

What's New in HxGN EAM Version 12.1.1



From augmented approval workflow to innovative mobile capabilities and efficient self-service features, the latest HxGN EAM release equips users with superior operational efficiency and insightful decision-making.



Release Highlights

HxGN EAM version 12.1.1 continues to build upon our extensive desktop and mobile features, introducing innovative functionality directly inspired by our users. This current iteration presents a variety of eagerly awaited improvements, such as enhanced approval workflows, updated Overview 360 capabilities, user-friendly bulletins, end-to-end work dispatching module, a resourceful self-service screen and expanded reliability-centered maintenance (RCM) functionality.



Work Order Dispatching

New Supervisor Overview screen, ability to request feedback from operators in the field and more



Workflow Approval

Delegate approvals, view workflow event history and enable revision control



Bulletins

Create and schedule bulletins to alert users of crucial information



Overview 360

Create templates for Equipment Overview 360 and a new Organization Overview 360 screen



Mobile Calibrations

Perform calibrations on your most remote assets with the new Calibration panel for Mobile Offline



Digital Work

Load tabs by default, MFA login with one-time password and more



Release Highlights

Cloud service requests, RCM enhancements, share notebooks and more



Voice of Customer

Customer-suggested product improvements and enhancements requests

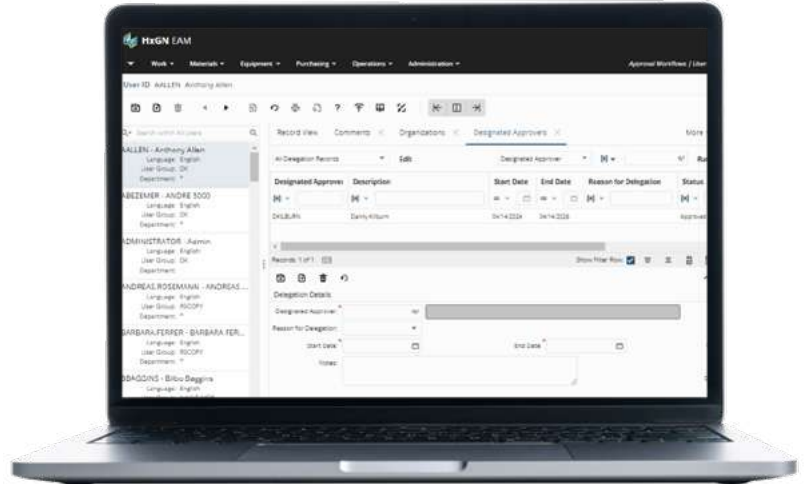
Key Features and Functionalities Included in HxGN EAM Version 12.1.1

Approval Workflows

Users can now delegate approval responsibilities during employee absences or personnel changes, ensuring continuous operations. A new, comprehensive list view allows users to track workflow event history, including associated approval steps. A revision control mechanism has been added to maintain historical records and permit reversion to previous configurations when necessary.

What's the value?

- **Streamlined Routing:** This update increases operational efficiency, transparency and accountability by keeping the original approval steps for historical reference and reassigning approval responsibilities without disrupting workflow.
- **Enhanced Productivity:** Ensure smooth updates without interruptions, keep old records for reference and allow reverting to previous setups when needed, maintaining continuous workflow.
- **Comprehensive Visibility:** Now users can view all defined step conditions for all approval phases in a single grid, enhancing traceability and consistency.



Overview 360

With the latest updates to Overview 360, visibility of critical data in HxGN EAM has been significantly expanded. System administrators can now create overview templates, allowing users to select from pre-approved templates instead of manually setting up the overview screen. Additionally, a new 'Organization Overview 360' screen has been added, which allows a customized display of organizational information using built-in widgets.

