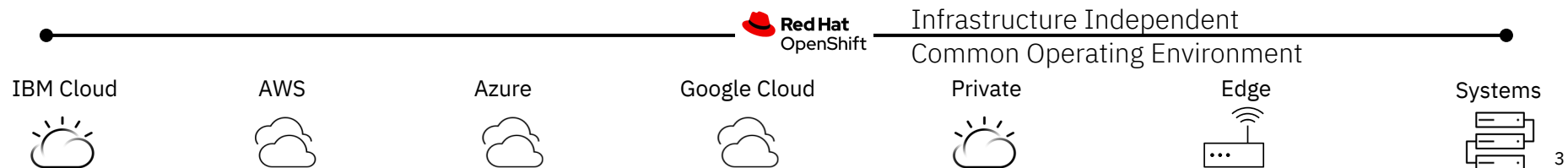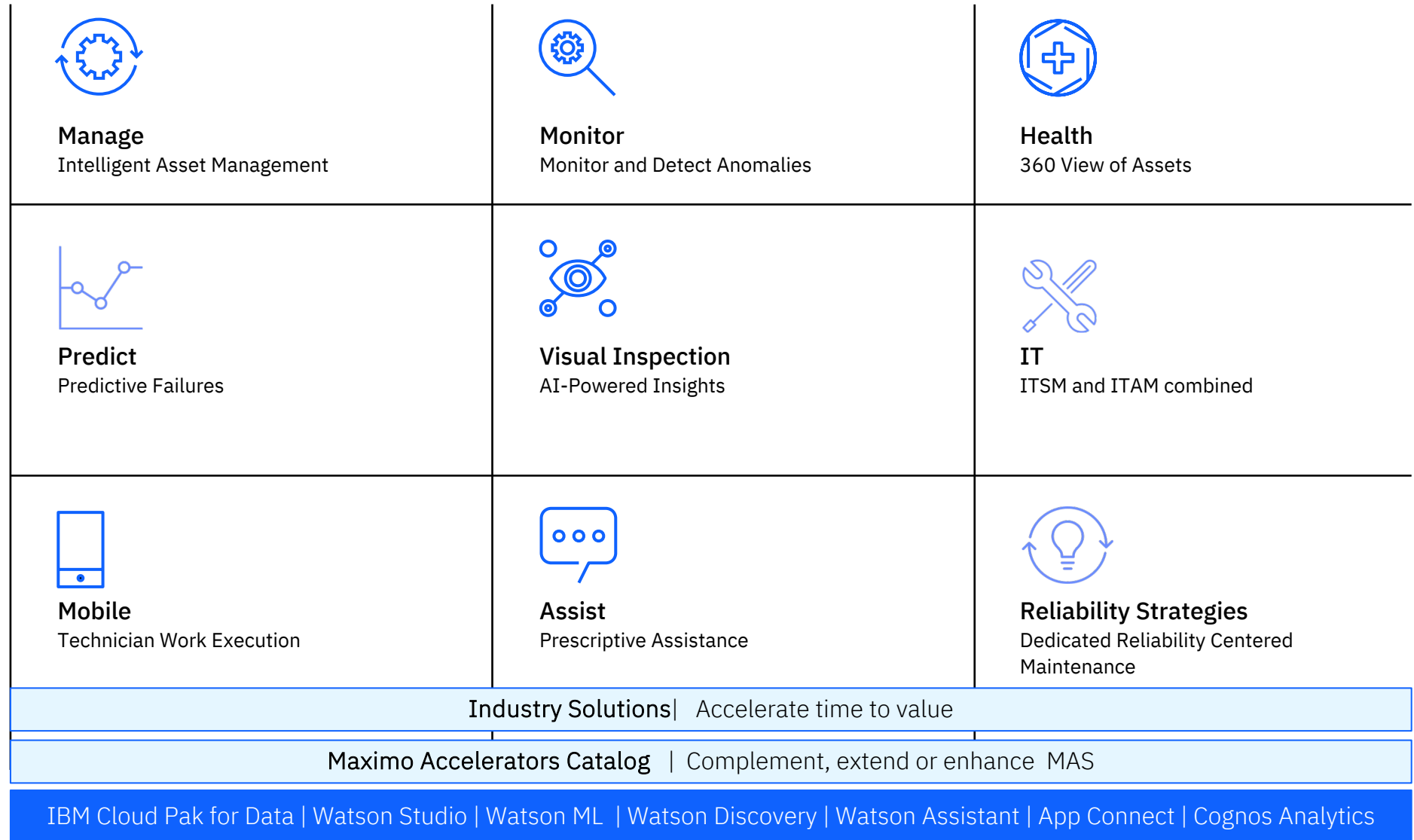# IBM Update - Maximo Application Suite

October, 2023

# Please note

- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.

- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion.

- Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.

# Maximo Application Suite

Best-of-class capabilities to provide complete view of your assets addressing the needs of key personas in your organization.

- Technicians
- Technician Supervisor
- Asset Maintenance Manager
- Plant Manager
- Fleet Manager
- Operations Manager
- Reliability Engineer
- Quality Manager
- Planners / Schedulers
- Dispatchers
- Purchasing Managers

**Manage**
Intelligent Asset Management

**Monitor**
Monitor and Detect Anomalies

**Health**
360 View of Assets

**Predict**
Predictive Failures

**Visual Inspection**
AI-Powered Insights

**IT**
ITSM and ITAM combined

**Mobile**
Technician Work Execution

**Assist**
Prescriptive Assistance

**Reliability Strategies**
Dedicated Reliability Centered Maintenance

Industry Solutions|  Accelerate time to value

Maximo Accelerators Catalog  | Complement, extend or enhance  MAS

IBM Cloud Pak for Data | Watson Studio | Watson ML  | Watson Discovery | Watson Assistant | App Connect | Cognos Analytics

Red Hat OpenShift
Infrastructure Independent
Common Operating Environment

IBM Cloud        AWS        Azure        Google Cloud        Private        Edge        Systems

