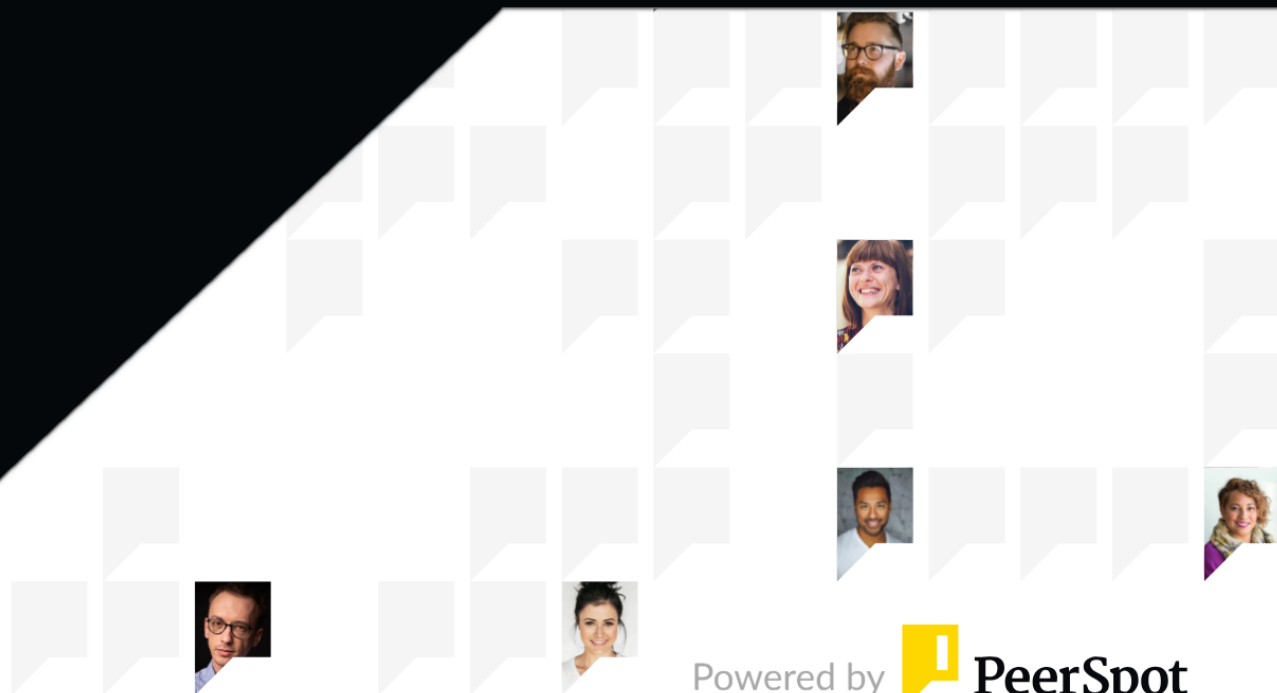




Hexagon EAM

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Hexagon EAM

Hexagon EAM Recap

Hexagon EAM is a robust enterprise asset management software designed to optimize asset performance through efficient resource management and data-driven decision making.

Hexagon EAM provides comprehensive resources designed to enhance asset reliability, ensuring that organizations efficiently manage their resources. It leverages advanced analytics to foster predictive maintenance, ensuring organizational efficiency and extending asset life. This software is particularly suited for environments with complex asset structures, offering integrative tools that streamline operations.

What are the key features of Hexagon EAM?

- **Asset Lifecycle Management:** Supports complete management from acquisition to disposal.
- **Predictive Maintenance:** Utilizes data analytics to predict failures before they occur.
- **Work Order Management:** Streamlines the creation and tracking of work orders for efficiency.
- **Mobile Accessibility:** Enables remote access to critical functions via mobile devices.
- **Scalable Architecture:** Adapts to growing business demands without compromising performance.

What benefits or ROI should be considered?

- **Cost Reduction:** Facilitates budget-friendly maintenance operations by predicting failures.
- **Asset Longevity:** Increases the lifespan of equipment through proactive management.
- **Improved Efficiency:** Enhances operational processes through streamlined workflow management.
- **Better Decision Making:** Offers data-driven insights for informed strategic planning.

