INSIGHT WORKS

MAINTENANCE MANAGER

for Microsoft Dynamics 365 Business Central

STREAMLINE MAINTENANCE, MAXIMIZE UPTIME, AND ENSURE ASSETS LAST LONGER.

A computerized maintenance management system built into Business Central, where a maintenance order is a production order and a piece of equipment is an item.

Maintenance Manager adds preventive and corrective maintenance management to Business Central by building on production orders. Because a maintenance order is a production order, anything in Business Central that already works with production orders works with maintenance orders, so maintenance behaves like any other work in the system rather than living in a second tool. It is a CMMS, not an enterprise asset management system: it manages equipment, tasks, intervals, and maintenance orders, and it does not determine asset health.

Why it holds up

Built on production orders. Equipment is an item and a maintenance task carries a production BOM and a routing, so picking, warehouse activity, shop floor data collection, and scheduling that already work with production orders carry over.

Uses data you already have. Equipment is created directly or generated from an existing fixed asset, which carries across the serial number. Fixed assets are optional, so tooling and shop items can be maintained without being on the fixed asset register.

Maintenance consumes real capacity. Link equipment to a work center or machine center and a scheduled maintenance order reduces that resource's available capacity, so production is not booked over it.

Intervals that advance themselves. Runtime and output count intervals update as normal production posts against the linked work or machine center, so there is no separate meter reading. Duration intervals count forward from the activation date.

Anyone can report a problem. A maintenance request creates a corrective task. Technicians who update maintenance data without configuring tasks, assets, or items do not need a Maintenance Manager license.

Spare parts become real demand. Maintenance orders carry BOMs, so running the planning worksheet shows the parts needed for maintenance already in the queue. Replenishment itself follows standard Business Central behavior.

Who's on it

Maintenance technicians
Perform routine checks, repairs, and preventive maintenance, and record time and parts against the work.

Production supervisors
Keep line machinery running and minimize unplanned downtime.

Facility & asset managers
Keep equipment in condition and follow assets from acquisition to disposal.

Inventory specialists
Keep maintenance parts and tools stocked and available.

Business Central partners & consultants
Configure equipment, tasks, and intervals, and coordinate posting groups with finance.

Free to install and evaluate. Maintenance Manager installs at no cost from Microsoft Marketplace, so you can try it in a sandbox before committing to production.

Backed by over 800 resellers. Insight Works works through a global network of more than 800 Business Central resellers who can help consult, implement, and support a deployment. **See the Insight Works reseller directory**.

MAINTENANCE MANAGER

for Microsoft Dynamics 365 Business Central

EQUIPMENT & ASSETS

- Equipment is an item with the item usage type Maintenance Equipment
- Create equipment directly, or generate it from a fixed asset: the serial number carries across and the activation date derives from the depreciation or acquisition date
- Link each equipment item to a work center or machine center
- Hold equipment as inventory to enable warehouse movement, shipping, receiving, bin placement, and transfer out to a subcontractor, or manage it without inventory tracking
- An activation date is required, because duration intervals count forward from it

TASKS & INTERVALS

- **Three task types:** corrective for one-off break-fix work, preventive for scheduled work, and template for creating many similar tasks from one definition
- **Four interval types:** duration, runtime, output count, and distance; distance is entered manually
- Effective range start and end limit a task to part of an asset's life; ranges must overlap, or maintenance is silently missed
- Bulk assign applies a task across many pieces of equipment
- Maintenance requests from any user create a corrective task

GENERATING & EXECUTING ORDERS

- Plan a single task, plan all maintenance currently due, or auto schedule across a date range for duration-based tasks
- Orders move through the same statuses as production orders; interval values can be updated at status change, such as a new odometer reading
- The shop floor job card carries work instructions, the component list, and barcodes for capturing time
- A maintenance calendar shows maintenance only, with drag-and-drop rescheduling that writes back to the order

WHERE IT STOPS

- A CMMS, not an enterprise asset management system; it provides status on maintenance orders, not overall asset health
- Does not schedule maintenance activity on its own
- Equipment items carry zero standard cost; maintenance cost posts through posting groups into maintenance accounts
- Equipment items carry no item tracking or serialization; inventory runs one to one with the item number

BUSINESS CENTRAL LICENSING

- Free to install and evaluate from Microsoft Marketplace; most environments start in a sandbox
- Subscription, licensed per company through Insight Works or a partner; a per-user plan is also available through Microsoft Marketplace
- Business Central Premium license for the users who create and edit maintenance records, because maintenance orders are production orders
- Users who only view or update maintenance data, without configuring tasks, assets, or items, do not need a Maintenance Manager license

INTEGRATION & INSTALLATION

- Installs from Microsoft Marketplace like any other Business Central extension
- Setup wizard: agree to terms, apply getting started data (templates and numbering series), select the planning worksheet, and optionally enable Advanced Warehouse Locations
- Maintenance orders are generated through the planning worksheet
- Because maintenance orders are production orders, the shop floor, warehouse, picking, and scheduling tools that work with production orders also work with them

PREREQUISITES & COMPATIBILITY

- Business Central Premium, for the production functionality maintenance orders rely on
- Maintenance task routings must include the placeholder work center, which the order replaces with the real resource
- Posting group setup needs coordination with finance

SUPPORT & RESOURCES

- Knowledge base at kb.dmsiworks.com: setup wizard, equipment and assets, tasks and intervals, order generation and execution, and daily management
- Community forum at kb.dmsiworks.com/forum/maintenance-manager

DATA & PORTABILITY

- No separate asset register: equipment is held as Business Central items, optionally linked to fixed assets
- Maintenance work is recorded on production orders, so history lives in standard Business Central order records

ALSO FROM INSIGHT WORKS

Insight Works builds 30+ apps for Microsoft Dynamics 365 Business Central, concentrated in these areas of manufacturing and distribution. If Business Central has a gap, there's a good chance we already have a solution.

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Barcode-driven receiving, put-away, picking, cycle counting, and license plate handling.

Shipping & Fulfillment
Carrier rate shopping, pick-to-ship execution, and shipment tracking.

Quality Control & Compliance
Inspections, test management, and quality documentation.

Production Planning & Scheduling
Capacity-aware scheduling, planning worksheets, and demand forecasting.

Shop Floor Execution & Maintenance
Shop floor data capture, machine maintenance, and production analysis.

Point of Sale & Data Tools
Counter sales, document attachment, label printing, and bulk data import/export.

See all Insight Works apps for Business Central

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