# MAS Deployment Options

| Deployment | Procure | Provision & Operate | Client Benefits |
|---|---|---|---|
| **On Premise**<br>Customer Managed | Client purchases MAS from IBM<br><br>Client provides infrastructure | Client provisions, manages, and operates full stack | • Maximum operational flexibility |
| **Hyperscalers**<br>Customer Managed | **BYOL**<br>Client purchases software from IBM and infrastructure from Hyperscalers<br><br>**Paid (Marketplace listing)**<br>Client purchases software and infrastructure from Hyperscalers | Client runs IBM-provided automation scripts to deploy MAS on Hyperscalers' cloud<br><br>Client manages and operates both software and infrastructure | • Simplifies procurement and deployment<br>• Allows client to select their Hyperscalers<br>• Flexibility for clients to manage and operate their environment |
| **SaaS**<br>IBM Managed | Client purchase single part (includes software, infrastructure, and operations) from <u>either</u> IBM or AWS Marketplace (Subscription only License) | IBM provisions, manages, and operates Client's MAS environment on AWS Cloud using IBM's AWS cloud account | • Reduced time-to-value<br>• Reduced operational costs<br>• Allows clients to focus on business priorities |
|  | **Essentials**<br>• Maintenance or Inspection package<br>• Starting at less than $40K per year<br>• Fixed configurations at a fixed price<br>• Minimum operational flexibility<br>• Suitable for small on-premises EAM clients | **Standard**<br>• Starting at less than $75K per year<br>• Select additional purchase options available<br>• Limited operational flexibility<br>• Best option for most SaaS Flex clients | **Premium**<br>• Starting at less than $150K per year1<br>• Wide selection of advanced purchase options<br>• Broad operational flexibility options<br>• Tailored configurations for complex deployments |

# MAS SaaS Editions

## Essentials

### Maximo Maintenance Essentials
Manage + Mobile + Health + Reliability Strategies

- 1 environment
- 50 AppPoints for users
- Up to 100 work orders / hour
- Up to 1,000 health scores / hour
- Scheduler included

Add'l purchase options
- Max of 1 add'l environment
- Up to 50  add'l AppPoints for users

OR

### Maximo Inspection Essentials
Visual Inspection

- Capacity to train 1 model at a time
- Up to 2 deployed models
- Up to 5 client devices
- Up to 10K inferences / hour
- Up to 500 GB storage

Add'l purchase options
- None

## Standard

### Full MAS Suite with Standard Operational Practices (Today's MAS SaaS Offering)

- Select from any MAS application or combination of applications
- Purchase multiple non-production environments; R/W access to non-prod environments is included by request
- Purchase any capacity of functionality (e.g., Users, Scores/Inferences, I/O Points, etc.)
- Select from preferred AWS regions (US, Canada, Germany or Australia)
- Most Manage Industry Solutions & Add-ons are available; some require additional AppPoints

Add'l purchase options
- Non-production environments
- Read-only production DB replica
- Optimizer Limited
- Allow Listing[1]

## Premium

### Full MAS Suite with Custom Operational Options

- Flexible scheduling of upgrades (within limits, excluding updates & security items)
- Support for multiple VPNs
- Deployment validations for regulated industries
- Assigned communication coordinator
- Back up retention of up to 1 year

Add'l purchase options
- Extended upgrade schedules
- Extended data retention periods[1]
- Multi-Workspaces[1]
- Enhanced Disaster Recovery
- Choice of any AWS data center that offers necessary services[1]
- Oracle[1] or SQL Server database
- Direct (Private) Connect[1]

[1] Future availability

# What we are investing in: Integrate and Expand MAS

| Inspections | Maintenance | Reliability |
|---|---|---|
| Reduce the cost of your inspections up to 75%, while increasing frequency by 50% | Achieve first-time fix rates >90%, improve productivity 44%* and reduce truck rolls 25% | Extend asset life 20%+, reduce downtime up to 43%*, and reduce cost 20% |
| Improve scalability and stability of MVI while easing the training of base models.<br><br>Support deployments through introduction of **MVI In A Box** *packaged hardware and software solution*<br><br>**Improve stability of Maximo Mobile Inspections and address customer Ideas** | Maximo EAM → Maximo Manage<br><br>**Improve stability and provide Maximo Mobile support for remaining Inventory and Calibration(v9) capabilities.**<br><br>**Extend MAS Dashboards** through usage of asset health and risk, investment scenarios, schedule awareness, operational data flow.<br><br>Extend field service management through a modernized and optimization driven dispatching solution.<br><br>Expand usage of location data for work planning and execution.<br><br>**Leverage AI to support decision making** | Single focused Maximo Health product.<br><br>Extend utilization of operational conditions to Operations Managers and Asset Managers via refactoring and modularizing the Operator user experience.<br><br>Expand reliability engineer effectiveness through introduction of **Mean Time Between Failure (MTBF) modeling**, and comparison of active and future asset investment trends<br><br>Increase the operational data available to reliability engineers via Omnio connectors |

**Accelerators and Integrations:** 20% increase in customer lifetime value by meeting a diverse set of customer needs through ecosystem offerings

Bring an Accelerator Catalog as a marketplace for offerings and content that accelerates TTV for MAS, Seed catalog Accelerator content from IBM within the catalog: Extend Maximo Civil Infrastructure, Introduce Maximo IT within MAS

**Delivery, Install, Upgrade, Manage:** Provide MAS via the environment of choice and optimize the migration plus management for that environment.

Improved development and delivery of MAS through integrated CI/CD pipeline for continuous build, test, integration and deployment, Improve product upgrades in support of continuous delivery to our customers, Improve install and management via Operator and SRE Maturity, Federal Readiness.

# Embedding AI Intelligence into Maximo processes

**WO Intelligence**

### Failure Mode Understanding

- Often the quality of the failure data available for reliability analysis is inadequate. Understanding how assets fail is crucial for effective preventative maintenance.
- Maximo is building an AI model to classify asset failure modes derived from work order data.

### Work Order Automation

- Enabling the automatic processing of work order through business flows based on recognizable patterns can save valuable time over manual review.
- Maximo is building both ML and generative foundation models to provide automated recommendations to assist users in managing work order process flow.

### MAS Onboarding Assistant

Welcome to IBM Maximo
User Name:
Password:
Sign In

- Maximo Application Suite is a complex product that needs integration with other client systems
- We are training an LLM model to help answer questions that arise in its implementation that can guide clients and answer questions about costs, effort and risks.

### MVI Anomaly Detection

- Maximo Visual Inspection is currently based primarily on open-sourced convolutional neural network models. These models can lack accuracy for "Few-Shot" anomaly detection.
- We are building a transformer-based foundation model that will fill these gaps

### MVI Prompt Tuning
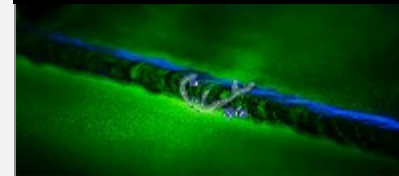
- Maximo Visual Inspection uses the classic ML pattern of labeling data, training the model and deploying the model to provide capabilities.
- We are using foundation models and prompt-tuning to dramatically reduce the effort required to effectively train the model

### Assist: Technician Assistant

- Technicians have a difficult task diagnosing and fixing issues across a wide array of equipment.
- IBM is using an AI assistant trained on service manuals and previous work orders to help technicians easily access the latest asset service info and generate repair workflows.

