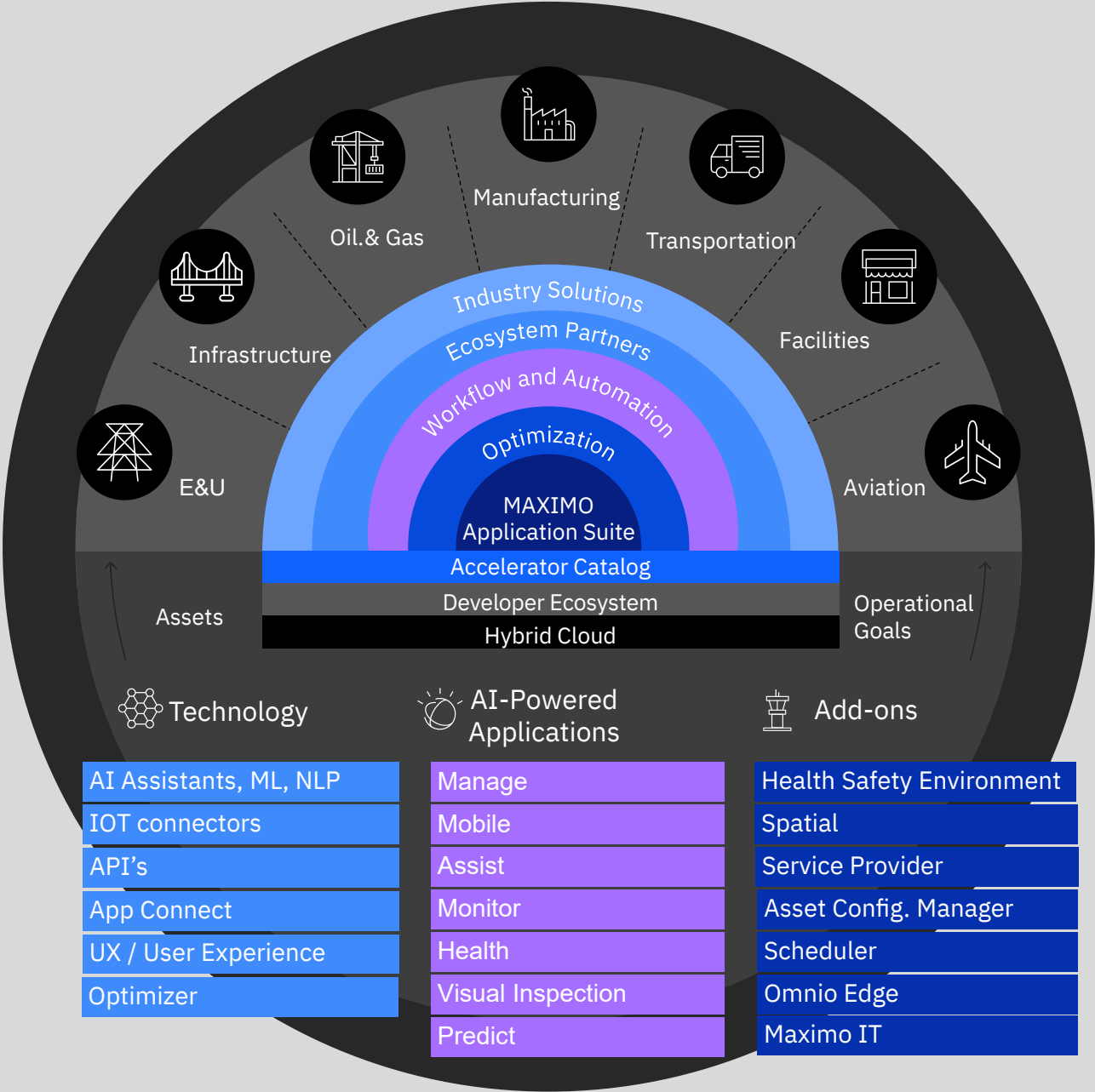


# IBM Update – Maximo Application Suite



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March, 2024










# Please note

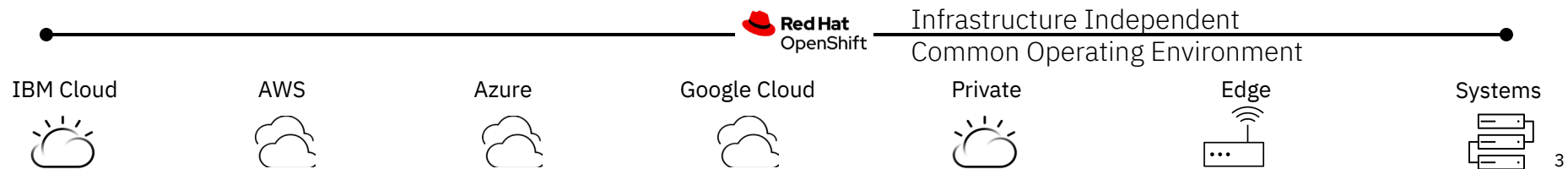
- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.
- The development, release, and timing of any future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

