

YOUR CHALLENGES, TOTAL RESOURCE MANAGEMENT'S SOLUTIONS

- ★ Value Impact Assessments
- ⊙ Business Process Improvement
- ⚙ Enterprise Asset Management
- ▲ Technology Implementation
- ◇ Organizational Transformation
- ✦ Financial Decision Support
- ✪ Performance Management

| WHO  | CHALLENGES   | TRM'S SOLUTIONS  | HOW     |
|--|--|--|---------|
| <b>Chief Operating Officer /<br/>Commanding Officer</b>        | How can I improve operational performance?<br>How do I achieve higher service levels and delivery rates under budget constraints? Are we in compliance with GASB 34, Sarbanes-Oxley or other regulations?  | <ul style="list-style-type: none"> <li>• Value Impact Assessments guarantee operational improvement. Proven best practices improve asset performance, reduce total cost of ownership of assets, reduce capital expenditures, and reduce risk.</li> </ul>   | ★⊙⚙▲◇✦✪ |
| <b>Chief Information Officer /<br/>Chief Financial Officer</b> | How can I generate reports that are accurate, timely and easy to develop? How can I measure performance without a major investment of time and effort in gathering and formulating data? How can I lower the costs of ownership on system deployment?                                | <ul style="list-style-type: none"> <li>• Implementation of a web-based EAM solution results in significant cost savings over older client-server systems.</li> <li>• Identify data sources, enable automatic data collection for better decision-making, plus tracking and monitoring the performance of resources and assets using KPIs.</li> <li>• Business Technology Optimization solutions reduce the costs of deploying enterprise IT applications.</li> </ul> | ⊙⚙▲◇✦✪  |
| <b>Business Manager/<br/>Production Manager</b>                | How do I keep the fleet maintained and operating at peak performance? How do I get the drivers to enter data while on the road? What is the best method to gather information to determine our cost per mile by fleet?   | <ul style="list-style-type: none"> <li>• Work order and scheduling system generates reports needed for improved decision making.</li> <li>• Mobile solution to make critical equipment and asset information easily accessible.</li> <li>• An EAM system designed to manage materials, spare parts and procurement processes will minimize vehicle or asset downtime.</li> </ul>   | ★⊙⚙▲◇✦✪ |
| <b>Operations Manager</b>                                      | How do I effectively manage maintenance, scheduling and dispatching compliance, licensing and warranty issues, and grounds and facilities maintenance activities? What's in our inventory? How often does our inventory turn and do I have dead inventory?                           | <ul style="list-style-type: none"> <li>• Standardize and consolidate disparate systems to a single EAM platform. Tailor your system to meet your business process and scheduling requirements.</li> <li>• Inventory optimization services and tools identify declining usage stock and adjust purchasing levels, reduce inventory investment and increase fill rates.</li> </ul>   | ⊙⚙▲     |
| <b>Maintenance Manager/<br/>Business Line Manager</b>          | How do we maximize the potential of our workforce? How do we arm our people with instructions, parts specifications and job plans so they can complete their tasks? How can we organize our spare parts, supplies and material inventory to maximize effectiveness and reduce costs? | <ul style="list-style-type: none"> <li>• Communication plans, training methods and a structured learning program turn knowledge into a tangible asset.</li> <li>• Implement an EAM system to manage and schedule tasks, preventive maintenance and emergency repairs.</li> <li>• Assess your inventory, identify declining usage stock, adjust purchasing levels, reduce inventory investment and increase fill rates.</li> </ul>                                    | ▲⊙⚙◇✦✪  |
| <b>Fleet Manager</b>   | What's the most efficient way to schedule resources and equipment repairs so the necessary materials and tools are available when needed? Are inspections/tests being performed at designated intervals? Are we notified when equipment is due for inspection?                       | <ul style="list-style-type: none"> <li>• Manage transportation industry requirements, including Industry Standard Codes and other industry best practices.</li> <li>• An EAM system can be configured to track preventive maintenance activities and warranty tracking capability.</li> </ul>  | ⚙▲      |
| <b>Facilities Manager</b>                                      | Am I doing the necessary repairs to sustain my facilities? Is the facility in compliance with environmental, safety and OSHA regulations?  | <ul style="list-style-type: none"> <li>• Lifecycle asset management solutions can help you make the right decisions to repair, renovate or retire your assets.</li> <li>• Scientific methods for determining facility conditions – detailed building and equipment conditions, probability and consequences of failure, and priorities based on budget constraints.</li> </ul>   | ★⊙⚙▲◇✦✪ |
| <b>Transit System Manager</b>                                  | Is my route scheduling and dispatching as efficient as it could be? Am I performing routine and preventative fleet maintenance?  | <ul style="list-style-type: none"> <li>• Deploy an EAM system to plan and forecast route scheduling and dispatching, as well as manage the current status of equipment.</li> <li>• Train your team to use of this technology for improved resource allocation and reduced costly mechanic time.</li> </ul>   | ★⊙⚙     |