### Health: Time series prediction & anomaly

- There is a wide variety of sensors and asset behaviors that must be analyzed to understand an asset's health
- We are using Gen AI to create sensor-level models from a single foundation model trained on a small sample of sensor data. This allows us to capture the complexity with much less effort.

# MVI: Use visual inspection to identify anomalies

- **Automatically <u>detect anomalies</u>**
    - Create an anomaly model using only <u>normal images</u> of the object for inspection
    - Automatically identify when <u>unusual or unidentified elements</u> appear on an object in an image

- **Run models at the <u>edge</u>**
    - Configure rules to <u>automate actions</u> and run anomaly models on MVI Edge
    - <u>Composite models and pipeline workflows</u> at the Edge

- <u>Purpose-built</u> models
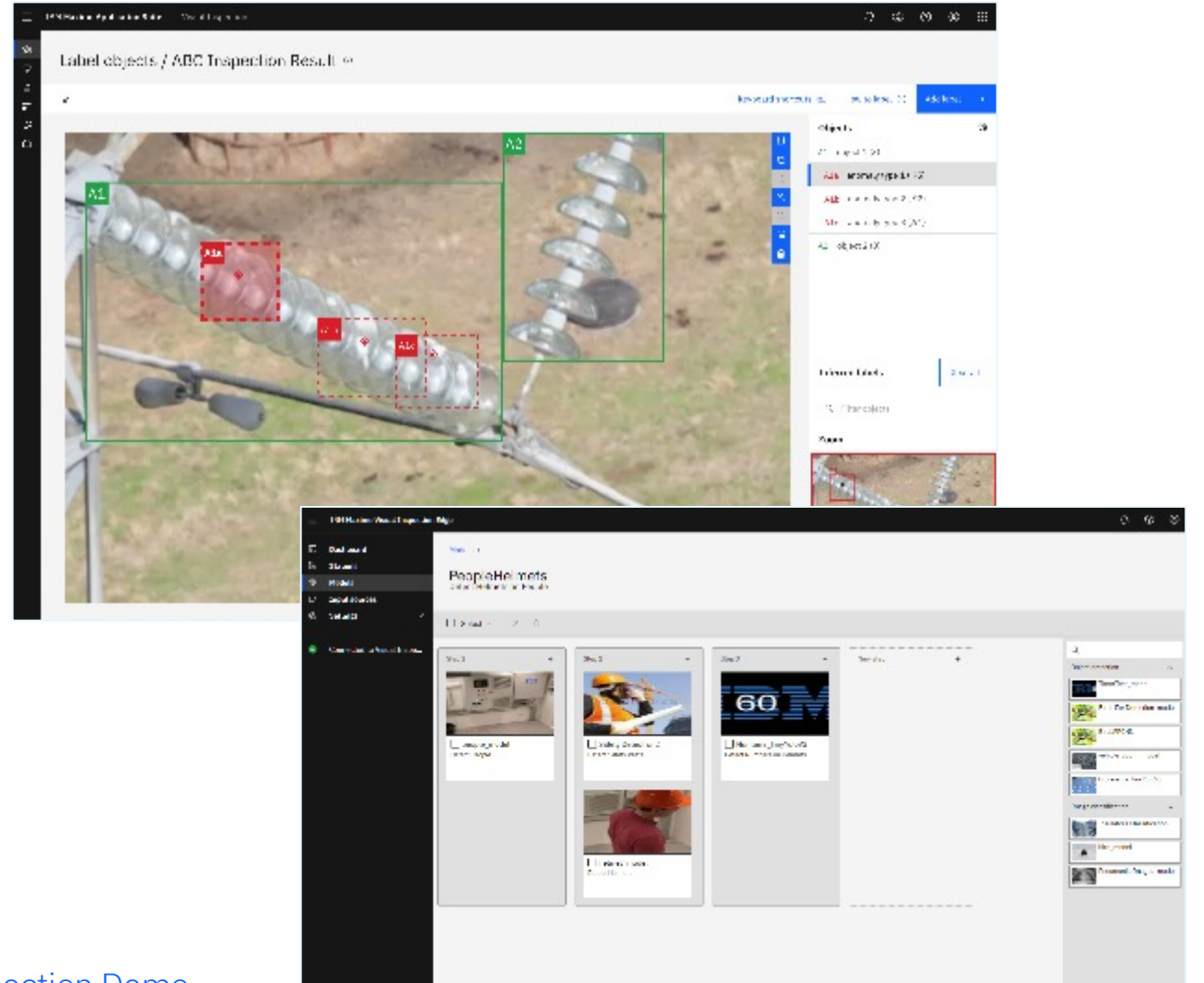
[Visual Inspection Demo](#)

# APM - Maximo Monitor
## *Integrating Omnio Software*

MVP (Phase 1) integration of the capabilities provided by the acquisition of the **Omnio Edge software**.

- Users can quickly select and configure integrations with a wide range of industrial data sources, including OT devices, Programmable Logic Controllers (PLCs) and Open Platform Communications (OPC) servers.

- Provides a comprehensive UI to configure integrations launched from within Monitor.

- Connector pre-configurations are searchable by manufacturer, product type, and product name.

- Device datapoints are configurable by the user, which automatically transforms the device data into a standardized data model, providing an efficient method to unify data in MAS.

- Integration is facilitated via Docker using the "Edge Data Collector" software deployed to a IoT Gateway and updated remotely using terminal commands provided in the UI.



