



IT Service Management



Enterprise Asset Management

# TRM Sets the Standard for Integrated Asset Management

Where Enterprise Asset Management Merges with IT Service Management



Total Resource Management  
optimizes enterprise asset

management and IT service management –  
guiding you towards 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 and IT. TRM's services and software help organizations reduce the costs associated with the full lifecycle of their assets.

We enable improved decision-making with regard to both capital investments, operational expenses 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 and IT assets. Total Resource Management is a Premier IBM Business Partner, delivering 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 the Maximo platform is the new standard employed by IBM for its process automation engine, asset management for IT, configuration and change management and service request management solutions, and with the recognition that enterprise assets and IT assets are merging, we have added the IBM Service Management portfolio to our solutions.

## Customer Experiences

### Navy

**The Challenge:** TRM consolidated 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

### Enterprise Implementation of Maximo 7.1 for IT Assets – TRM's Experience

Supporting IBM's client implementation, TRM provided application design and development consulting for IT Service Management for one of the largest financial institutions in the U.S. We supported these work streams:

- Global
- Establishing and implementing development standards
- System Administration and Security Policies.
- Addressing technical issues on LDAP, overall environment stability, identification and resolution of product defect issues.
- Service Request
- Incident & Problem Management

TRM was able to incorporate best practices in design, development and configuration.

We've helped our clients implement technology to better manage their assets for 15 years and have realized that managing assets is one of the world's most challenging problems. The systems that manage assets can now be integrated to fully optimize capabilities in all areas. It's our mission to address integrated asset management and service management from this perspective.

## TRM Core Capabilities

### Assessments and Business Process Consulting

- Asset strategy, planning and management
- Business process reviews
- Business case analyses
- Program and project planning
- Industry best practices
- KPI design and implementation
- Benchmarking assessments
- Work planning and scheduling optimization
- Workflow management design
- Failure code analysis

### IBM Maximo Asset Management® Implementation Services

- Requirements development and management
- System planning workshops
- System gap analysis
- Asset and location hierarchy design
- System tailoring and configuration
- System implementation, upgrade and consolidation
- Data migration
- System integration
- Hand-held and mobile technology implementations
- System validation
- User training
- System go-live support
- System sustainment and support

### IBM Software Implementation Services

#### Service Availability & Performance Management

IBM Tivoli Monitoring  
IBM Tivoli Netcool OMNIBus  
IBM Tivoli Composite Application Manager  
IBM Tivoli Business Service Management

#### Service Delivery & Process Automation

IBM Tivoli Asset Management for IT  
IBM Tivoli Service Request Manager  
IBM Tivoli Change and Configuration Management Database  
IBM Tivoli Application Dependency and Discovery Manager  
IBM Tivoli Provisioning Manager

#### Service Management Asset & Financial Management

IBM Tivoli Usage and Accounting Manager  
IBM Tivoli Asset Management for IT  
IBM Maximo Asset Management

- Design, implementation and configuration
- Workflow design to support change management and SLAs
- Assess business challenges and processes – map to functionality
- Technical assessments, business requirements, design specifications and test plans
- Documentation and procedures for all new technologies and migrations
- User training
- System go-live support
- System sustainment and support

### System and Network Engineering Solutions

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

**TRM RulesManager SE** (add-on modules for IBM Maximo Asset Management® and IBM Process Automation Engine) – designed specifically for configuring the Maximo platform to meet clients' unique business requirements. It features configuration, integration and data migration capabilities, with no Java coding and never altering the base code.

