# Technical Information
# W@M Enterprise

## Asset Information Management







## Effective management of your installed base throughout the entire life cycle

### Application

W@M Enterprise is the Endress+Hauser software application for asset information management (application to be installed). W@M Enterprise can be connected to the web-based W@M Portal to retrieve information about Endress+Hauser devices. With W@M Enterprise, it is also possible to manage devices from other manufacturers. W@M Enterprise is a software application that is installed and enables data hosting at the client's site. The easy-to-use application enables quick access to important asset information for any maintenance activity.

### Your benefits

- Pre-filled asset information for Endress+Hauser devices thanks to online connection to Endress+Hauser's product database
- Minimum plant downtime and errors thanks to quick access to asset information 24/7
- Information and documentation for installation and replacement
- Evidence of compliance with event history and certificates
- Data hosting by Endress+Hauser (W@M Portal) or on local system (W@M Enterprise) according to the user's IT security requirements and policies
- Easy integration into existing Computerized Maintenance Management Systems (CMMS) and connection to Endress+Hauser software for plant asset management, such as FieldCare
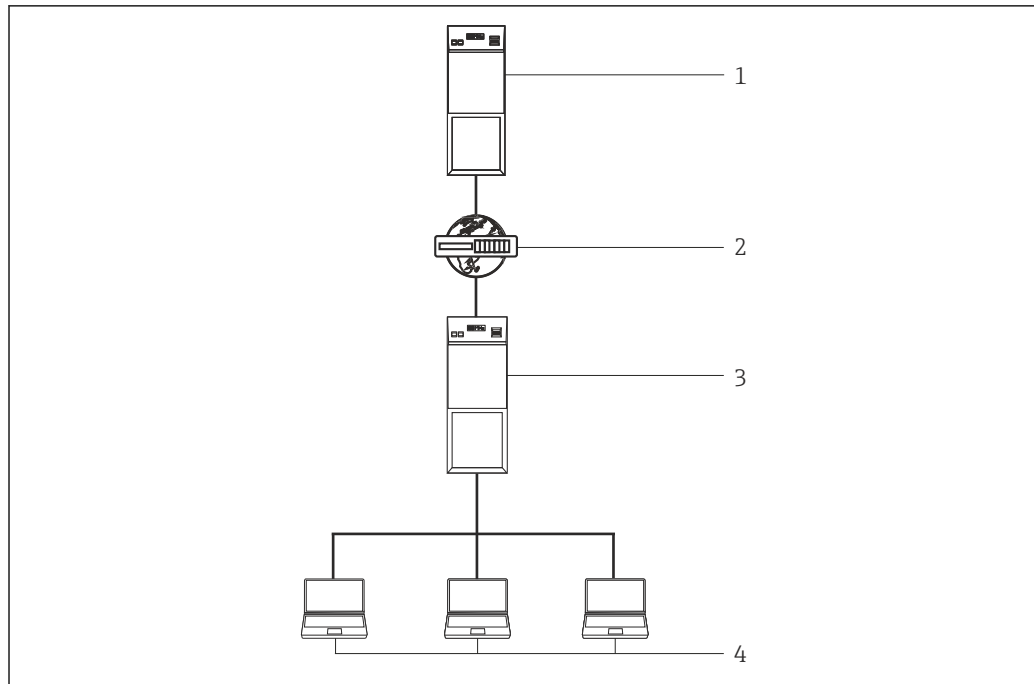
Endress+Hauser

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# Function and system design

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|---|---|
| **Mode of operation** | W@M Enterprise is the Endress+Hauser software application (application to be installed) for asset information management. W@M Enterprise can be connected to the web-based W@M Portal to retrieve pre-populated information about Endress+Hauser devices. It also allows users to manage equipment from third-party providers. As an online platform, the data are hosted by Endress+Hauser. W@M Enterprise is easy to use and provides quick access to asset information for all maintenance activities.

Depending on technical factors such as IT requirements, security level and Internet availability in the plant, you can select the IT architecture that delivers the optimum solution for your site's needs. |

**System design**



*1   Endress+Hauser W@M Portal*
*2   Internet*
*3   Local server W@M Enterprise*
*4   End users access W@M via the customer's intranet*

- W@M Enterprise is available at your site through a local client/server installation
- W@M Enterprise can connect to the Endress+Hauser servers for data download (product images, information on product availability and spare parts etc)
- W@M Enterprise can replicate with W@M Portal: new instrument purchases and new service or repair events are added automatically
- Sensitive data from third-party devices are saved locally. Endress+Hauser data are saved locally and for remote access
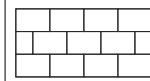
# Security

| | | |
|---|---|---|
| **User authentication** | | W@M Enterprise requires authentication with a user name and password. |

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|---|---|---|
| **SSL certification (when communicating with the W@M Portal)** | SSL | The SSL certificate guarantees that the user is actually communicating with the desired partner. |

| Firewall protected (when communicating with the W@M Portal) | | The Endress+Hauser infrastructure is protected by application firewall systems that monitor communication and have fraud detection capabilities. |
|---|---|---|

| HTTPS secure site (when communicating with the W@M Portal) | | The W@M Portal uses a HTTPS-encrypted channel, which is the technology also used for online banking. |
|---|---|---|

# System requirements

- Other browsers may also work but there is no guarantee or support
- Depending on the size of the attachments that a user wishes to synchronize, faster connections certainly enhance the user experience

- Operating system (primarily for W@M Enterprise)
    - Windows 2008 R2
    - Windows 2012 R2 64-bit
    - Windows 7 64-bit
    - Windows 8.1 Enterprise 64-bit
- Web browser
    - Internet Explorer 11
    - Firefox 24 ESR
- Internet access speed: min. 1Mbps
- Hardware
    - CPU: min. 1.5 GHz
    - RAM: min. 8 GB RAM
    - Disk space: min. 5 GB
    - Screen resolution: full HD 1024 x 768 pixels
- Proxy settings
    - Supported authentication method: basic proxy authentication, digest authentication
    - Unsupported authentication method: NTLM authentication

# Ordering information

Detailed information on the product structure is available:
- On the Endress+Hauser website: **www.endress.com → country → products → software → W@M Enterprise**
- From your Endress+Hauser Sales Center: **www.addresses.endress.com**

# Documentation

| W@M | • Innovation Brochure IN00001W/27/en<br>• Competence Brochure CP001Z/00/en<br>• Operating Instructions W@M Enterprise BA01272S/04/en<br>• Operating Instructions W@M Portal BA01282S/04/en |
|---|---|
| **Plant Asset Management** | Fields of Activity FA00024S/04/en |
| **FieldCare** | Competence Brochure CP00001S/04/en |
| **Services** | • Fields of Activity Installed Base Audit FA00019H/29/en<br>• Fields of Activity Software Support FA00024H/24/en |

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