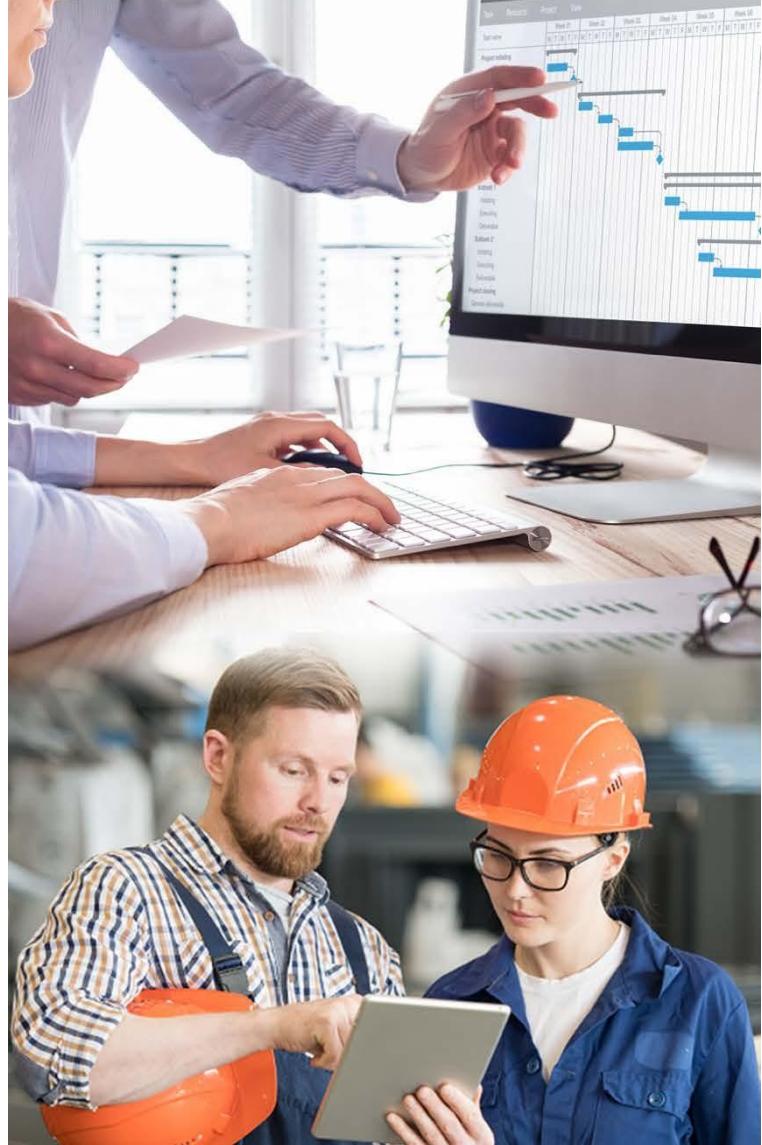




Management Consultancy
and Solutions



MACS EU LTD

MEAM SERVICE DESCRIPTION

G-Cloud 14

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IBM
Platinum Partner



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1.0 Introduction

MACS is a well-established IBM Gold partner and has been providing management consultancy and solutions since 1998. Having a strong history of implementing and supporting both Enterprise Asset Management (EAM) and Integrated Workplace Management Systems (IWMS), we offer both cloud based and on premise solutions for our entire product suite.

MACS is extremely client focused and our goal is to ensure that the client gets the right solution to meet their requirements. We develop the solution as far as possible using standard configurations, boosted by the intellectual property we have developed. This way we can ensure the solution remains cost effective not just from the immediate implementation perspective, but also from the whole life cycle of the solution. We have a wide range of industry expertise including health service, fire service, Ministry of Defence, pharmaceutical, transportation, rail, oil and gas, airports and facilities management. The MACS team of certified and dedicated consultants have a wealth of experience of exceeding our clients' expectations, this is represented through IBM awarding MACS with Gold Business Partner status.