|  |   |   |
|--|---|---|
|  <p><b>Manage</b><br/>Intelligent Asset Management</p> |  <p><b>Monitor</b><br/>Monitor and Detect Anomalies</p>   |  <p><b>Health</b><br/>360 View of Assets</p>  |
|  <p><b>Predict</b><br/>Predictive Failures</p>        |  <p><b>Visual Inspection</b><br/>AI-Powered Insights</p> |  <p><b>IT</b><br/>ITSM and ITAM combined</p>   |
|  <p><b>Mobile</b><br/>Technician Work Execution</p>   |  <p><b>Assist</b><br/>Prescriptive Assistance</p>        |  <p><b>Reliability Strategies</b><br/>Dedicated Reliability Centered Maintenance</p> |
| <p><b>Industry Solutions</b>   Accelerate time to value</p>  |   |   |
| <p><b>Maximo Accelerators Catalog</b>   Complement, extend or enhance MAS</p>  |   |   |
| <p>IBM Cloud Pak for Data   Watson Studio   Watson ML   Watson Discovery   Watson Assistant   App Connect   Cognos Analytics</p>       |   |   |



# Introducing MAS 9.0

## Targeted GA June 2024



What does it mean?

Traditionally, a change to the version number of software indicates an impactful technical or functional difference from the prior release. For MAS this is not the case.

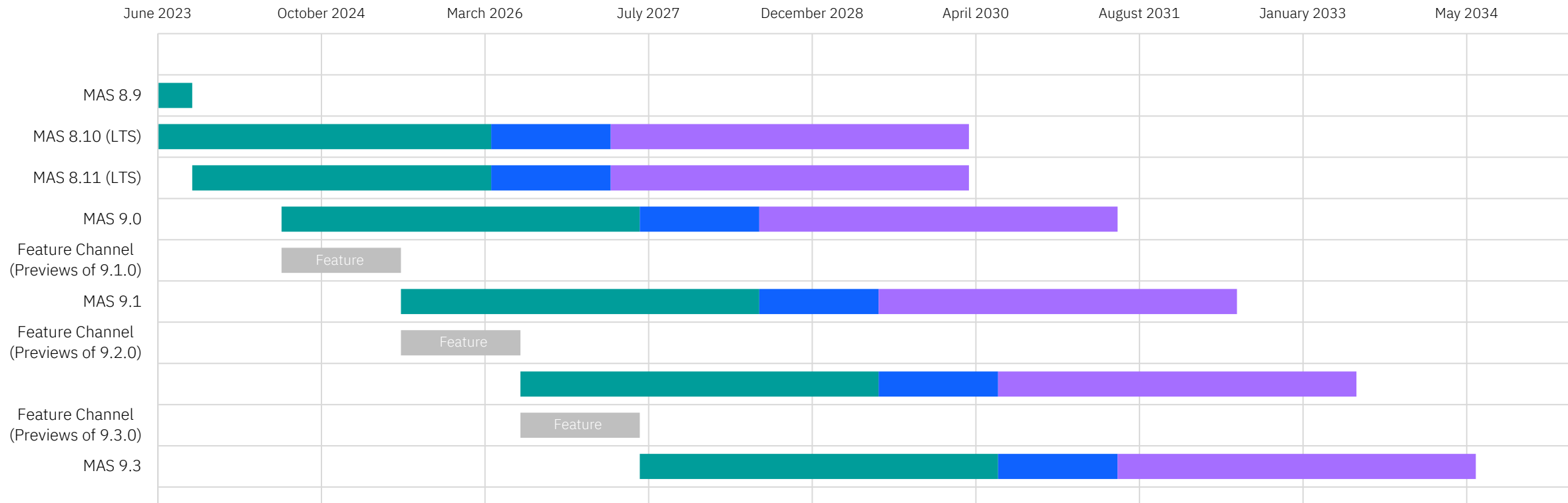
MAS 9.0 will provide:

