



FOCUS
on the essential

OUR CLIENTS
ARE
OUR HIGHEST
PRIORITY

**PUBLISHER – INTEGRATOR,
BUT FIRST AND FOREMOST, A FACILITATOR**



DESIGN
and develop
innovative solutions



**ADDING THE FUNCTIONAL
MISSING PIECE**
to IT systems



GUARANTEE
High-quality and responsive service



GUIDE
The digital transformation of our clients

MAKING
EXCELLENCE
A DRIVER OF
PERFORMANCE

PROFITABLE GROWTH SINCE 1995

\$41.5M

2018 turnover

8%

growth
in 2017/2018

2M

cloud users

410

employees

7

branch offices

6,000

clients in
100 countries

OUR 8 FIELDS OF EXPERTISE

CMMS AFTER-SALES SERVICE

- Computerised maintenance management systems
- After-sales service

DIMO MAINT

BUSINESS ANALYTICS

- Data management
- Business Intelligence
- Performance management
- Predictive analysis

**ARTICQUE
IBM COGNOS
QLIK**

EDM

- Digitisation
- of documents
- Workflows
- Archiving
- Collaborative portal

**DOCUWARE
VISIATIV SOFTWARE**

HR MANAGEMENT

- Leave & Absence
- Digital payslips
- Digital interactive personnel files
- Time tracking

LUCCA

BUSINESS TRAVEL & EXPENSES

- Travel and expense account management
- Telephone use analysis
- Vehicle fleet management

NOTILUS

FINANCIAL PROCESSES

- Digitalisation of customer and supplier invoices
- Accounts receivable automation and cash allocation
- Debt collection
- Cash management

**CASHONTIME
GEC CONNECT
SUPPLY-LINK**

**BASWARE
READSOFT
SAGE
QWEEBY**

CRM

- Customer Relationship Management

**YELLOWBOX CRM
SALESFORCE
INFOR CRM**

FISCAL MANAGEMENT

- Tax returns
- VAT
- Fixed assets

**INVOKE
SAGE**

- Published solution
- Distributed solution

dimo
SOFTWARE



www.dimosoftware.com

Dimo Maint

The 6th sense
of maintenance

by **dimo**
SOFTWARE



DIMO Maint: key figures

4,000

customers in
100
countries

1,500

projects
conducted
internationally

17

available
languages

150

Partners

25

years of
experience



MAINTENANCE SOLUTIONS THAT
GROW WITH OUR CLIENTS,
WORLDWIDE...



SMALL &
MEDIUM SIZE
STRUCTURES



MULTI-SITE
ENTITIES



GROUPS

Our business & technology partners

ERP



Microsoft



MES



META



Qubes



Supervision



Planning and
scheduling



Preactor[®]
A Siemens Business



B.I.M.



IMPACT[®] iPorta



Predictive
maintenance



Augmented reality



EDM/PLM

audros



Business analytics



Mobility



Webhosting



Consulting



Dimo
Maint | by dimo
SOFTWARE

Solutions for every industry



MANUFACTURING

- AEROSPACE & AUTOMOTIVE
- FOOD & BEVERAGE
- BUILDING MATERIALS
- CHEMICALS & PHARMACEUTICAL
- PAPER & PRINTING
- MECHANICS
- METALLURGY
- PETROL & GAS
- TEXTILES
- PLASTICS & LEATHER
- WOOD & FURNITURE



FACILITIES & ENVIRONMENT

- ADMINISTRATIVE BUILDINGS
- OFFICES BUILDINGS
- FIRE STATIONS
- SHOPPING MALLS
- CULTURAL CENTERS
- WASTE MANAGEMENT
- WATER MANAGEMENT
- HOTEL RESORTS
- RESTAURANTS
- REAL ESTATES
- SERVICE STATIONS
- PURIFICATION FACILITIES



HEALTHCARE

- HOSPITALS
- RETIREMENT HOMES
- PRIVATE CLINICS
- REHABILITATION CENTERS
- PSYCHIATRIC CENTERS
- RADIOLOGY CENTERS
- CARE CENTERS CAPACITY AND LONG STAY
- JOB TRAINING AND CAREER CENTRES



TRANSPORTATION

- AEROPORTS
- ROAD & HIGHWAYS
- LAUNDRIES
- CONSTRUCTION & MINING EQUIPMENT
- PORT LOGISTICS
- CAR PARKS
- SKI LIFTS
- ROAD TRANSPORT
- SHIPPING
- TUNNELS
- SELF-SERVICE BICYCLES
- WATERWAYS



CUSTOMER SERVICE

- MANUFACTURERS
- DISTRIBUTORS
- DEALERS
- SERVICE PROVIDERS

Some of our 4,000 clients



Maintenance service: what is expected of you?

