

Setting the Standard for Integrated Asset Management

**Total Resource Management optimizes enterprise asset management –
guiding you toward increased ROI with every business decision**

Our Focus: Improving Asset Management

Total Resource Management, Inc. (TRM) delivers consulting and information technology solutions that help organizations improve the management and performance of their enterprise assets – physical, technology and human. TRM's services and software help organizations reduce the costs associated with planning, building, deploying, operating, maintaining and utilizing their assets.

TRM understands how to align the purpose, performance and cost objectives of physical, technology and human assets to our clients' missions. We enable improved decision-making with regard to both capital investment and overall asset management, resulting in the highest level of performance at the lowest total cost of ownership.

Implementing, improving and integrating industry-leading technologies for the best solution

Since our founding in 1993, TRM has helped our clients make the most of their technology investments to manage their physical assets. We partner with best-of-breed organizations to deliver the highest value and complete solutions to our clients.

Total Resource Management has built the largest and most experienced Maximo® implementation practice in the world. As we have helped our clients implement technology to better manage their assets, we realized that managing assets is one of the world's most challenging problems. The systems that manage assets must be integrated to successfully improve capabilities in even one area.

ALIGN
Operations
with Strategic
Objectives



LEVERAGE
Know-How
and Technology

IMPROVE
Organizational
Transformation



OPTIMIZE
Performance
and Value

Total Resource Management understands how critical it is to orchestrate all assets to improve an organization's ability to accomplish its mission – whether it's producing shareholder return, providing stewardship over public assets, or providing for or our national defense.

Integrated Asset Management

We're focused on improving the organizational performance by aligning all enterprise assets in an Integrated Asset Management framework that produces the most value for any one dollar invested in any asset – whether it's physical, technology or human assets.

It is our mission to address integrated asset management from this perspective.

Total Resource Management – Your Team

The consultants, analysts, engineers, technologists, programmers and industry experts of Total Resource Management have proven that they lead the way in helping organizations maximize the return on investments they make in assets. We fit our expertise to your organization's needs. It's a team approach from the start – and you'll want our experts on your team.

Continual Organizational Improvement

We can help you train your team to improve overall performance and to deliver high value. We blend behavioral change with new business processes that, in turn, drive organizational change and improvement. We understand that training and communication are essential to managing and transforming an organization. We can help transfer new knowledge to your team.

Proven experience, recognized expertise

TRM's business is entirely focused on the intersection of business improvement, information technology and enterprise asset management. We design, engineer and deploy large and complex IT systems that support the asset management requirements of the world's largest organizations. We understand complex problems and challenges and can effect change in even the most resistant environments.

Customer testimonials

NAVY

The Challenge: Consolidate the Navy's Public Works Centers (PWC) asset management and maintenance systems for eight PWC locations, and then standardize and further consolidate these systems to a single Maximo enterprise asset management platform.

The Solution:

- Total visibility of assets, requirements, work projects and resources
- Significant readiness improvement
- Compliance with DoD and NMCI certifications
- Open source, pure Internet architecture
- Ability to support more than 4,000 users in 14 different time zones
- Ability to manage as many as 1.3 million work orders, 250,000 purchase orders, 600,000 equipment items and 98,000 buildings annually

"TRM's engineering consulting services are outstanding and have proven to be a key component to our successes to date," said Lisa Abad, NAVFAC's Maximo program manager.



The FISC fuel analyst agrees. "The bigger challenge for us is anticipating, consulting and communicating requirements of which we may not be fully aware," he said. "I expect the consultants we bring on board to deliver something new and different – leading-edge technologies, as well as creative solutions to unexpected situations. The expectations are set high, and TRM has always delivered for us."

In organizations ranging from the U.S. Department of Defense to state and local governments; from manufacturing and retail to energy and utility companies; and from transportation providers to multi-facility institutions, we understand how assets need to be aligned to the organization’s mission. We help leverage the know-how and technology you have, or need to develop. We show the bottom-line impact of efficient and effective resource management.



Blue Bell Creameries

The Challenge: Manage a fleet of more than 1,500 and integrate with 45 distribution centers, 10 transfer stations and 4 production plants.

The Solutions: Total Resource Management helped Blue Bell implement the Maximo 5.2 transportation module – yielding impressive results of many flavors, including:

- Improved business processes
- Improved maintenance activities planning and forecasting
- Increased warranty recoveries
- Increased man-hour utilization
- Increased network utilization and better information availability
- Extended asset life and increased asset availability
- Decreased inventory and decreased order time
- Improved response time more efficient changeovers
- Eliminated manual processes

“Total Resource Management helped us identify the many job functions that would benefit from using Maximo and there were many more than we initially thought. TRM recommended several



steps to realign our business processes,” said Tom Herrmann, Blue Bell purchasing agent. “The changes truly empower our remote users. Positive results were almost immediate with the elimination of many manual processes.”

Core Capabilities

Assessments

- Requirements development and management
- Program and project planning
- Business case analyses
- Asset strategy, planning, utilization and operations and management

Maximo Deployment Solutions

- Maximo Implementation
- Maximo Migrations
- Maximo Integrations
- Maximo Upgrades

System Engineering Solutions

- Capacity planning
- Aligning system availability with business requirements
- Quality assurance
- Performance benchmarking
- Configuration management
- Incident management
- Release management
- Service level management

Training and eLearning Solutions

- Instructor-led training, manuals and eLearning courses
- TRM Software training

Software Solutions

- TRM RulesManager SE™
- TRM ConstructionManager™
- TRM Safety Tagging System™
- TRM Lockout Tagout Manager™
- WebCEO®
- xIO® Inventory Optimization

Where to learn more

To read more customer stories and testimonials or to learn more about how TRM can help you manage your assets and technology, please call (toll-free) 877-548-5100 or visit our web site, www.trmnet.com.