Hexagon EAM is utilized across industries like manufacturing, utilities, and transportation to boost operational efficiency. In manufacturing, it's used to streamline maintenance and reduce downtime. Utility companies leverage its predictive features for infrastructure management, while the transportation sector uses it to ensure the availability and optimal performance of transit assets.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“By saving time for technicians, we complete work that typically takes 8 hours in just 4 hours, resulting in saving 50% of time and reducing labor costs as a result.”



Siddhartha Amruthaluri

Senior product manager at Metrolinx



“I find every feature of Hexagon EAM to be the best for me because it decreases time and minimizes paper usage, including the energy management system that integrates with other flow meters allowing all data to be viewed on a single screen.”



TalalAhmed

Functional Consultant at Synergy Computers



“Hexagon EAM has positively impacted our organization by significantly lowering costs.”



Rene Moraga

Business Analyst 2 at a government with 1,001-5,000 employees

- ✓ “My advice to others who are considering implementing Hexagon EAM is to implement it, that it is a good product, that it is a product totally adaptable to each of the clients' needs, that it has a lot of potential to grow if they finally want to get the most out of it.”



Erwin Messina

Senior Enterprise Systems Consultant at Condes Ltda.

- ✓ “It does save us money because we are able to keep track of all the data that is related to equipment and repairing equipment, and the data that we are able to put in when we purchase equipment allows us to see exactly how much we have been spending on a piece of equipment since its purchase, helping us make educated decisions on whether a certain piece of equipment is at the end of its life cycle or not.”



Verified user

Cmms Specialist at a renewables & environment company with 10,001+ employees

- ✓ “Hexagon EAM has positively impacted our organization; it was our first project, and after go-live, it resulted in huge success, with the client satisfied and thrilled, cost reductions around 30%, labor utilization increased by 20%, and new users adopting the systems, appreciating the product, and eager to work in those systems.”



Siginamsetty Sai

Application Engineer at Ernst & Young



“Hexagon EAM has had a positive impact on my organization by modernizing our software and management status.”



Leandro Alanis

Encargado Servicio at a manufacturing company with 501-1,000 employees

What users had to say about valuable features:

I consider having an independent and fast connection to be one of the best features that Hexagon EAM offers. Having the independent and fast connection benefits me in my work because by having the application and not depending on VPNs or internal networks, I can be anywhere monitoring the company's assets. Hexagon EAM has had a positive impact on my organization by modernizing our software and management status. The modernization of the software and management has influenced the results or processes within Soler Argentina by providing live information and quick access to the indicators. A concrete example of an indicator that I can now monitor in real time thanks to Hexagon EAM is overdue maintenance indicators.

Leandro Alanis

Encargado Servicio at a manufacturing company with 501-1,000 employees

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“The best features Hexagon EAM offers are for inventory management, works management, and the correct data of the asset. Inventory management and work management help my organization by allowing for specific work orders, closing jobs, and registering assets and inventory in the company.

“The features can be used on mobile devices and for real-time tracking of open work orders and registering assets by QR code. Hexagon EAM has positively impacted my organization by helping and solving problems in the work order workflow and approval in real-time.

“Real-time workflow and approval have improved my team's efficiency by allowing us to input all data outside in low signal areas without duplicate work..”

Sakolwat Nakarapanich

Senior Sale Consultant - Sale Account Manager APAC at Triforce Global Solutions

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“The best features Hexagon EAM offers, which I enjoy the most, are that it is easy to use. Once you get a handle on it, all the features make sense. I appreciate how I am able to customize it to exactly what I want to see and what I want our maintenance techs to see.

“I really enjoy the fact that our team uses Data Spies, and I can assign these Data Spies to our techs based on their job title or what they do in the field, whether it is an electrician, general maintenance, or an actual mechanic.

“It does save us money because we are able to keep track of all the data that is related to equipment and repairing equipment. The data that we gain or that we are able to put in when we purchase equipment allows us to see exactly how much we have been spending on a piece of equipment since its purchase, helping us make educated decisions on whether a certain piece of equipment is at the end of its life cycle or not..”

Verified user

[Read full review](#) 

Cmms Specialist at a renewables & environment company with 10,001+ employees

“The best feature Hexagon EAM offers is undoubtedly the work order management, which helps in tracking different types of maintenance and creating different types of work orders according to the customer's use case and need. It includes variable, fixed, and duplicate types of work orders that fit most scenarios needing work orders. This is one of the best features of Hexagon EAM, and apart from this, there are also some KPIs, inboxes, and charts that help us keep a record and provide live updates on current status, KPIs, and an overall overview of plant maintenance.