That you anticipate problems



That you guarantee security, traceability and regulatory control

That you intervene at the right time



That you solve the problem as quickly as possible

That you resolve issues the first time around



That you control costs and expenses

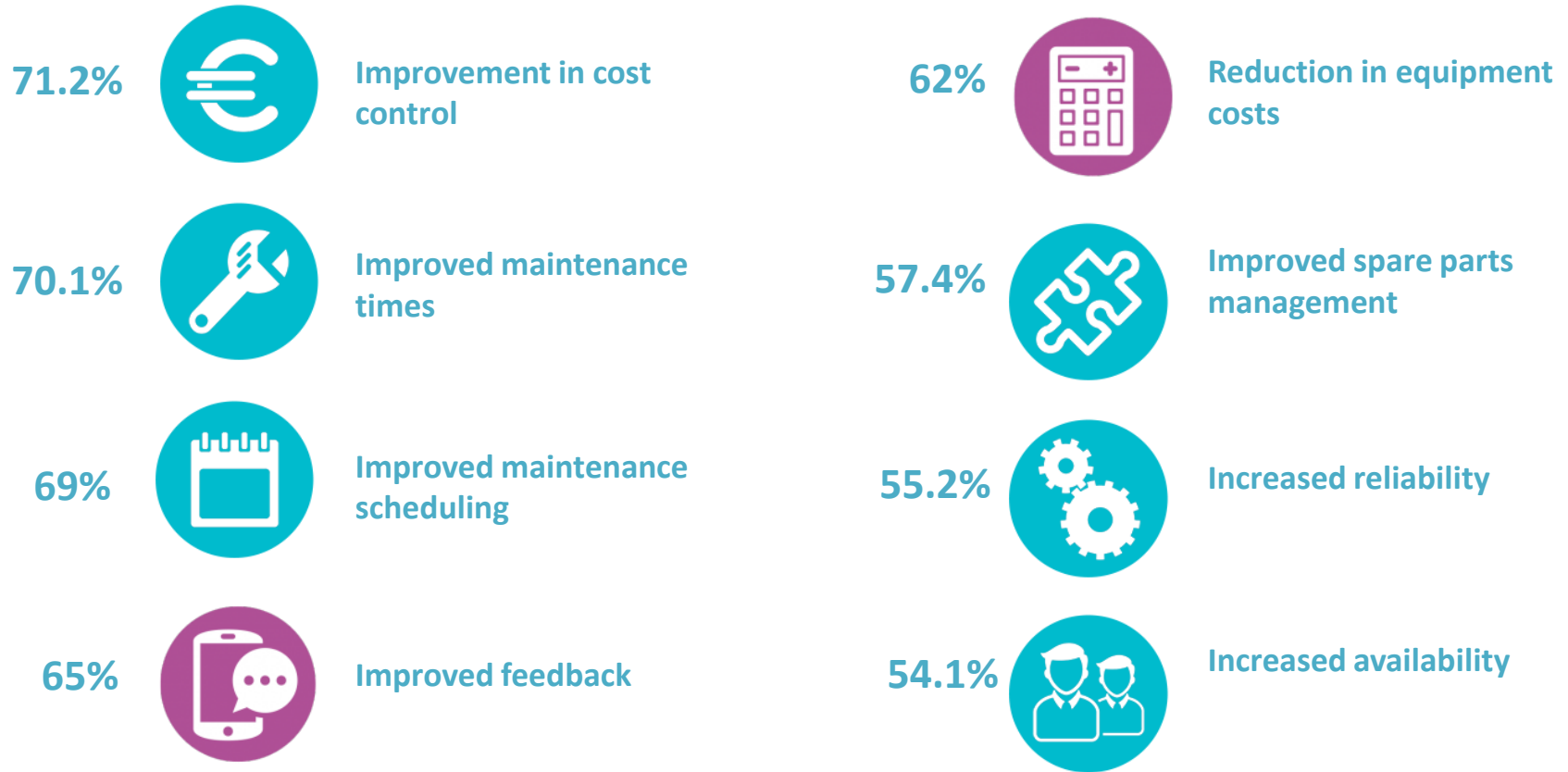
That you communicate effectively



That you be professional and organized



Results obtained with CMMS*



* AFIM Survey – % of companies indicating the benefits as being significant and highly significant

The functional scope of maintenance



Dimo Maint

What is the best solution
to manage your
maintenance?

by **dimo**
SOFTWARE



DIMO Maint App: boost on-site efficiency!

Dimo
Maint

WO/Tasks to be done
Related documents

In the field

- Mobile app
- Mobile user in offline mode
- Smartphones
- Tablets
- Android/iOS

Synchronisation

Connections
Counters/Photos

CMMS

- Software DIMO Maint
- Connected sedentary user

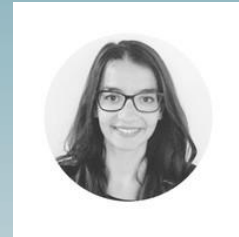


www.dimomaint.com

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New Generation Web CMMS



Cloud solution

- No hardware or software investment
- No installation on your computer
- Secure and unlimited access
- Automatic updates > Always the latest version!
- Available 24 hours a day, 7 days a week
- No risk of data loss
- Fast implementation



Key strengths

- New generation Web solution
- Multi-browser
- Mobile
- Scalable
- User-friendly
- Easy to use
- Multi-location
- Multi-language
- Multi-currency
- Multi-time zone



Available languages :



