

aws marketplace

Hexagon EAM

Reviews, tips, and advice from real users



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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:

- ✓ “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.

- ✓ “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

- ✓ “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.”



Signamsetty Sai

Application Engineer at Ernst & Young

What users had to say about valuable features:

“The best features Hexagon EAM offers, in my experience, are the status customizations, which are easier from an end-user perspective. Users can simply go to status authorization to make changes.

The status custom license feature makes things easier for end users in that if a supervisor needs access to change a work order into cancel status, they can simply go to status auth, give the status auth user role, and then select the entity they want to do it for, such as purchase order. They select purchase order and fill in the from status to status and then save it. Once they log in to Hexagon EAM, these new statuses are reflected.

Hexagon EAM has positively impacted our organization. It was our first project, and after go-live, it resulted in huge success. The client was satisfied and thrilled, and we received positive feedback.

Specific outcomes from that success include cost reductions around 30%, labor utilization increased by 20%, and new users are adopting the systems and appreciate the product and are eager to work in those systems..”

Siginamsetty Sai

Application Engineer at Ernst & Young

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“The best features Hexagon EAM offers include its robustness and a lot of customization options that depend on the skill level of your staff. You can use the desktop version of EAM, and there are both online and offline mobile applications that focus on work order execution for field staff, which is very helpful. Hexagon EAM has a comprehensive PM schedule module for all PM-based equipment, many options for corrective work, and the ability to create detailed task plans for staff, enabling everyone to know what to do. You can attach pictures and any necessary documentation, and the alerting system contains many cool features. They are also slowly starting to implement artificial intelligence built into the application, which helps new end users with many questions, such as how to create a work order. That is going to continue to expand as AI evolves with more updates.

“Hexagon EAM has positively impacted our organization by significantly lowering costs. Previously, we needed ruggedized laptops for our field staff, which were expensive and bulky. With Hexagon EAM, we can run everything on iPads, making equipment lighter and cheaper to maintain. When we migrated to EAM, we applied universal standards across all departments using it, forcing us to align our SOPs to work within the same environment while maintaining department security to prevent overlap. The reporting has also improved due to robust API web services that allow me to connect to Power BI or Excel and send data to our data lake.

“A specific metric worth sharing is our condition assessment, where we utilize closing codes and condition scores on assets to run reports prioritizing capital improvement spending. This has evolved dramatically since our previous system did not collect that kind of information, meaning the assets being replaced were not always the highest priority. Now that we can collect that data accurately, it has a huge impact on both time saved and money spent on replacing the correct assets..”

Rene Moraga

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

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“The best functionalities that Hexagon EAM offers include the particularity that it is a web application and lately it is a cloud implementation, so it is no longer necessary to have local infrastructure in order to operate the system. You just need to purchase licenses and you can operate directly through its cloud platform, and all the clients are doing that and many are currently migrating to it. One of the things that differentiates Hexagon EAM from other platforms is that it is a modular system that allows you to modify and configure it for any type of client and adapt it to their processes. In this case, it is not rigid like other systems in which basically the client has to adapt to each of the platforms. Here, I adapt to the client and obviously I also execute and enforce best practices.

“Modularity and customization have benefited several of my clients, and the best part is that you can design, for example, the entire user interface so that the user feels comfortable with what they are seeing on the screen and with the information they are receiving. That way they are not flooded with information that is not valuable to them and that sometimes creates a lot of noise for the end user. Being able to develop all of that plus the internal controls that you can do quickly in the system, using SQL for that, makes it very user-friendly and allows it to be configured better and in a more reliable way for the client.

“Hexagon EAM has positively impacted the organizations where I have implemented it, as the implementation of this type of system is precisely to impact costs and reduce the maintenance cost of companies. I can mention some companies that can have up to a 30% reduction in scheduled annual maintenance, which ultimately results in a valuable cost reduction for the company. The availability of each of the pieces of equipment and the prevention of breakdowns in the system for production is what makes this type of tool very valuable within companies..”

Erwin Messina

Senior Enterprise Systems Consultant at Condes Ltda.

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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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“I had been working on Maximo solutions as well, and then the client specifically asked for Hexagon EAM, so we switched from Maximo to Hexagon EAM. Since both are in the same background, it was quite easier for us to pick up..”

Signamsetty Sai

Application Engineer at Ernst & Young

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“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

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

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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..”