Our principal product sets are IBM Maximo®, IBM TRIRIGA® and IBM Control Desk. These products enable services for enterprise asset management (EAM), integrated workplace management (IWMS) and IT asset management (ITAM) respectively. We also offer the Analytics BI solution either as an accompaniment to our main products or as a stand-alone provision.

The range of Services available from MACS include:

- ▶ MEAM (MACS Enterprise Asset Management) SaaS solution
- ▶ IBM TRIRIGA SaaS solution
- ▶ ICD SaaS solution.
- ▶ Analytics & Business Reporting
- ▶ Migrate an existing on premise system to SaaS
- ▶ Migrate a legacy system to a MACS SaaS solution
- ▶ Implement a new SaaS solution
- ▶ Requirements definition
- ▶ Full implementation services
- ▶ Project management
- ▶ Training
- ▶ Support services
- ▶ Report authorship
- ▶ BI strategy setting

- ▶ Business consultancy
- ▶ Application consultancy
- ▶ UX Development and support Services
- ▶ API Development and Support Services
- ▶ Hosting and installation services
- ▶ System integration

More details of each of these are included in the following sections.

This service definition document will identify and guide you through the key service offerings that MACS offer as part of their G-Cloud prospectus for future buyers on the G-Cloud framework.

2.0 Service Offerings

MACS offers both cloud services and implementation business consultancy for IBM MAXIMO® - The world's leading enterprise asset management solution that keeps your most critical assets and resources operating at maximum efficiency.

2.1 MACS Enterprise Asset Management (driven by IBM Maximo®)

Asset Management - Manage assets throughout their entire lifecycle, through efficient maintenance regimes and structured implementation and retirement processes. Utilise the data that is accumulated through usage and maintenance, enabling predictions to be created about individual assets or groups of assets. Helping you save money and time through lifecycle predictions.

Work Management - Control the work that is carried out across assets, groups of assets or locations. Schedule work, level the workload, ensuring that the correct craft and skillset attend a maintenance intervention and assign the work to a suitable individual. Apply planned maintenance regimes to ensure that statutory compliance is maintained where applicable. Utilising a range of metrics to trigger maintenance activities, including condition monitoring and meter based planned maintenance. Artificial Intelligence can evolve a new era of maintenance productivity when combined with IBM Maximo®, creating lifecycle predictions of assets.

Service Management - Asset users and custodians may report the need for work or materials, using self service management applications. These facilities speed up the response to ad hoc maintenance requests and other valid services. A comprehensive set of service descriptions and classifications route the requests directly to the relevant department for delivery. Progress is reported throughout the life of the service request until completion providing confidence in delivery according to service level agreements.

Purchase to Pay Management - Maximo® has a comprehensive purchasing function that will cater for all your purchasing requirements. This is predominantly useful as the majority of an organisation's purchases, up to 80%, are asset related. Utilising a complete suite of applications from requests for quotations through to PR, PO, receipts and invoicing.

Inventory Management - This application goes beyond the issuing of stock to work orders, assets or locations. It has full functionality for automated stock replenishment, ABC stock taking and full general ledger accounting. Stock reservations are also accounted for when reordering, ensuring that shortages are avoided. Consignment management is available to those users who buy their items upon issue, direct from the supplier's on site stock.

Contract Management - Warranty and service contracts may be maintained to ensure that warranties are honoured, and services are provided on schedule. Purchasing and labour contracts provide pricing agreements for the purchase of stock items, and labour hours from accredited vendors. Contract renewals are subject to automated reminders, to ensure that they only expire when no longer required.

Overall this package enables complete control of assets, work and services to best benefit your organisation. Maximo® provides efficiency, effectiveness and cost control solutions, as demonstrated on thousands of asset intensive sites around the world.

2.2 MEAM SaaS and Hosting solutions

Software as a Service (SaaS) is a software delivery model in which a software function is delivered over the internet, managed by a vendor, and paid for on a subscription basis.

MACS offer MEAM SaaS on the following basis:

SaaS Standard:

- ▶ MEAM may be configured to the client's needs.
- ▶ The system may share a VPC with other users.
- ▶ The client has access to one production system and one non-production system.
- ▶ A disaster recovery specification of RPO 4 hours and RTO 12 hours
- ▶ Standard guaranteed availability for the production system is 95%,
- ▶ Regular maintenance windows will be negotiated with the client.
- ▶ Further non-production systems are available as an optional extra.