- Standardization of MAS product versioning which simplifies and aligns across the MAS portfolio
  - All MAS products (including Maximo Manage, Monitor, Health and Predict) will utilize the same version number within each release. (e.g., MAS 9.0 will contain Maximo Manage 9.0 and Maximo Health 9.0)
- Introduction of a new 3+1+3 Lifecycle Policy



# New lifecycle for MAS: 3+1+3 with 12-month release cadence

\*\*Please review MAS SaaS policies for their release cadence



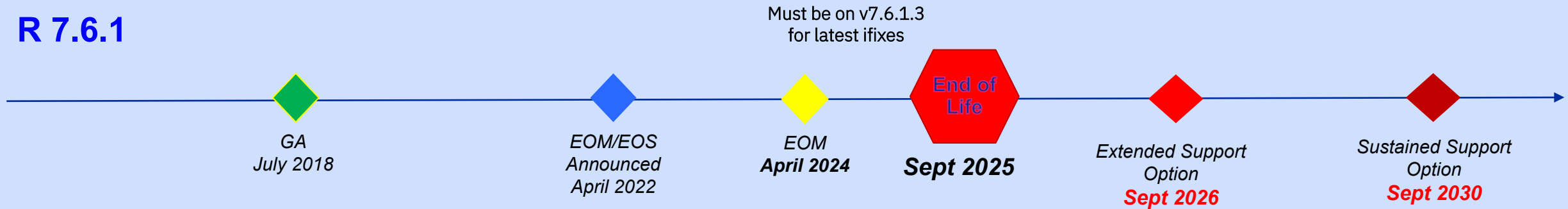
- Follow 3+1+3 lifecycle
  - Release every 12 months (9.x)
    - Monthly maintenance updates for 36 months (Base Support)
    - Initial Extended Support for another 12 months
    - Ongoing Extended Support for another 36 months
  - Feature Channel to explore new features in non-production
    - Builds in the feature channel have short term availability and would never be 'fixed'
- \*Usage + Existing & Sev1 Critical Defect Fixes
- \*Usage + Existing Fixes
- \* [Terms and Conditions of Extended Support](#)

Note: EAM customers on 7.6.0.10/7.6.1.2/7.6.1.3 will be able to directly upgrade to 9.x  
 All MAS sub-components (i.e., Manage, IS/Add-ons, Health, etc.) will now align to the release version – for example 9.0

# Maximo EAM Lifecycle Updates

|                                    | DESCRIPTION   | DATE           |
|------------------------------------|---|----------------|
| Announce End of Market (EOM & EOS) | Announcement Letter published<br><a href="#">IBM Announcement Letter #922-024</a> | April 12, 2022 |
| End of Marketing (EOM)             | EOM and New Support Parts are available for purchase                              | April 19, 2024 |
| End of Support (EOS)               | Update Support Plans and Lifecycle page   | Sept 30, 2025  |

## R 7.6.1



\***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 proactive security fixes) after IBM standard support ends for 7.6.1.x.

\***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.x. IBM Sustained Support does not include support for new defects or new security fixes.

\*[New Support Terms and Conditions](#)

# IBM Maximo Application Suite

## Product roadmap highlights

1H 2024  
Planned  
deliverables  
(MAS 9.0)

### Maintenance

### Inspection

### Reliability

Instrumentation and improved User Management; Federal Readiness; MAS Dashboards (Single Pane of Glass across MAS); Maximo Mobile (scalability, performance, serviceability); Accelerators; PLG (discovery and trials); Improved Migration

GenAI assistants for Work Order Intelligence

MVI scalability and Maximo Mobile integration improvements

Expansion of Reliability Strategy Library & enabling customers to create new strategies

Field Service Management: Dispatching, mobile, optimization, and omni-channel integration

MVI GigE Camera Support, Facial Redaction

Expansion of Asset Investment Optimization and Planning

Increase the operational efficiency & agility of Maximo IT clients

Mobility for regulated industries (calibration and asset install/remove)

Improve Health TTV by utilizing existing Manage data. Assist in identifying/resolving missing data.

Improved Accelerator deployment experience

Vegetation Management solution leveraging Maximo and EIS

Optimize asset performance using data from the edge

Emissions Management for critical assets

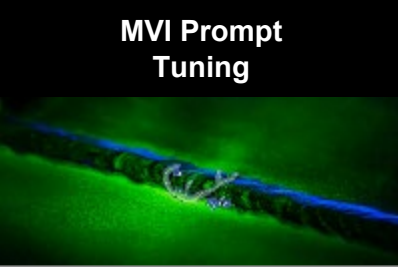
MAS SaaS continuous delivery updates

# Embedding AI Intelligence into Maximo processes



### 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, trained on a small sample of sensor data. This greatly speeds time to value for asset health prediction.