Hexagon EAM has positively impacted my organization by reducing the downtime of the assets. In the past, maintenance was tracked through Excel sheets, requiring a new sheet to be created for each day or month. With Hexagon EAM, it is easier and more efficient, featuring an easier UI to understand and read. It simplifies report creation, which has significantly increased overall productivity and helped in tracking maintenance. Preventive maintenance is now easily performed, and we can track common failures, which in turn leads to cost savings through preventing labor from being over-scheduled..”

Luv Krishna

Associate Projects at a tech vendor with 10,001+ employees

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“I use all four modules in Hexagon EAM: equipment, materials, purchasing, and work.

“I believe there are many options in the cloud environment with DataBridge Pro, which Hexagon has introduced to avoid the dependency between external systems like Infor OS, allowing us to do integrations with different systems using Hexagon DataBridge Pro.

“Compared to Infor OS, DataBridge Pro has inbuilt capabilities that connect to Hexagon EAM, and its drag-and-drop feature makes configuration easy.

“Hexagon EAM helps the business maintain the buses by daily reading their mileage and managing asset life cycle maintenance. Regular work orders and task plans are created, which ensure that the end customer in the transport company is not affected.

“Thanks to Hexagon EAM, the process of asset life cycle maintenance is easier, and parts of the organization are procured quickly. Another feature I appreciate is the automatic reordering of parts..”

Vidyasagar Manthani

Application Lead at a tech vendor with 10,001+ employees

[Read full review](#) 

“The best features Hexagon EAM offers include the auto generation of work orders. Whenever the time comes for a bus to be repaired, managers can quickly generate a work order in no time and assign the work orders to the crew. Another important feature of Hexagon EAM is preventive maintenance, which helps to increase the lifespan of the asset, and alert management is also one of the key features we use. Follow-up work orders are another feature; whenever the technician is working on a specific work order and if any follow-up is required, they can easily go to the checklist and mention that a follow-up is required, and it auto-generates a follow-up work order.

“These are the main features of Hexagon EAM application, and added to this, dashboards, inboxes, and KPIs are also key functionalities of the EAM application.

“Hexagon EAM has positively impacted our organization by providing cost savings and time savings as well. Back in those days, my colleagues and the technicians used to work everything on paper. Storing paper in the warehouse is risky because they cannot store it for long, and millions of pieces of paper are required every day. With the help of this application, we avoid using paper for good, managing inventory calculations, purchase requisitions, purchase orders, invoices, work orders, predictive maintenance activities, preventive maintenance activities, asset management, and procurement online without relying much on paper.

“We can send our invoices to the vendors using the application as well, and Hexagon EAM is integrated with Oracle EBS application, making it easily integrated with many other third-party applications. We can reduce the time it takes to procure material and the time it takes to issue a work order to the technician.

“When it comes to specific outcomes or metrics since adopting Hexagon EAM, we are able to create a purchase requisition in 5 minutes or even less and a purchase order in just 2 minutes. With the integration of third-party vendors, the vendors see the purchase order within minutes, so whenever a part is required for a bus or a train, technicians do not have to wait for days. They can easily order the part within minutes, getting shipping done from suppliers in no time. This has improved the efficiency of our daily operations and maintenance activities.

“In terms of cost savings, this application is also beneficial because we do not need paper nowadays; we have the application that runs 24/7, 365 days a year. By saving time for technicians, we complete work that typically takes 8 hours in just 4 hours, resulting in saving 50% of time and reducing labor costs as a result.

“Out of those features, I would say preventive maintenance has had the biggest impact on my team because all the buses and trains and all the assets that belong to Metrolinx need to have their lifespan increased, and safety is also ensured with the preventive maintenance activities. Safety is key because this is a transportation company that belongs to the Government of Ontario, and public travel via buses and trains occurs all day, 365 days a year, 24 hours a day. With these preventive maintenance activities, we were able to fix the issues in advance and ensure public travel in a safe transit..”

Siddhartha Amruthaluri

Senior product manager at Metrolinx

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Other Solutions Considered

“My consulting firm did not use any other solution before Hexagon EAM, as we come from the world of Infor EAM. Therefore, it is something we have known for years and that is why we went straight as a consulting firm to work with Hexagon EAM, now Octap, and we have not had any other product than Hexagon EAM as our system for implementation..”

Erwin Messina

Senior Enterprise Systems Consultant at Condes Ltda.