Signamsetty Sai

Application Engineer at Ernst & Young

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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 that I was a developer at Hexagon, and I perform customizations as part of client requirements.

A specific example of a customization I have worked on using Hexagon EAM involved creating Flexes to bypass the standard workflow. Instead of changing a work order directly from open to in-progress status, I added customizations such as waiting for materials and waiting for budget statuses. When an original technician gets assigned to it, the status changes to in-progress. If a technician is removed from the activity, it changes to a waiting for assign status. When a technician gets attached again, it changes to assign status, and then once the technician approves it, it changes to in-progress.

I have created several reports and worked on EAFs regarding my main use case and other customizations I have performed..”

Siginamsetty Sai

Application Engineer at Ernst & Young

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“My main use case for Hexagon EAM is as the Systems Administrator, so I make sure that the system is up and running, dealing with end user problems and submitting support tickets to the cloud since ours is a cloud implementation. I work closely with the Hexagon EAM cloud architect, and when we want to add a new feature, I work with him to get the best way to do it. I do enhancements to the system by creating Flex SQL statements to customize usability, and I maintain the mobile environment because we use both the Digital Work and Mobile Offline applications. I perform data analytics on the data from EAM, sometimes using Cognos, which is built into EAM, and we also have a data lake where we have Microsoft Power BI attached, allowing me to create dashboards in Power BI. I sometimes set up the API connections that feed these dashboards if the information is not in the data lake, so overall, that is basically what I do.

“Regarding my main use case for Hexagon EAM, it is a great system, but it is difficult because it upgrades twice a year in May and November for feature updates, so I have to stay on top of the release notes and perform proper regression testing before each release to ensure any existing processes do not break. Those are the main things I deal with..”

Rene Moraga

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

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“Hexagon EAM is the main software my consulting firm uses to enable the management of fixed assets and to trace the entire life cycle of fixed assets. From the moment an asset is purchased in a company, business, or industry, until that asset is retired, the system is based on analysis regarding failures and the value that asset may have within the corporation or company.

“Concrete examples of projects or clients where I implemented Hexagon EAM to manage the life cycle of fixed assets include many organizations. In Chile, there are large clients such as Cencosud, which is a company at a continental level dedicated to retail, and for them I implemented Hexagon for the maintenance of the buildings and infrastructure they have. I have also implemented Hexagon in the mining sector, in the Santiago Metro, and in many other organizations.

“I would like to add that I was working on the implementation and support for a company here that is in charge of Chile's ports and also has ports in other South American countries, and with them I conducted an assessment to handle maintenance and support for everything related to Hexagon EAM. I also did this with a multinational company in Peru, Inkia Corporate, which was dedicated to power generation. With them I worked on implementations in Peru, Nicaragua, Jamaica, and several countries in the Southern Cone..”

Erwin Messina

Senior Enterprise Systems Consultant at Condes Ltda.

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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.

“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

Senior Enterprise Systems Consultant at Condes Ltda.

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Customer Service and Support

“The customer support is quite acceptable. I cannot say it is excellent; it is more of an average rating. I would rate the customer support of Hexagon EAM a seven out of ten..”

Signamsetty Sai

Application Engineer at Ernst & Young

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“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

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“My experience with Hexagon's customer support is positive, as Hexagon has a good level of support with 24/7 support, which allows every client who has a question to contact support directly, and support opens a ticket that is resolved as soon as possible. I would rate customer support on a scale from 1 to 10 as a 9, as support can always be improved..”

Erwin Messina

Senior Enterprise Systems Consultant at Condes Ltda.

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Other Advice

“The advice I would give to others looking into using Hexagon EAM is to be careful while writing Flexes. Since Flexes are based on PL/SQL, if I mess up with any PL/SQL, I cannot save any records, so I need to write proper, optimized, and user-friendly code and add comments so if someone else works on it, they can easily understand and make changes. The same applies to EAFs. As EAF works dynamically, I need to cover all aspects such as before saving, after save, before render, and after render, writing each function carefully to avoid breaking the system. I would rate this product a six out of ten overall..”

Signamsetty Sai

Application Engineer at Ernst & Young

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“My advice for others looking into using Hexagon EAM is that it is a robust application. You can customize it to meet your needs, but it is crucial to have a good plan during the implementation phase and rework your workflows for efficiency. Understanding Hexagon EAM's licensing is also important since we transitioned from enterprise licensing in our previous system to needing to maintain a strict user count now. One pain point is not having direct access to the database in the cloud environment, as access is limited to the reporting tool, which can be a bit frustrating, but it is not a showstopper.