### 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 a gen 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.



### Ticket Automation

- Clustering of tickets and assignment will ensure work is aligned to the right resource, and drive solutions to enable users to solve more of their own issues.
- Maximo IT is building both ML and generative foundation models to deliver ticket deflection through ticket grouping and assignments and pushing effective solutions to end users.



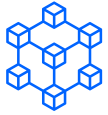
### MAS Onboarding Assistant

- 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.

WO Intelligence

# Failure Mode Context Understanding

Identify common failure points and paths to failure for new assets to improve predictive maintenance and reliability programs



## Challenges

- Understanding how assets fail is crucial in providing preventative maintenance and reducing asset downtime.
- Failure Mode and Effects Analysis provides key insights into this area
- However, FMEA data is not available for many different kinds of assets and it can take time to acquire



## Solution

- Train a generative model of FMEA data to understand failure points and modes on common assets
- Use the generative model to produce data for assets that we have not worked with in the past
- Auto-populate FMEA rules and maintenance strategies in Maximo Manage for new clients
- Identify new tags that can be used for anomaly detection and failure event analysis

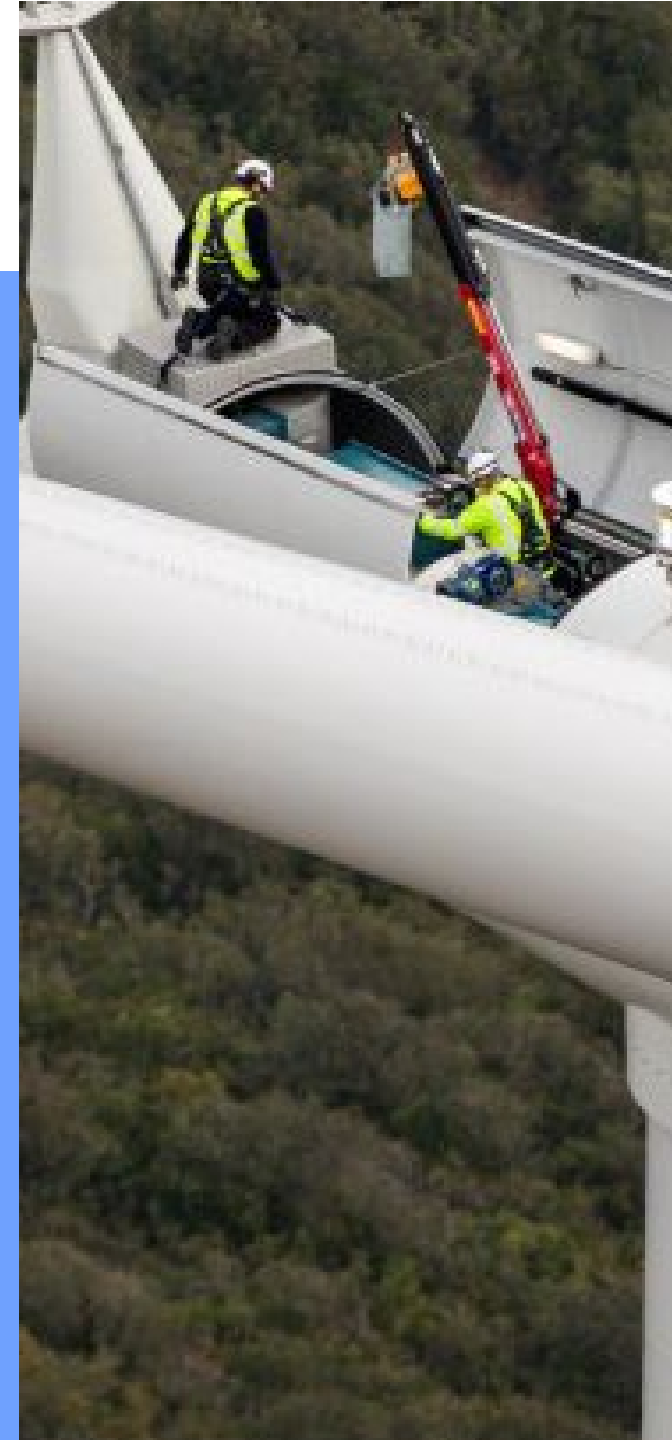
### **Products and Technology:**

Maximo Manage, Maximo Health, Maximo Predict, Maximo Monitor and watsonx.ai



## Benefits

- Reduced time to value for asset classes where we have less experience
- More accurate failure assessments and preventative maintenance plans
- Automated creation of maintenance strategies for new assets & clients
- Improved Anomaly Detection and Event Prediction capabilities in Maximo Health and Predict



# WO Intelligence Problem Code Recommendations using watsonx

New GenAI feature recommends problem codes to assist with existing challenges faced by customers to address poor quality (or missing) work order data, impacting effective maintenance prioritization decisions as well as time spent on review and approval.