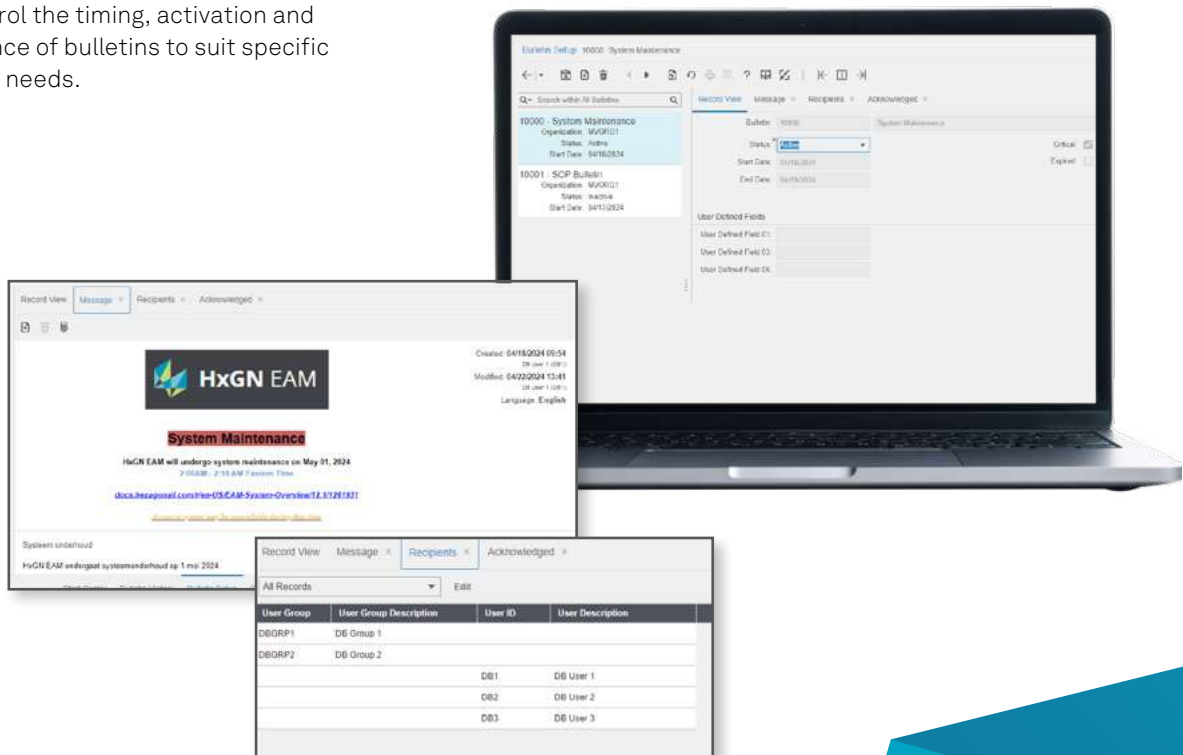


Bulletins

Administrators can now create and schedule bulletins to deliver important alerts, such as scheduled upgrades, upcoming system maintenance tasks or other tailored messages. They have access to a centralized, flexible and robust platform for user notifications, including user-specific icon alerts and a message review screen to enhance the user experience. Additionally, there is an option to require user acknowledgment for critical alerts, ensuring important communications are read.

What's the value?

- **Assured Communication:** Administrators can view bulletin acknowledgment data to ensure the message has been received.
- **Operational Efficiency:** Administrators can control the timing, activation and importance of bulletins to suit specific business needs.

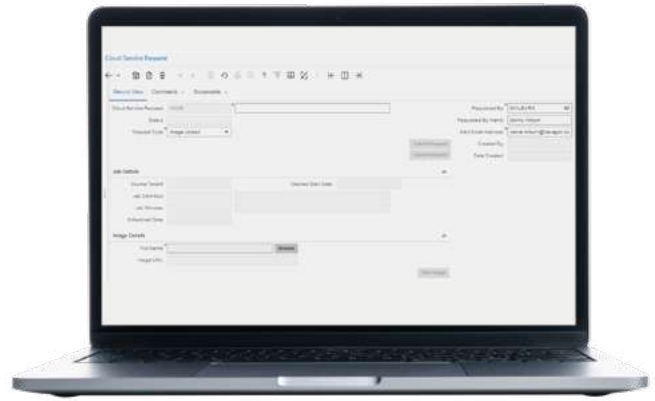


New Self-Service Screen

A new self-service screen allows users to independently request and schedule maintenance activities for their HxGN EAM tenant in the HxGN EAM Cloud. Users can refresh a tenant's data from another's database, execute mobile scripts and upload images for customized install parameters, such as APPLOGO, increasing the options for organization-specific customization within HxGN EAM.

What's the value?

- **User Autonomy:** The new self-service screen enhances user autonomy by streamlining requests and reducing reliance on a support ticket model.