Examples of device OEMs
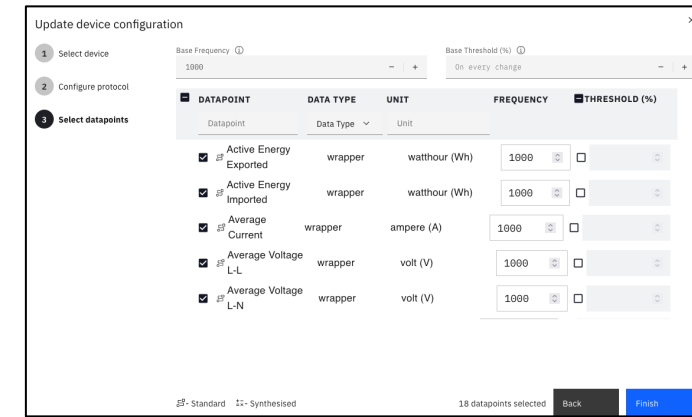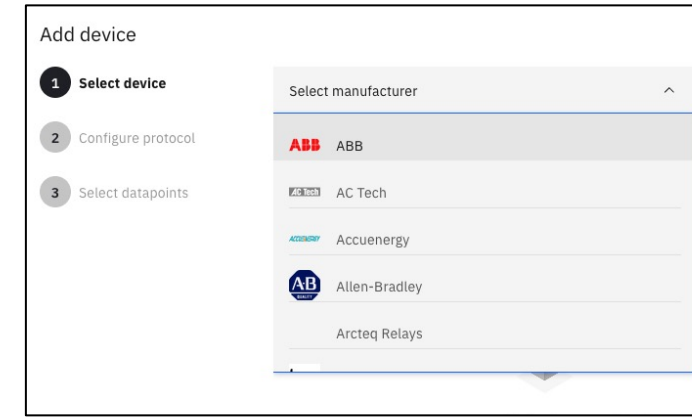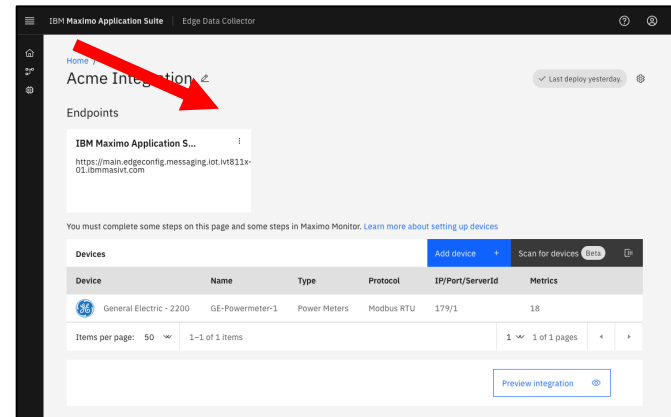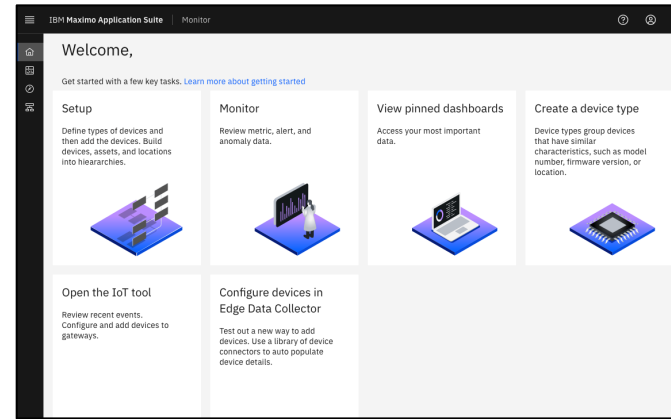
# Build an investment project to reduce risk or stay in budget

- Build projects, add assets to those projects, <u>and run replacement scenarios</u> to determine which assets should be replaced and when

- Use replacement information from <u>templates</u> built for common asset types OR from individual asset replacement plans

- <u>Compare</u> current plans and optimized strategy

- <u>Submit</u> plans for approval or for additional finance analysis in a full AIP solution

# Adding Cognos to the Maximo Application Suite



Provide analytic information to meet strategic and operational needs of our customers

Display information quickly and in real-time

Deliver critical metric to drill down into actionable items
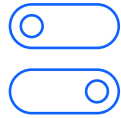
Make content customizable
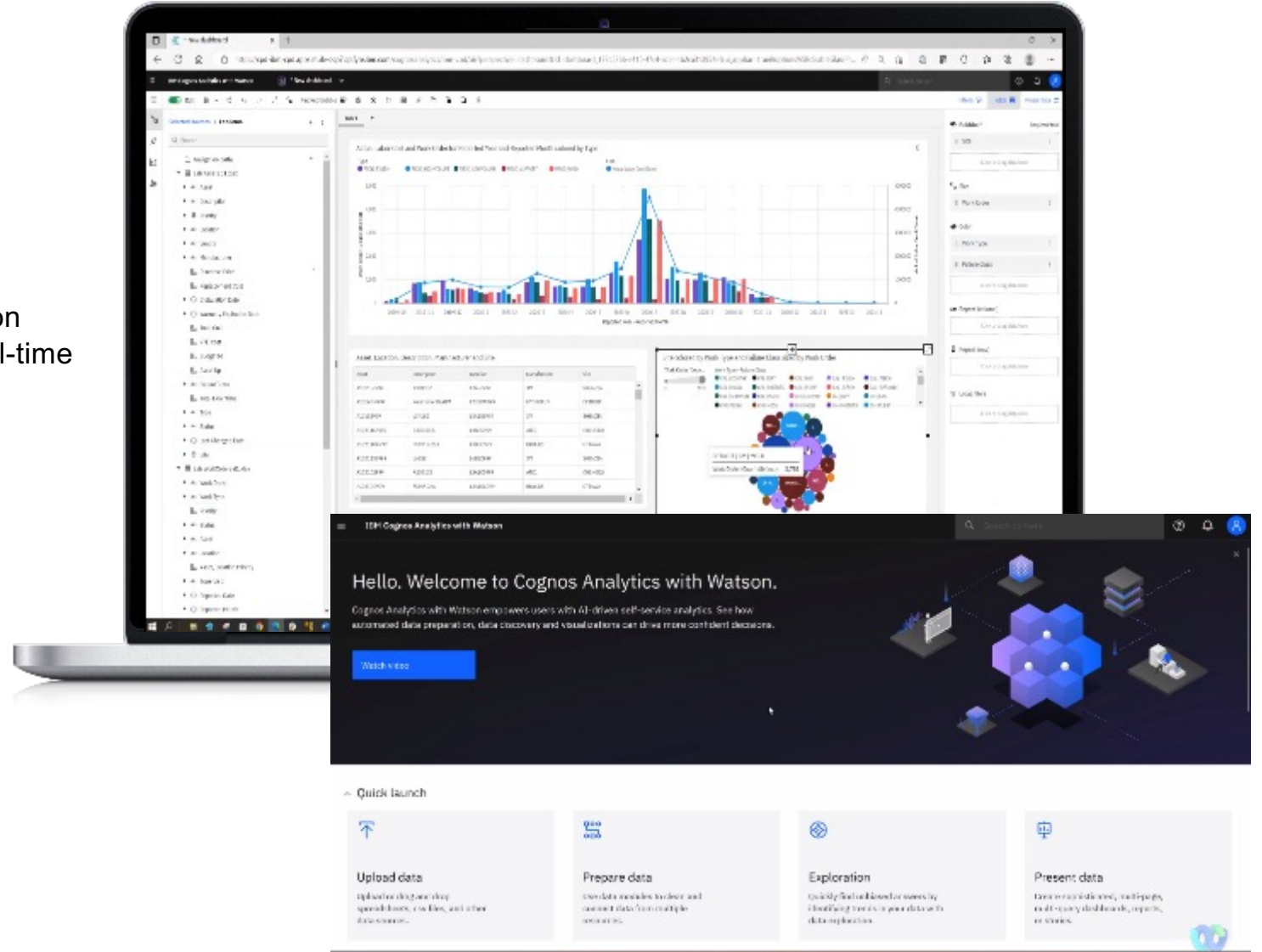
MAS 8.11 Supports Cognos 11.2.4 & BIRT 4.8
MAS next planning for Cognos 12 & BIRT 4.14

# Accelerating deployment through automated testing

IBM Maximo Test Automation Framework for Maximo Manage

- Assist customers to adopt a risk-based assurance approach to testing Maximo software releases.

