



# Standard Ultimo software: easily adjustable to business processes

The right software that is tailored to fit a company's needs and wishes can make all the difference regarding strategically shaping the maintenance of aging industrial assets. Ultimo Software Solutions offer exactly this; a powerful maintenance management system that provides the user with tools for effective working. With Ultimo's Enterprise Asset Management software, organisations can retain the overview that enables them to not only stay on track with maintenance works, but also to maintain grip on maintenance costs. Starting off in The Netherlands, Ultimo are now also located in neighbouring countries Germany and Belgium. Managing Aging Plants wanted to learn more about how exactly Ultimo's solutions can assist in keeping aging assets and buildings in good shape, and had the pleasure to speak with Roy van Huffelen, Marketing Manager at Ultimo Software Solutions B.V.

*By Jolanda Heunen*

Ultimo Software Solutions have provided flexible software solutions for the effective management of company assets since 1988 and have developed their business over the years to constantly fit the changing demands in the market. "In the early years, we only offered a maintenance management system, but in the following years we also started to

develop and market several other solutions in addition to our maintenance management solution. Facility management for example, as well as fleet management, IT service management, and infra asset management," Mr. Van Huffelen tells. "Ultimo Maintenance Management has evolved to a full Enterprise Asset Management

system, and with this system, our clients can professionally manage both their assets and their facilities."

## **Managing maintenance**

To date, over 1,500 organisations worldwide are using the software that Ultimo provides, and especially in industrial environments there is a lot

to gain from implementing software to monitor capital-intensive assets and buildings.

As Mr. Van Huffelen puts it: "By professionally applying Enterprise Asset Management, organisations are better capable of strategically shaping the maintenance of these expensive assets. Deploying software to help with this ensures that data is used to substantiate investment decisions and to allocate budgets in order to execute maintenance. In this way, a company can proactively monitor the ageing of their assets, and take timely action to ensure the efficient continuation of management, and subsequently the extension of the assets' life span."

There are no specific requirements that need to be met in order for Ultimo's software system to be implemented in an industrial facility and Ultimo's flexible character ensures that the customer always receives a 'standard customisation tool'. Mr. Van Huffelen explains this: "The customer is always provided with



our software," Mr. Van Huffelen tells. "And even though the 'Lite' version features less functions, it still contains all the essential components that are needed for taking serious steps in the professionalization of maintenance." And of course in a later stage, as a

is applicable in almost every organisation: "In addition to the industry, in which we are strongly represented in all sectors, we see that Ultimo is deployed as an EAM system/CMMS system in – for example – environmental services, energy, logistics, health care, and government."

### Services

When it comes to service, Ultimo already starts delivering this before the software is even purchased. "One of our distinguishing features is our involvement with our customers, which is evident from our comprehensive service package," Mr. Van Huffelen states. "We always research how our software could provide solutions in any customer-specific situation. Subsequently, the implementation is always executed in collaboration with the customer, and our consultants are therefore able to customise the software to customer-specific processes because some matters, of course, differ per organisation."

Ultimo's customers also have access to the professional help desk that can quickly provide them with answers to questions, as well as with solutions in case of any problems. "In addition, our consultants are perfectly able to provide our customers with

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established and user-friendly standard software that is conform market standards. In addition – since every customer situation is unique in certain aspects – the software can easily be customised to add extra efficiency and user-friendliness for the client. So in this respect, every customer is provided with a standard tool that can be customised to fit their unique needs."

### Customer support

With respect to customer support, Ultimo are aware of the different needs in the market and the company adapts their support services to fit the desires of various types of customers.

"When looking at company size for example, we see that in practice the software is used in both small, medium-sized, and large organisations. Smaller organisations often don't have a very high demand for support, which is why we can offer these organisations a 'Lite' version of

company grows for example, these organisations can always update to a full version of the software.