- AI model trained using long and short descriptions from a small set of related work orders
- Work Orders displays the AI recommendations for review/accept
  - Uses new IBM AI Design UI elements incorporated into Graphite
  - Provides confidence score of the predictions
- Work Queue surfaces the top AI recommendation to accept

The screenshot displays a 'Work orders /' page with a 'Summary' section. The description field contains 'Compressor pump vibrations at high operational load'. A 'Select problem code' modal is open, showing a table of recommendations:

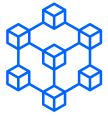
| Problem code                                  | Description   | Confidence |
|---|---------------|------------|
| <input checked="" type="radio"/> •AI HIGHPRES | High pressure | 60%        |
| <input type="radio"/> •AI LEAK                | Leaking       | 55%        |
| <input type="radio"/> •AI LOWPRES             | Low pressure  | 50%        |
| <input type="radio"/> LOWVOL                  | Low volume    |            |
| <input type="radio"/> STOPPED                 | Stopped       |            |

The background form includes fields for Work type (CM), Priority (1), Reported by (Edward Smith), Owned by (Edward Smith), Asset (11430), Location (BR430), and Failure class (PUMP). A red box highlights the 'Problem code' field at the bottom, which contains 'HIGHPRES' and an 'AI' icon.



# Work Order Intelligence

Automatically identify and correct inaccurate failure codes in Maximo work orders



## Challenges

- Understanding why a work order was created is key in finding patterns and in optimizing operations
- The collection of failure mode information in work orders is typically manual and very error prone.
- Clients often do not collect data for all of their asset classes and it can take a significant amount of time to build up an adequate history of failure data



## Solution

- Train an LLM to classify and recommend work order failure codes
- Use that model to verify, correct or suggest the **proper failure code** for a given work order
- Find **similar** work orders to identify near-duplicate items and understand first time fix efficiency
- Enable automatic **approval** of work orders based on work order characteristics

**Products and Technology:**  
Maximo Manage, watsonx.ai



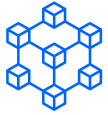
## Benefits

- Dramatically reduce the effort required to capture and maintain accurate failure code data
- Better understanding of the patterns of failures and potential problem parts
- Automatic approval of typical workorders enabling technicians to focus on solving the problems



# MAS Onboarding Assistant

Reduce the risks, costs and effort involved in making the migration to Maximo Application Suite



## Challenges

- Maximo Application Suite as an enterprise product generally needs to be tightly integrated with other client systems
- Many implementations are also heavily configured
- MAS is delivered with new Licensing and Technology
- There is a significant amount of information available through various channels on MAS and it's not always easy to find relevant content.
- This is creating barriers with clients in understanding the costs and benefits of migrating and in the process of the migration itself



## Solution

- Train an LLM model help answer questions that arise when a client is considering the migration that can guide them through the decision-making process and answer questions about costs, effort and risks.
- Provide a second assistant that has been trained on product documentation and support tickets to guide them and answer questions that might come up during the migration/onboarding process

**Products and Technology:**  
Maximo Application Suite, watsonx



## Benefits

- Enable clients to understand the benefits and costs of moving to Maximo Application Suite, reducing the uncertainty and risk
- Enable a seamless upgrading and onboarding experience for our clients





# IBM Maximo Application Suite

## Product roadmap highlights

1H 2025  
Planned  
deliverables  
(MAS 9.1)

| Maintenance   | Inspection   | Reliability  |
|---|--|--|
| Improved User Security across MAS, Guest Users Support, Java 17, Support for Power/Z, Data Loader Dashboard |  |  |
| MAS level Dashboards and extended capabilities (Work progress bar configuration)                            | MVI Measurements and Model Lifecycle                       | Reliability Strategy Dashboard & direct link from Manage Assets to Library |
| MAS level Mobile Scheduling   | MVI scalability and Maximo Mobile integration improvements | Monitor for Real Estate/Facilities   |
| Additional Scheduling Constraint Types  | Mobility – Work assignment/reassignment                    | Introduce additional Health scoring methodologies, work queues and actions |
| Maximo IT - ITIL v4 certification   | Civil Infrastructure – Defect Dashboard                    |  |
| GenAI assistants for Tickets & MVI  |  |  |
| Improved Accelerator deployment experience  |  |  |
| MAS SaaS continuous delivery updates  |  |  |

