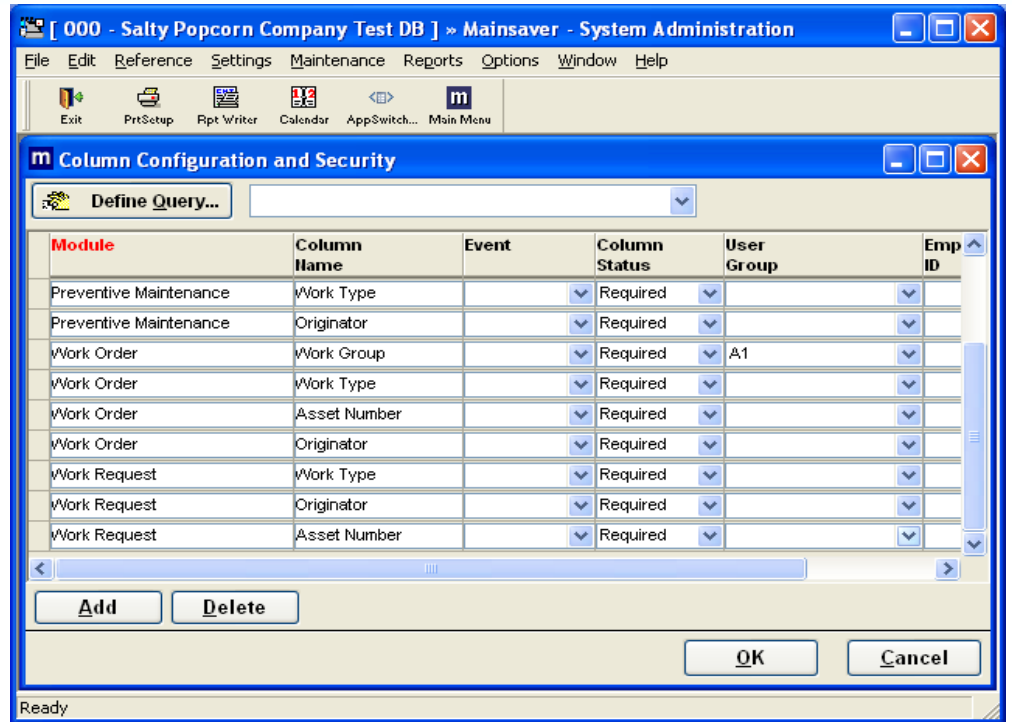


# Mainsaver Software

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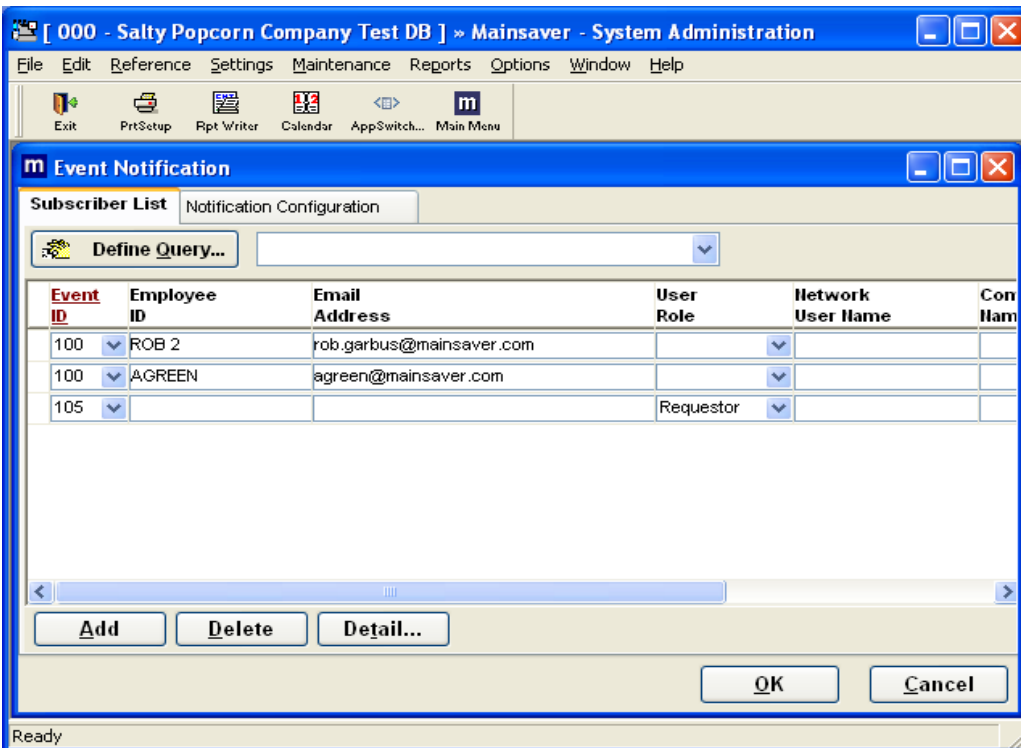
### Screen Three

Work request is approved and a work order is created. Column Configuration and Security can enforce required fields on the work order.



