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Oracle Fusion Cloud Maintenance

Oracle Fusion Cloud Maintenance enables cost-effective and efficient maintenance operations. With shrinking margins and declining capital spending, companies must operate their factory assets with greater efficiency, uptime, and effectiveness, while utilizing existing resources. An integrated asset management system is essential to achieve this. Built on a modern cloud platform, Oracle Fusion Cloud Maintenance uses cutting-edge technology to make smarter decisions and drive efficient maintenance operations. Oracle Fusion Cloud Maintenance provides comprehensive asset management capabilities within an integrated supply chain and digital thread that includes materials management, parts planning, procurement, costing, and embedded analytics. With a consumer-grade responsive user interface, Oracle Cloud Maintenance enables your maintenance teams to be more productive. A cloud platform, desktop computers, tablets, mobile devices, scanning equipment, and built-in artificial intelligence come together for a modern maintenance solution that lets you efficiently plan and execute work with end-to-end visibility into your maintenance operations.

Key business benefits

- Make your workforce more productive with consumer-grade, modern UX.

- Increase equipment reliability and reduce downtime.

- Reduce maintenance costs.

- Plan and execute work efficiently.

- Implement easily with a quick setup.

- Attain end-to-end visibility into maintenance operations.

Your maintenance solution in the cloud

Oracle Fusion Cloud Maintenance delivers a modern, integrated enterprise asset management solution without the expensive hardware and system management overhead costs.

Visually design maintenance processes

Oracle Fusion Maintenance Cloud provides an intuitive, visualized, and web-based interface tool to build a foundation of maintenance data and design your maintenance processes. The solution quickly defines the necessary master data for your organization's hierarchy and process standards, including the following:

- Working calendars, work areas, work centers, and resources

- A predefined library of standard maintenance operations featuring resources and usages

The solution visually defines your maintenance processes via the Work Definition capability. It then defines the maintenance operation steps, assigning resources and

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materials to the process to easily complete the flow. It also manages versions to help ensure the appropriate job plan is used.
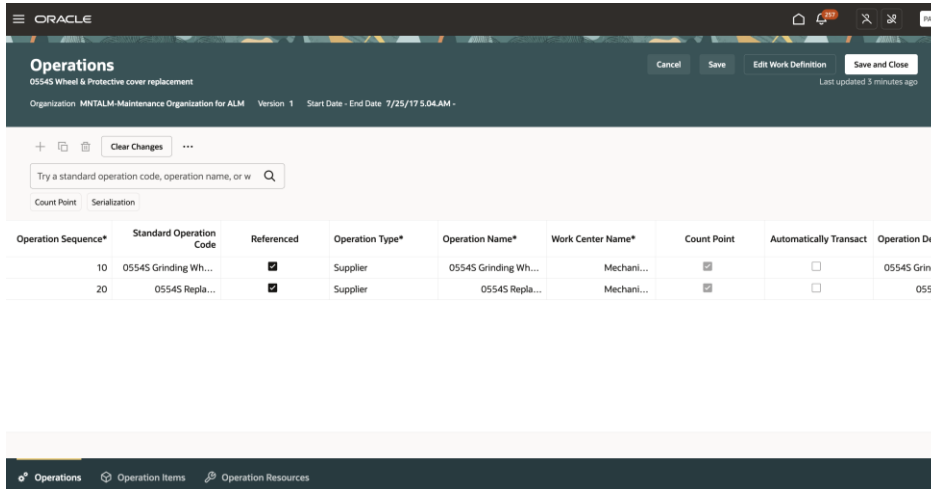

Figure 1. Work Definition - Design a work definition

Define and manage assets

Asset Definition is fundamental to your entire maintenance solution, enabling you to create assets so they can then be properly maintained and repaired.

Quickly and easily create a maintainable asset in Oracle Maintenance Cloud using one of four distinct flows:

- Create an asset via the Manage Assets page.
- Procure an asset via Oracle Fusion Cloud Procurement.
- Build an asset using Oracle Fusion Cloud Manufacturing.
- Import assets from a spreadsheet.

You can also define an Asset Hierarchy to help visualize the asset configuration. Logical hierarchies help you group assets that operate in the same or across different locations. You can use your hierarchies to model a plant, production line, vehicle fleet, customer, or location. Once created, you can easily search for, interact with, and manage related assets such as the upstream and downstream implications of an asset failure.