Expanded RCM Functionality

HxGN EAM version 12.1.1 adds 'Classic RCM' to its RCM levels. This new RCM type allows customers to track a more traditional RCM methodology. Users can now select the 'Classic RCM' option, which dictates the RCM tree behavior in levels such as function, functional failure, failure mode and consequence. Users are then guided through control strategies and establish failure-finding intervals. Furthermore, it broadens the RCM Templates' capabilities, ensuring a customer's existing failure mode library can be deployed within the HxGN EAM framework.

What's the value?

- **Ease of RCM Adoption:** Adding 'Classic RCM' to the existing methodologies makes it easier for customers to adopt RCM using a more traditional approach.
- **Strategic Planning:** This enhancement helps users organize and connect failure modes and set up schedules for checking them, making planning more efficient and aligned with traditional methods.





Dispatch Enhancements

HxGN EAM version 12.1.1 introduces several new dispatch enhancements, starting with the supervisor dispatch overview screen. This new screen allows field crew supervisors to monitor work progress quickly via a Google map-based interface.

From this new supervisor dispatch overview screen, supervisors can also request feedback from their field employees using feedback dispatch notifications. This feature improves the accuracy of projected work order completion times by asking field employees for an updated time estimate as they approach the end of their original estimated completion time.

For those using HxGN EAM Constraint Optimizer, work orders can be dispatched dynamically as crew availability changes. Additionally, mobile crews can provide timely progress feedback, access turn-by-turn directions and observe their travel time to work order sites via the new optimized work order sequence screen in HxGN EAM Digital Work. In this new setup, supervisors gain more visibility into dispatched work order activities, crew whereabouts and feedback.

What's the value?

- **Optimized Dispatch Operations:** Provides real-time updates for proactive management of work order activities, optimizing every aspect of dispatch operations.
- **Improved Organizational Responsiveness:** Allows high-priority work orders to be addressed promptly by assigning tasks to the optimal crew or employee immediately, rather than waiting for the next shift dispatch.

Mobile Updates

HxGN EAM Digital Work

Default Tabs

Users can now control what default tabs load as cards in the Record view. By adjusting the tab order under user group settings on the desktop and marking them as always displayed, users can customize their experience and reduce the number of clicks needed to access frequently used screens.

Supported tabs include List Details, Comments, Documents and Maps.

Photo Upload Options

Two new install parameters govern the quick photo upload process: DWPCMASK, which allows you to turn off the mask that locks you into waiting for a photo to upload, letting you move on to other tasks, and DWPICMAX, which sets a limit on the number of photos uploaded at once. These features are especially helpful for users with low bandwidth, reducing waiting time and idle time.

What's the value?

- **Simplified Navigation:** Improve productivity by making it easier to access frequently used tabs, significantly reducing navigation time.
- **Idle Time Reduction:** With up to ten concurrent uploads, users can efficiently manage bulk photo operations, creating a more streamlined and responsive user experience.

Mobile Offline

Calibrations

Calibration functionality for both performing and reviewing is now supported on HxGN EAM Mobile Offline. Previously, this feature was only available on HxGN EAM Digital Work and HxGN EAM Desktop applications, which meant relying on pen-and-paper solutions for equipment calibration in remote locations. Our latest update eliminates this limitation by enabling calibration functionality even in offline mobile situations, facilitating seamless execution of calibrations on the most isolated assets.

In addition to Mobile Offline integration, further enhancements have been made to reduce the number of steps needed to record calibrations. Users can now move easily between records while still in "Edit" mode, making the calibration process faster and more efficient.

What's the value?

- **Increased Visibility:** Expanding the availability of the calibration feature to Mobile Offline allows organizations to manage remote operations of isolated assets better, increasing visibility and productivity while maintaining regulatory standards, regardless of geographical challenges.

Python Studio

New Templates

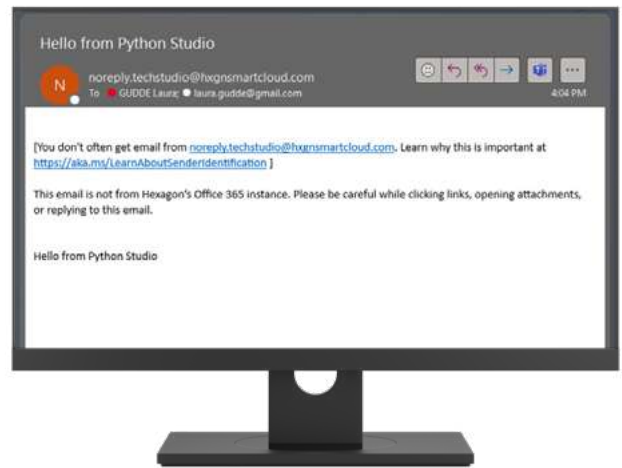
The HxGN EAM version 12.1.1 release enhances Python Studio with new and practical templates, including support for 'Send email' functionality and 'Get and create' actions for positions, work orders and assets using EAM SOAP APIs.

