



Frequently Asked Questions

Product Definition and Industry

What is Complex MRO?

Complex Maintenance Repair and Overhaul is a component of the eBusiness Suite designed to manage the entire business process of defining, planning and executing the maintenance of complex configurable and regulated equipment systems. Maintenance, repair and overhaul processes have long gone un-addressed by ERP suites and other business automation tools because of their complexity and fundamental differences from maintenance within manufacturing processes.

What does MRO stand for?

MRO stands for Maintenance, Repair and Overhaul. The MRO process traditionally was the evaluation of a product to see if “maintenance” or “repair” could be conducted in its current location or it had to be removed to undergo an “overhaul” process before being returned to service.

How big is the MRO marketplace?

The average commercial aircraft has in excess of 4 million parts that make up its total composition. Globally more than \$100 billion is spent annually on maintenance and inventory to support these aircraft. That does not take into account Military, Private and Independent or Business Fleet Operations. And this is just for aviation operations without looking at support industries with similar requirements.

Product Positioning

Is Complex MRO the next release of MRO?

No. Complex MRO has a completely new architecture and has been designed and built from the ground-up. MRO is no longer available.

Is Oracle really committed to deliver a high-quality, feature-rich solution for the MRO market?

Yes. Oracle built a new organization to deliver the Complex MRO modules as part of the eBusiness Suite. We work closely with industry experts to deliver extensive functionality. Executive Management is very committed to this market space and is involved on a daily basis.

What is the difference between the old MRO product and Complex MRO?

Technically, MRO was a copy of Oracle’s ERP 10.7 release with modifications and enhancements to core modules.

Complex MRO is a fully integrated component of Oracle’s 11i eBusiness Suite. Core product families such as Supply Chain Management, Planning and Manufacturing are leveraged with additional modules built to address the unique requirements of the MRO market. Complex MRO’s integration is one of the key benefits as it will reduce life-cycle costs, enhance visibility of requirements, processes and trends.

Functionally, the old MRO product was developed to address the requirements for maintaining jet engines only. It was virtually a custom solution developed for a single customer.

The processes to maintain other systems, such as airframes and other complex components have different requirements. Complex MRO has been designed to support the needs of Operators, Third Party Maintainers and Original Equipment Manufacturers providing great market value. Its a single system that can be leveraged and used by all three groups and it can be configured to allow all three to work off a single system to further improve cost and product management.

What are the differences between eAM and Complex MRO?

Oracle Enterprise Asset Management focuses on the maintenance processes for internally owned assets while Complex MRO addresses the business processes for highly complex systems with respect to configuration



Complex Maintenance, Repair & Overhaul

management, maintenance requirements and serialized component tractability for OEMs, Equipment Operators and Third Party Maintenance providers. Complex MRO also supports strict regulatory compliance.

The products support separate user bases and it would be a very rare occurrence for a single technician to receive work orders from both systems in the course of his daily job. However, both eAM and Complex MRO can run simultaneously in a single instance since they share the same inventory, financial and resource data. Doing so would reduce costs for a business by standardizing technical architecture for all maintenance requirements.

Is Complex MRO targeting a specific vertical market?

Yes. Complex MRO is positioned specifically for the Aerospace, Aviation and Defense markets and their related suppliers, manufacturers and maintenance organizations. Complex MRO is a perfect fit to support the maintenance needs of anything that flies and requires maintenance to be conducted at intervals. It is also extremely well suited to support all regulatory compliance requirements and associated documentation for audit trails.

Who are Oracle's competitors in these markets?

MXI, IFS, WPDS-AURA, Maximo, SAP, Intenia and Ultramain. These are the biggest, but there are over 100 companies with products supporting the MRO market space at present.

Product Scope

Is Complex MRO a stand-alone applications suite?

Complex MRO is highly dependent upon core ERP functionality for its basic operating requirements. However, it was designed to act as a stand-alone product and can be sold as a point solution to virtually any M&E (Maintenance & Engineering). Complex MRO leverages more than 20 ERP applications for its operations.

Does Complex MRO leverage eAM in any way?

Complex MRO is not dependent upon eAM functionality for any of its business operations. It does use the same work order system as eAM and requires eAM to be set up during implementation.

What are the different Modules of Complex MRO?

Configuration Management	
Product Classification	Logical Product Grouping
Master Configuration	"Allowable" Configuration Template
Unit Configuration	"As-Installed" or "As-Operated" Configuration
Engineering	
Document Index	Content Management and Document Control
Route Management	Step-by-step work instruction
Fleet Maintenance Program	Maintenance Program & Requirements
Maintenance Planning	
Long Term Plan	Maintenance Resource Utilization Forecast
Unit Maintenance Plan	Active Maintenance Requirements for a Unit
Visit Work Package	Work Scope and Resource Requirements
Maintenance Execution	
Production Plan	Execution Planning and Resource Allocation
Production	Work Execution and Shop Floor Management



Product Availability

When is Complex MRO available?

11.5.8 which is available today and on the current price list consists of nine modules:

Configuration Management	Engineering	Maintenance Planning
Master Configuration	Route Management	Long Term Plan
Unit Configuration	Fleet Maintenance Program	Unit Maintenance Plan
Product Classification	Document Index	Visit Work Package

The maintenance execution modules will be available with 11.5.9.

Maintenance Execution

Production Planning

Production

How can I arrange for a demo of Complex MRO for my prospects and customers?

This product is on controlled availability. All demos are controlled through HQ and must be conducted with the Complex MRO Knowledge Center. For global demo support, please contact Frank Stocks of the Complex MRO Knowledge Center at 714.269.0766 or Hannes Sandmeier 650.506.3703.

What skills are required for a successful implementation and where can they be found?

All implementations must be conducted with the Complex MRO Knowledge Center. Complex MRO requires an implementation team with strong ERP skills lead by a project manager with extensive knowledge of Maintenance and Engineering best practices. The core ERP modules must be set up with a view of how it impacts maintenance personnel in their daily jobs. The Complex MRO Knowledge Center team members have the M&E experience required for a successful implementation.

How can we ensure success of the first few implementations of the product so we get solid references?

Through the Early Adopter program, direct support and access to development can be arranged. The Early Adopter Program is a very formal process with commitments by both parties and the implementation team to ensure a successful delivery of the total solution. For additional information on the Early Adopter Program please contact Hannes Sandmeier 650.506.3703.

Who should I contact for more information, account support or to schedule a demo?

Please contact: Hannes Sandmeier

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