You can also perform smart searches for assets and create work orders from the asset workbench. Smart search enables you to search and find assets using any standard or extensible asset attributes.

Additionally, you can associate the maintenance asset with the financial fixed asset, or create a maintenance asset and capitalize it as a fixed asset when received. A relationship between the maintenance asset and the associated fixed asset is automatically established when you do so.
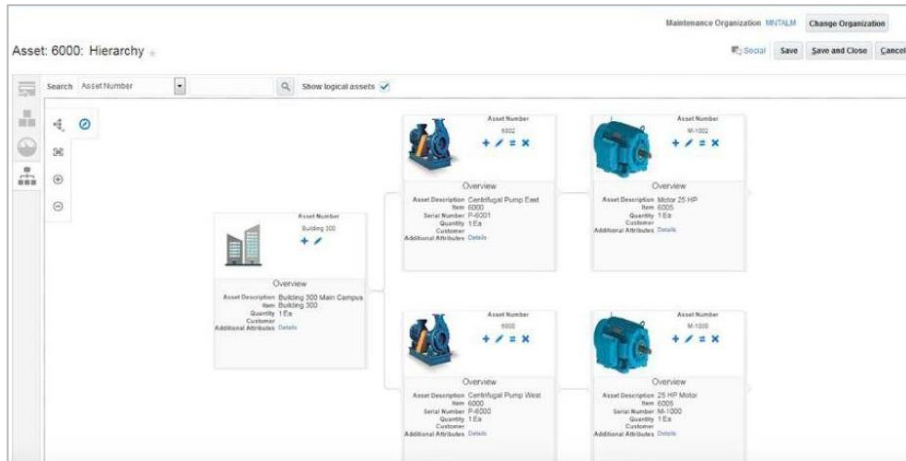
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Figure 2. Asset Hierarchy – Visually depict physical asset hierarchy

Efficiently manage maintenance operations on the go

The maintenance management landing page provides a quick look at crucial information regarding your maintenance operations. You can view key metrics and drill into the details to take action and resolve any issues. Metrics about your problematic assets and the overall maturity of your maintenance program are also provided. Embedded in the solution, the Oracle Transactional Business Intelligence capability offers a quick and easy reporting dashboard.

Figure 3. Maintenance Management – View key metrics

The technician workbench page provides maintenance technicians a mobile-friendly user experience to review and execute maintenance work orders.

In addition, the workbench includes several advanced capabilities that assist with researching issues and collaborating beyond reporting the work. For example, you can search past service history, consult knowledge articles, get repair suggestions, create operation and handover notes, upload attachments, and take pictures using your device camera.
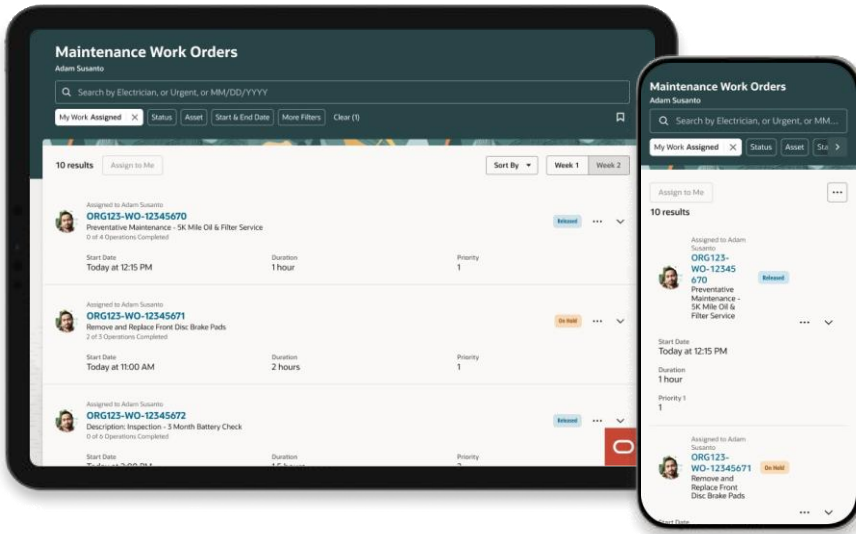
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Figure 4. Technician Workbench – Work order page

