



**COMPLEX SYSTEMS MAINTENANCE**  
*SGM can manage all system mistakes. It is a very useful tool for a preventive and corrective maintenance of complex systems like those used by railways companies.*

*A.M. GENERAL CONTRACTOR, founded in 1996 with headquarters in Genoa, provides plants engineering and maintenance services marked by high tech solutions and adaptability. AMGC's business areas are: railways, subway and industrial /civil services.*

*AMGC aim is to improve innovation and to provide high qualified assistance thanks to his specific knowledge and his continuous technical development.*

AMGC experience has developed the maintenance **management system** (SGM), a turn-key system, ready for use, already **customized and optimized** for Enterprise Asset Management. SGM is also suitable for those companies with Maintenance Outsourcing, providing the complete and detailed control of activities and costs.

## SGM: Components

AMGC **Maintenance Engineering** service is specific for **plants** and **railway** sector, in order to customize and optimize all maintenance activities. Its structure is:

- › Data collection from the customer;
- › Total computation of goods to maintain;
- › Analysis and profiling of goods to maintain;
- › Analysis and profiling of maintenance cost centers (asset, single, plants, asset systems);
- › Analysis of maintenance cards and their frequency;
- › Updating and possible implementation of unscheduled maintenance activities
- › Data and tracing preparation to create recorded forms;
- › Analysis of a previous monitoring collected details

A flexible and modular software for optimizing the maintenance management process thanks to:

- › Receive the different profiling of asset statistics;
- › Manage of the internal and external operators using several Maintenance Outsourcing solutions;
- › Dedicated economical forms for simplifying the services statement;
- › Check the maintenance costs in an analytic and consolidated order;
- › Create forms according to the customers maintenance needs;
- › Manage of all types of maintenance processes documents;
- › Web solution always accessible from anywhere.

## SMG FACES

- > *Multiplicity of maintenance realities, for ex.: characterization of the end user's profile, asset types and numbers, requested maintenance activities and features of the maintenance site*
- > *Geographical locations of the establishments or items aim of maintenance*
- > *Collection, care, exchange of documents and data entries*
- > *Guarantee of a communication platform for several people involved in the project*
- > *Complexity and multiplicity of cost types*
- > *Heterogeneity of the contracts types related to the distribution of the Maintenance Outsourcing service*

## SGM OFFERS

- > *A customized and ready-for-use management maintenance system for a turn-key use without lot of settings by the operators*
- > *A just-in-time technical management and economic control of the maintenance*
- > *The possibility to rationalize and share the communication processes under the maintenance and make them traceable*
- > *The ability to meet customers information needs and control requests*
- > *The benefits to get a flexible and modular instrument of Enterprise Asset Management*

## THE ADVANTAGES

### SHORTER TIME TO ORGANIZE HUMAN RESOURCES

At any time, it is possible to know staff's time commitment in that particular future period and the next concerned assets, systems and subsystems

### SHORTER TIME FOR TECHNICAL ANALYSIS AND PERFORMANCES

It is possible to check just-in-time the repair services, the chronical of planned repair services and checks to evaluate the quantity, the reasons of each warning and the frequency of reported failures. This performance analysis is useful for evaluating the performance of the repair services. The used parameters are the average calls reply time for the corrective maintenance and the average time of repair action.

### SHORTER TIME FOR MANAGEMENT CHECKS AND DATA ANALYSIS

The closure of the services develops an analytic database centralized that may be consulted at any time and anywhere thanks to a web-based software.

### SHORTER TIME FOR HUMAN RESOURCES TRAINING

Thanks to the software manuals the learning process of operations and maintenance processes can be made by yourself. In addition to this, the assets information features are shared and available according to the different levels of the involved resources.

### SHORTER TIME FOR MAINTENANCE MANAGEMENT

Alerts on the control panel warn about the scheduled maintenance expiry and particular activities.

### AUTOMATIC REPORTING OF MAINTENANCE COSTS

The daily record of the interventions closure implements automatically the costs printouts. Customers may monitor the evolution of the expense related to maintenance at any time. Companies with Maintenance Outsourcing may get a just-in-time maintenance account.

### INVOLVEMENT OF ALL OPERATORS IN THE MAINTENANCE PROCESS

Through a single channel, SGM customers communicate with their personnel and with maintenance service providers without wasting time and energy to use other tools. It is also possible to evaluate the response capacity of the external and internal maintenance operators.

### MAINTENANCE SECURITY AND CARDS CONSERVATION

The maintenance schedule details allow the management to start and assign the activities to the operators. After the repair service the operators transmit orders to the maintainer office for checking and performed maintenance cards registration. Cards will be always published and printed from the special section of each asset.



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