Language pack in option to go further

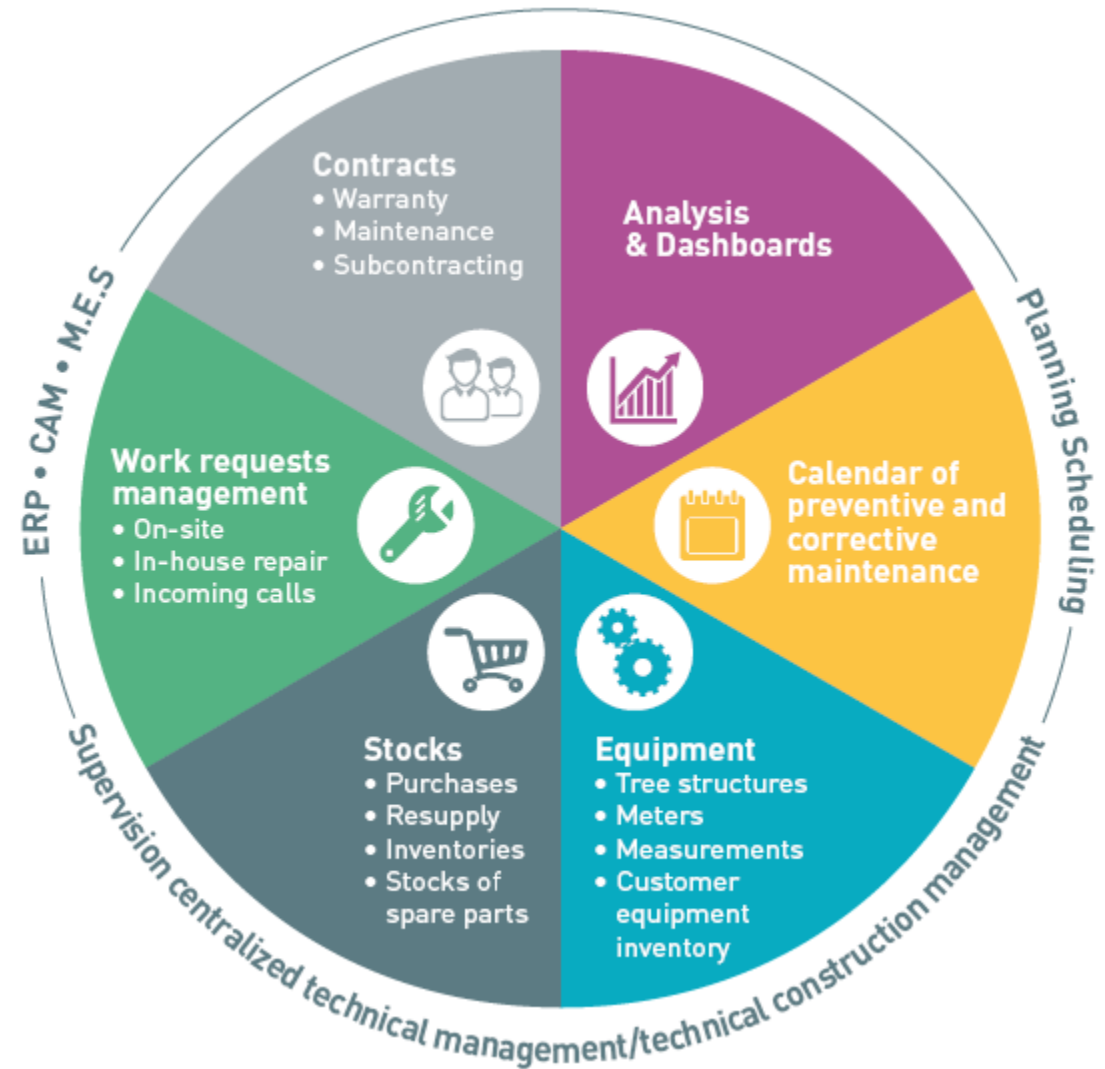
Functional scope

Assets and tree structures
Work Requests
Work Orders
Preventive Works
Scheduling
Multi-warehouse management
Subcontracting monitoring
Import/Export data
Analysis and dashboards
Maintenance contracts
Task lists
Diagnosis
Grouped Work Orders
Purchase orders
Budgets

Express Standard

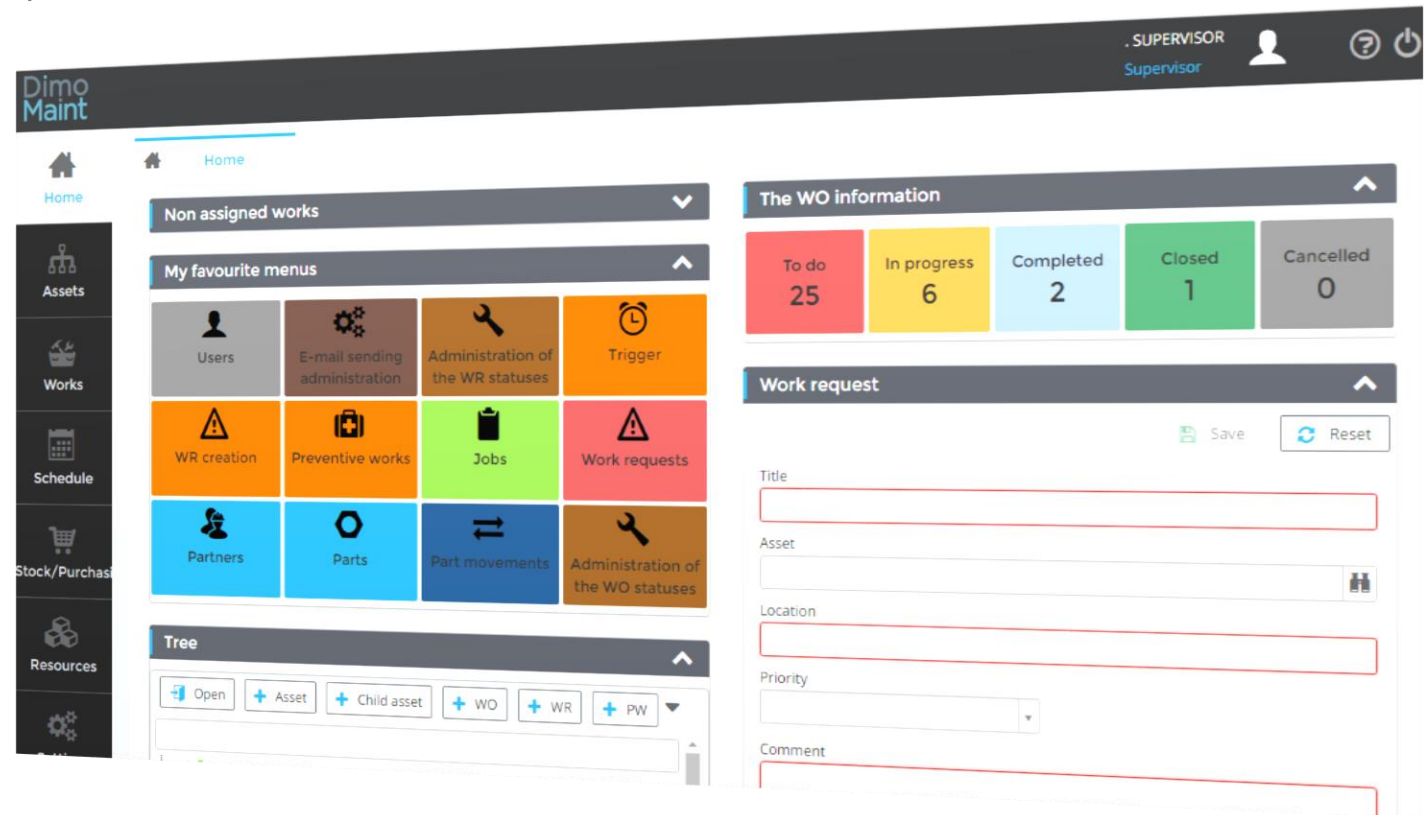
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
○	✓
○	✓
○	✓
○	✓
○	✓
○	✓

