

LEO ASSET MANAGEMENT

LEO Asset Management is a Web and mobile enabled, integrated, scalable business solution that manages assets from 'design to disposal' with full life cycle costing.

LEO automates asset management - from design, build and test, through sales and installation, to planned and preventive



"LEO will manage the full lifecycle of the asset world, as well as the service activities taking place around it which earn the revenue and maintain customer satisfaction."

Robin Hamill, Managing Director, Fire Security Limited

maintenance, mobile and workshop repair, and disposal. LEO can cost assets at the point of consumption to provide accurate financial management of business processes, group asset costs by contract and/or project and monitor asset performance in real time against SLAs. In doing so, LEO optimises productivity, operational effectiveness and business profitability throughout the asset life cycle.

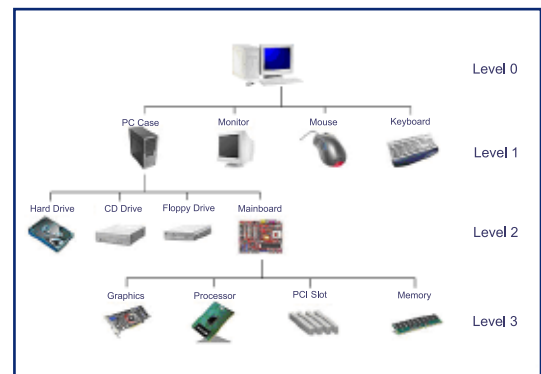
Asset models

LEO defines an asset as a person, object or entity with a value that makes monitoring and controlling its usage desirable:

- **Parts** - including facilities, fleets, IT assets, systems, components, IPR, drawings
- **People** - employees, suppliers, customers, business partners
- **Processes** - scheduling, preventive maintenance, reactive repairs
- **Profits** - contracts, service level agreements, costs, sales and profit

LEO supports hierarchical and linear asset models.

Hierarchical systems are built from sub-systems, assemblies and components and the system structure can be viewed as a hierarchical model. There are only a finite number of different systems and in each case the system can be defined generically as a particular configuration of sub-systems and components. Take for example the desktop computer model defined by a manufacturer to comprise a monitor, tower case with processor mother-board and memory, keyboard and mouse. This would be the generic definition with every individual system being sold having unique serial numbers for each element.



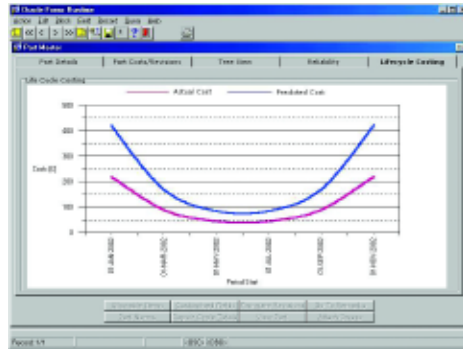
In the linear model items are joined together to form networks. Examples include communications and rail networks where systems that are hierarchical are linked together. Other examples might include network nodes and links, roads, rail track, pipelines, cables, radio paths etc.



The London underground is a linear transport system.

Business benefits

LEO Asset Management delivers measurable benefits across the spectrum of business activities by providing 'design to disposal' knowledge of your corporate assets. LEO helps to enhance business performance and maximise profitability by reducing costs, improving productivity and increasing resource utilisation.



Asset lifecycle costing - prediction and actual

LEO integrates the management of assets - Parts, People, Processes and Profits - into a single system that drives corporate activity. LEO enables companies of all sizes to improve the availability, reliability and performance of their revenue-generating assets by:

- minimising unplanned downtime
- reducing unscheduled maintenance
- decreasing investment in inventory
- ensuring parts availability
- streamlining sourcing and procurement
- improving overall operational performance
- decreasing capital expenditure

LEO reinforces these benefits by collecting detailed records of asset maintenance costs and work history. This information allows you to identify business trends, determine the actual

cost of operations associated with your assets, and develop asset management strategies that positively impact bottom line results. You can:

Extend capital asset life

Preventive and predictive maintenance will increase profitability by maximising asset availability, reliability, performance and durability.

Optimise asset management

Enhanced asset visibility and control of business processes will improve asset utilisation, rationalise asset inventories and reduce the need for investment.

Increase asset productivity

Accurate scheduling of assets, putting parts and people in place and on time, and efficient control of business processes will reduce operating costs and maximise asset revenue generation.