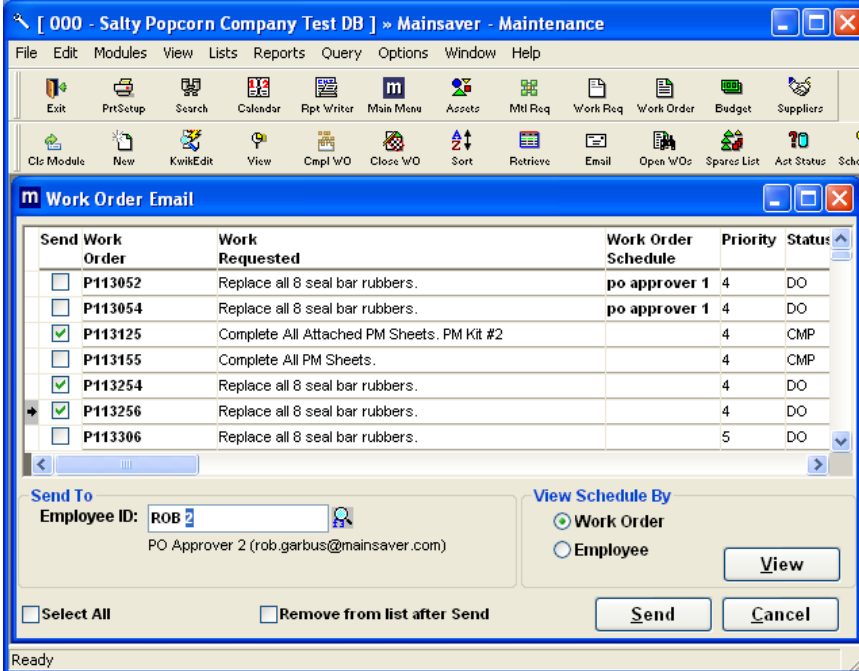
### Screen Four

Work request approval also has event notification back to the requester using the 'role' setting.



# Mainsaver Software

## Corporate News

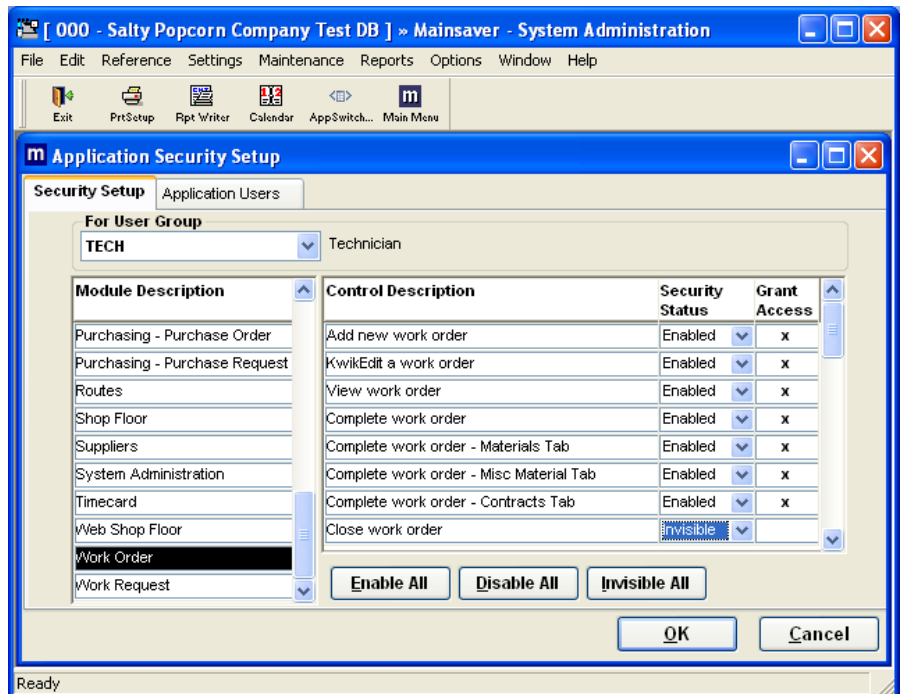


### Screen Five

One method for sending work order content via email is the new 'Email' button on the work order toolbar.

### Screen Six

In this example, technicians can only 'complete' work orders instead of closing the work order. This restriction is done through system administration application security settings.