✓ : included
○ : in option



Home panel

- Customizable screens by profile: blocks, access to menus, alerts
- Tree block
- Work Request monitoring
- Work Order monitoring
- Technician's schedule
- Quick Work Order assignment
- Simplified Work Request form
- Notifications



User management

- User profile tree
- Setup: accounts, roles, categories, rights, numbering systems, menu restrictions, home page blocks, favourites menus
- Language and time zone management by user
- Entity management

Tree

Open Create profile Create child profile List of users

admin - admin

GEN - General

GUE - Guest

REQ - Requester

SUP - Supervisor

USE - Users

LIGHT - Test

Open Create profile Create child profile List of users

Restrictions on the menu

Assets

Assets

Tree

Works

Trigger

Preventive works

Work requests

Work orders

Schedule

Stock/Purchasing

Resources

Settings

Analyses

My favourite menus (16)

Add Delete

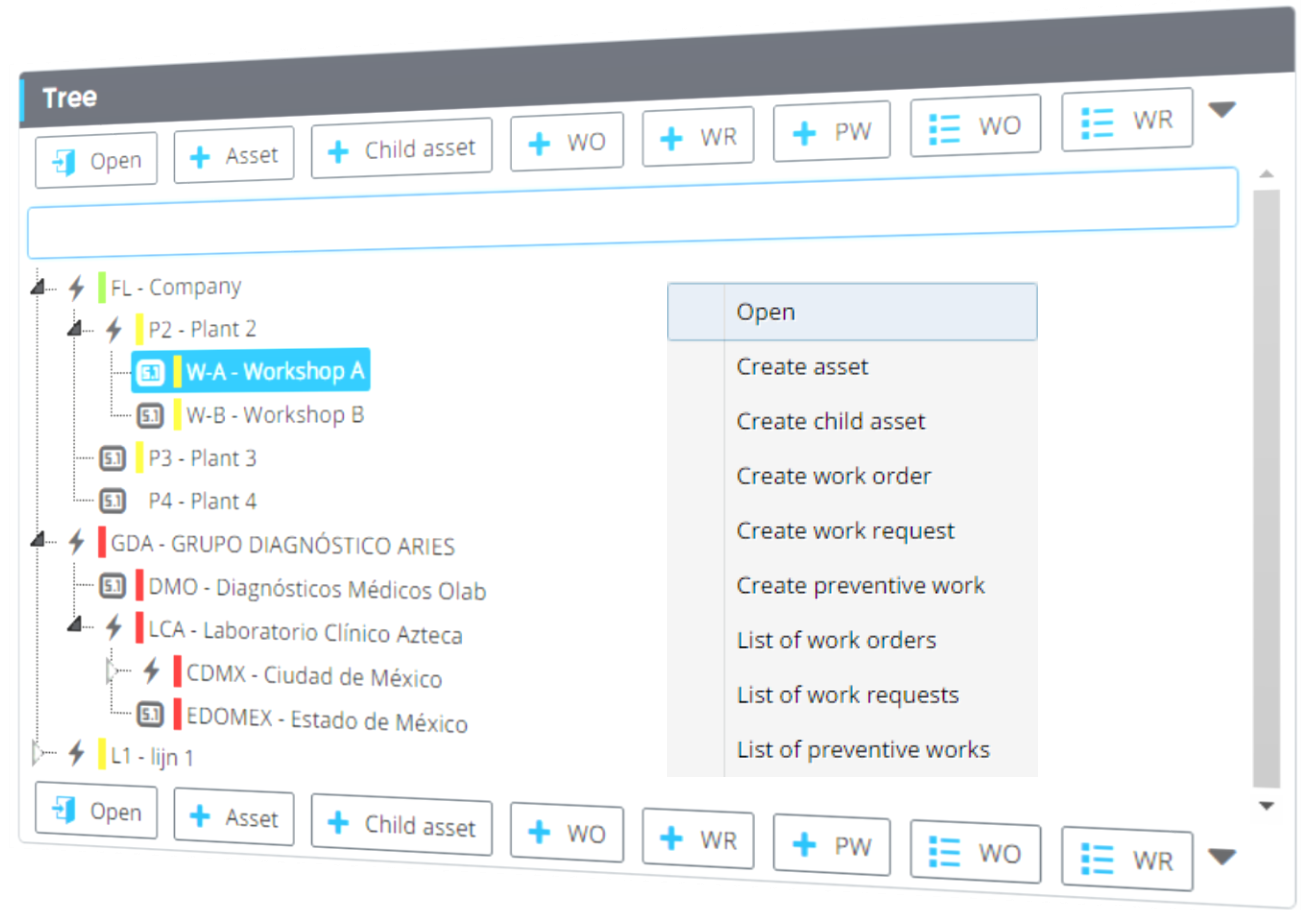
<input type="checkbox"/>	Order	Menu	Colour	
		Search by Order	Search by Menu	Search by Colour
<input type="checkbox"/>	1	Profile tree		
<input type="checkbox"/>	10	Tasks		
<input type="checkbox"/>	11	WO creation		
<input type="checkbox"/>	12	Work orders		
<input type="checkbox"/>	13	Work requests		