# Adding Cognos to the Maximo Application Suite



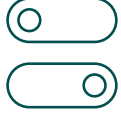
Provide analytic information to meet strategic and operational needs of our customers



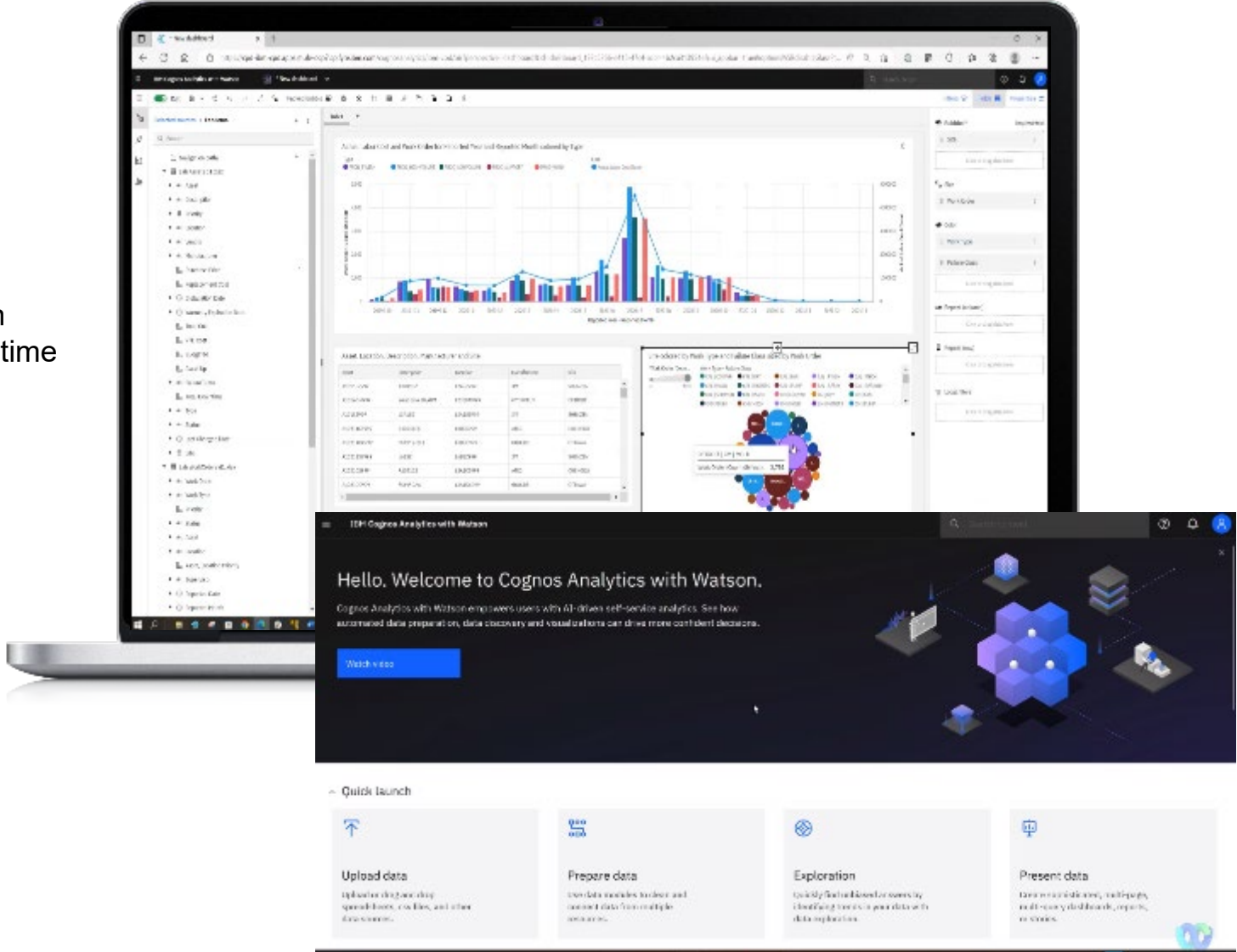
Display information quickly and in real-time



