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Product Fact Sheet

iMRO

HCL AXON'S INDUSTRY SOLUTION FOR MAINTENANCE, REPAIR AND OVERHAUL

What is iMRO?

iMRO is HCL AXON's industry solution for Maintenance, Repair and Overhaul (MRO). It is a software product which builds on, extends and enhances the SAP® ERP application. iMRO addresses industry driven requirements by providing enhanced user interfaces and built-in best practices for key processes such as component or engine induction, assembly, strip and inspection, maintenance planning and resource balancing, modification or service bulletin induction and paperless maintenance execution with electronic logbook recording. Together SAP solutions for MRO and iMRO integrate as one off-the-shelf application which will bring end user benefits and efficiencies resulting in increased aircraft uptime, improved material support, greater cost transparency and built-in compliance support for business organizations in the following market segments:

- Airlines performing their own or external third party aircraft, engine, line or component repair
- Travel and transportation organizations (such as railways or freight forwarders) managing and maintaining a complex fleet and infrastructure of transportation equipment
- Dedicated MRO providers performing third party (revenue bearing) maintenance services
- Aviation and Aerospace original equipment manufacturers who simultaneously perform after-market delivery maintenance and support services on their or their competitor's products
- Defense and other public sector organizations managing and maintaining fleets or aerospace, transportation or nautical assets.

iMRO represents the future of SAP to enable the MRO industry in all areas of their business. In this demanding and complicated industry, HCL AXON is drawing on 14 years experience in configuring and implementing more than seventy-five SAP projects at aviation, aerospace and complex asset management and maintenance organizations.

Facts at a Glance

Product Name	Industry solution for Maintenance, Repair and Overhaul
Market	Maintenance, repair and overhaul service providers, manufacturers and transportation companies in aviation, aerospace and defense who have or are adopting SAP as their enterprise resource planning (ERP) platform
Benefits	Enhanced user interface and extended industry-specific functionality to improve user productivity, best-practices, and asset - e.g. aircraft, facility, labor, inventory - utilization SAP solution roadmap which addresses industry requirements, monitors industry trends and is focused on the next generation of MRO best practices
Platform	Built for running on SAP's ERP 6.0 solution with enhancement pack 3. Runs on any database, operating system or hardware supported by SAP
Version	iMRO release 3 is due out in December of 2008 and is available for evaluation for deployment in 2009
Hardware requirements	No special hardware requirements in iMRO release 3; requirements are the same as SAP ERP 6.0
Installation requirements	Customers of iMRO release 3 should also install SAP ERP 6 with enhancement pack 3, the discrete industry solution and the NetWeaver Java stack. Customers should consider - though it is not a requirement as of this time - either Enterprise Portal or NetWeaver Business Client. Customers will need to also install SAPGui and Java run-time environment (JRE 6 version 1.6.0 or above) on their end user devices

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License cost

iMRO licensing is based on the total number of users of the underlying SAP platform in their maintenance, engineering and technical operations business unit. HCL AXON will match the named user categories, user-counts, any applicable license discount and other terms, as far as practical, to those offered by SAP. The iMRO license cost is approximately 20-25% of the SAP Business Suite cost in a typical Airline business usage. Other types of license – such as enterprise wide licenses or purchasing of software components as opposed to the entire iMRO suite – can be discussed on an individual basis

Maintenance cost

Annual maintenance for iMRO is 22% of the book license cost. Annual maintenance provides for technical support – similar to SAP's technical support provided with SAP maintenance – and free of charge product upgrades, enhancements and service-packs

Deployment cost

There are two models for the deployment of iMRO:

1) SAP ERP customers or SAP prospects who are not currently performing MRO business processes with SAP software will deploy iMRO as part of their SAP deployment to their maintenance or technical operations business units. iMRO will reduce both the time and cost for their SAP deployment as a result of the industry specific enhancements and best-practices built into iMRO. Previous customers have experienced implementation timeline reductions from fourteen to eight months with HCL AXON's MRO solutions

2) Customers who are currently performing MRO business processes with SAP software will normally deploy iMRO in tandem with, or shortly after, upgrading their SAP system to ERP 6.0 with enhancement pack 3. Prior to planning out the deployment it is important for these clients to receive an iMRO upgrade assessment from SAP/HCL AXON where analysis of the client's existing SAP solution for MRO is compared to that provided in iMRO, and a detailed report is generated on the delta between the two solutions along with the anticipated cost vs. benefit of making the upgrade

Other hidden costs

Customers will need to purchase underlying SAP Business Suite licenses for their iMRO users. Training will be required for the customers' project team performing the iMRO/SAP deployment, as well as for power-users and front-line support personnel in the customer's organization. For new SAP customers, legacy data will need to be extracted, cleansed, sometimes converted, and then loaded into SAP

Other commercial options

With HCL AXON as the solution owner and roadmap stakeholder moving forward, using HCL AXON as a solution integrator, the delivery of iMRO and the underlying SAP Business Suite technology in an "on-demand" or "software as a service" (SaaS) model can be enabled. With this approach HCL AXON takes care of the software, hardware, implementation and on-going support for a fixed user monthly fee through the life-cycle of the product

Customers are free to develop in-house capabilities and implement iMRO themselves, or to choose another "systems integrator" to implement iMRO, just as they have this flexibility with SAP. Because iMRO is in a niche business area it is important to find consultancies who have specific resources with MRO and SAP MRO solution experience in complex assets or aviation/aerospace industry maintenance projects

Further Information

Additional information in the form of a supplement to this Product Fact Sheet is available upon request.

Contact Information

For more information on iMRO, HCL AXON or deploying SAP, contact:

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