Page 1 from 4 5 Items First Previous 1 2 3 4 Next Last

per page 1 - 5 from 16

Tree management

- Unlimited levels
- Geographical and functional
- Quick search menu by code or description
- Context menu through right click
- Quick action buttons
- Double click to open an asset card



Asset management

- Link with the tree
- Functional classification
- Warranty expiry date
- Purchase cost
- Status
- Brand
- Parts list
- Attachments
- Meters
- Preventive plan
- Asset history
- Movement tracking

Asset

W-A - Workshop A

Save Save & Close Close

+ New Delete Archive Refresh Duplicate Fold Unfold Help


Header

Code W-A	Description Workshop A	Asset status Operational
Location	Parent asset Plant 2	Asset family Workshop
In service <input checked="" type="checkbox"/>	In-service date 28/02/2016	Criticality Not very critical
Time zone (UTC+01:00) Brussels, Copenhagen, Madrid, Paris		

Comment

General information

Brand	Model
Supplier	Manufacturer
Cost allocation	
Production	



Work request management

- Quick input screen
- WR monitoring: indicators by status
- Progress updates by e-mails
- Closing of the WR by the requester
- Discussion thread with the maintenance
- Unlimited and free requester license


Comment

+ Create

^ Fold


^ Unfold


^



Julie Dubief


06/02/2017 12:21 PM





Matthew is coming for you to sort this out

^



Adeline Perrudin

03/29/2016 4:21 PM

Since 6am, smoke + grinding noise

Work request

Save


Reset

Title

Oil leak

Asset

Boring machine



Location

Priority

VERY URGENT

x

v

Comment

Important oil leak under the pumps

To do

180

In progress

13

Completed

16

Closed

25

Cancelled

0

Preventive work management

- Calendar preventive works
- Meter preventive works
- Automatic trigger
- Resource reservation: parts, labour, subcontracting
- Scheduling of the downtime duration
- Operating jobs
- Associated files

Preventive work

1 - Change filter Maintenance 1

Save Save & Close Close

+ New Delete Archive Refresh Duplicate Print Fold Unfold Help

Header

Code: 1 Title: Change filter Maintenance 1 Asset: Boring machine

Work type: PREVENTIVE Priority: VERY URGENT Initialization date: 29/03/2016

Asset off: ☐ Yes ☒ No Rolling schedule: ☐ Yes ☒ No Issuer: Adeline Perrudin

General information

Comment





Trigger (1)

✓ Add Delete

Trigger	Type	Time interval
Search by Trigger	Search by Type	Search by Time interval
Running hours	Periodic meter	200

Operating job management

- Task management
- Associated service time
- Associated spare parts
- Associated files
- Check box
- Status of the action
- Entry of comments

-  Labour
-  Subcontracting
-  Parts
-  Downtime

Job

M1 - Motors maintenance

Save Save & Close Close

+ New Delete Archive Refresh Duplicate Fold Unfold Help

Header

Code: M1 Description: Motors maintenance Shared data: ☐

Bodies: Dimo Maint

Comment

Tasks (5)

✓ Add Delete

<input type="checkbox"/>	Order	Task	
	Search by Order	Search by Task	
<input type="checkbox"/>	1	Safety	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	2	Stop machine	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	3	Motor cleaning	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	4	Change filter	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	5	Restart machine	<input type="checkbox"/> <input type="checkbox"/>

Work order management

- Forecast of dates
- Priority level
- Access to the parts list
- Resource reservation
- Downtime entry
- Fault diagnosis
- Work order description
- Associated files
- E-mail

Header

Code

1

Asset

Assembly Line

Start date

11/05/2016

Title

DOES NOT START

Work type

REPAIR

End date

11/05/2016

Status

To do

Priority

MODERATE

Asset off

☐ Yes ☒ No

Comment

General information

Resources (5)

✓ Add

🗑 Delete

<input type="checkbox"/>	Type	Planned start date	Category / name	Planned duration / quantity	Duration / Completed quantity	Task	Completed	
<input type="checkbox"/>	<div>Search by T</div>	<div>Search by PI</div>	<div>Search by Categor</div>	<div>Search by PI</div>	<div>Search by Du</div>	<div>Search by Ti</div>	<div>Search by Cr</div>	
<input type="checkbox"/>	<div></div>	11/05/2016 06:55	Generalist - Ben Royster	03:00	00:00		No	<div>🗑</div>
<input type="checkbox"/>	<div></div>	11/05/2016 07:00	Generalist - Prince Ruppert Grain Tomczuk	00:55	00:00	Stop machine	No	<div>🗑</div>

Schedule management

- Technician's schedule
- Schedule at month, week, day, hour level
- Move by drag and drop
- Multi-criteria filter

Schedule

Day

Week

Month

Timeline

9 May 2017

Today

<

	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Biomédico																								
Electrician																								
Generalist																								
Mechanician																								
Paint Tech																								
Plumber																								
ABAS ABAS																								
Adeline Perrudin																								
ALDO GOTTA																								
AMEC Gionet																								

Details

WO

Deal with the work

Report

Refresh

Fold

Unfold

Help

Advanced filters

Caption

Schedule

Day

Week

Month

Timeline

January 2017

Today

<

>

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	undefined
26	27	28	29	30	31	01
02	03	04	05	06	07	08
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	01	02	03	04	05

Spare part management

- Multi-warehouse
- Multi-supplier
- Minimum threshold and alert
- Customizable units
- Entry and withdrawal movements
- Link with the assets
- Reservations of parts on WOs
- Consumption on WOs