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“We evaluated options prior to choosing Hexagon EAM, which was conducted by our VP. They looked into IBM Maximo, Oracle EBS for asset management, and SAP, but ultimately chose Hexagon EAM as the best fit..”

Siddhartha Amruthaluri

Senior product manager at Metrolinx

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“I am familiar with SAP and its maintenance module, and I am familiar with Maximo as well. However, I have not used them.

Clients choose Hexagon EAM because it is a more detailed product than SAP. In terms of Maximo, while pricing is a bit high, Hexagon EAM offers a detailed module for each aspect, including every detail and options for maintenance in every possible way. This detailed offering helps it achieve better market penetration..”

Verified user

[Read full review](#) 

Application Consultant at a outsourcing company with 51-200 employees

“Prior to Hexagon EAM, we used Oracle Work and Asset Management, or Oracle WAM, for approximately 20 years. It had reached the end of its life cycle, and upgrading to the next version would have required a complete re-implementation. We conducted due diligence to evaluate all systems due to this, prompted by a directive from the city manager's office to unify the application across departments. Since one department was already using Hexagon EAM, we assessed its capabilities against the newer version of Oracle WAM and IBM Maximo, concluding that EAM provided the necessary functionality and would streamline procurement and upgrade processes due to its public cloud tenant..”

Rene Moraga

[Read full review](#) 

Business Analyst 2 at a government with 1,001-5,000 employees

ROI

Real user quotes about their ROI:

“We have seen a return on investment as we learned several things while using Hexagon EAM, and then we implemented those to the client, resulting in their satisfaction..”

Siginamsetty Sai

Application Engineer at Ernst & Young

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“I find it very challenging to ascertain a return on investment from Hexagon EAM because quantifying time savings in monetary terms is complex, so I cannot provide specific metrics..”

TalalAhmed

Functional Consultant at Synergy Computers

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“The ROI on Hexagon EAM depends from organization to organization. Most organizations find it hard to achieve ROI because the product they are producing is not of that value that they could achieve ROI in a year or two. Additionally, there is a recurring cost of the license each year, and that cost actually affects the business..”

Verified user

[Read full review](#) 

Application Consultant at a outsourcing company with 51-200 employees

“It does save us money because we are able to keep track of all the data that is related to equipment and repairing equipment. The data that we gain or that we are able to put in when we purchase equipment allows us to see exactly how much we have been spending on a piece of equipment since its purchase, helping us make educated decisions on whether a certain piece of equipment is at the end of its life cycle or not..”

Verified user

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Cmms Specialist at a renewables & environment company with 10,001+ employees

“I have seen a return on investment with Hexagon EAM. Cost and time savings represent a significant return on investment. If a task requires three people to complete in three hours, it can now be accomplished by three people in one hour thanks to this application. The reduced time to create a work order and assign it to the technician is remarkable compared to previous case scenarios. Nowadays, technicians receive work orders immediately and can get started right away, eliminating downtime. The time saved translates to savings, and the reduction in labor time makes a positive financial impact..”

Siddhartha Amruthaluri

Senior product manager at Metrolinx

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“I have observed a clear return on investment after implementing Hexagon EAM, as these systems do not tend to reduce staff; rather, they tend to optimize staff and optimize time. In terms of cost reduction, there is quite a lot that can be done. With a system of this type you can achieve up to a 30% cost reduction, therefore I would see cost reductions more at the company level in terms of what has to be invested in maintenance, while keeping the same staff so that sometimes you can even hire more staff because this also demands a bit more administrative activity to manage each of the systems..”

Erwin Messina

Senior Enterprise Systems Consultant at Condes Ltda.

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Use Case

“My main use case for Hexagon EAM is for maintenance, and it helps with predictive maintenance. I use Hexagon EAM for predictive maintenance in a solar farm and for heavy machines in the oil and gas and electric energy utility business..”

Sakolwat Nakarapanich

Senior Sale Consultant - Sale Account Manager APAC at Triforce Global Solutions

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The main use case I have for Hexagon EAM is managing the company's assets for the development of its activities related to preventive and corrective maintenance. A concrete example of how I use Hexagon EAM in a specific maintenance activity is in maintenance planning. Traceability of the equipment is an important aspect of how I use Hexagon EAM in my day-to-day work.

Leandro Alanis

Encargado Servicio at a manufacturing company with 501-1,000 employees

[Read full review](#) 

“My main use case for Hexagon EAM is to schedule work orders and keep track of equipment maintenance at three wastewater plants and stations in Atlanta.