PaaS	Standard SaaS	Premium SaaS
Maximo software image licence	Everything with PaaS plus:	Everything with the Standard SaaS plus:
Maximo software support	MEAM configured to clients needs	Exclusive VPC for high usage systems
Standard IBM S&S	One production environment and non-production system	99.95% System availability
Core Product Upgrades (Optional)	Disaster recovery specification: RPO 4 hour & RTO 12 hours	Disaster recovery specification: RPO 1 hour & RTO 4 hours
	Production system availability of 95%	
	Regular maintenance windows	
	Extra non-production systems are available	

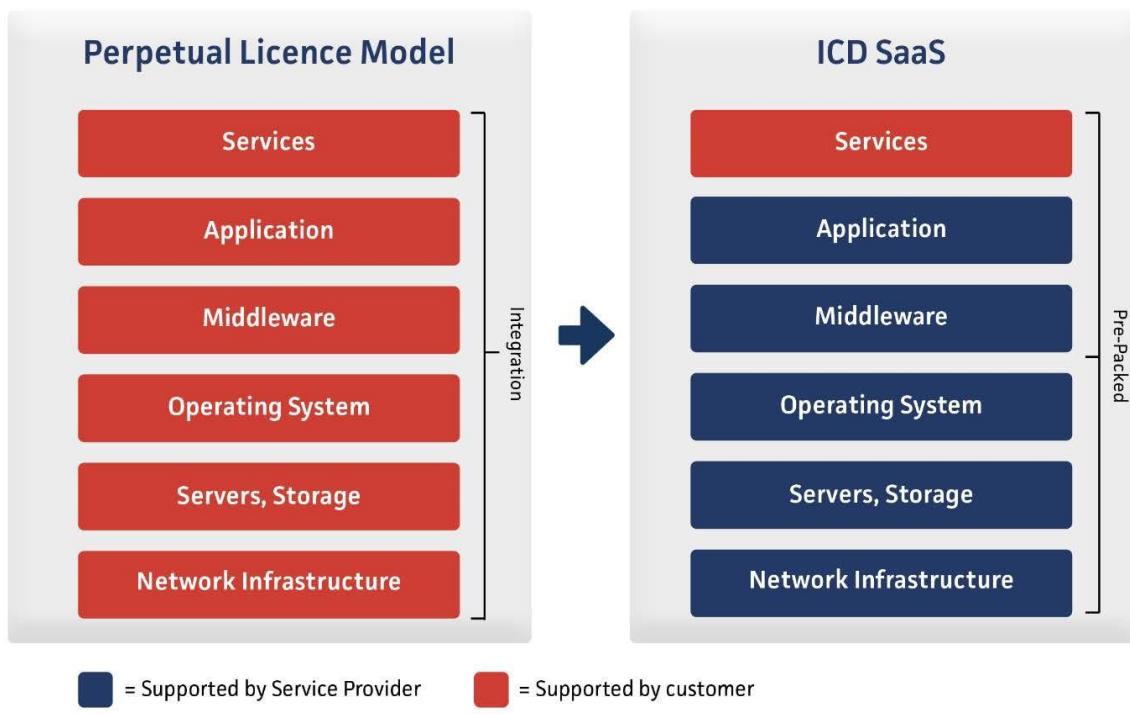
SaaS Premium:

- ▶ Everything as with Standard plus the following:
- ▶ An exclusive VPC configured for high usage systems.
- ▶ High availability system to guarantee continuation of service with availability of 99.95%
- ▶ A disaster recovery specification of RPO 1 hour and RTO 4 hours.

The image identifies the range of hosting options available for MEAM.