- This documentation is required for our regulatory customers to document what IBM tested for ootb functionality.

- The Test Automation scripts consists of a collection of Manage base test scripts that run on Selenium for testing Manage.

  - Maximo Mobile scripts will be pdfs at this time

- Will be updated for every Long-term Supported solutions

  - Delivered on the Early Programs site.

  - Offering is not supported

  - Documentation provided on set up and use of the test scripts

- If customers configure Maximo, added workflows or escalations they will extend the Automation Test Scripts to include these changes to assure that the environment meets their business requirements.

Maximo Application Suite
# Critical Features

## Inspections

Reduce the cost of your inspections up to 75%, while increasing frequency by 50%

Address scale and efficiency of MVI deployments through introduction of MVI In A Box packaged hardware and software solution

Expand the **integration with Envizi** beyond tracking and into the execution of campaigns to improve sustainability

Bring **visual inspections to the asset**, which will significantly expand the number of asset types that require models

Introduce an **Incidents mobile application** to capture health and safety incidents that require remediation and compliance reporting

Burgundy = 8.11 target
Black = 9.x target

## Maintenance

Achieve first-time fix rates >90%, improve productivity 44%* and reduce truck rolls 25%

Address **technician mobile application needs** through completion of Inventory and Calibration capabilities. Increase usage of location via strategic partnership.

Extend **Maintenance Manager** through usage of asset risk, investment scenarios, and schedule awareness

Extend field service management through a **modernized and optimization driven dispatching** solution

Bring **Business Intelligence and improved reporting** to the Suite via introduction of COGNOS to managers and engineers

Introduce **Asset Manager** dashboard utilizing asset history, asset risk, and current operational state

Refine and bring to market a **process mining** solution to help identify inefficiency and recommend improvements.

## Reliability

Extend asset life 20%+, reduce downtime up to 43%*, and reduce cost 20%

Single focused **Maximo Health** product.

Extend **utilization of operational conditions** to Operations Managers and Asset Managers via refactoring and modularizing the Operator user experience.

Expand reliability engineer effectiveness through introduction of Mean Time Between Failure (**MTBF**) modeling, and comparison of **active and future asset investment trends** Analyze **previously ingested operational data** streams for predictive analytics..

Address engineer needs for **anomaly conditions and failure predictions** on a more than daily basis

Increase the operational data available to reliability engineers via Omnio connectors

Improve the consistency and effectiveness of **model lifecycle management** to ensure usage of continually improving models for condition and predictive maintenance.

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# Accelerators, CD, Install/Upgrade/Manage

## Accelerators, Integrations, Industry

**20% increase in customer lifetime value by meeting a diverse set of customer needs through ecosystem offerings**

Bring an **Accelerator Catalog** as a marketplace for offerings and content that accelerates TTV for MAS. Pipeline of ~50 partners to deliver offerings.

Seed catalog **Accelerator** content from IBM within the catalog:  HPU, Expert Labs, SAGA, and IBM Research

Extend **Maximo Civil Infrastructure**

Introduce **Maximo IT within MAS**

Develop mobile **calibration** application for regulated industries

**Connectors**

| Burgundy = 8.11 target |
| Black = 9.x target |

## Continuous Deployment

.
Improved development and delivery of MAS through **integrated CI/CD pipeline** for continuous build, test, integration and deployment.

Improve product upgrades in support of continuous delivery to our customer.

Progress our **MAS Operator Maturity** to bring the following to our products:
- Provides non-disruptive infrastructure and dependent service through common service forward compatibility
- Support application viable upgrade path through n-1 backward compatibility for application dependency
- Seamless operator upgrade

Improve the ability to manage MAS via consistent improvement of **SRE maturity**:
- Monitoring and alerting
- Effective customer communication
- Process automation

## Install, Upgrade, Manage

Process and certification work to **address FISMA and FEDRAMP** needs for Federal and regulated industry customers

Expand **Single Node Openshift** patterns to include options for MAS products beyond Manage

Extend hyperscaler support through introduction of **MAS (BYOL) on GCP**

# The End is Near

# Maximo EAM Lifecycle Updates

| | DESCRIPTION | DATE |
|---|---|---|
| **Announce End** of Market (EOM & EOS) | Announcement Letter published<br>[IBM Announcement Letter #922-024](#) | April 12, 2022 |
| **End of Marketing (EOM)** | Parts are no longer available for purchase | April 19, 2024 |
| **End of Support (EOS)** | Update Support Plans and Lifecycle page | Sept 30, 2025 |

**R 7.6.1**

**Must be on v7.6.1.3**

GA
July 2018

EOM/EOS
Announced
April 2022

EOM
**April 2024**

End of Life
**Sept 2025**

Extended Support
Option
*Sept 2026*

Sustained Support
Option
*Sept 2030*
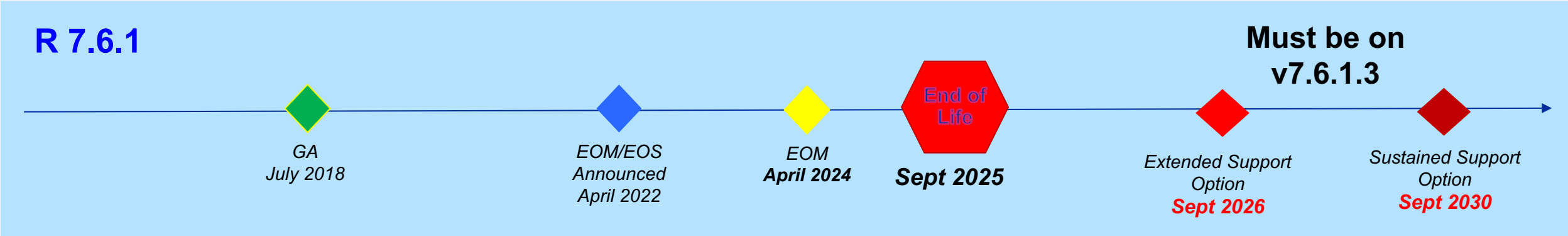
**IBM Extended Support:** Enables clients continued access to IBM Support for "how to" questions, usage issues, known defects published in IBM Fix Central, and new critical sev1 defects (no security fixes) after IBM standard support ends for 7.6.1.3.

