



# Exor Maintenance Manager

Maintenance Management for Transportation Networks and Assets

Exor Maintenance Manager is an integrated application that is used to manage the maintenance functions for transportation networks and their associated assets. It provides a single fully integrated, auditable system that effectively manages asset data throughout the lifecycle, from inspection and defect recording through work management to financial monitoring and reporting.

### Inspection and Defect Recording

Establishing an effective regime of inspections and defect recording is an important component of highway maintenance. Exor Maintenance Manager enables flexible definition of inspection protocols that include inspection frequency, defect types, priorities, treatment types, and repair timescales. By applying these criteria systematically and consistently, it becomes possible to monitor network safety and serviceability, while also maintaining information that may become crucial during legal disputes and proceedings. The complete defect lifecycle is recorded – from discovery through to repair – with a full audit history.

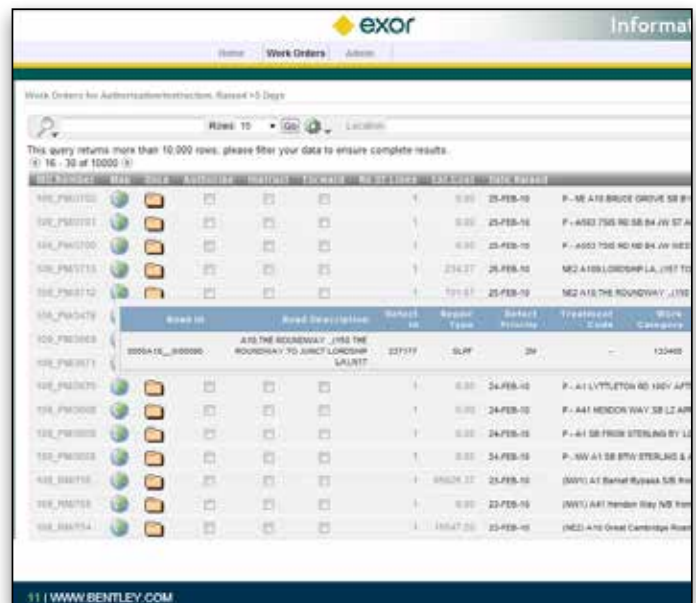
### Effective Work Management

Once defects have been recorded, either from an inspection or from third-party sources such as the general public, it is important to undertake repairs within the target timescales set by the relevant code of practice. As defects are recorded in the system, work orders can be automatically generated and issued based on a flexible rule set. Urgent repairs can be assigned immediately; less urgent responses can be built into work programs to enable more cost-effective use of repair teams or contractors. Additionally, the software provides an option to complete defects corrected by scheduled maintenance activities. Cyclic maintenance schedules can be linked to assets and networks to give detailed estimates of work required.

The Work Order Worktray tool provides a user-customized display with associated map location and documents. Work orders can be summarized and formatted to meet user requirements using tools including filter, sort, aggregate, control break, charting, and more. This allows users to easily view and maintain all their outstanding work orders with the ability to drill down to further details as required.

### Accurate Financial Monitoring

Exor Maintenance Manager can hold details of multiple contracts with multiple contractors together with their priced schedule of rates. Work orders provide initial estimates for the work with the flexibility to update details as required on completion. Budgets for each type of work are entered into the system as orders are raised, issued, and completed. The committed and actual expenditures are updated to allow accurate financial monitoring.



Work Orders for Authorization shows description and defect details.

### System Integration

Exor Maintenance Manager integrates fully with:

- Exor Web Mapping Services and Exor Spatial Manager for management of works activities using a map interface.
- Exor Asset Manager for recording enquiries against assets.
- Exor Enquiry Manager to support customer enquiries by tracking the lifecycle of maintenance activities. Supports interoperability with corporate CRM systems.
- Exor Document Manager to allow the association of multiple document types against all works data.
- Exor Contractor/Financial Interface Manager to interface with external contractor systems for the exchange of works and financial information.
- Exor TMA Manager to facilitate the creation of TMA activities when processing an enquiry.
- Exor Alert Manager for automatic email generation for alerts on relevant data exchanges (i.e., receipt of a fixed penalty notice).
- Exor Information Manager to provide flexible dashboard monitoring and reports.

