Maintenance Manager Battle Card

For Microsoft Partners who sell Insight Works apps

Maintenance Manager adds preventive and corrective maintenance to Microsoft Dynamics 365 Business Central by building on production orders. Each maintenance order is a production order, so planning, warehouse picks, and scheduling work with it too.

WHO TO CALL ON

Manufacturers on the Business Central Premium tier that want maintenance planned and recorded in the same system as production.

Users include people who set up equipment and tasks, technicians recording time, and anyone raising a maintenance request.

AT A GLANCE

Business Central	Online and on-premises
Licensing	Per company, subscription; per-user plan on Microsoft Marketplace
User license	Premium tier; full user to edit, Team Member to view
Languages	English
Availability	All countries where Business Central is available

What changes when you add Maintenance Manager to Business Central

	Business Central without Maintenance Manager	Business Central with Maintenance Manager
One system	Maintenance on paper or in a separate system never sees the production schedule, so machines get booked while they are down.	Each maintenance order is a production order with a bill of materials for parts and a routing for steps. Maintenance on a linked work center reduces its capacity.
Service intervals	Intervals are tracked by someone remembering, or by a meter reading that never gets entered. Missed service shows up later as a breakdown.	Preventive tasks use duration, runtime, output count, or distance intervals, and runtime and output advance as production posts. Corrective tasks cover break-fix work.
Equipment history	Equipment details sit in spreadsheets, so it is hard to see what is due or what was done last.	The equipment item card shows the linked work center, fixed asset, tasks, and interval values. Finished Maintenance Orders shows its history.
Spare parts	Spare parts get ordered after a machine is already down, because the maintenance schedule is not connected to purchasing.	Maintenance order parts become demand in Business Central planning. The planning worksheet generates orders for one task, everything due, or a future date range.

Selling points

Built on production orders.
Planning, warehouse picks, and scheduling that work with production orders work with maintenance orders too.

History on the item card.
Equipment can be created from an existing fixed asset, and Finished Maintenance Orders shows its history.

Who needs a license.
Only people who set up equipment, tasks, and intervals; technicians recording time and requesters do not.

Preventive and corrective.
Interval-based preventive tasks, plus corrective tasks and maintenance requests for break-fix work.

Spare parts in planning.
Parts on maintenance orders become demand in Business Central planning.

Optional companions.
Scheduling in MxAPS and time capture in Shop Floor Insight are optional.

Qualify the opportunity

1. How do you manage equipment maintenance today? Do you use a maintenance system?
2. Are you on the Business Central Premium tier with production orders?
3. How often does unscheduled downtime affect production?
4. Do you schedule maintenance ahead, or mostly respond after something breaks?
5. Do you track service intervals by calendar, runtime, output, or distance?
6. How do you make sure spare parts are on hand before maintenance?
7. How do you keep production off a machine that is down?
8. Where do you keep each machine's maintenance history today?
9. Who sets up maintenance tasks, and who only records time or raises requests?
10. Will you run Business Central online or on-premises?

Common questions

Does it run on Business Central online?
Yes. Maintenance Manager runs on Business Central online and on-premises.

Who needs a Maintenance Manager license?
People who set up equipment, tasks, and intervals. Technicians who only record time do not, and any Business Central user can raise a maintenance request.

Does maintenance block production capacity?
Yes. Maintenance on a linked work center or machine center reduces its available capacity, so production is not scheduled over it.

What kind of system is it?
A computerized maintenance management system (CMMS) for teams that want maintenance planned and recorded in the same system as production.

How is it licensed?
It is a subscription licensed per company. A per-user plan is also offered on Microsoft Marketplace, and the partner can confirm which fits.

What Business Central license is needed?
The Premium tier, because maintenance orders are production orders. Users who create and edit records need a full user license; Team Member users can read most data.

Does it need other Insight Works apps?
No. Insight Works scheduling and time capture apps are optional companions.

> **Customer wants maintenance orders on a schedule?** Position Graphical Scheduler, an optional scheduling app for Maintenance Manager. This is a completely free app from Insight Works for Business Central. MxAPS is another optional choice, and scheduling works with maintenance orders because they are production orders.

Resources

Sales kit: insight-works.com/partner-hub/maintenance-manager

App page and demo: insight-works.com/apps/maintenance-manager

Datasheet: Maintenance Manager datasheet (PDF)

Partner hub: insight-works.com/partner-hub

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For a pre-sales meeting, a demo, or implementation guidance, send a message at insight-works.com/partner-hub/contact.

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