“One specific example of how I use Hexagon EAM for work orders is that there was a job that we had to complete which was to repair the manifolds in the clarifier, and we used corrective work orders in order to keep track of expenditures and labor hours..”

Verified user

[Read full review](#) 

Cmms Specialist at a renewables & environment company with 10,001+ employees

“My main use case for Hexagon EAM is the purchasing cycle and work orders.

“As a consultant, I help the business resolve issues during the purchase order cycle, such as when a user creates a requisition that goes to the financial system to get a PO created and sent back to Hexagon EAM for reflection, followed by the receiving and invoicing at the financial system which we receive in Hexagon EAM. I also work as an integration consultant to ensure the flow between Hexagon EAM and other financial applications is smoother. For work orders, users assign work for asset maintenance and preventive maintenance, and I help them resolve the related issues..”

Vidyasagar Manthani

[Read full review](#) 

Application Lead at a tech vendor with 10,001+ employees

“My main use cases for Hexagon EAM are asset maintenance and inventory management, which are primarily used in automotive manufacturing and the pharmaceuticals industry.

I can provide a specific example of how I used Hexagon EAM for asset maintenance in an automotive manufacturing industry. For one of my customers in this industry, we use a multi-organization setup in Hexagon EAM. They have a lot of equipment that creates spare parts for different automotive companies, such as Mercedes and Maserati, and they need to perform regular maintenance on the machines that produce those parts. Those machines can be any type, including a simple motor, pump, or sewing machine that stitches car seats. We create work schedules in Hexagon EAM for those equipments and the PM schedule, and based on the type and details of that PM schedule, we release work orders that are carried out by technicians who perform the work and close those work orders, ensuring a record is kept for the maintenance of all equipment.

Regarding inventory management, it was used for keeping a record of spare parts but was limited to the usage of spare parts for maintenance; the purchasing side was not utilized much. We kept a record of all the spares present in the organization, tracking what kind of spare is needed and what kind of spare is issued during maintenance..”

Luv Krishna

Associate Projects at a tech vendor with 10,001+ employees

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“My main use case for Hexagon EAM is working for a transportation company, specifically a Government of Ontario transportation company, where we have a lot of buses and trains in our fleet. We use Hexagon EAM for our daily operations and maintenance. For example, if a bus needs maintenance, the technician has to have a work order handy. Back in those days, they used to use paper for maintenance activities, but now with Hexagon EAM application, the work order is automatically generated and managers can easily assign the work order to a technician.

“The technician reviews the work order and they can maintain the buses. Every night at 11:00 PM, all the buses go to the garage and these technicians in the field check the work orders that they are supposed to fix on the buses and then go to the buses and fix them. We also use Hexagon EAM for predictive maintenance and preventive maintenance activities as well.

“I work for a transportation company where day-to-day, the technicians will perform a lot of preventive maintenance activities for all the assets, including not only the buses but also the trains that are assets of my transportation company. Technicians, managers, planners, operators, and super users all work together to ensure the asset lifespan is increased, the bus lifespan is increased, and buses are put on the road only after inspection and only when they are safe for travel.

“A lot of complexity is reduced, and a lot of cost savings are also ensured with the help of Hexagon EAM application..”

Siddhartha Amruthaluri

Senior product manager at Metrolinx

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“If we get the data in the right format, there are not many challenges in the initial setup process. Implementing Hexagon EAM depends on the scope of implementation, and if it is a simple implementation, then it is not a big challenge. However, if there are many modules involved, it gets challenging..”

Verified user

[Read full review](#) 

Application Consultant at a outsourcing company with 51-200 employees

“When I implement Hexagon EAM through my organization, I check with the client before closing the sale where it will be implemented. If it will be on-premise, locally, then we go and implement Hexagon EAM directly on the client's servers so that they have all the functionality that Hexagon EAM offers on their local network. In the other case, if the client prefers to go to the cloud, in this case they would be contracting the cloud services of the system. For that, we have an address that Hexagon EAM gives us with three environments and we arrange that in each environment we have a production environment, a development environment, and a testing environment. We implement in each of those environments, first starting with the development environment and then moving to the production environment and doing the system go-live, which would be in the production environment. Those would be the two functionalities and the two ways to implement it..”

Erwin Messina

[Read full review](#) 

Senior Enterprise Systems Consultant at Condes Ltda.