The benefits of running a service in a SaaS environment for you are manifold:

- ▶ Resiliency at all levels of the infrastructure
- ▶ Reliability of delivery of service
- ▶ Reduced costs and overheads
- ▶ Scalability of platform



A further option for hosting is platform as a service (PaaS). In this model MACS undertake to move the client's wholly owned Maximo system from their local data centre into the cloud. In this arrangement, the client retains ownership of the software licenses while MACS take on responsibility for maintaining the cloud platform.

2.3 Implementation & Business Consultancy Services

2.3.1 Consultancy Services

MACS has over 50 consultants that can support you through their expertise at any stage of your investment, and throughout ongoing support cycles. MACS consultancy will always ensure that the business solution you select meets your demands, ensuring a return on your investment.

Over the past 30 years MACS have designed and configured many industry leading solutions and so has been able to create its own intellectual property which can be used to deliver accelerated solutions for various industrial sectors.

Our services cover:

- ▶ The migration of an existing Maximo system from a client's private network to a SaaS or PaaS location. This is a mainly technical exercise, however, it is often an opportunity to review business processes and the requirements to make the system more fit for purpose. At this stage it may be necessary to perform an upgrade on your solution to be compatible with the new platform.
- ▶ The migration of a legacy system to a SaaS or PaaS solution. This will necessitate the preparation of the new system in the cloud, and the migration

of the legacy data. As it is unlikely that the legacy system will be configured in the same way as Maximo or MEAM, a full requirement set and configuration exercise will be required. The project approach as described below will set the process for this exercise.

- ▶ For those clients that have yet to implement an asset management, integrated workplace management or IT management solution, we can provide a full project led system implementation.
- ▶ Setting and implicating the Business intelligence (BI) strategy. We can provide a full review of BI, highlighting and reporting requirements for review. Leading to a strategic solution that utilises a data warehouse with data frameworks to easily feed both formal and ad hoc reporting requirements.
- ▶ For clients who wish to review their current system, we can provide strategic consultancy services, business process design and remodelling.
- ▶ System integration to extend the capabilities of your SaaS solution with those of other solutions. For example, common integrations exist for finance systems, mobile systems, scheduling solutions and HR systems. This may be achieved by means of direct interfaces, APIs or ESBs. IBM products have built in integration tools that greatly simplify the deployment of integrated systems.
- ▶ Mobile software selection, business process adaptation and implementation services for those clients who wish to expand their use of the system.
- ▶ Project management, Design, Installation and Configuration services.
- ▶ Internet of Things, Data Analytics, Asset Health Insights for clients who wish to take the next step in intelligent computing, all maintained in the cloud.
- ▶ General assistance with system health checks, upgrades, data cleansing & migration, training and patching with regression testing.
- ▶ 24/7 Multi-lingual support desk for hosting, SaaS, and PaaS.
- ▶ User Experience (UX) development and support services - MACS offers User Experience development services that transform how your teams interact with enterprise asset management and Integrated Workplace Management Systems. Our approach begins with stakeholder workshops and user journey mapping to identify pain points, inefficiencies, and opportunities within existing business workflows, whether that's a maintenance technician logging work orders on a tablet, a facilities manager coordinating space utilisation and occupancy, a planner scheduling resources across multiple sites, or an executive reviewing asset and workplace performance dashboards. We translate these insights into intuitive interface designs that reduce training overhead, minimise errors, and accelerate task completion. By prototyping and testing with real users before full development, we ensure that delivered solutions achieve genuine adoption rather than becoming shelfware, ultimately driving measurable improvements in productivity and user satisfaction across your organisation.

Beyond initial development, MACS provides ongoing support and maintenance services to protect your investment and ensure sustained system performance. Our support offerings range from reactive

helpdesk services addressing day-to-day user queries and issue resolution through to proactive managed services that include system health monitoring, performance optimisation, and regular security patching. We work with clients to establish service level agreements tailored to operational criticality, whether that requires business-hours coverage or round-the-clock support for mission-critical environments. As your organisation evolves, our team delivers continuous improvement through iterative enhancements, user feedback integration, and alignment with vendor release cycles, ensuring your EAM and IWMS platforms remain fit for purpose and continue delivering value over the long term.

