



Energy and Utilities

WE UNDERSTAND THE INDUSTRY

- Generation, Fossil, Hydro, Nuclear
- Electric Transmission and Distribution
- Waste Water Treatment and Collection
- Water Treatment and Distribution
- Gas Transmission and Distribution

Strategic Planning

Using the vision you have established, our team helps define business objectives that drive measurable improvements in operations and return on investment. We work with you to define strategies for long-term business operations, maintenance and information technology, supporting these strategies with tactical plans. We can help you build a business operations strategy that decreases operating costs and creates capacity for future growth by aligning operations with business objectives.

Business Process Improvement

We perform management assessments, work process evaluations and organizational analyses that provide an objective look at your team's overall effectiveness. Our internal analysis includes operations and maintenance assessments, work process improvement evaluations and facility staffing studies. Our professionals can assist with tasks required to deal with complex change management issues.

Enterprise Asset and Maintenance Management

We understand the key factors that lead to the implementation of tailored enterprise asset and maintenance management programs and we can implement those programs with or for you. Our field support staff can assist in the development of maintenance planning and scheduling routines that support improved business processes. We can provide technical writing services that include system/equipment maintenance and operating procedures. Our unique Reliability Centered Management analysis identifies critical systems and classifies equipment. The data from this

We Understand Your Issues

The Total Resource Management team understands that the energy and utility industry is undergoing significant change. The evolution from a regulated, cost industry to one that is measured by profit or performance base levels and customer service requires new approaches to finding solutions that improve overall operations, service and ROI. Energy and utility executives are more budget conscious. They need value-based information that aligns behavioral change with new business processes to drive organizational change and improvements.

To make this happen, you need a business partner that comes equipped with experience in your industry, a working knowledge of how to get the most out of your asset and maintenance programs and who can help you build meaningful performance programs. Call TRM today to learn more about what we can do to position your organization for a more successful and prosperous future.

process is designed to mitigate failures while optimizing resources required to maintain equipment. We help establish a lean inventory program that minimizes the use of valuable capital. Based on our analysis of critical equipment failures and risk factors, we identify parts, components and equipment that should be in inventory. Our maintenance engineers and specialists develop complex procedures that meet the needs of craftsmen you assign to the job at hand. Our extensive library of field-proven maintenance procedures and job plans can be adopted quickly to meet a wide range of approaches to maintenance and equipment operations. We maintain a database of over 2000 operations and maintenance procedures as well as associated work packages.

Energy and Utility Customers Served:

Alliant Energy
Baltimore Gas & Electric
Department of Energy (DOE)
Duke Energy
Dynegy
Electric Power Research Institute
Lower Colorado River Authority
MIRANT
New York Power Authority
Power Generation of Trinidad
Sonoma County
University of North Carolina

Technology Implementation

Working with you, we help define or redefine business processes and identify efficiencies that can be gained through better use of technology. We identify critical gaps in capacity, productivity, speed and service by analyzing the current IT organization, its management and work processes. The result is a solution that supports the business strategy and defines how the IT organization can more effectively leverage new or existing technology to meet operational needs. We have developed interfaces between leading financial packages, human resource systems, project planning and control systems. We can show how integration can improve inter company communication, provide faster and more accurate information and lower total operating costs. Among our customizable solutions are: Safety Tagging Software (STS) and Project Scheduler Interface (PSI).

Organizational Transformation

We work with project teams to develop detailed action plans and tasks that achieve maximum return

on investment in the shortest possible time. The rapid deployment of solutions generates continuous management support and momentum. Project management coordinates actions with strategy. Technical support assures a practical solution that fits industry specific needs. IT support builds information system value. Training enables your management and the rest of the workforce to continually improve operations. External analysis provides an evaluation of industry specific practices and data to determine improvement opportunities. And our Key Performance Indicators (KPIs) assist with process changes that support best practices.

Information Management

We evaluate the data that exists in your maintenance operations and provide fast, reliable and cost effective data migration. The streamlined conversion process leverages your existing maintenance data through clean up and enhancement. The flexible conversion process can be efficiently applied to both high and low volumes of data. Our unique Quality Program Management (QPM) service allows you to maintain a robust Software Quality Assurance (SQA) program with minimal cost and effort. This service includes quality program development, management and periodic evaluation.

Performance Management

All of our work is supported by performance metrics that enable you to determine the effectiveness of completed and ongoing operations and IT solutions as well as contributions to ROI. We help you design measurable parameters based on information systems data; identify your current performance baseline; and select performance standards based on metrics that consider system health, process metrics and individual performance metrics.

About Total Resource Management

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with over fifteen years experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation and life sciences. TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit www.trmnet.com or call 703-548-4285.