Customer Service and Support

“The customer support was fine. They were easy to get in touch with, and I was able to get into Hexagon support online and get questions answered. Customer support was very good..”

Verified user

Cmms Specialist at a renewables & environment company with 10,001+ employees

[Read full review](#) 

“Customer support for Hexagon EAM is generally good; most cases are resolved. However, some cases related to slowness on particular screens are still pending because Hexagon consultants could not close those issues..”

TalalAhmed

Functional Consultant at Synergy Computers

[Read full review](#) 

“The customer support for Hexagon EAM is good. When I have an issue, I submit a ticket through the Hexagon cloud, and based on its severity, a technical support person usually responds within 10 to 15 minutes. Their accounting team meets with us monthly to ensure everything is progressing well and to measure our use of the system..”

Rene Moraga

Business Analyst 2 at a government with 1,001-5,000 employees

[Read full review](#) 

“I haven't needed to contact the technical support of Hexagon EAM. The quality and the speed of the support have been satisfactory.

If I were to rate the support on a scale from one to ten, with ten being the highest, I would give a score of eight..”

Verified user

[Read full review](#) 

Technical Consultant at a outsourcing company with 51-200 employees

“The customer support for Hexagon EAM is highly reliable; we receive a response within 1 to 2 hours after creating a case. If it is a critical issue, we get an instant response. I believe customer support for Hexagon EAM is among the best.

“I would rate the customer support of Hexagon EAM a 9 out of 10..”

Siddhartha Amruthaluri

[Read full review](#) 

Senior product manager at Metrolinx

“We have worked with the Hexagon technical support team. The issue that we find with them is that getting to the resolution takes time. If we are working with the on-premises version, they ask for logs, check the logs, and then ask for logs again. These processes take time and can be frustrating for customers because they do not receive immediate answers, and sharing logs and discussing the issue takes weeks or even months to reach a resolution.

I would rate the technical support a seven on a scale of one to ten..”

Verified user

Application Consultant at a outsourcing company with 51-200 employees

[Read full review](#) 

Other Advice

My advice to someone who is considering using Hexagon EAM is to take into account the implementation according to their processes and whether it has to interact with other software at the same time. I would rate this review an 8.

Leandro Alanis

Encargado Servicio at a manufacturing company with 501-1,000 employees

[Read full review](#) 

“The advice I would give to others looking into using Hexagon EAM is that you only get out of it what you are willing to put into it. I would rate this review a seven out of ten..”

Verified user

Cmms Specialist at a renewables & environment company with 10,001+ employees

[Read full review](#) 

“I would advise anyone considering using Hexagon EAM that it is a good tool with many configurable capabilities for business needs. I would rate this product an eight overall..”

Vidyasagar Manthani

Application Lead at a tech vendor with 10,001+ employees

[Read full review](#) 

“My advice for others looking into using Hexagon EAM is to consider the AI plug-in and its integration with other platforms. [Learn](#) from data and pursue real predictive maintenance. I would rate Hexagon EAM a nine on a scale of one to ten..”

Sakolwat Nakarapanich

Senior Sale Consultant - Sale Account Manager APAC at Triforce Global Solutions

[Read full review](#) 

“Although the customer is not using the analytics in quite detail, we do use [IBM Cognos](#) for reporting purposes. We use [IBM Cognos](#) to create and deploy reports. The reports are not that difficult but are not very detailed; however, they fulfill the requirement. For KPI management and the dashboard we have when we start the application, that is also helpful in highlighting the number of open work orders, closed work orders, or in-process work orders. Thus, management gets a high-level overview of which jobs are done and which are still pending.

I would overall rate Hexagon EAM as a product or solution a 9 or 9.5. The product is good, and it is easy to find that many of your tasks are resolved very easily regarding maintenance once you implement it. My overall review rating for Hexagon EAM is 9..”

Verified user

Application Consultant at a outsourcing company with 51-200 employees

[Read full review](#) 

“On the integration side, I have not used DataBridge Pro, but I believe it is a good step towards integration with other applications. [Reporting](#) through [Cognos](#) Report Studio is good and offers most necessary features, and it is as powerful as BI reporting tools. The user experience is good, being clean, simple, and easier to

understand, and does not require improvements.

I rate Hexagon EAM as an eight on a scale of one to ten.