► **API Development and Support Services**

An Application Programming Interface (API) is a set of defined rules and protocols that enables different software applications to communicate with one another. APIs act as intermediaries, allowing systems to request and exchange data or functionality without needing to understand each other's underlying code or architecture. In enterprise environments, APIs are fundamental to integrating disparate systems—connecting asset management platforms with finance systems, IoT sensors, mobile applications, business intelligence tools, and third-party services into a cohesive operational ecosystem.

MACS offers API development services that unlock the full potential of your enterprise asset management and Integrated Workplace Management Systems. We design and build robust, secure interfaces that enable seamless data flow between your core platforms and the wider technology landscape, whether integrating with ERP systems, connecting IoT devices for real-time condition monitoring, or enabling mobile workforce applications to synchronise with central repositories. Our APIs follow industry best practices including RESTful design principles, comprehensive documentation, and rigorous security protocols encompassing authentication, authorisation, and encryption. We work closely with your technical teams to understand integration requirements, data governance constraints, and performance expectations, delivering solutions that are scalable, maintainable, and aligned with your enterprise architecture standards.

Beyond initial development, MACS provides ongoing support and maintenance services to ensure your API integrations remain reliable and secure. Our support encompasses monitoring for performance degradation and error rates, proactive updates to accommodate vendor platform changes, and security patching to address emerging vulnerabilities. We establish service level agreements that reflect the criticality of your integrations, from standard business-hours support through to continuous monitoring for real-time operational systems. As your integration landscape evolves, our team delivers enhancements to accommodate new data sources, additional endpoints, and evolving

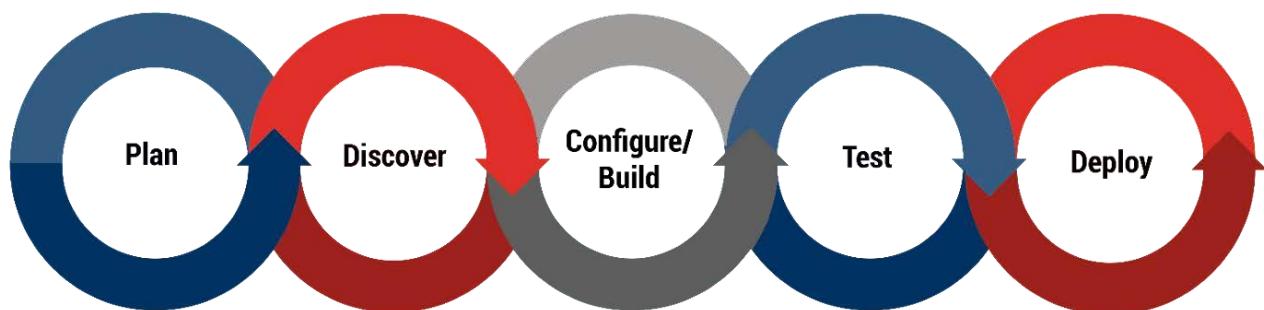
business requirements, ensuring your APIs continue to serve as a dependable foundation for enterprise connectivity.

2.3.2 Project Approach

The MACS QuickStart methodology is based on many years' experience of implementing solutions. For many clients the traditional waterfall approach to project management is still the most appropriate, based on the business and regulatory requirements of the industry in which they operate. Our successful project management approach can be based on PRINCE or Agile approaches.

The MACS QuickStart takes many of the key concepts of this traditional waterfall methodology but merges them with innovations from an Agile methodology approach. This allows for more defined timeframes and lower overall cost of ownership.

The stages within our methodology include:



- ▶ Plan phase - work with the client to confirm project scope, expectations, governance model, and overall project management processes that the joint team will use.
- ▶ Discover phase - consists of the key activities that would normally be conducted during the requirements, gathering and solution design stages of a more traditional waterfall-style systems development life cycle.
- ▶ Configuration/Build phase – configure the solution as specified by the client in the design documentation.
- ▶ Test phase – the implementation team works with the client to ensure that the implemented systems works according to the specified requirements.
- ▶ Deployment/Train phase – the implementation teams assists the client in migrating the configured solution and data to the client's production environment.