# TRANSPORTATION

WE UNDERSTAND THE INDUSTRY

FLEET | AVIATION | MARINE | RAIL | MILITARY | STATE AND LOCAL DOTs  
| PUBLIC TRANSPORTATION | TRANSIT PROPERTIES

## WE UNDERSTAND THE ISSUES YOU FACE

### VALUE IMPACT ASSESSMENTS ★

Using the vision you have established, our team helps define business objectives that drive measurable improvements in operations and return on investment. We work with you to define strategies for long-term business operations and information technology. We make certain these strategies are supported by tactical plans. We help you build an operations strategy that decreases operating costs and creates capacity for future growth by aligning operations with business objectives.

### BUSINESS PROCESS IMPROVEMENT ⊕

We perform value impact assessments, work process evaluations and organizational analyses that provide an objective look at your business processes and overall team effectiveness. Our internal analysis includes operations and maintenance assessments, work process improvement evaluations and facility staffing studies. Our professionals can assist with tasks required to deal with complex change management issues.

### ENTERPRISE ASSET MANAGEMENT (EAM) ⚙️

We understand the key factors that lead to the implementation of successful enterprise asset management programs and we can implement those programs with or for you. Our field support staff can assist in the development of preventive maintenance planning and scheduling routines that support improved business processes. Our analysis identifies critical systems and classifies equipment. The data from this process is designed to mitigate failures while optimizing resources required to maintain equipment.

We help establish lean manufacturing and inventory optimization programs that minimize the use of valuable capital. Based on our analysis of critical equipment failures and risk factors, we identify parts, components

and equipment that should be in inventory. Our maintenance engineers and specialists simplify and automate complex procedures that meet the needs of staff assigned to the job at hand.

### TECHNOLOGY IMPLEMENTATION ▲

Working with you, we help to define or redefine business processes and identify efficiencies that can be gained through better use of technology. By analyzing the current IT organization, its management and work processes, we identify critical gaps in capacity, productivity, speed and service. The result is a solution that supports the mission and business strategy and defines how the IT organization can more effectively leverage new or existing technology to meet operational needs. We have developed interfaces between leading financial and human resource systems, project planning and control systems. We can show how integration can improve internal or external company communication and transaction handling, provide faster and more accurate information and lower total operating costs.

### ORGANIZATIONAL TRANSFORMATION ✨

Our project teams work with you to develop detailed action plans including tasks focused on achieving maximum return on investment in the shortest possible time. The rapid deployment of solutions generates continuous management support and momentum. Certified project management professionals align activities with business strategies. Technical support experts design practical solutions that can be scaled to fit the specific needs of your organization. Valuable information is stored in data vaults. We provide an evaluation of specific industry practices and recommend improvement opportunities. In addition, our Key Performance Indicators (KPIs)

| ANALYSIS                             | STRATEGY                                    | ACTION PLAN                      | PERFORMANCE        |
|--------------------------------------|---|----------------------------------|--------------------|
| Management and Work Process Analysis | Develop business objectives and strategies. | Develop detailed plan and tasks. | Project Management |
|                                      |   |                                  | Technical Support  |
| Industry Best Practice Analysis      |   |                                  | IT Support         |
|                                      |   |                                  | Training           |
| Performance Metrics to Support ROI   |   |                                  |                    |

