

# XCELERATE»18

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## Transitioning to eMaint X5: Frequently Asked Questions

As the team at Fluke Digital Systems welcomes customers and partners to Xcelerate18 -- our conference for maintenance and reliability training, innovation and education -- we look forward to helping customers transition to the new eMaint X5 CMMS. Today, X5 is feature-rich with a clear roadmap and many new releases slated for 2019. eMaint X5 is part of the Accelix™ Connected Reliability framework and delivers more of what customers love about eMaint in terms of capabilities, service, value, and scalability. We hope these FAQs help you navigate your journey to X5. To learn how you can best plan your successful transition to X5, please contact your customer success manager.

### Q. Does X5 have all the features that eMaint X4 has? If not, is there a schedule of feature releases for X5 that you can share?

A. X5 has similar features to those of X4. Because they are built on different platforms, the systems operate in similar, but not identical, fashion, and there are some distinct differences. For example, X5:

- is designed for multiple sites to reside within one dataset;
- handles multiple currencies;
- allows for language to be selected at the account or the user level;
- provides for multi-asset PMs and inspection rounds;
- displays the full audit trails for every system record;
- offers strong integration with Fluke Connect and Accelix;
- schedules reports to auto-generate and send on a 1-hour frequency;
- includes a help tool directly in the application, as well as eMaint University;
- is built for customers who are seeking connected reliability solutions so that their maintenance, sensor, tool and SCADA data is all tied together to deliver more value and more actionable insights.

Through the first half of 2019 you'll see continuous updates made to X5 as we work to achieve, and then surpass, feature parity between X4 and X5. You can check out eMaint University for training and resource materials about X5.

### Q. What are the key highlights of the X5 roadmap for 2019?

A. At a high level, features and release targets are listed below. A more detailed product roadmap is available via the Xcelerate reference materials or from your customer success manager.

Feature	Expected Release*
Purchase Order and PO Requisitioning (PO rev 2)	Q1 2019 (February)
PM Import - Import PM tasks and schedules via CSV	Q1 2019 (February)
WO Closeout Enhancements	Q1 2019 (February)
Workflow Manager Enhancements	Q1 2019 (March)
RESTful push APIs for real-time updates between X5 and 3rd party systems (SAP, Telematics, Dispatch, Fuel Management, etc.)	Q2 2019 (May)

Offline Mobile Capabilities for assets, work orders inspections	Q2 2019 (June)
Full Condition Monitoring capabilities	Q3 2019 (August)
Reporting and Dashboard enhancements	Q3 2019 (August)

\* This represents the expected, but not the guaranteed, release date for the feature.

**Q. Are there any customers using X5 today?**

A. Yes, there are 15 customers using X5 as of October 2018, in the U.S., Europe, and China. Some of these customers migrated from X4 to X5 and others started off with X5.

**Q. Now that eMaint has moved past the ‘early adopter’ phase for X5, how do I know if I’m a good candidate to migrate to eMaint’s next generation solution?**

A. All eMaint customers are good candidates for migrating to X5; however, the X4 features you use today will help guide us in determining the best timing for your X5 upgrade, based upon the roadmap planned for 2019. Today, X5 has the primary functions of a CMMS, including Work Orders, Work Requests, PMs, Inventory Management, Fluke Connect integration, basic reporting and basic workflow management; however, over the next 10 months, we will continue to expand X5 functionality. For example, if you use the purchasing and requisitioning features in X4 today, then the earliest you will want to consider migrating is March, 2019.

**Q. When will eMaint start to migrate customers onto X5?**

A. We started the migration process earlier this year on a limited basis. We are looking to schedule migrations so that customers will have access to similar functionality in X5 that they use in X4 today. The migration process is being performed in phases, starting in 2018 and carrying through 2019.

**Q. What if I don’t want to switch to X5 right now?**

A. This is not a problem as migrations are being planned throughout 2019.

**Q. Will you still be supporting X4 in the future?**

A. While we will continue to support X4 until we’ve migrated all customers to X5, there will be no new features released to X4, and virtually no new interfaces developed for X4. System updates to X4 for 2019 will be minimal.