Improve asset valuations

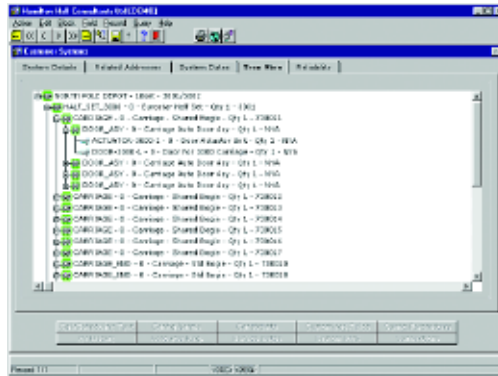
Ongoing assessment of depreciation against original and upgrade values will improve corporate financial control by providing accurate calculations of asset values at all stages of the life cycle.

"Hamilton Hall has introduced the efficiencies of commercial field service operations while ensuring that the MOD system continues to have as its priority the protection of our forces. It has continued to meet our requirements in a live operational environment over the last eight years and to deliver significant business benefits."

MOD Project
Office



LEO's sophisticated contract capabilities allow efficient creation of complex agreements for asset preventive maintenance and reactive repair. Detailed SLAs can be defined to meet each customer's specific business requirements. LEO also provides full warranty and cost recovery management for all assets and child assets, including repair warranty tracking.

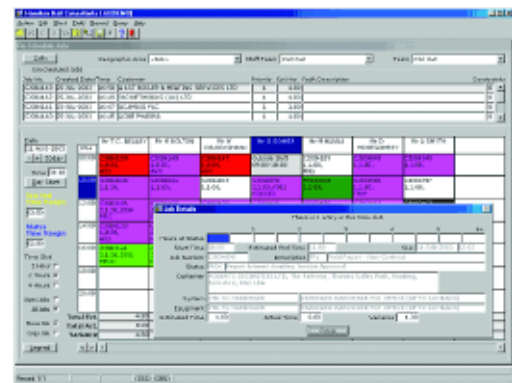


HOW LEO TRACKS ASSETS

Contract management includes workflow and user definable audits to support asset maintenance, repairs and upgrade activity. Accurate cost visibility and integrated billing support budget predictions and help to facilitate contract renewal and re-negotiation.

asset activities, and smoothing algorithms to balance workload during busy periods.

Full asset activity tracking and costing, supported by mobile operational data capture, provides a real-time view of operations, resource utilisation, and the location, status, value and costings of assets. Granulated to give visibility of child assemblies, over time these detailed records provide an invaluable history of asset life cycle management and cost information. LEO presents them as graphical management reports to support both business planning and analysis.

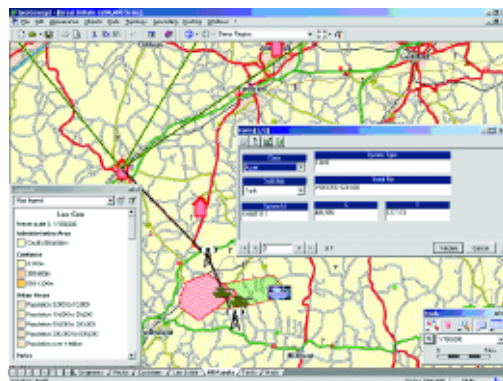


Resource scheduling made easy using a graphical interface. "Drag and drop" jobs to the required engineer and time slot.

Asset tracking is enhanced by LEO's integrated, fully audited asset design and drawing image management capability. Images are easily accessible as thumbnails and associated objects or may be viewed from other applications. LEO allows documentation, text objects, specifications, manuals and instructions to be associated with each asset, and includes image, problem and change management features.

LEO provides straight line or reducing balance depreciation of assets and, at the end of their life cycle, can manage obsolescence at system or component levels before audited, controlled disposal. Throughout the asset life cycle, and at disposal, LEO ensures compliance with environmental and waste directives.

LEO ASSET MANAGEMENT



in-the-field tracking etc.

LEO provides extensive support for planned asset maintenance programmes and reactive fault repairs in internal and external third party workshops. Powerful customer call management and escalation capabilities enable the full range of asset-driven CRM activities and trigger LEO's real-time mobile field service processes.