“Overall, I think Hexagon EAM is a really good application. It is very robust and customizable, with both desktop and mobile components that should meet anyone's needs. If you are considering using it, I believe you cannot go wrong, as long as you implement the system correctly and have the technical staff to make necessary customizations. I have given this review a rating of 9 out of 10..”

Rene Moraga

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

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“Hexagon EAM belongs to Octap and Octap has several systems that allow you to incorporate into Hexagon EAM the functionality to integrate them and to be able to further enhance what Hexagon EAM is. I think that is the functionality and the potential that Hexagon EAM has to be implemented within clients and in any type of industry.

“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. Normally these world-class platforms, like Hexagon EAM, are implemented, I would say, at a very low percentage compared to what they really have to offer. I would say that this percentage does not go beyond 40% of what Hexagon EAM can really deliver. But if the client wants a good system, a system

that responds and does not have problems in either infrastructure or availability, they can adopt it and they will not have any problem with it.

“I would like to share that Hexagon EAM is a good product, it is a world-class product, it is implemented in many countries around the world. It has many years of development and is very well established, therefore it is a good product. It is not a product that was made recently, so it has a great history, it has a great company behind it and a good team that will be able to help with whatever the client wants and whatever the client needs. I would rate Hexagon EAM as one of the best in this niche, which is EAM, and I am giving this review an overall rating of 10..”

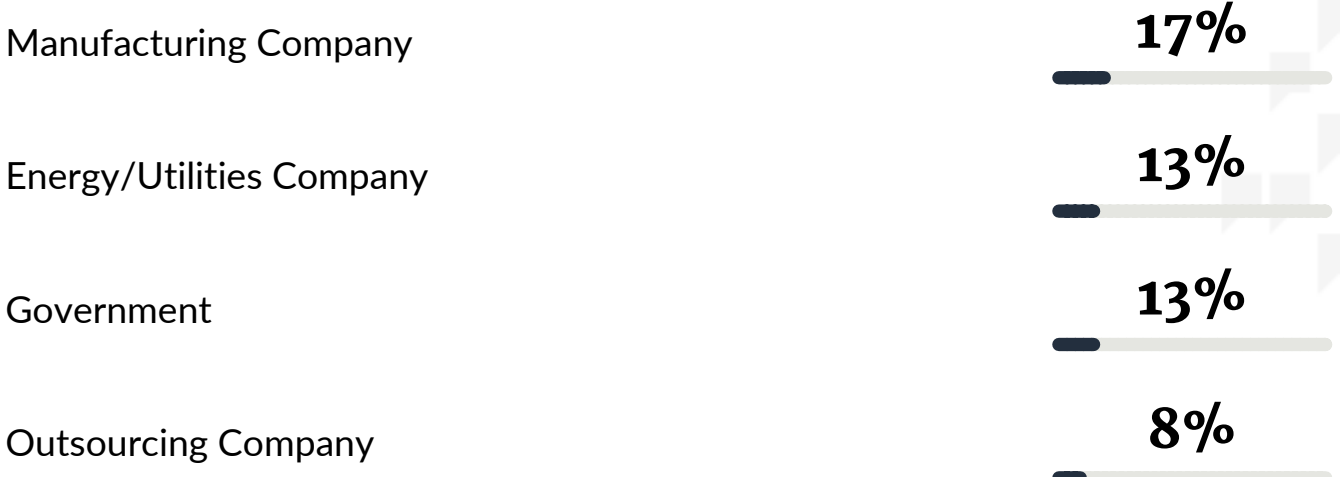
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Top Industries

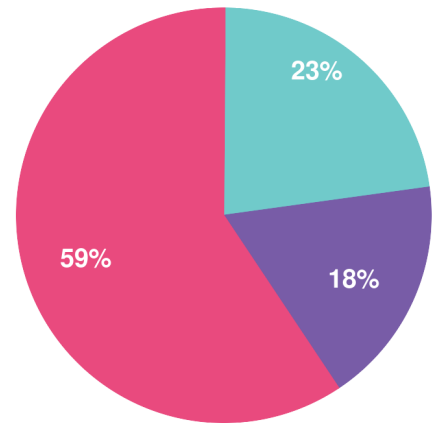
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Company Size

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Large Enterprise Midsized Enterprise Small Business

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