**IBM Sustained Support:** Enables clients to continue to get support for "how to" questions, usage issues, and known defects published in IBM Fix Central after IBM standard/extended support ends for 7.6.1.3.
IBM Sustained Support does not include support for new defects or new security fixes.

**New IBM Support Offerings**

New Support Policy Announcement

# Customers on Maximo EAM 7.6.1.3 Parts and Licensing Agreement

| | | |
|---|---|---|
| **Version GA**<br>**Support Starts**<br>July 2018 | **EOS (End of Support)**<br>**Base Support Ends**<br>April 2022   Sept 2025 | **End of Extended Support**<br>Sept 2026 |

EOM/EOS Last Version Announced ⟷ EOM/EOS Last Version Effective

**End of Sustained Support**
Sept 2030

5+ years | Initial Extended Support period (1 Year) | Up to 5 Years

Usage + Fixes + Enhancements | Usage + Existing & New* Fixes | Usage + Existing Fixes only

**Base Support** | **Extended Support**

**Sustained Support** (replaces Base Support and prereq for Extended Support)

---

**Sustained Support:  Replaces Base S&S Support**

- Available up to 5 years after EOS date – ends Sept 30, 2030.

- Available for the last supported version and fix pack.
  - EAM 7613 and latest IS/Add-on releases/fix pack

- Support access for usage and existing fixes only, no security fixes.

- New PassPort Advantage part purchase required

**Extended  Support:** available for first year after EOS date

- Extended Support is be sold with Sustained Support.

- Available for 1 year after EOS date – ends Sept 30, 2026.

- Available for the last supported version and fix pack.
  - EAM 7613 and latest IS/Add-on releases/fix pack

- Support access for usage, existing and new critical Sev1 bug fixes, no proactive security fixes.

- New PassPort Advantage part purchase required

New IBM Support Offerings and EAM EOS Support page

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# Customers on EAM 7.6.1.3 Parts and Licensing - Comparison Chart

| | NEW Extended Support (1 year - up to Sept 30, 2026) | NEW Sustained Support (5 years up to Sept 30, 2030) |
|---|:---:|:---:|
| **What's Provided:** | | |
| Best Effort Support | ✓ | ✓ |
| Support for routine Usage and How-to questions | ✓ | ✓ |
| Basic Troubleshooting | ✓ | ✓ |
| Access to documentation, technotes & other online product material | ✓ | ✓ |
| Standard SLO's apply (i.e., 24/7 severity 1) | ✓ | ✓ |
| Unlimited number of technical support incidents | ✓ | ✓ |
| IBM will also provide existing code patches and fixes | ✓ | ✓ |
| English only support | ✓ | ✓ |
| Critical Sev 1 defect fixes in first year | ✓ | X |
| | IBM will provide new patches or fixes (only inflight items & sev1) | IBM will not develop or provide new patches or fixes |

## CRITICAL Considerations

- No new proactive security fixes will be provided

- No new features or enhancements

- No new development analysis of new defects

- No support for Supporting Programs and 3rd part components

# Customers on Maximo Application Suite License Agreement
## Maximo EAM 7.6.1.3 Dual Entitlement in MAS

- For customers that have moved to MAS parts and LI commercially and are in the process of migrating to Manage.

- **Dual Entitlement for both EAM 7.6.1.3 and MAS 8.x up to 18 months past EAM EOS date.**
  - **NOTE: Customers must move to Manage by April 2027 date if support for both platforms is required.**

- EAM 7.6.1.3 Support access is for usage and existing fixes only
  - Available for the last supported version and fix pack

- No new MAS or EAM part purchase is required – IBM is offering this service for our customers to help them during this migration process as part of the S&S of the MAS purchased parts.



| Upgrade/Trade-up to MAS Parts/License | EAM 7.6.1.x EOS | Dual Entitlement Ends |
| --- | --- | --- |
| | Sept 2025 | April 2027 |

MAS LI – migrating to Manage

Up to 18 months extra support past EOS EAM date

**Base MAS Support:** Usage + Fixes + Enhancements

**Dual Entitlement - includes EAM 761x Support:** Usage + Existing fixes only
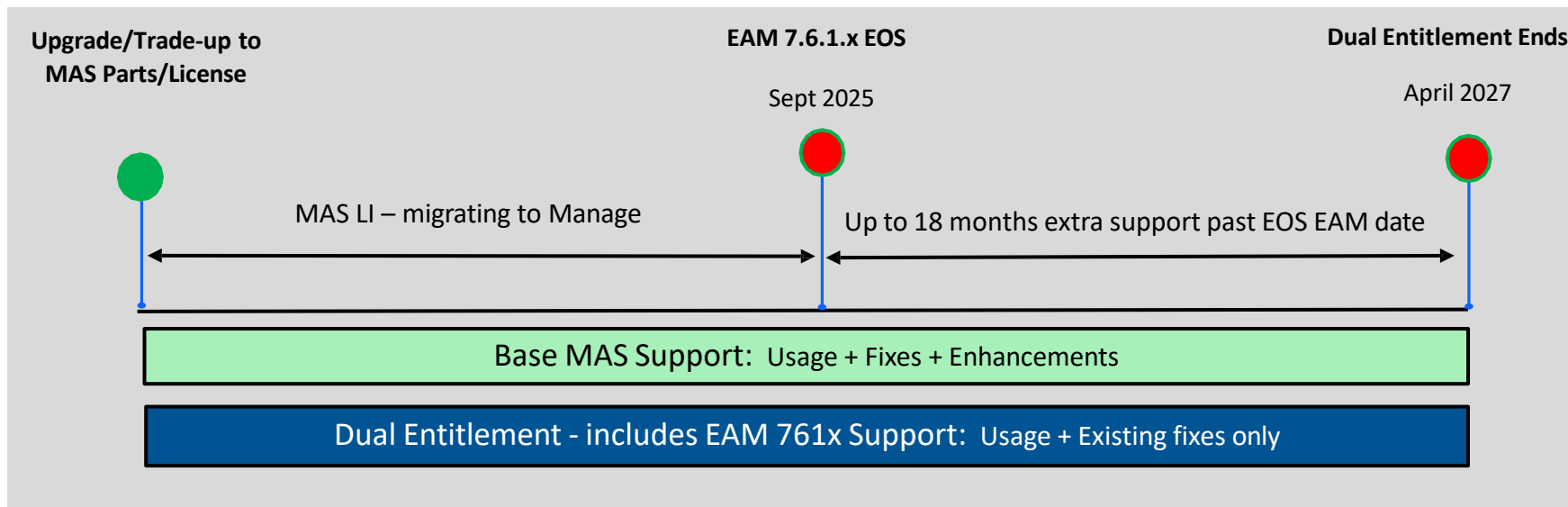
# Dual Entitlement in MAS