Part 343904A - Hydraulic Actuator

Save Save & Close Close

New Delete Archive Refresh Duplicate Fold Unfold Help


Header

Code 343904A	Description Hydraulic Actuator	Part family Actuators
Manufacturer	Manufacturer reference	Default unit Unit
Quantity 2.00	Available quantity 2.00	Overall WAUP \$450.00
Last overall purchase price \$450.00		

Comment

Stocks (3)

Warehouse	Managed in stock	Storage location	Actual
Warehouse 1	Yes		2.00 U
Warehouse 2	No		0.00



Purchases requests management

- Purchase request creation
- Requirements for stocked or unstocked items
- PR available to authorized persons
- PR submitted to signatories
- Quick creation of a PR on the home page

Purchase request
LODA00003 - Metal screw

Save Save & Close Close

+ New Delete Archive Refresh Duplicate Fold Unfold Help

Header

Code: LODA00003 Title: Metal screw Status: Being prepared

Requester: Richard Gervais Body: London Created on: 06/06/2017 14:35

Recipient: David Long Supplier:

Comment

Parts (2)

Add Delete

Part	Quantity	Warehouse	
Search by Part	Search by Quantity	Search by Warehouse	
<input type="checkbox"/> 293-088 - Nut, Steel, M6	10.00 Part(s)	LO - London warehouse	<input type="checkbox"/>
<input type="checkbox"/> 482-7685 - Metal Screw, Plate Brass Head, M2 x 6mm	12.00 Part(s)		<input type="checkbox"/>

Associated files

Subcontracting contracts management

- Link to assets
- Amendments with contracts deadlines alerts
- Contract's costs
- Association of preventive works (PW)
- Association of work orders (WO)
- Intervention time frame management
- Attached files
- Subcontractors monitoring: hours, associated costs, analytic imputation, monitoring of planed and achieved interventions

Import/Export tool

- Import/Export of .csv files (Excel)
- Definition of customized mapping
- Automated executions
- Communication choice: FTP, SFTP, manual

Advanced filters

List of data imports/exports

+ Create

Delete

Archive

De-archive

Excel export

Active filters

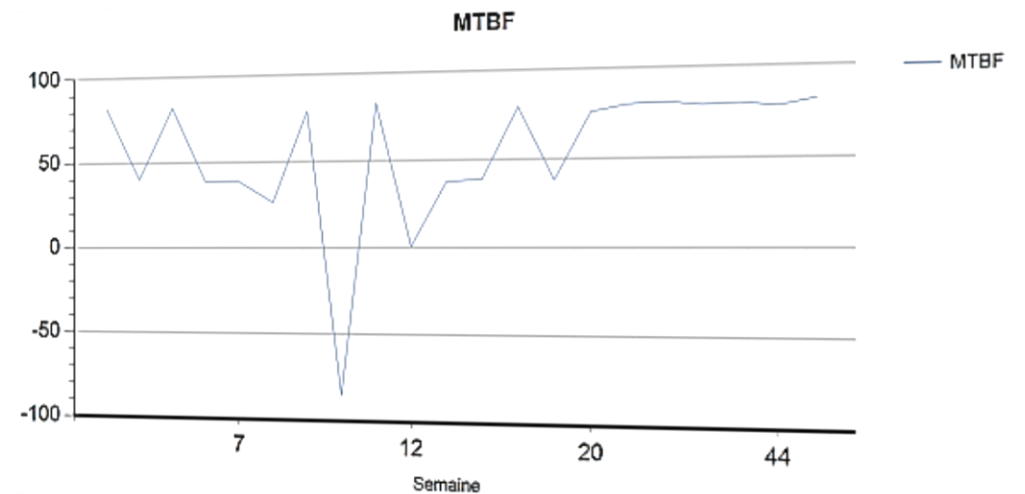
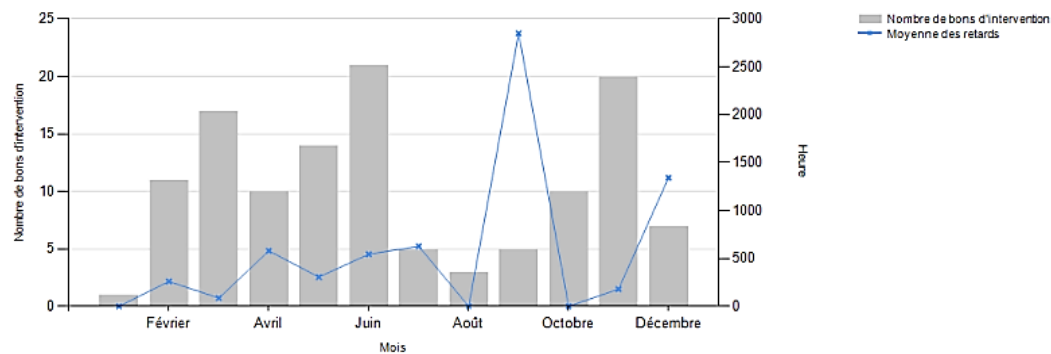
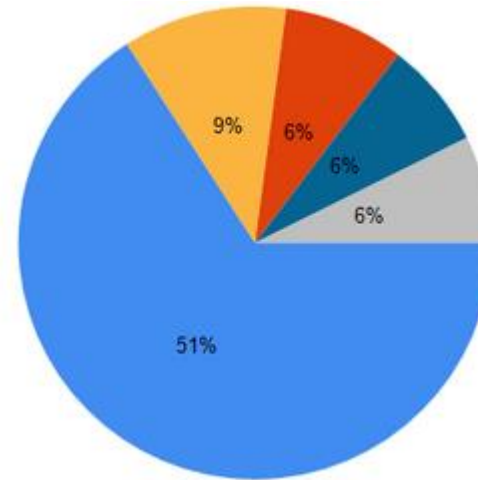
Archived: No