**Q. Is there a migration “schedule” that the customer success team is planning for the migration effort or are you migrating customers *en masse*?**

A. Yes, there will be a scheduled, planned approach to migration. The team is recommending the following migration schedule to ensure best fit for customer use cases:

Type of Customer/Usage	Suggested Timeframe for Migration	Implementation/Set-up Fees for migration to X5
Customers using work management functions exclusively (excluding preventive maintenance and purchasing)	Q4 2018 to Q1 2019	\$
Single site customers using work orders, PMs, POs and Requisitions, with minimal workflow manager requirements	Q2 2019 (April to June 2019)	\$\$
Single- or multi-site customers using work orders, PMs, POs & Reqs, LIFO/FIFO, workflow manager and email functionality, dashboards, offline mobile or APIs for 3rd-party application integration	Q3 and Q4 2019 (July to September 2019)	\$\$\$
Heavy users of dashboards, condition monitoring, multiple sites with consolidated accounts, those with existing interfaces, or those using vendor portal	Q4 2019	\$\$\$

**Q. Are there any implementation or setup fees associated with an X5 migration?**

- A. Yes. While eMaint is not planning to introduce subscription fee increases in conjunction with your transition to X5, there are remote implementation services associated with the migration process. The implementation services required for any given customer depend on a variety of factors, including the number of sites and/or instances of eMaint you manage, the quantity of workflows, reports and dashboards you actively use in eMaint, which features you use, and whether you have interfaces to third-party applications. The one-time implementation service fee for migration will typically range from \$1,500 to \$10,000 and generally require a two-week to ten-week period, depending on these variables.

**Q. I thought system updates and upgrades are included in my subscription. Why is there a fee for migrating to X5?**

- A. eMaint is not increasing your subscription fees in conjunction with the introduction of X5. eMaint X5 is an entirely new system, with new architecture, new servers, etc. and is completely separate from X4, so this represents more than a system update or upgrade. We believe the benefits of X5 far outweigh the nominal implementation fees associated with migrating to the new platform.

**Q. Will my subscription fees stay the same for me when I switch?**

- A. Your subscription fees will stay the same through the end of your current subscription term. Most customers have a master subscription agreement that indicates eMaint must provide you

with at least 30 days advance notice of any fee increases. For a list of eMaint's standard subscription pricing, please see our website at <https://www.emaint.com/cmms-pricing/>.

**Q. If I'm ready to migrate now, what steps do I take?**

- A. If you are a good candidate for migrating, based on the recommended schedule listed above in this FAQ doc, please contact your customer success manager to discuss scheduling your X5 migration and associated activities.

**Q. What type of training do you recommend to ensure high user adoption and a successful transition for all user types -- system administrator, power users, work requesters, and technicians?**

- A. As you may know from working with eMaint on previous implementations, eMaint offers a range of *good, better, best* training options depending on your comfort level, budget, user quantities, and use cases. Your CSM can discuss these options with you in more detail and help you put together a training program that best meets your needs. Here are the options to consider:
- **eMaint X5 Boot Camps** - We'll be rolling out a series of X5 Boot Camps in 2019, starting in March.
  - **eMaint X5 On-Site Training** - As part of your migration plan, after system configuration and user acceptance testing but before 'go live', we can deliver a 3- or 4-day end-user training session based on your sandbox and use case. We can also provide in-depth system administrator training or train-the-trainer sessions. Any of these can be combined with a day or more of on-site 'go-live' support to ensure successful transition.
  - **eMaint University** - X5 training tutorials are available now in eU. Additional tutorials will be added as new features are released.
  - **The Customer Success Portal NEW** - This portal provides end user documentation for all of our products -- eMaint, Fluke Connect, and Fluke Connect2. It's also where you go for live support chat, create and view support tickets, and share and vote on ideas for system features.

**Q. What steps are involved in the migration from X4 to X5?**

- A. Your customer success manager and implementation specialist will work with you to accomplish the following actions over a 4-8 week period:
- Perform an initial data migration from X4 to X5
  - Review the X5 system and your existing data within X5
  - Provide training material and confirm your go-live date
  - Document any issues and perform any required X5 form configurations
  - Answer any remaining questions and perform final X5 configurations
  - Perform the final data conversion (you must stop using X4 before this occurs)
  - Final wrap-up call to review the final conversion and transition you back from implementation to your CSM

**Important note:** This migration effort is to maintain your use of eMaint "as is", meaning the implementation is not intended to incorporate new use cases for CMMS. During this migration process, you need to be actively engaged in the process and you and your users need to be committed to using the X5 system as there is no turning back. You may opt to use eMaint University exclusively or combine it with eMaint X5 boot camp or on-site training.

**Q. Can I trial X5 before I commit to switching?**

- A. Yes. You can sign-up for an X5 demo account through your CSM anytime from November 14, 2018 through January 30, 2019. This will not be an account that is pre-loaded with your data, but it will contain enough data to get you comfortable with the tools in the system.

**Q. How often should I expect these significant version changes for eMaint?**

- A. eMaint X5 is a completely new technology platform and significant resources have been spent to ensure that X5 will scale to meet current and future customer needs for many years to come. There are no plans to introduce wholesale technology or platform changes that would require significant training and resource investment on your part. As an integral part of the Accelix Connected Reliability framework, eMaint X5 will be your trusted EAM/CMMS that will continue to deliver new features, enhancements, and reliability-centric solutions for years to come.