Deliver critical metric to drill down into actionable items



Make content customizable

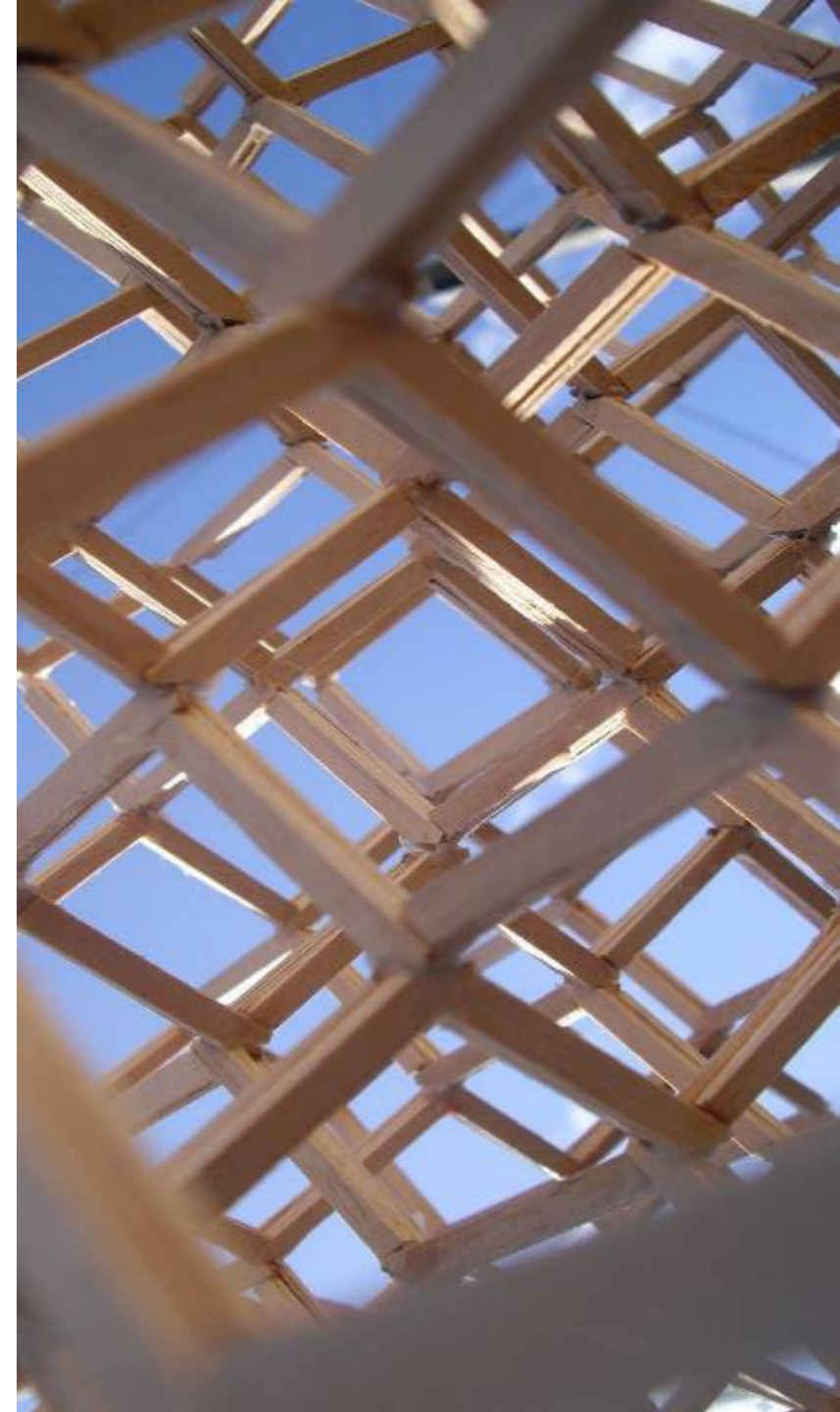


MAS 8.11 Supports Cognos 11.2.4 & BIRT 4.8

# Modernized Experiences to support the new workforce

## Maximo Application Framework (MAF)

- ✓ Uses [REST APIs](#) to ensure business rules with direct connectivity to the enterprise system
- ✓ Applications run in a [browser](#) or on a mobile device
- ✓ Same tool to [configure](#) an App to run on mobile and desktop, can use xml presentations
- ✓ Same development environment to [create/build Apps](#) for mobile and desktop