Ignore empty fields: All

Description	Archived	Not archived
Connecteur Sage X3		
Import des mouvements		
Sage 300		

Analysis management

- Technical analyses
- Financial analyses
- Downtime monitoring
- Performance analysis
- Subcontractors analysis
- Stocks analysis



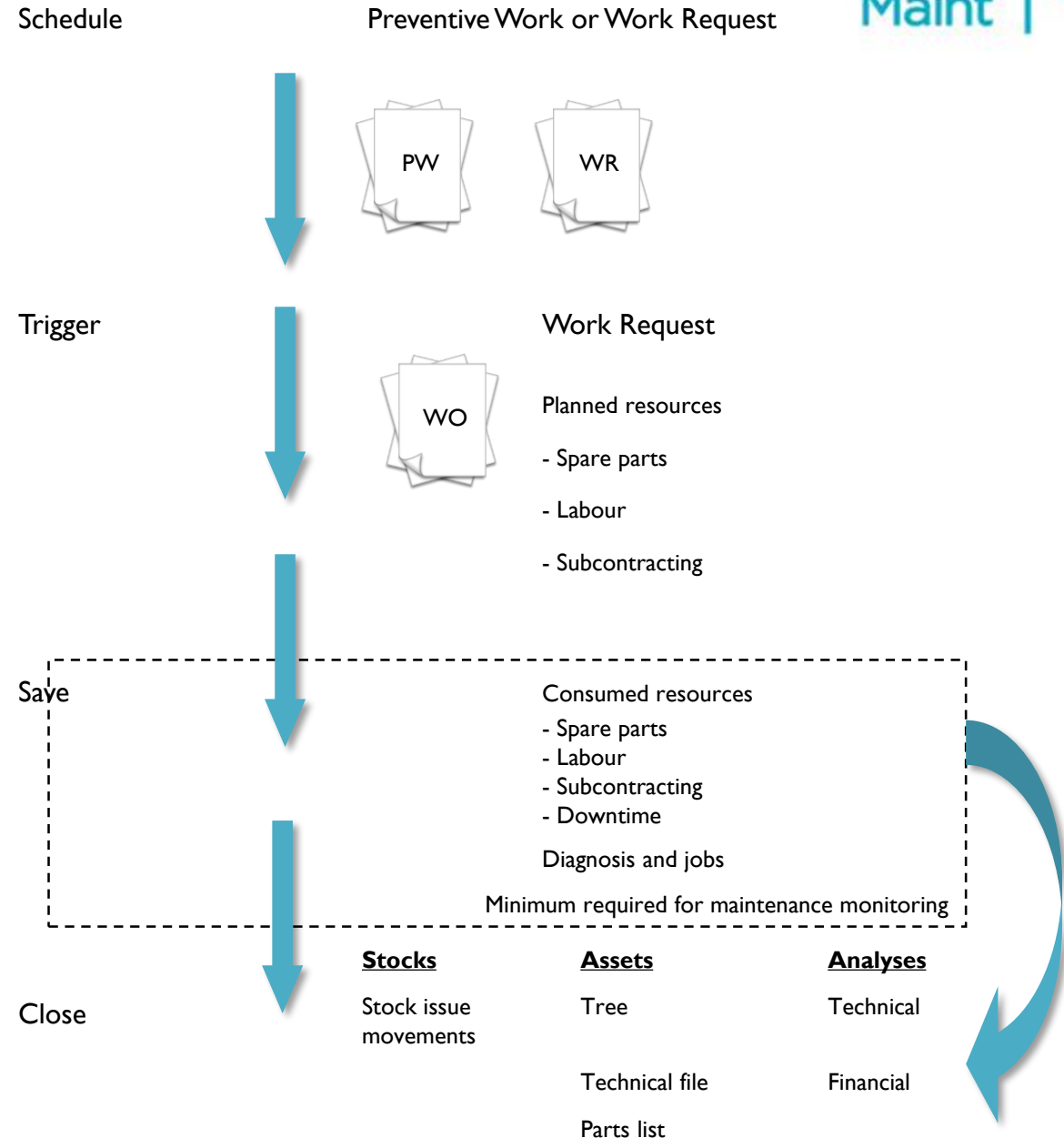
Mobile extension

- Extension: DIMO Maint App
- User in offline mode
- Work order management
- Smartphone or Tablet
- Android/iOS
- Work requests creation
- Work Orders creation
- Access to interventions



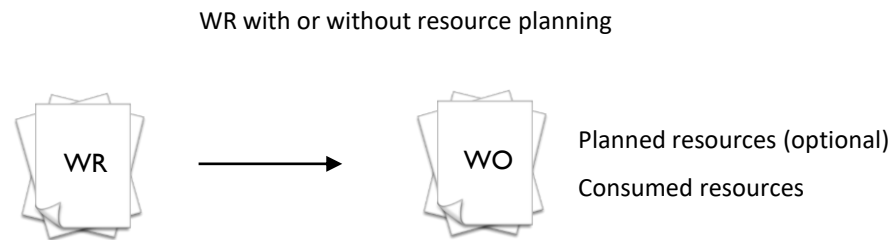
Work order flow

- Corrective maintenance
- Preventive maintenance
- Progress report management
- Resource planning
- Work costs
- Breakdown diagnosis
- Operating jobs