2.4. Onboarding

This activity varies in nature according to the starting point of the client. There are three starting points:

- ▶ The service is completely new to the client and there is no basis from which to start, except a possible set of business processes;
- ▶ The client is moving from a legacy service to the new service and there will be a requirement to transform data and processes to suit the new service;
- ▶ The client is already using a like-for-like service and there is a requirement to transfer the data from the previous platform to the new platform, and make adjustments to the configuration of the new platform to suit the transferred data.

All three starting points require a project that is sized according to the amount of work to be done to facilitate onboarding. This will be assessed during the sales engagement and agreed with the client. The budget will be estimated using the daily rates listed in the SFI rate card and the work will be completed on a time and materials basis.

The project shall be conducted as described by the Quick Start methodology in the Project Approach section. This will ensure that the onboarding process is completed as quickly and efficiently as possible according to the starting point of the client.

2.5. Offboarding

Six months prior to the end of the contracted service period, the client and the provider shall assess whether or not an extension is desirable or allowable. Should the decision be to terminate the service the offboarding process shall be initiated.

The client shall be offered the choice of a database export or a series of spreadsheets to export the transactional and static data.

A date shall be agreed for the cessation of services upon which the database shall be disabled and the data exported.

2.6. Support

Maximo Annual Customer Support Plan For PaaS and SaaS Clients

As part of the Maximo Annual Customer Support Plan (ACSP), MACS provides incident management to the CLIENTs who take up PaaS or SaaS options with MACS.

This UK based service is accessed via telephone, email or support portal.

The ACSP also provides product support from IBM and entitlement to the regular feature packs that are released twice yearly by IBM. Please note that the application of the feature packs and interim patch releases are not covered by the ACSP and may be carried out as a separate services agreement.

The MACS support desk will accept support calls from the clients nominated system administrator or key user once they have been triaged. This is to ensure that non-technical user issues are filtered before product issues are reported. Having accepted the call and logged the incident in the helpdesk system, the support desk operative shall manage the incident through to completion.

IBM, as part of an issue resolution may prepare a hotfix for application to the production system. The MACS support operative shall assist in the application of the hotfix to a non-production system for testing and to the production system once CLIENT approval has been received under the scope of ACSP. This level of support does not apply to the application of interim patches or feature packs.

Normal Service Hours and SLTs for ACSP

Service hours are from 09:00 – 17:00 UK time, from Monday through Friday, except public holidays. "Off shift" hours are defined as all other hours outside of normal service hours.

Fault Resolution Targets			
Severity	Fault Description	Response / Fix time (service hours)	% Cleared within service hours
1	Loss of use of core functionality with respect to: Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This usually applies to the production environment and indicates you are unable to use Maximo resulting in a critical impact on operations. This condition requires an immediate solution.	Within the service hours window 2/16	95

2	Loss of use of functionality with respect to: Significant business impact: A software component is severely restricted in its use or you are in jeopardy of missing business deadlines because of problems with a new application rollout.	2/32	90
3	Minor Business Impact: Some business impact; Indicates the program is usable with less significant features (not critical to operations) unavailable.	2/80	90
4	Other functionality and/or software problems not defined above: Minimal business impact: A non-critical software component is malfunctioning, causing minimal impact, or a non-technical request is made.	2/ (N/A)	75

Targets are calculated from the time and date received by the MACS Support Desk.

SLTs only apply to the clients production system. Non-production systems are not covered by ACSP but may be used by the MACS support desk to test incident resolutions prior to release into production.

Note that these are service level targets rather than assurances, third line support is provided by IBM and they provide no guarantees in terms of response and resolution due to the complexities of providing patches and having them tested.

Maximo Extended Support Options

MACS are pleased to offer a range of extended support options to suit the specific requirements of individual clients. Clients often find that these services are cost effective and remove the need to hire a full time system administrator.

Based on specific client requirements MACS can build a bespoke extended support contract, this can include elements of the following support offerings. Pricing is determined according to the client's specific needs and is available upon request following a needs analysis.

Details of our extended support offerings can be provided upon request.