## System Requirements

### Application Server Specification

As recommended by Oracle for Application Server

### Operating System

Windows Server

### Database Server Specification

As recommended by Oracle for Database Server

### Operating System

Windows Server, Unix

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## Exor Maintenance Manager At-A-Glance

### Map Interface

- Web-based interface for simplified deployment and access
- Comprehensive search facility
- User defined thematic map layers
- Accurate location details

### Defect Management

- Create defects against assets and network
- Easily create multiple similar defects
- Raise work orders
- Update defect and work order details
- Analyse defect clusters
- View hierarchical display of all associated data items

### Security

- Role based user access control
- Departmental/geographical area based security
- Contractor based security

### Inspection and Defect Recording

- Map-based field data collection using Exor MapCapture
- Flexible rule sets allow for the definition of:
  - » Defect and repair combinations
  - » Defect priorities and categories
  - » Automatic defect superseding
  - » Automatic defect prioritization
  - » Automatic defect clearance
- Standard treatment models for repairs
- Standard metadata set for rapid deployment
- Automatic email notification for new and updated defect information

### Contract Management

- Configure multiple contracts with multiple contractors
- Update multiple contract items at once (bulk update)
- Copy contracts

### Work Order Management

- Create defect clearance, small scheme, and cyclic maintenance work orders
- Plan preventive maintenance programs
- Include multiple work types per work order
- Copy work order details
- Automated work order creation
- Manage allocation of works to repair teams
- Set up multiple cyclic maintenance activities
- Interface with external contractor and financial systems
- Use Traffic Management Act (TMA) register to facilitate the creation of TMA activities for planned highway maintenance
- Automatic email notification for new and updated work order information

### Financial Management

- Create work budgets to monitor committed and actual expenditure
- Reallocate budgets
- Generate yearly budgets
- Enables flexible payment processes
- Automatic email notification for new and updated financial information

### Reporting and Auditing

- Standard product reports
- Reports and dashboards can be created using Exor Information Manager
- Compatible with industry-standard reporting tools
- User defined auditing - configurable business rules that define precisely what and when data is audited.

### System Integration

Exor MaintenanceManager integrates fully with:

- Exor Web Mapping Services and Exor Spatial Manager to enable management of maintenance activities using a map interface.
- Exor Asset Manager for maintaining linkages to asset records.
- Exor Enquiry Manager to support customer enquires by tracking the lifecycle of maintenance activities. Supports interoperability with corporate CRM systems.
- Exor Document Manager to allow the association of multiple document types against all maintenance data.
- Exor Contractor/Financial Interface Manager to allow interfacing with external contractor systems for the exchange of works and financial information.
- Exor TMA Manager to facilitate the creation of TMA notices when raising a work order.
- Exor Alert Manager for automatic email generation for new and updated work orders, defects, and financial information.
- Exor Information Manager to provide user worktrays, flexible dashboard monitoring, and reports.
- Exor MapCapture, a map based field data collection application that allows the recording of inspection, defect data and associated photographs supporting the effective management of the network and assets.
- Exor Audit Manager for flexible recording of work order and defect updates with user ID and date/time stamp.

### Bentley MANAGEservices

Bentley can provision, manage, monitor, and support its industry-leading software solutions in a robust cloud services environment.

- Best-in-class cloud services infrastructure with 24/7 monitoring and management
- Service quality assured by predefined key performance indicators and service level agreements
- Application management and optimization for mission-critical performance
- Certified engineers and technicians include managed services experts with an extensive track record of providing end-to-end solutions
- Secure storage that is flexible yet guarantees data integrity. Comprehensive back-up procedures and data retention policies and regular restores ensure that all data is recoverable
- Managed firewalls protect networks and applications allowing authorized access, but preventing unwanted intruders
- Load balancers provide secure access to multiple dedicated servers, ensuring that any demand can be met
- Proven disaster recovery and business continuity plans are rehearsed annually