Gain support for preventive and condition-based maintenance strategies

Oracle Fusion Cloud Maintenance supports calendar patterns, day intervals, and meter-based maintenance programs that calculate the preventive maintenance forecast and create work orders. You can define dynamic work requirements that consider calendar patterns, day intervals, asset meters, and, optionally, condition-based events from connected equipment as forecast inputs. Multiple work definitions can be defined for a work requirement to support both cyclical and noncyclical interval maintenance.
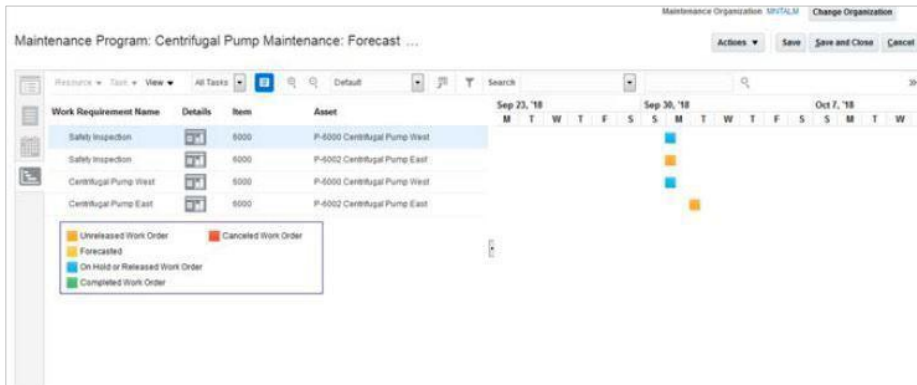
Figure 5. Maintenance Program Forecast (Gantt Chart) – Effectively plan work

Maintenance programs are a foundational requirement for preventive asset maintenance. Over time, they require periodic auditing to help ensure that they align with the latest supplier-defined recommendations, meet maintenance availability goals, and are optimized to reduce labor and material costs. These recommendations can come from Oracle's built-in machine learning capability or other artificial or human intelligence sources.

You can use global programs that apply across organizations to streamline data management and promote consistency across maintenance locations.

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Automatically track supplier warranties

Oracle Fusion Cloud Maintenance provides an integrated supplier warranty solution for assets, allowing you to track the warranty for an asset throughout its service lifetime—from purchase until disposal.

Warranties can then be considered as assets during work order execution, enabling you to make timely repair decisions that may result in a warranty claim for expense reimbursement or component replacement.

Manage work requests

Oracle Fusion Cloud Maintenance integrates with Oracle Service to manage internal service requests, also known as work requests. Work requests are typically used to report facility and asset-related maintenance discrepancies. They contain information about the nature of the discrepancy, the known asset, and a description of the problem. Work requests are assessed and then assigned for resolution using maintenance work orders. When the issue is resolved, the original requester is informed about the outcome of the work request, closing the feedback loop.

Execute closed-loop quality management

When used with the Oracle Quality Management module, the system can require technicians to perform a quality inspection at key points in the maintenance work order process. If an asset fails an inspection, the system automatically alerts the maintenance engineer or supervisor to review the issue for possible permanent corrective actions. Quality inspections of assets can also be conducted separately from orders, such as when an operator checks on equipment before use.

Seamlessly integrate with third-party processing suppliers

Automate the process of managing both your internal maintenance operations and supplier operations for a work order. Streamline and effectively manage your extended supply chain to help reduce costs, support timely work completion, and improve visibility.
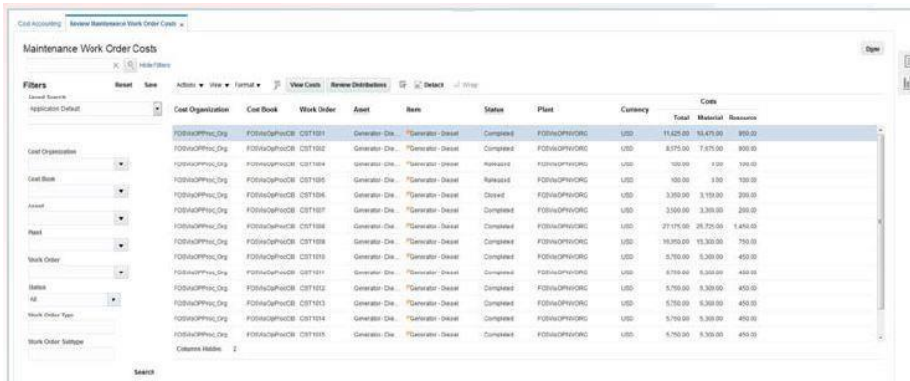
- Manage, review, and monitor supplier operations.
- Create work orders with the selected supplier operation services.
- Receive and complete the supplier operations for serial-tracked assemblies from the supplier.
- Review and print the work order traveler to provide details of the supplier operations.
- Create and manage purchasing documents for the service.