2.7. Training

Training courses are most effective when the instructor has hands-on knowledge of

the subject being taught, enabling the students to learn at a greater rate when they are able to apply skills learned in the classroom back in their workplace. The MACS favoured 'Train the Trainer' approach supplies elected delegates with an in-depth knowledge of their abilities to use the information learnt back in their workplace, enabling confidence to train and mentor others as Internal Trainers/Mentors.

Internal trainers are more familiar with the organisation in terms of people, processes, data and practices than external trainers. They can better adapt the training to suit the particular needs of individuals, teams and the organisation, they also have greater credibility with trainees. As part of this process MACS would work with the internal team to identify the roles and training requirements for each role, provide a training matrix to ensure all training needs are delivered.

As such, MACS's recommended approach to learning programs has phases for: assessing the skills of the client team to develop a learning roadmap, documentation of learning objectives based upon the business processes and product features, preparation of learning materials, conducting training of client personnel based on a tailored training roadmap and curriculum with a Train the Trainer approach, and further application of training with assistance from MACS mentors to reinforce skills and lessons learned.

2.8. MACS SFG20™ for Maximo™ Extension

Legislative compliance forms a key part of any EAM or IWMS maintenance schedule. That's why MACS have teamed up with BESA to offer an exclusive partnership bringing the SFG20™ schedules directly into your Enterprise system. This provides Facilities managers and owners the ideal solution to ensure that their assets are being maintained to the latest and most robust standards.

SFG20™ is the ideal solution for facilities managers, building owners, contractors and consultants who want to remain compliant while saving time, energy and money.

The definitive standard for planned and preventative maintenance, SFG20 is unique in the industry. An online, dynamic service, SFG20 provides access to a growing library of maintenance schedules which are dynamically updated as legislation changes.

SFG20 facilitates the identification of maintainable assets, providing the benchmark for optimum maintenance to avoid over or under maintaining. With options to customise schedules and creative service booklets, optimising your maintenance with SFG20 couldn't be easier.

Utilising the MACS SFG20™ for Maximo™ Extension is the essential tool for facilities managers, building owners, contractors and consultants, enabling you to stay compliant - saving time, energy and money when maintaining your complex portfolio of assets.

2.9. MACS Mobility Solutions

MACS are the leading provider of Mobile solutions with 15 implementations already successfully delivered, more than any other business partner.

IBM Maximo® Anywhere brings the power of mobile work management into the hands of the individual technician, with mobility they can be more responsive and productive while still complying with the business controls and processes of your company.

The MACS Maximo Mobility Proof of Concept (PoC) is a 20-day engagement with a set scope and time limits. The engagement was developed to provide customers with real-world hands-on experience and to help develop a vision and scope for a Maximo Mobile deployment.

The MACS Maximo Mobility PoC will give you the ability to try the IBM Maximo® Anywhere mobile solution in a copy your test environment, using your own data with a simple business process.

2.10. Security Operations Centre

The UK based Security Operations Centre (SOC) provides client organisations round the clock protective monitoring to detect, respond and help mitigate threats of all complexities using the collective experience and capabilities of our in-house security analysts and experts.

With the tiered offerings, the varying levels of service mean that the SOC is a viable option for the protective monitoring and response for any size business.



- ▶ Intrusion detection
- ▶ SIEM correlation and detection logic
- ▶ Cyber threat intelligence
- ▶ Continuous vulnerability assessment
- ▶ Threat mining
- ▶ Endpoint detection and response
- ▶ Darkweb monitoring
- ▶ File integrity monitoring
- ▶ Monthly service reporting
- ▶ Compliance support
- ▶ Incident handling – incident response

3.0 Benefits of MACS

- ▶ MACS puts the client's needs at the centre of its approach to solution design and delivery.
- ▶ MACS has a wide range of expertise covering many different industry verticals from Defence to Transportation.
- ▶ We have a large 50+ team of UK consultants.
- ▶ We have developed a mature and proven implementation methodology to match the size and scope of project deliverables.
- ▶ We have a comprehensive support offering.
- ▶ A flexible business process to partner in the most efficient way.