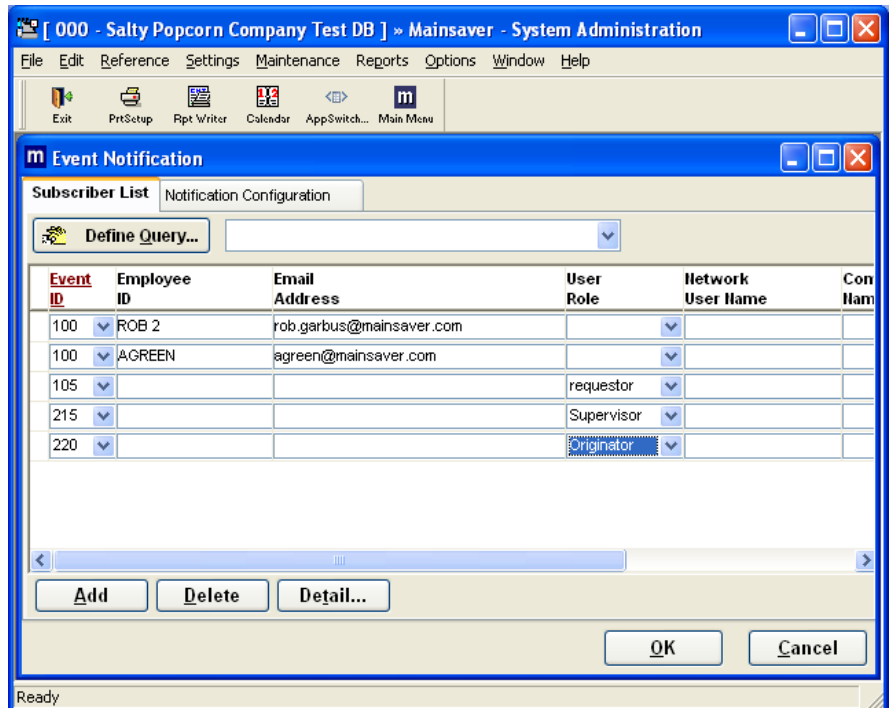
Mainsaver— A World Leader in CMMS

# Mainsaver Software

## Corporate News

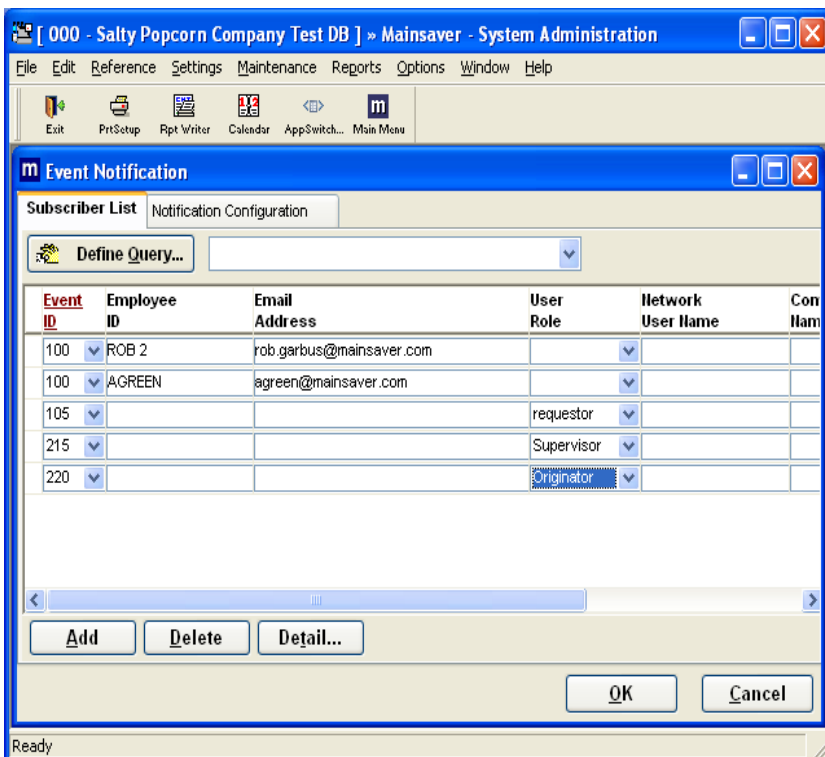
### Screen Seven

Email event 215 is used to send an email when work orders are completed. In addition a query may be setup for status = 'CMP'.



### Screen Eight

Supervisor closes work order.



### Screen Nine

Email event 220 is setup to alert originator that the work has been completed. Custom text may be added to the work order.

**m** Event Subscriber Detail

Event ID: 220 - Work order closed

Email Subject: Work Order ??? is closed

Email Notes: Please notify Maintenance within 7 days if there are any issues with this repair.

Select Criteria:

OK



[www.mainsaver.com/Events](http://www.mainsaver.com/Events)

### About Mainsaver

Mainsaver offers robust Computerized Maintenance Management System (CMMS) software and practical business consulting delivering business-critical information. Mainsaver provides end-to-end CMMS within an integrated Enterprise Asset Management (EAM) framework. Leveraging the industry's foremost established CMMS supplier, Mainsaver is able to provide complete Asset Management solutions, superior products, customer support, and pricing to numerous industries focusing on power, utilities, government, manufacturing, education and pharmaceuticals.

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