Send Email Function

This update adds the ability to send email messages directly from Python Studio using Simple Mail Transfer Protocol (SMTP). Users can define the subject, body and recipients directly within the template, making communication within the application quick and easy.

What's the value?

- **Seamless Communication:** The new templates make it easy to send emails and perform various actions, improving the overall user experience.
- **Enhanced Security:** Additionally, users can now authenticate API token with EAM REST APIs, removing the need for a username/password, which enhances security.
- **Efficient Workflow:** EAM SOAP templates makes managing assets, grid collection, positions and work orders easier and more efficient.



```
config.tenant = 'HXGNDEV000_PP1' #Tenant Id
config.base_url = 'https://usel.eambeta.hxgnsmartcloud.com/axis/restservices/'
config.user = 'TEST' #User
config.organization = '' #Organization
config.asset_description = 'Python Asset' #Asset description
config.equipment_code = 'PVM1' #Equipment code(Can not be lower case letter)
config.asset_status_code = 'I' #Asset status code
config.email_subject = 'Hello from Python Studio' #Email subject
config.email_body = 'hello from Python Studio' #Email body
config.email_to_list = 'laura.gudde@hexagon.com' #List of email id's separated by comma/semicolon
```

Visualization Studio Enhancements

In this latest release, improvements have been made to HxGN EAM Visualization Studio, integration with Reality Viewer and visualization enhancements made to work orders.

HxGN EAM Visualization Studio is now the new home for all visualization components in HxGN EAM, including OpenCAD, OpenBIM and Reality Viewer. This enhancement improves digital twin capabilities and supports visually driven decision-making. With the Visualization Studio, users can leverage the full potential of visual data to improve their asset management strategies and operational decisions.

The integration with Reality Viewer combines reality capture technology with HxGN EAM for optimal asset performance. Reality Viewer integrates Leica TruView, enhancing visualization and integration with 3D data. It is available on both desktop and mobile platforms, ensuring flexibility and ease of use. This improved asset visibility leads to improved asset management quality and effectiveness, improved decision-making and more effective risk assessment and action.

Previously, work order (WO) visualization was based on the premise that only equipment with tags could be portrayed. This prevented the visualization of WOs linked to equipment without tags.

With HxGN EAM 12.1.1, new work orders can be depicted regardless of the presence of equipment tags. Already existing work orders can acquire the rightful coordinates within a sketch. This augments the visualization capacity, ensuring a more comprehensive and accurate representation of work orders.

What's the value?

- **Improved Visibility:** With the expanded visualization capabilities, users now have better asset visibility and improved data visualization for increased accuracy of information, improving decision-making and operational effectiveness.

HxGN EAM 12.1.1 showcases a new level in enterprise asset management, addressing key operational requirements and showcasing our dedication to productivity, workflow efficiency and intelligent decision-making. We invite you to watch our informative [on-demand webinar](#), which provides a comprehensive breakdown of the new features in HxGN EAM 12.1.1. Empower your organization further with HxGN EAM 12.1.1 to achieve greater efficiencies and impactful outcomes in asset management.

To view the full list of enhancements made in HxGN EAM version 12.1.1, including the ability to print QR codes or display code descriptions, please reference the [12.1.1 Product Release Notes](#) on our document site.





About Hexagon

Hexagon is the global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications.

Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's Asset Lifecycle Intelligence division helps clients design, construct, and operate more profitable, safe, and sustainable industrial facilities. We empower customers to unlock data, accelerate industrial project modernization and digital maturity, increase productivity, and move the sustainability needle.

Our technologies help produce actionable insights that enable better decision-making and intelligence across the asset lifecycle of industrial projects, leading to improvements in safety, quality, efficiency, and productivity, which contribute to Economic and Environmental Sustainability.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 24,500 employees in 50 countries and net sales of approximately 5.5bn USD. Learn more at [hexagon.com](https://www.hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).