LEO's rich capabilities include alerts to identify critical asset events, geographical resource and asset mapping, priority-led auto-scheduling, drag and drop manual assignment, graphical views of resource loading for both planned and reactive

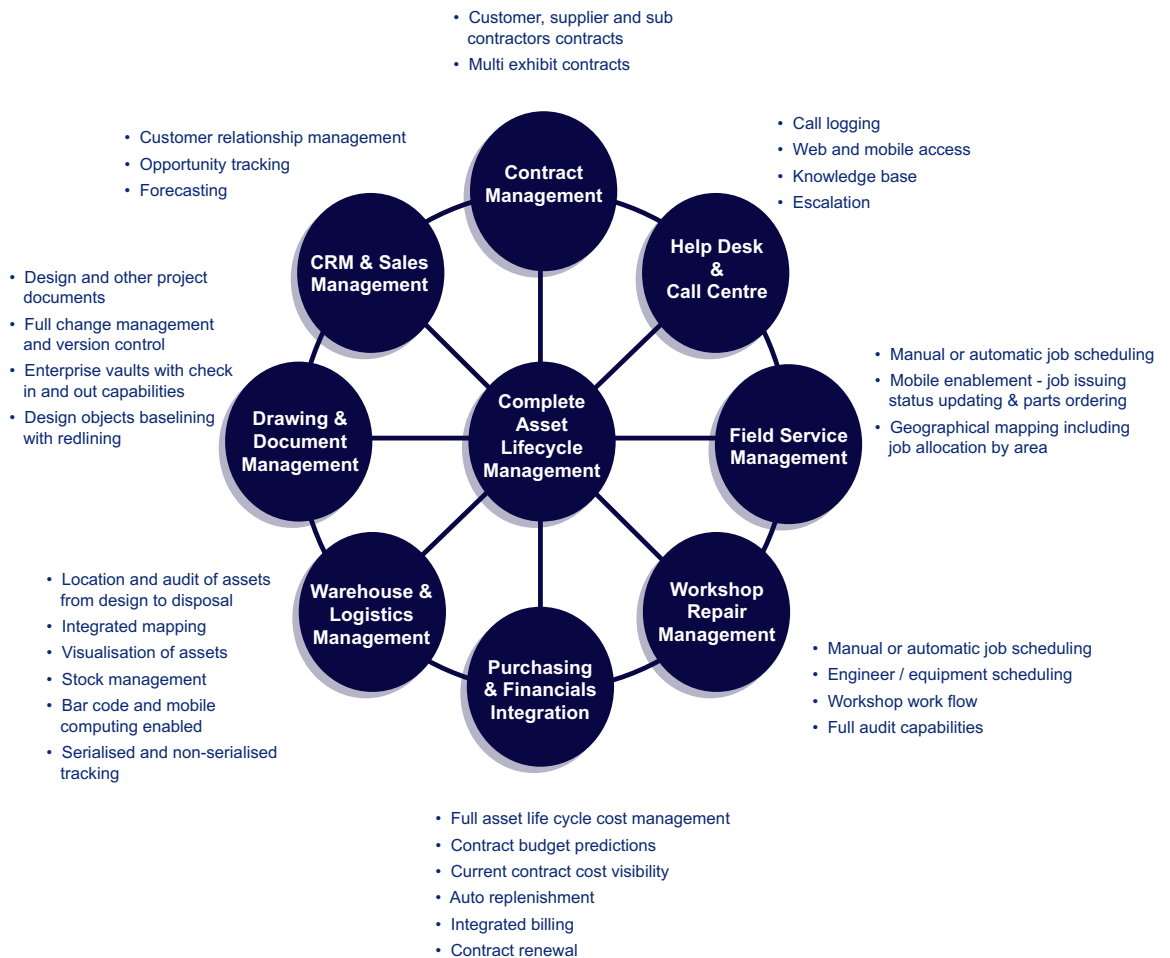
Hamilton Hall Consultants Limited, 3 & 4 The Windmills, St Mary's Close Alton, Hampshire, GU34 1EF, UK



"LEO has increased field force productivity by 25%, while reducing dispatching labour by 80%."

Ian Blake, Field Service Director, Norsk Data Business Solutions

Supporting the business cycle



Summary of features

- Asset life cycle management
- Configuration and management of baseline and individual assets
- Full warranty management
- Preventive maintenance contract life cycle, billing and cost management
- Preventive maintenance scheduling
- Reactive repair management
- Automated and manual engineer scheduling
- Graphical resource management, and loading analysis
- Integrated management of designs, images and documentation
- Full asset history and audit trail
- Geographical mapping of asset locations
- Internal and external repair workshop management
- Modification and upgrade programme management
- Event alerts
- Full customer call management and escalation
- 'Real-time' mobile communications
- Tracking of activities, processes and costs
- Asset depreciation, obsolescence and disposal
- Cost tracking throughout the asset life cycle

Main features

LEO allows full life cycle asset management from design to disposal, including version control of design objects, assets and sub-assets, buildings and all hierarchical and linear assets. LEO provides generic manufacturing and maintenance baseline asset configurations, as well as serialised configurations of individual assets, and facilitates configuration and maintenance control for both throughout daily activities. LEO also manages asset upgrade programmes, asset configuration audits and comparisons with approved baselines.