"In addition, we offer the software to or customers in different ways, so they can choose what works best for them. One way of using the software is for our customers to purchase the software (on-premise), and for us to install the software on the customer's server. However, a large portion of our customers nowadays choose our Cloud solutions (SaaS – Software as a Service), in which case we handle the complete management of the software and the customer then uses the software on a subscription basis." According to Mr. Van Huffelen, looking at different sectors and organisation types, Ultimo sees that the software

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advice regarding the future use of our software solutions,” Mr. Van Huffelen adds. “Ultimo’s consultants are highly experienced and familiar with the issues that can arise within certain sectors, and they are able to translate their knowledge and expertise into concrete advice to further improve the use of the package and get the most out of the software.”

In general, you could say that Ultimo are increasingly supporting major (international) projects. “For the development of the software we often use customer panels, which help us

module lets maintenance organisations draw up a long-term budget for life-extending maintenance, renovation, and asset replacement based on expenses and conditions,” Mr. Van Huffelen explains. “With the help of this module, users can make informed decisions, supported by scenarios that are brought to life with graphics. The LTAP module allows the asset manager to go one step further, from managing, performing, and creating reports, to measuring, predicting, and budgeting.” In addition, the module bridges the gap between the Maintenance and the

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to quickly develop new functions that correspond to the needs of the market,” says Mr. Van Huffelen. “Hence, our Enterprise Asset Management software has grown to be a full-fledged system for the integral managing of assets, security issues, property management, fleet management, and IT service management. The great thing is that we see this complete solution be deployed in more and more organisations, and they are very happy with the results.”

**Long-term asset planning**

For taking maintenance one step further, Ultimo offer the LTAP module. “The Long-Term Asset Planning (LTAP)

Financial department: “The module provides more insight into the financial consequences of keeping the condition of certain assets above the minimum condition. This module’s strength especially lies in the fact that – in the long run – you can include both technology and (financial) value in the planning process. This way, the module offers the necessary translation that is needed to discuss the company’s commercial and economic goals with the board, as well as the corresponding efforts in terms of long-term asset management.”

According to Mr. Van Huffelen, the budget that is drawn up is an impor-

tant steering tool in answering questions such as:

- What life-related activities need to be carried out and when?
- What will these activities cost?
- Which activities can be postponed and what are the possible consequences?
- How would a smaller maintenance budget impact asset condition scores?

**Smart maintenance**

The application of Smart Maintenance requires collaboration between several disciplines, in which the role of maintenance is essential.

“Smart internet technologies make it possible to integrate the Ultimo software with other systems and installations in order to compose the best possible maintenance plan. Because of the intelligent solutions and possibilities to integrate with other systems, the software is easily applicable in practice.”

A few examples hereof:

- Support of all possible maintenance regimes: everything from corrective and preventive maintenance to predictive or condition-based maintenance, including the necessary interfaces;
- Possibilities to evaluate and budget investments in assets on a higher level by – for example – taking into account condition scores and risks;
- Extensive possibilities for management information in the form of KPIs/dashboards;
- Mobile working with apps in order to use a tablet or smartphone to make decisions directly on the factory floor.

“With all the news around the (Industrial) Internet of Things, we see the interest in so-called ‘smart solutions’ also increasing, Mr. Van Huffelen continues. “The possibilities are sheer endless, but it is very important to keep an eye on the goal, and to be prepared for challenges. Security issues for example are very important and should not be downplayed. We notice that this is an area in which the entire market still has to further develop. The application of smart connections between systems benefits greatly from careful thought beforehand in combination with a concrete plan for action.”



## Conclusion

To keep expanding the business, Ultimo keep a keen eye on developments, both in the technological and the social field. "We see for example that working mobile will only increase and that the use of cloud applications will really take off in business environments in the future," Mr. Van Huffelen tells. In addition, we will continue to innovate our products when the market requires this. Moreover we also try to proactively support and market new developments ourselves." Ultimo also expect to continue to grow internationally. "We are fairly unique in our combination between Asset Management and various support possibilities in the field of Health, Safety & Environment. These include modules for Work Permit management, Management of Change, HSE incident management, and Lock out/Tag out." Mr. Van Huffelen concludes: "In addition, Ultimo is so complete that the software can easily be expanded with functionalities for Facility Management, IT Service Management, Property Management, and Fleet Management."

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### Request a fitting reference from Ultimo

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