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Review and analyze maintenance costs

Oracle offers a robust cost management solution to facilitate the costing and analysis of your maintenance processes. Flexible work order costing supports all costing methods—standard, actual, average, and periodic average—or even multiple simultaneous costs—one for your official external reporting, and one for your internal management reporting. You can track item costs at any desired level of granularity (for example, serial, lot, and so on), and track true costs using landed costing.

You can review cost by asset, work order, or type of work performed to gain the insight you need to control material and resource costs.

By monitoring maintenance asset costs throughout the entire lifecycle, you can also gain essential insights to help inform your "repair versus replace" strategy for maintaining assets.

Figure 6. Work Order Costs – Review and analyze costs to highlight bad actors

Oracle Transactional Business Intelligence analysis tool

The Oracle Transactional Business Intelligence analysis tool provides flexible, ad hoc reporting capabilities directly from the transactional system, enabling you to easily query and generate reports, such as exception and current state performance reports. View and analyze key maintenance subject areas including work order execution, material usage, resource usage, and assets—and run the reports you want when you want them.
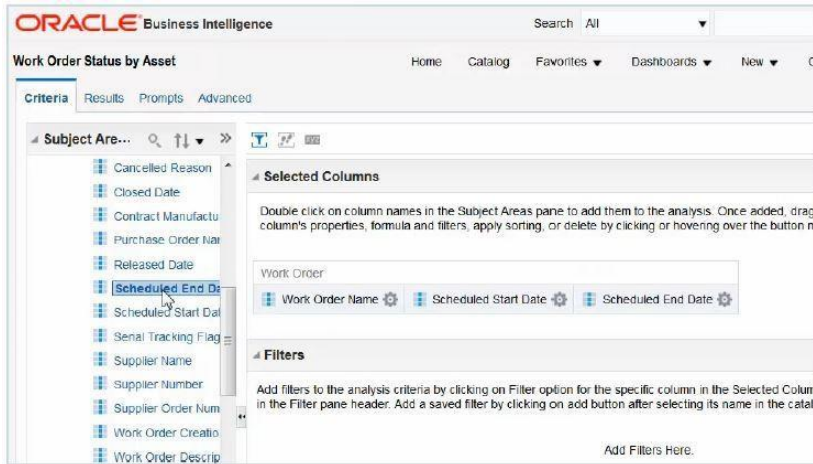
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Figure 7. Oracle Transactional Business Intelligence - Access real-time, self-service reporting

Standards-based architecture

Oracle Cloud Maintenance is built on a best-in-class, internet-based architecture that provides maximum flexibility and the lowest total cost of ownership.

- Internet application: All Oracle Fusion Cloud Maintenance functionality is accessible via standard web browsers, allowing organizations to deploy globally with minimal effort.

- Secure collaboration: The Oracle Fusion Cloud Maintenance security model helps companies collaborate with contract maintenance providers by enabling these parties to access relevant information and business functions within Oracle Fusion Cloud Maintenance.

- Service-oriented architecture: Oracle Fusion Cloud Maintenance fully supports a service-oriented architecture (SOA) for maximum business process flexibility. Companies can support their specific business process requirements by leveraging the solution's web services.

- Scalability: With Oracle Fusion Cloud Maintenance's flexible architecture, companies can start small and expand as needed to support growth in users, transaction volume, and business processes while maintaining high performance service levels.

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Oracle Fusion Cloud Applications

The Oracle Cloud offers self-service business applications delivered on an integrated development and deployment platform with tools to rapidly extend and create new services. The Oracle Cloud is ideal for customers seeking subscription-based access to leading Oracle applications, middleware, and database services, all hosted and expertly managed by Oracle.

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