

Comprehensive service and support

helping you to maximise the return on your investment



To ensure a 'best fit' solution for your system, Idhammar offers:

- Consultancy
- Implementation services
- Integration services
- Training
- Operational & IT support

WITH IDHAMMAR'S CMMS AND OEE SYSTEMS YOU CAN BE CONFIDENT you've chosen the right solutions to enhance the efficiency and productivity of your business; but it doesn't stop there. Idhammar Systems offers a range of Services designed to ensure that your system is most effective within your specific environment. We can help you maximise the return on your investment through a combination of consultancy, tools and methodologies, training and ongoing support that spans from planning, through implementation, to every-day system use.

With a proven track record of collaboration with our customer's IT teams, Idhammar Systems ensures its software solutions operate in line with your IT strategy and help you to achieve your business goals.

CONSULTANCY

Idhammar's Systems serve as catalysts for change affecting numerous functions across the organisation. In particular, the real-time visibility and control provided by Idhammar's drill down reporting module, keeps every level in your organisation informed and will highlight any requirement for new or modified improvement processes and procedures.

Idhammar's complementary consultancy services are designed to assist our customers in managing this change and achieve maximum benefit by enhancing stake-holder buy-in, shop-floor engagement and senior level commitment.

With many years of real experience, Idhammar Systems specialist team of Software Development and Engineering experts are continuously improving maintenance and manufacturing operations by providing 'best of breed' system solutions. Our in-house team and established partners also deliver specialist consultancy on:

- Lean Manufacturing
- Overall Equipment Effectiveness (OEE)
- TPM and Lean Maintenance
- System Analysis and Integration
- Continuous Improvement
- Energy Management
- Quality Assurance
- Data Integrity Management

IMPLEMENTATION SERVICES

Idhammar Systems professional Implementation Service ensures systems are installed with minimal disruption to your operation. Our practiced and proven methodology for implementation projects comprises:

Cost Benefit Analysis - calculating your return on investment and assisting with writing the business case for implementation including setting achievable targets

Project Planning Study - considering system and resource requirements for a successful implementation and roll out

Dedicated Project Management - working with your company to deliver on time, and to budget

Technical installation and configuration - implementing and integrating your systems for maximum efficiency

Data capture, migration and cleansing - ensuring data integrity and minimal manual input

Training and Assistance - assuring operators can use the system effectively to drive business benefit. Training may be performed on-site, or off-site by Idhammar implementation and technical specialists using remote access technology

Process Improvement- setting targets and assisting in identifying, scoping and delivering improvements

Post Implementation Review - to ensure we've done everything we can to help so that you will receive return on investment that exceeds your expectations

INTEGRATION SERVICES

Idhammar's software has been designed to integrate seamlessly into today's multi-system environments. Our enterprise level integration enables information from disparate systems to be collated and managed throughout the company.

The Systems Development Team has had years of experience integrating Idhammar's systems with other MES, ERP (including SAP), Financial, Time Monitoring, and CAD systems. Our application integration consultants develop, build, test, and implement interfaces to save you time, protect your data and produce more accurate reporting.



TRAINING

Idhammar Systems has a comprehensive training programme, delivered by specialists, driving maximum benefit to our customers by ensuring end users are using the full potential of the solutions. Training can be delivered onsite, or users can visit our UK Headquarters for sessions in our training suite. In addition to our standard systems training we develop tailor-made courses on site to suit your needs.

Our regular courses cover:

- System Familiarisation Training
- System Administrator Training
- Advanced Technical Training
- Basic Queries and Reports Training
- Advanced Report Writing Workshops
- Continuous Improvement Workshops
- Quality Monitoring Workshops
- Work Order Management
- Plant Structure and Document Management
- Planned and Predictive Maintenance Management
- General Stock and Purchase Management
- Advanced Purchasing
- Advanced Stock Management

CUSTOMER SERVICES

Idhammar aims to partner customers over the long-haul, therefore our services and support won't stop at installation. Our dedicated Customer Services Group provides customer centric support that continuously keeps our systems operating effectively in your organisation with:

- Specialist Technical Help Desk offering application and user support
- Call logging, tracking, and quality monitored follow-up process
- Direct and dedicated web access with secure upload and download
- Remote IT and user assistance
- Dedicated Account Manager and Engineer to provide onsite assistance as required
- Software realignment and database normalising
- Integrated feedback process

REMOTE SERVICES

The Services Team at Idhammar understands that taking time out of your busy schedule for training, getting operational advice, and ad hoc technical support can require a juggling act. To overcome this, we have devised a range of remote service offerings to cut the time and cost commitments required to get the most out of your system. (For more information, and for details of how remote services are delivered, please see the Remote Services Datasheet).

About Idhammar Systems Ltd.

IDHAMMAR SYSTEMS IS A LEADING EUROPEAN PROVIDER of manufacturing efficiency solutions. Our products include Overall Equipment Effectiveness (OEE) and Computerised Maintenance Management Systems (CMMS) which have proven their worth with a wide-range of clients in prominent blue-chip companies, from food to pharmaceutical, chemical, print, transport, energy and many more. Headquartered in Bristol, UK, Idhammar also has offices in Scandanavia and Benelux.

To find out more about how Idhammar can complete your solution with services and support, please

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