



design maintenance systems inc.

## Training Services

DMSI offers a full range of training programs ranging from as-needed training classes to formal, scheduled training programs conducted both in Vancouver and regionally throughout the world. We can custom tailor a training program to suit the needs of your operation.

### Basic Training

We offer both classroom and task-based training to introduce new users to MAINTelligence.

**Basic Classroom Training** covers a set curriculum, teaching the basics of the software for new users to use the software on the job.

**Basic Task-Based Training** helps operators, lubrication and maintenance technicians to understand the importance of the newly deployed procedures that employ use of the software.



### Intermediate Training

In technology-focused training, we focus on the use of MAINTelligence to implement specific preventive and predictive maintenance programs in areas such as:

Asset Basic Care

Route-Based Vibration Analysis, using walk around data collectors.

Online Vibration Analysis, using permanently installed data acquisition systems.

Lubrication Analysis, with samples being sent to and data being received from a commercial oil analysis lab.

Lubrication Analysis, with samples being analyzed using on-site lubricant analysis instrumentation.

Ultrasonic Analysis

Asset Management, focusing on workflow issues.

Asset Management, focusing on resource allocation issues.

## Services That Maximize Your Investment

### SERVICE OVERVIEW

At Design Maintenance Systems Inc., our goal is to ensure you receive the greatest return on your investment by providing you with the highest quality customer and product service available.

We provide full life cycle support for our reliability systems, from needs assessment all the way through to ongoing production support.

DMSI can support you in the development of a reliability program that meets your return on investment (ROI) objectives, by helping YOU acquire the skills needed to design, implement and manage the program over time.



For more information about DMSI services, please contact us.

1 604.984.3674  
1 800.923.3674

info@desmaint.com  
www.desmaint.com



*"The products and services from DMSI give our department confidence in our knowledge of the building and the animal life support systems."*

**Christopher Carr,**  
Life Support Systems Manager,  
Aquarium of the Pacific



*"The reason we chose DMSI is because they were willing to work with us where every other company tried to tell us what we wanted."*

**D. Hawkins, Energy Coordinator,**  
Valero Energy Corporation

## Services That Maximize Your Investment

DMSI's applications support team has decades of experience developing, implementing and supporting maintenance information systems. Along the way, we've helped hundreds of customers develop an implementation strategy that supports their business needs and strategic objectives.

### Let us empower you!

DMSI can provide your organization with the tools to meet its objectives independently, or take advantage of our extensive service offerings to leverage those tools, providing a systemic framework that will put you on the path to success. We work with you at the level of assistance necessary to reach your goals.

### Reliability Program Evaluations

DMSI Program Evaluations provide an objective review of an organization's reliability program. This review acts as a blueprint for boosting performance, increasing functionality and avoiding future problems.

**Needs Assessment** evaluates and documents the current state of your reliability practices, and determines what changes are necessary to reach your objectives. Some of the areas that we assess include:

|                                      |
|--------------------------------------|
| Management Support                   |
| Technical Implications / Constraints |
| Organizational Impacts               |
| Data Sources (scope and quality)     |
| Internal Skill Set Review            |
| Business Process Re-engineering      |
| Systems Integration Mapping          |
| Legacy System Retirement Plan        |
| Education & Training Requirements    |
| Change Management Procedures         |

### Business Case Development

develops a complete set of metrics used to assist decision-making either for pursuing the initiation or alteration of your reliability program. DMSI can support in such areas as:

|                                       |
|---------------------------------------|
| Problem Definition                    |
| Cost Benefit Justification Analysis   |
| Risk Analysis & Mitigation Strategies |
| Financial Estimating & Forecasting    |
| Business Case Documentation Prep      |
| Presentations to Senior Management    |

### Data Management Services

DMSI data service specialists help to define and optimize database setups to meet both current and future needs —working to ensure that all our clients' investment in MAINTelligence supports ALL their maintenance and reliability processes.

One of the strengths of our software is its amazing flexibility. Working together with our customers, we use this power to provide optimal database structuring, meaningful and comprehensive reports, as well as integration with our clients' systems and instruments.

### Audits

An audit involves collecting data about the number, type and use of assets within the plant. Database development turns this audit data into MAINTelligence databases for maintenance management, asset inspection and/or predictive maintenance programs.

There are several levels of audits that allow our clients to choose the amount of assistance provided by our application engineers to get their reliability program on track.

**Trial System Audits** allow clients to evaluate the capabilities of MAINTelligence by having one of our application engineers:

- audit a section of the plant
- develop a trial database
- train operators/mechanics to collect data
- leave the system in place for an extended evaluation.

**Assessment Audits** analyze current MAINTelligence installations, providing a path forward for utilizing the program to more comprehensively assist clients' maintenance and reliability initiatives.

**Comprehensive Audits** extend the assessment audit as application engineers from DMSI take responsibility for the complete implementation of recommended improvements. With our extensive expertise and knowledge, our clients receive the best value deliverable for the full utilization of MAINTelligence. There is a flexible range of options to implement improvements from fixed priced solutions through to custom development.

### System Optimization

An integrated team of specialists in asset management, predictive maintenance, reliability program optimization and software systems implementation work with key plant personnel to generate a full assessment of the plant's specific requirements.

|  |
|--|
| Planning and scheduling best practices |
| Inspection and predictive technologies |
| Alarm levels, rules and diagnostics    |
| Queries and reports                    |
| Interfaces to other plant systems.     |

### Database Conversion Services

The data in your company represents one of your most important assets. It contains not only the historical knowledge of the company, but also represents the company's intellectual property. We offer assistance to protect and enhance its value:

|                                     |
|-------------------------------------|
| Current Dataset Evaluation          |
| Accessing Existing Database Content |
| Data Cleansing and Formatting       |
| ODBC / XML / CSV Data Loading       |

### Report Development

Developing a complete and accurate set of reports is a key part of any implementation effort. Our information systems support group can offer assistance



ranging from general advice and guidance, right through to coordinating and implementing the entire reporting system.

### Interface Development

We have extensive experience in implementing linkages to other systems/instruments. MAINTelligence has one of the highest number of linkages in the maintenance / reliability business which include the following areas:

#### • Data Acquisition:

- Vibration instruments / software
- Lubrication instruments / laboratories
- Ultrasonic analysis instruments
- Thermographic cameras / software

#### • System Interfaces:

- Triggering maintenance requests / orders automatically in ERP/EAM systems (SAP R/3, Oracle EAM, MAXIMO, Indus, Synergen)
- Building / maintaining MAINTelligence databases automatically through interfaces to ERP / EAM systems.

#### • Alternate Presentation Methods

- Delivering alarm or diagnostic information automatically through a corporate e-mail system such as Lotus Notes or Microsoft Exchange.
- DMSI offers advanced support service to organizations that want to develop their own access tools, such as Intranet access portals and web services.