

A collage of images at the top of the page. On the left, a person is holding a tablet displaying a map. In the center, a globe is composed of various small images. On the right, there is a scenic view of a mountain range with a river and a beach in the foreground.

DAWSON and TRM Join Forces to Build and Deploy a Showcase Maximo SaaS Solution

A FedRAMP Compliant Maintenance Management Solution (CMMS) Delivered in the Cloud to Manage Military Base Facilities

About Dawson Technical, LLC

Dawson Technical, LLC (DAWSON) is a small business subsidiary of Hawaiian Native Corporation (HNC). The HNC was founded in 2004 as a non-profit organization made up of six SDB and 8(a) organizations. Dawson started as an environmental company doing munition and explosions removal and increased its capabilities to base operations management and facilities management. With offices that span the country and a specific focus on the Department of Defense, these services include:

- Contingency operations support services
- Facility support services including those in secured environments
- Comprehensive grounds maintenance
- Health care and medical professional staff services
- Program management services
- Building maintenance and custodial services
- Facilities operation, maintenance, and management
- Operations and maintenance of security infrastructure and facilities
- Airfield operations, maintenance, and management
- Airfield and lighting systems maintenance and support
- Administrative management support

DAWSON was contracted by the U.S. Army Reserve to provide services to operate and maintain various systems and facilities across the 9th Mission Support Command including plumbing, HVAC, mechanical systems (maintain, repair and replace) – all of which are managed through a CMMS. The government mandated three options – Maximo, TRIRIGA or Archibus. DAWSON chose Maximo due to its reputation as a market leader in the CMMS space, proven ability to integrate with BUILDER™ SMS (Sustainment Management System - DOD's world-wide real property system) and the capability to be delivered in the Cloud.

With a progressive and forward-thinking client who required automation and linking to BUILDER™ SMS, DAWSON had a vision that this solution in a SaaS model could be the pilot and model solution across all Army Reserve commands. DAWSON opted to partner with TRM, a premier IBM Business Partner with decades of experience delivering Maximo cloud solutions and guiding advanced asset management practices to Federal maintenance service providers. Without having to invest additional dollars into data centers or hardware, the result is a FedRAMP-compliant Maximo SaaS showcase system for Federal contractors, built using best practices, which can be replicated across commands.

Derek Mar, DAWSON program manager, commented, "TRM is our chosen partner for this initiative – they are a complete partner. Our goals were aligned and the TRM team stretched and crammed when it was needed to create this solution."

Mr. Mar continued, "At times when starting from scratch, our Government client wasn't sure what they wanted, DAWSON wasn't as experienced with Maximo's full suite of capabilities, so TRM led the process. The TRM technical team was able to translate easily and quickly nebulous business requirements into technical solutions, and we were able to add additional requirements in phases."



Improved analytics and decision-making

With Maximo SaaS in place, records previously maintained in Excel, PDF, and hard copies were transformed into an automated enterprise asset management portfolio delivered from the cloud. Before the BUILDER™ SMS integration, every year every asset had to be visually inspected. Now, every asset is stored by type, room and facility location and DAWSON's government client knows how much money is spent, where, and on what. A maintenance schedule is maintained and Maximo informs them when work should be performed. A sample of the reports TRM developed and delivers to DAWSON illustrates improved data tracking:

CONTRACTOR QM ASSESSMENT REPORT - Used to report quality assessment to the customer on a monthly basis. Dawson fills out an assessment record using a custom application TRM created and then reports the data.

EMPLOYEE LIST & SECURITY CLEARANCE LISTING -- Only lists active employees in the person table.

MONTHLY OCCUPATIONAL SAFETY & HEALTH INSPECTION REPORT -- Used to report OSHA inspections performed on buildings.

WORK CONTROL SUMMARY Report and SERVICE CALL LOG, STATUS & SCHEDULE -- Listing of all work performed for a given monthly period. There are two variations of this report. One contains DAWSON costs; the other contains Customer (Service Provider) costs.

FIRE PROTECTION DEVICE INSPECTION REPORT -- Used to report on inspections performed on assets that are categorized as FIRE PROTECTION assets.

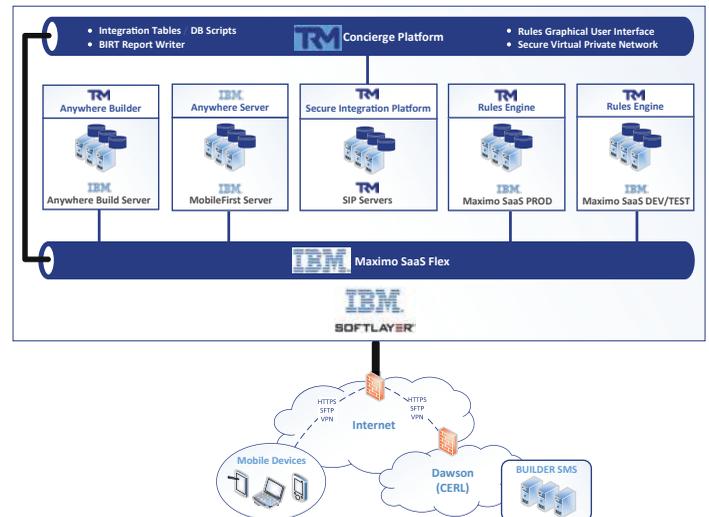
Mobility is a Key Component of the Success

Mobility is an important part of the vision of this base operations program. IBM's Maximo Anywhere mobile solution went live and is a value-added tool the maintenance staff in the field use to support their work management/execution functions. TRM is continuing to work with DAWSON using Anywhere Builder to configure Anywhere and evolve the capability where a maintenance technician can simply walk into a room and all the assets located there pop up on their device, scanning a barcode and the history of that asset's work orders being displayed.

Integrating BUILDER SMS

The importance of the technical integration of BUILDER SMS with Maximo SaaS was critical. BUILDER SMS is a web-based software application developed by U.S. Army Corps of Engineers Engineer Research and Development Center (ERDC) Construction Engineering Research Laboratory (CERL) to help decide when, where and how to best maintain building infrastructure. With an automated download of real property data, a more detailed system inventory is modeled and/or collected which identifies components and their key life-cycle attributes such as the age and material. From this inventory, Condition Index (CI) measures for each component are predicted based on its expected stage in the life-cycle.

To make the SaaS integration between Maximo and BUILDER, TRM engineered and deployed a "Secure Integration Platform" hosted at IBM SoftLayer. This additional capability provided by TRM to its SaaS customers resides logically between the IBM Maximo SaaS infrastructure and the Client's infrastructure, enabling clients like Dawson to effectively and securely integrate to their world-wide real property management system, BUILDER SMS. Below is a diagram of this integration:



With this solution, maintenance requirements can be better predicted without having to do a frequent, visual asset inspection.

ABOUT TRM

TRM improves asset and operational performance by delivering Maximo consulting services with world class functional and technical expertise (advanced asset management, RCM, ISO 55000, practical failure analysis), Maximo Cloud Services (SaaS, hosting, managed services, private, public and hybrid cloud; IBM Maximo SaaS Flex, and hosting with FedRAMP compliant data centers), and TRM Software (performance and productivity add-on tools for Maximo).