TRM'S CONSULTING PROCESS



THE TOTAL RESOURCE MANAGEMENT TEAM understands the challenges facing the transportation industry today. Whether your mission involves the logistics of moving people or materials to and from varying destinations, or the maintenance and development of complex transportation systems leading in and out of major hubs — you own and maintain expensive assets to support that mission. It is important for managers working in all forms of transportation and transit — from fleet to aviation, rail to marine — to maximize the availability of these assets. At the same time, you must face complex challenges including federal operating and safety regulations, new GASB 34 asset reporting requirements and Sarbanes-Oxley financial reporting legislation.

Whether you're handling fleet, facility, procurement, maintenance, inventory or other systems we can help you extend the life of assets, implement new technologies like RFID and maintain mobile assets. Total Resource Management experts assist in the realization of mission-driven performance from the investments you make in critical assets. We're helping today's transportation industry in the design of single, integrated enterprise asset management solutions that provide increased cost savings over older, disparate systems.

We are a business partner that comes equipped with experience in your industry and a working knowledge of how to get the most performance from your assets. Call today to learn more about what we can do to position your organization for a more successful and prosperous future.

### First-ever Implementation of the Maximo® Transportation Module

A manufacturer and distributor of premium ice cream faced complex challenges in the management of its fleet of more than 500 freezers and trucks and 40 distribution centers. Brought on board for our experience with fleet asset management programs, TRM helped the company with the first-ever implementation of the Maximo 5.2 transportation module. TRM's project team focused on business process improvement and visibility over the entire system — and trained the client how to use the system to plan and forecast maintenance and repairs, as well as track and manage the current status of equipment.

assist with process changes that support best practices. Communication, training and mentoring programs enable management and the rest of your workforce to continually improve skills and business processes, collect, retain and transfer valuable knowledge.

### FINANCIAL DECISION SUPPORT +

Capital investments in assets and operations that improve asset-related activities are two large cost components. Total Resource Management experts help you reduce asset investment costs and risks, and more accurately project the impact on future performance. We combine our planning, performance measurement and benchmarking solutions with our understanding of industry best practices to help you make sound investment decisions.

Budget development, data collection, calculations and rate setting play essential roles in the operation and success of your business, but they also can be very time consuming. When the cost of fuel goes up, rates have to change accordingly. We can help design

a process, implement technological applications and transform your organization so that data is available on a timely basis whether you need cost comparisons; cost per piece/vehicle; low lifecycle costs; full utilization/downtime or other critical information. We help design mission performance metrics that increase performance while achieving your mission.

### PERFORMANCE MANAGEMENT ✨

Once the business processes are aligned with strategic objectives and the proper benchmarks are in place, information technology is leveraged to capture mission-critical data. Performance metrics enable you to determine the effectiveness of completed and ongoing operations as well as contributions to ROI. Designing measurable parameters based on information systems data can help to identify your current performance baseline and select performance standards based on metrics that consider system health, process metrics and individual performance metrics.

### About Total Resource Management, Inc.

Total Resource Management, Inc. (TRM) delivers consulting and information technology solutions that help organizations improve the management and performance of their enterprise assets (facilities, infrastructure, logistics, production and IT). Over the past decade, the company has supported over 200 clients with enterprise asset management expertise, professional services and productivity enhancement products that result in significant improvements to their business operations.

#### TRM Headquarters

510 King Street  
Suite 300  
Alexandria, VA 22314  
Phone: 877-548-5100  
Fax: 703-548-6211

#### Advanced Technology Centers

Birdsboro, Pennsylvania  
Chesapeake, Virginia  
Honolulu, Hawaii  
San Diego, California  
Seattle, Washington

WWW.TRMNET.COM

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