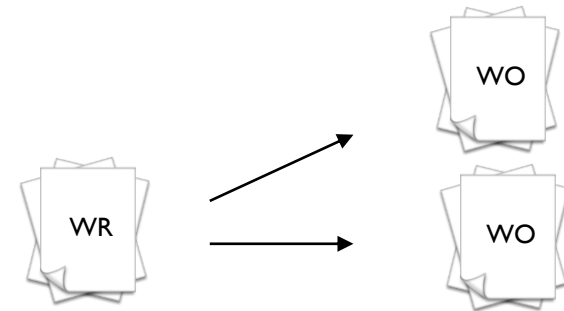


Work request flow

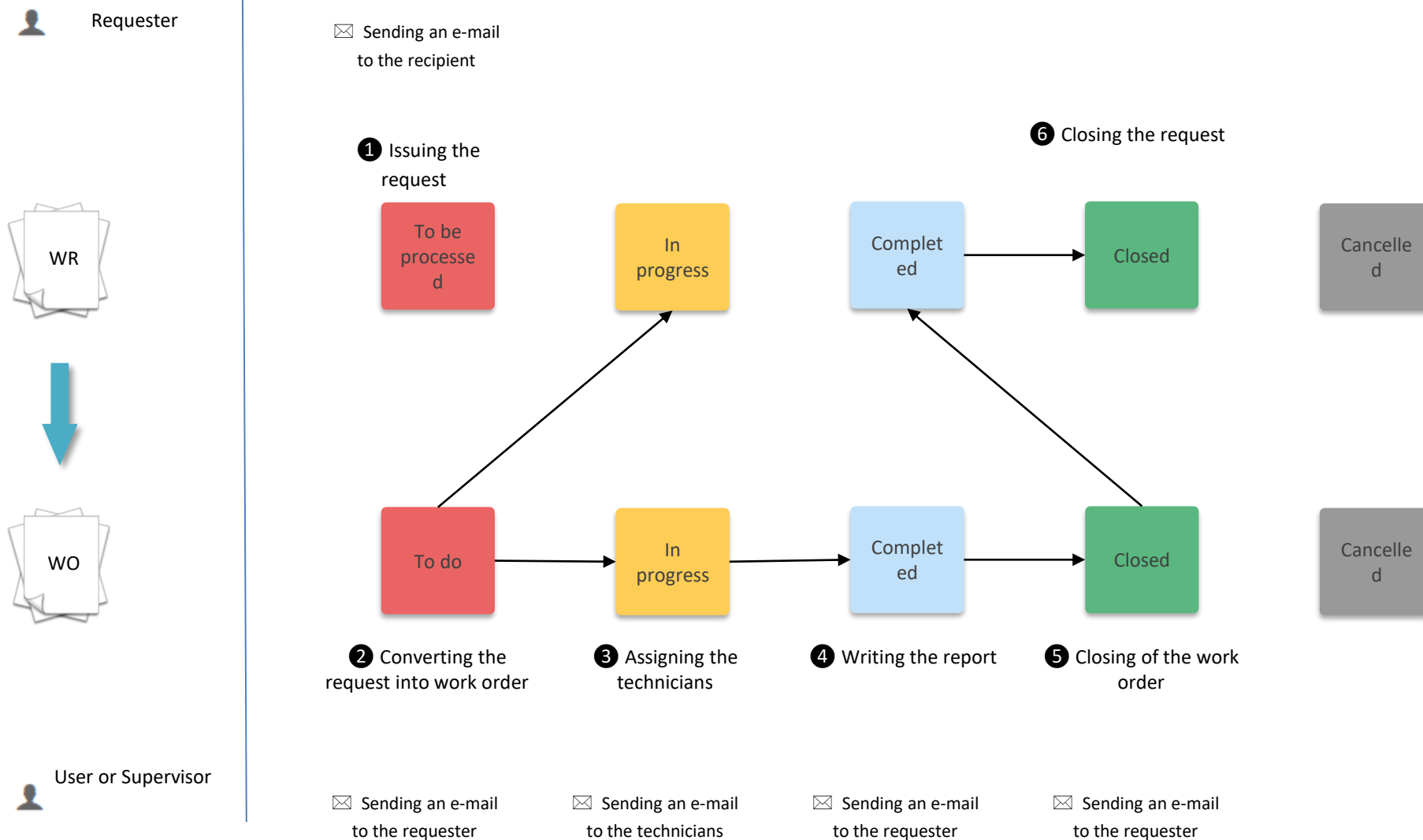
- User rights assignment for each status
- Multiple WR and WO links
- Closing of the WO by the maintenance
- Closing of the WR by the requester



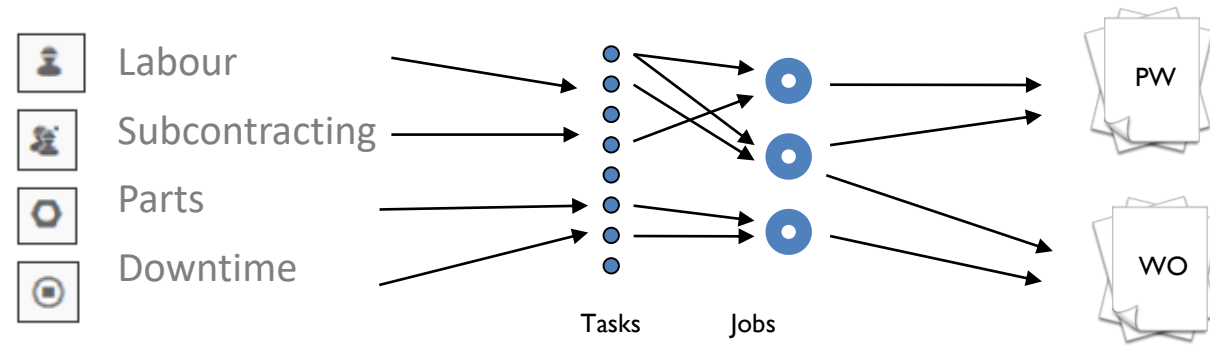
WR broke down in multiple work orders



Detailed WR management flow



Operating job management



Deployment of the solution

