

Managed Services: MAXIMO® ENTERPRISE SYSTEM (MXES)

Support for full MXES Potential

ECBWeb research recently gave high rating to MXES for IT Service and Asset Management. Significant enhancements made in MXES open new opportunities for new and existing customers to develop and implement new applications using MXES. ZenFocus is uniquely suited to support Maximo customers as they move towards MXES adoption.

ZenFocus Managed Services provides MXES implementation services to new and existing Maximo users. By leveraging our experienced staff of Near shore/ Offshore developers and onsite project managers, ZenFocus can guarantee project accuracy, management accessibility, and stringent adherence to security and IP regulations at the reduced cost of distributed delivery.

- **Significant Cost Savings** — Distributed delivery development is 40-60% lower than traditional onsite development.
- **Maximo Certified Staff Experienced with EAM/ITIL** — Project Managers and developers are certified and have up to 10+ years of real world EAM & ITIL and Maximo-related project implementation experience.
- **Flexibility & Support** — ZenFocus offers tremendous development resource flexibility with quick ramp-up capabilities and the elimination of costly “bench-time” inherent to conventional onshore employee models.

ZenFocus is a Channel and Support Partner with MRO Software.

ZenFocus is an authorized reseller of Maximo® Enterprise Products and Implementation Services involving IT Service and Asset Management and Enterprise Asset Management.

The ZenFocus Difference

- **Account Management.** Onshore, North America based project managers are involved in each stage of the development process and remain accessible to customers for continuous feedback and input.

A single point of contact in our Toronto or Gurgaon Service Delivery Centre facilitates timely updates and provides regular status reports to project team members and customers.

- **Project Management.** Structured project migration policies ensure the smooth integration and tracking of all modified Maximo Business Objects (MBOs). Our approach to rapid prototyping assures customers that the customization delivered incorporate and end user expectations for functionality and aesthetics (i.e. the general “look-and-feel”) of the finished products.
- **Experience.** ZenFocus Development team members are technically skilled and Maximo certified with experience working with a variety of functional modules providing seamless integration for all customization and development work.
- **Solid Development Infrastructure.** Extensive infrastructure investments made by ZenFocus has enabled us the ability to keep development and test environments for each customer separate in order to safeguard their data and source code.

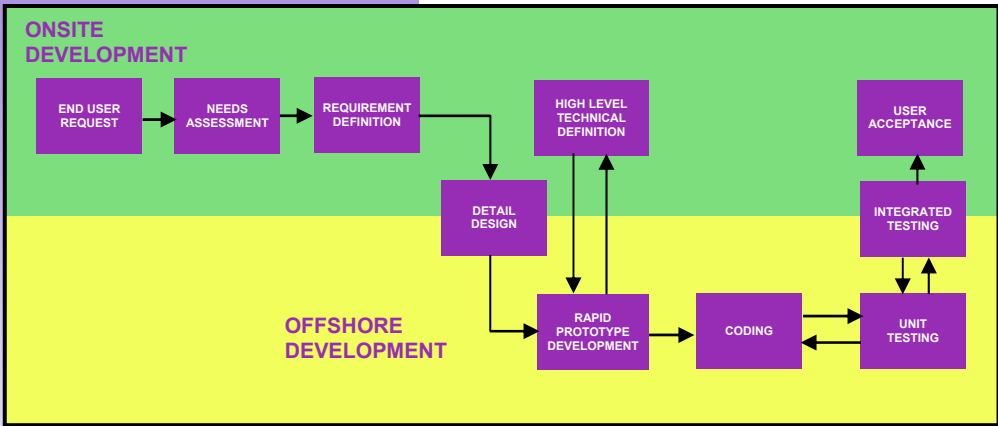
**QUALITY DELIVERY - CUSTOMER FOCUS - LOW COST
ALL OF THE BENEFITS - NONE OF THE RISK**

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ZenFocus Rapid Methodology - Designed for MXES

ZenFocus Managed Services modified the Rational Unified Process Methodology to meet the unique challenges of EAM and ITSM development. The modified methodology, ZenFocus RAPID, ensures that team members remain engaged in every stage of the development process and relays regular progress reports to our customers. Key features include a Robust, Accountable, Proactive, and Iterative approach to development, including functional design and rapid prototyping.

- The RAPID Implementation Methodology easily integrates with existing complete lifecycle EAM/ITSM Implementation methodologies and is sensitive to overall methodology timelines including Conference Room Pilot dates and User Acceptance Test timetables.
- Requirements specifications are created in collaboration with end users and ZenFocus Managed Services project team to ensure accurate and on-time delivery.



Rapid Methodology employed throughout project lifecycle.

Robust: Based on the industry standard Rational Unified Process, but modified for specific needs of EAM implementation.

Accountable: Clearly define roles and deliverables.

Proactive: Anticipate issues throughout the process, solicit feedback, and continually test.

Iterative: Follow an iterative approach to design, prototyping, coding and testing.

Development: Design specific to the unique development environment of the packaged EAM software.

Technical Skills	Functional Skills
MBO/Java Development	Requirement and Gap Analysis
MXES Custom Development	MXES Industry Solutions - Oil & Gas and Nuclear
MXES Mobile and Fusion Cartridges	Integration Workshops
Upgrade from 4.x/5.x to MXES	Implement Best Practices
MEA Integration with SAP R/3 & Oracle Apps	Design business process for Workflow
MXES Industry Solutions	ITIL Implementation Support
MXES Data Migration	Service Desk Consolidation
Report developing using Actuate/Crystal	IT and EAM Asset Management
KPI Development	Inventory Management
B2B Portal Development	Corrective Action Program (CAPA)