I give it an eight because Hexagon EAM is simple to use and decently easier to understand for a first-time user, facilitating easy onboarding. The work management module effectively tracks different types of assets and performs maintenance on them. The new workflow feature for closing work orders with permissions is beneficial. The main area needing improvement is inventory management.

Regarding Hexagon EAM's AI capabilities, I know it is integrated with a version of OpenAI, but I do not have much to say about governance and security. As long as user data remains secure and is not used to train the entire OpenAI model, I believe the security practices and governance are adequate, ensuring that the planning of assets and maintenance schedules stay within the customer's environment.

I have not used Hexagon EAM's AI capabilities to answer this question about its accuracy and reliability of output.

For anyone starting with Hexagon EAM, I would suggest understanding its capabilities, what it can offer, and how powerful it is to fit into their existing equipment framework. Loading all modules and features of Hexagon EAM properly is crucial, as using a powerful application such as Hexagon EAM for minor maintenance does not maximize its capabilities. My first advice would be to fully understand Hexagon EAM and all it can offer to effectively onboard new users..”

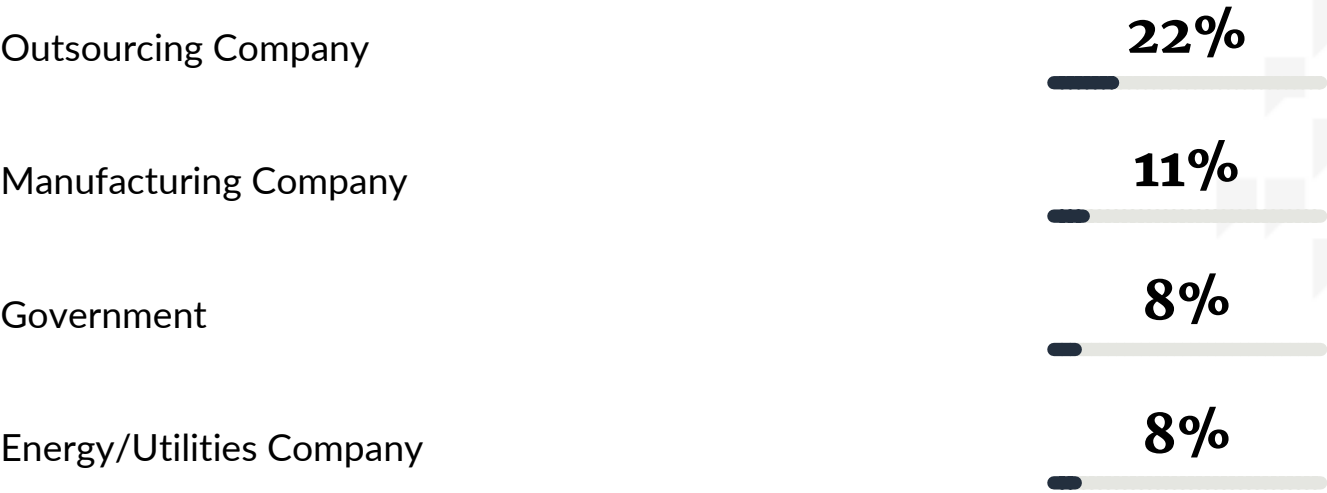
Luv Krishna

Associate Projects at a tech vendor with 10,001+ employees

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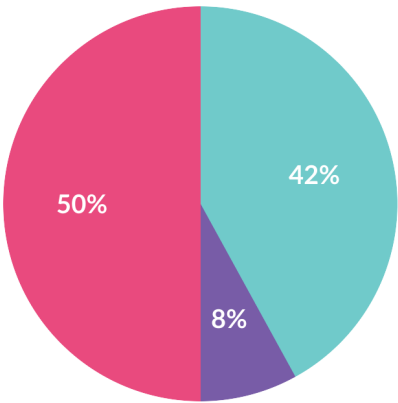
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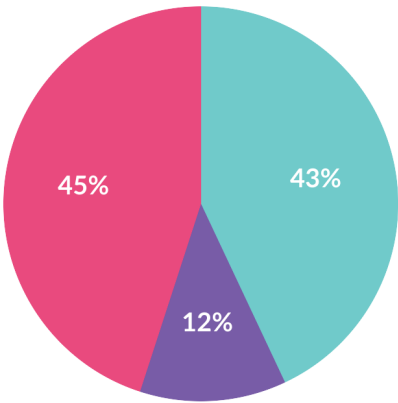


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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