| EAM 761x Support | Dual Entitlement Support under MAS LI (up to April 2027) |
|---|:---:|
| Best Effort Support | ✔ |
| Support for routine Usage and How-to questions | ✔ |
| Basic Troubleshooting | ✔ |
| Access to documentation, technotes & other online product material | ✔ |
| Standard SLO's apply (i.e., 24/7 severity 1) | ✔ |
| Unlimited number of technical support incidents | ✔ |
| IBM will also provide existing code patches and fixes | ✔ |
| English only support | ✔ |
| Critical Sev 1 defect fixes in first year | X |
| **CRITICAL Considerations:** | |
| IBM will not develop or provide new patches or fixes | |
| No new proactive security fixes will be provided | |
| No new features or enhancements | |
| No new development analysis of new defects | |
| No support for Supporting Programs and 3rd part components | |

# Help is here

# EAM Technical Assessment: Overview
# IBM Expert Labs

Technical Assessment for Maximo upgrade and migration to MAS

**Key Activities:**
- Focus on application layout and technical configurations using the IBM Maximo Sizing questionnaire as a starting point
- Identify areas of impact for upgrade and migration to MAS
- Assess data structure
- Identify customizations and assess the gap from leveraging the out of the box adapters

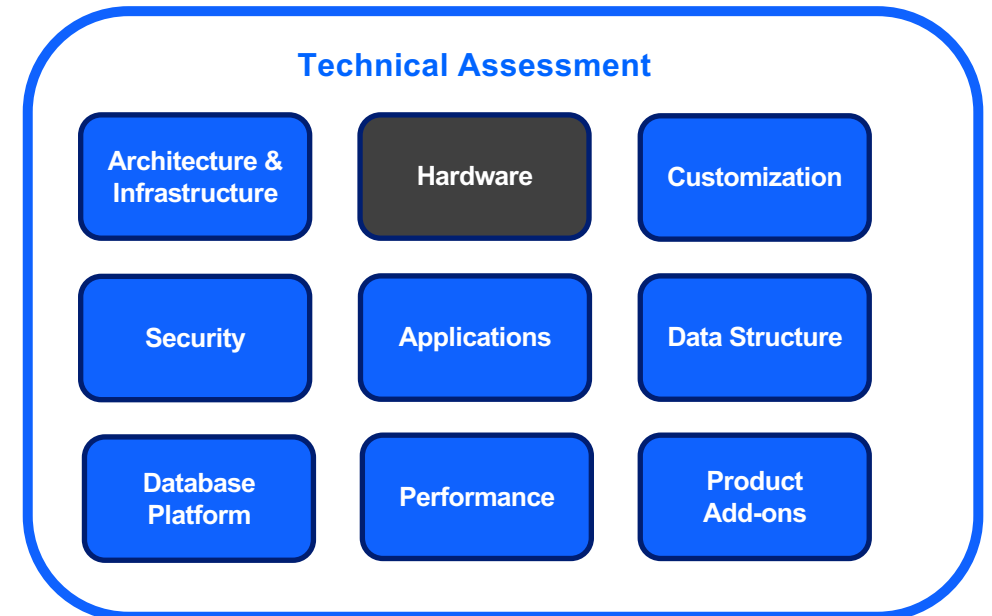**Expected Outcome:**
- Maximo Technical Upgrade Assessment document containing tailored recommendations and a journey map for the upgrade
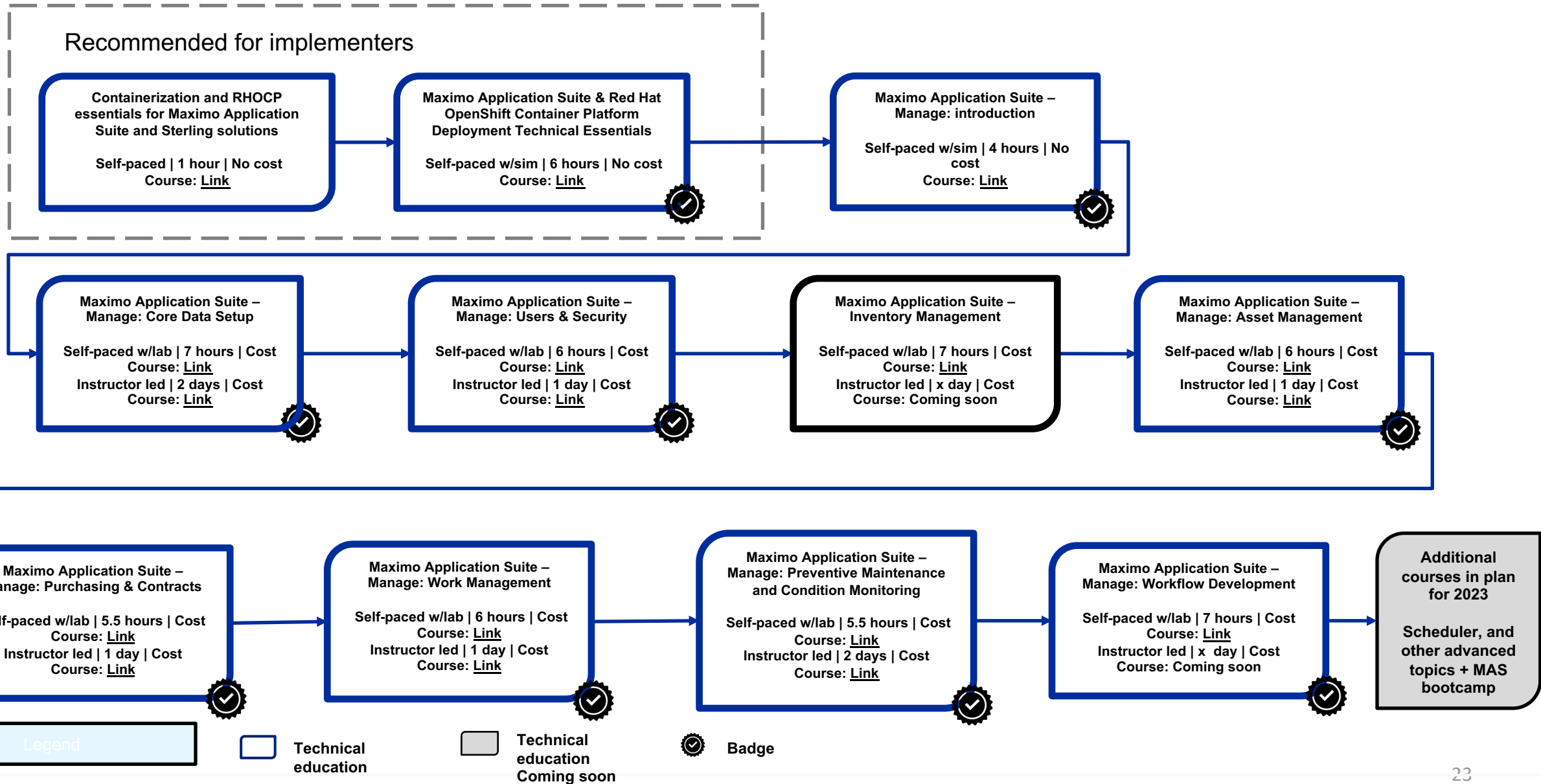
**Duration:**
- 5-7 weeks

Maximo Assessment Components

**Technical Assessment**

| Architecture & Infrastructure | Hardware | Customization |
| Security | Applications | Data Structure |
| Database Platform | Performance | Product Add-ons |

# Maximo Application Suite: Manage v8.x Technical Education Roadmap

**Recommended for implementers**

**Containerization and RHOCP essentials for Maximo Application Suite and Sterling solutions**

Self-paced | 1 hour | No cost
Course: Link

**Maximo Application Suite & Red Hat OpenShift Container Platform Deployment Technical Essentials**

Self-paced w/sim | 6 hours | No cost
Course: Link

**Maximo Application Suite – Manage: introduction**

Self-paced w/sim | 4 hours | No cost
Course: Link

**Maximo Application Suite – Manage: Core Data Setup**

Self-paced w/lab | 7 hours | Cost
Course: Link
Instructor led | 2 days | Cost
Course: Link

**Maximo Application Suite – Manage: Users & Security**

Self-paced w/lab | 6 hours | Cost
Course: Link
Instructor led | 1 day | Cost
Course: Link

**Maximo Application Suite – Inventory Management**

Self-paced w/lab | 7 hours | Cost
Course: Link
Instructor led | x day | Cost
Course: Coming soon

**Maximo Application Suite – Manage: Asset Management**

Self-paced w/lab | 6 hours | Cost
Course: Link
Instructor led | 1 day | Cost
Course: Link

**Maximo Application Suite – Manage: Purchasing & Contracts**

Self-paced w/lab | 5.5 hours | Cost
Course: Link
Instructor led | 1 day | Cost
Course: Link

**Maximo Application Suite – Manage: Work Management**

Self-paced w/lab | 6 hours | Cost
Course: Link
Instructor led | 1 day | Cost
Course: Link

**Maximo Application Suite – Manage: Preventive Maintenance and Condition Monitoring**

Self-paced w/lab | 5.5 hours | Cost
Course: Link
Instructor led | 2 days | Cost
Course: Link

**Maximo Application Suite – Manage: Workflow Development**

Self-paced w/lab | 7 hours | Cost
Course: Link
Instructor led | x day | Cost
Course: Coming soon

**Additional courses in plan for 2023**

Scheduler, and other advanced topics + MAS bootcamp

**Legend**

☐ Technical education

☐ Technical education Coming soon

⚙ Badge

Last Updated: April 10, 2023

# Maximo Digital Learning Subscription

Whether you are an enterprise seeking to get your team up-to-speed or a single individual seeking to build skills for your career, a 12-month subscription to the Maximo Digital Learning catalog of courses can save you time and money.

- **Maximize your investment**: Maximize your investment in IBM Maximo solutions. Bring your newly-acquired solutions to life.  Pay one price for a 12-month learning subscription. Realize built-in savings compared to individual course purchases.
- **Build expertise, stay current**: Develop skills through flexible learning plans based on your goals, schedule, and budget. Get easy, on demand access to eLearning with hands-on labs included for 12 months. Close the skills gap.  Meet your talent and skills transformation goals.
- **Personalize the learning experience**: Prepare for major IT initiatives or learn when needed during a project deployment. Choose courses that map to your learning journey and desired role. Prepare to be a certified professional.
- **Adopt a flexible and modern approach**: Move at your pace. Choose self-paced courses with hands-on labs and web-based courses during your subscription.  Choose learning when you are available. A modern approach to learning with IBM.
- **Cost savings**: Pay one price for 12-month subscription. Save up to 45% over purchasing the courses individually.

To learn more about the IBM learning subscriptions and how to purchase, please visit the Maximo subscription pages on IBM.com:

**Individual subscription**

- Individual student access to digital learning course material for 12 months for one fixed price.
- Student can take up to 9 digital courses from the Maximo DLS catalog.
- List price $2400 USD

**Enterprise subscription**

- 30 digital enrollments for up to 30 individual students for 12 months for one fixed price.
- Company Administrator can assign and track up to 30 courses to enterprise employees.
- List price $12,504 USD

## https://www.ibm.com/training/maximo

# Request for Enhancement migration to AHA

## AI Applications - Ideas Portal

### Welcome to the idea portal for IBM AI Applications Customers

**IBM Employees:**

*The correct URL for entering your ideas is:* https://ibm-ai-apps-internal.ideas.aha.io/

**Clients:**

**Shape the future of IBM!**

We invite you to shape the future of IBM, including product roadmaps, by submitting ideas that matter to you the most. Here's how it works:

**Post your ideas**

Start by posting ideas and requests to enhance a product or service. Take a look at ideas others have posted and upvote them if they matter to you,

1. Post an idea
2. Upvote ideas that matter most to you
3. Get feedback from the IBM team to refine your idea

**Help IBM prioritize your ideas and requests**

The IBM team may need your help to refine the ideas so they may ask for more information or feedback. The offering manager team will then decide if they can begin working on your idea. If they can start during the next development cycle, they will put the idea on the priority list. Each team at IBM works on a different schedule, where some ideas can be implemented right away, others may be placed on a different schedule.

**Receive notification on the decision**

Some ideas can be implemented at IBM, while others may not fit within the development plans for the product. In either case, the team will let you know as soon as possible. In some cases, we may be able to find alternatives for ideas which cannot be implemented in a reasonable time.

## https://ibm-ai-apps.ideas.ibm.com/

# Questions?