# MAF Application Designer

Continuing to move towards a visual designer tool

- Configuration UI Experience (Targeted for 9.0)
  - Improved hover-ability
  - Drag and Drop support for some UI components
  - Improved Editor page layout
- Support for upgrade of configurations in duplicated applications
- Support for PODMAN deployment as an alternative to Docker

The screenshot displays the IBM Maximo Configuration interface for the 'TECHMOBILE' application. The interface is divided into several sections:

- Application list / TECHMOBILE:** Shows the application name, version (8.11.0.0), and a 'Save' button.
- Navigator:** A tree view on the left showing the application structure, including 'maximo-application Technician' and various data sources.
- Properties:** A table listing application properties such as 'id', 'createwo', 'clear-stack', 'comp-group-vali...', 'context-id', 'controller', 'disable-page-relo...', 'file', 'hidden', 'icon', 'license', and 'name'. Each property has a corresponding value or control.
- Canvas:** A visual design area showing a 'smart-input - j3d2k' component with a 'description' field. A context menu is open over the field, offering options like 'Delete', 'Copy', 'Cut', and 'Paste'.
- Code Editor:** A bottom section showing XML code for the application configuration, including attributes for location, asset, failure, and status.

# MAS Dashboards Updates

(Targeted for MAS 9.0)

## Operational Dashboard

- New Dashboard Page object
- Creating and editing an Operational Dashboard page
- Multi-page dashboard layout and viewing
- Dashboards added to Security Groups application
- Changes to support default navigation to the dashboard Walk-me content

## Work Orders

- New tab on Work Orders RBA for Work Plans: tasks, labor, tools, materials

## Work Queues

- Work Queues supporting different object structures
- End user table column personalization extends standard queue configuration
- Customization of action labels
- Conditional Work Queue actions

## Work Order Intelligence

- New AI model, broker and inference objects to determine WO problem codes from textual input and store the top 3 results.
- Work Orders RBA surfaces the AI recommendations for review/accept
- Demonstration Work Queue surfaces the top recommendation for accept

The image shows a screenshot of the IBM Maximo Operational Dashboard and a detailed view of the Work Orders interface. The dashboard includes several KPI cards and charts:

- Overdue emergency work:** 4 work orders (5% from last refresh)
- PM work orders overdue:** 6 work orders (7% from last refresh)
- PM performance:** 95% (7% from last refresh)
- Work orders waiting approval:** 25 work orders (20% from last refresh)
- PCT of corrective or emergency WOs by department:** A bar chart showing percentages for different departments.
- Safety critical backlog:** A line chart showing the number of work orders over time.

The Work Orders interface shows a table of emergent work for Bedford and Chelmsford:

| Work order | Description                          | Location   | Asset | Status              | Target start     | Priority |
|------------|--------------------------------------|------------|-------|---------------------|------------------|----------|
| EM 1000    | Relocate Guard Rails Around          | Location 1 | 11120 | Approved            | 2021-09-08 14:00 | P1       |
| EM 1001    | Pump replacement                     | Location 1 |       | Waiting on approval | 2021-09-08 14:00 | P1       |
| CM 1002    | 12 Month Service on Shipping Dept #1 | Location 2 | 11348 | Waiting on approval | 2021-09-08 14:00 | P2       |
| EM 1003    | Rebuild Feedwater Pump               | Location 1 | 11327 | Approved            | 2021-09-08 14:00 | P1       |
| PM 1004    | Check for Plumbing Problem           | Location 2 | 2020  | Approved            | 2021-09-08 14:00 | P1       |
| EM 1005    | Generator Overhaul                   | Location 1 | 43987 | Waiting on approval | 2021-09-08 14:00 | P1       |
| EM. 1006   | Electric Cart Tune-Up                | Location 1 |       | Approved            | 2021-09-08 14:00 | P1       |
| EM 1007    | Feedwater Pump Services              | Location 1 |       | Approved            | 2021-09-08 14:00 | P1       |
| EM 1008    | Packaging Mach Elevator & Drainpan   | Location 1 |       | Approved            | 2021-09-08 14:00 | P1       |
| EM 1009    | Repair Damaged Conduit Feeding       | Location 1 |       | Waiting on approval | 2021-09-08 14:00 | P1       |

[Operational Dashboard Overview](#)

[IBM Maximo Manage Work Orders](#)



# Scheduling & Dispatching Dashboard

The **Scheduling** dashboard is a holistic view of schedules, indicating areas requiring scheduler's attention with navigation to detailed schedule.

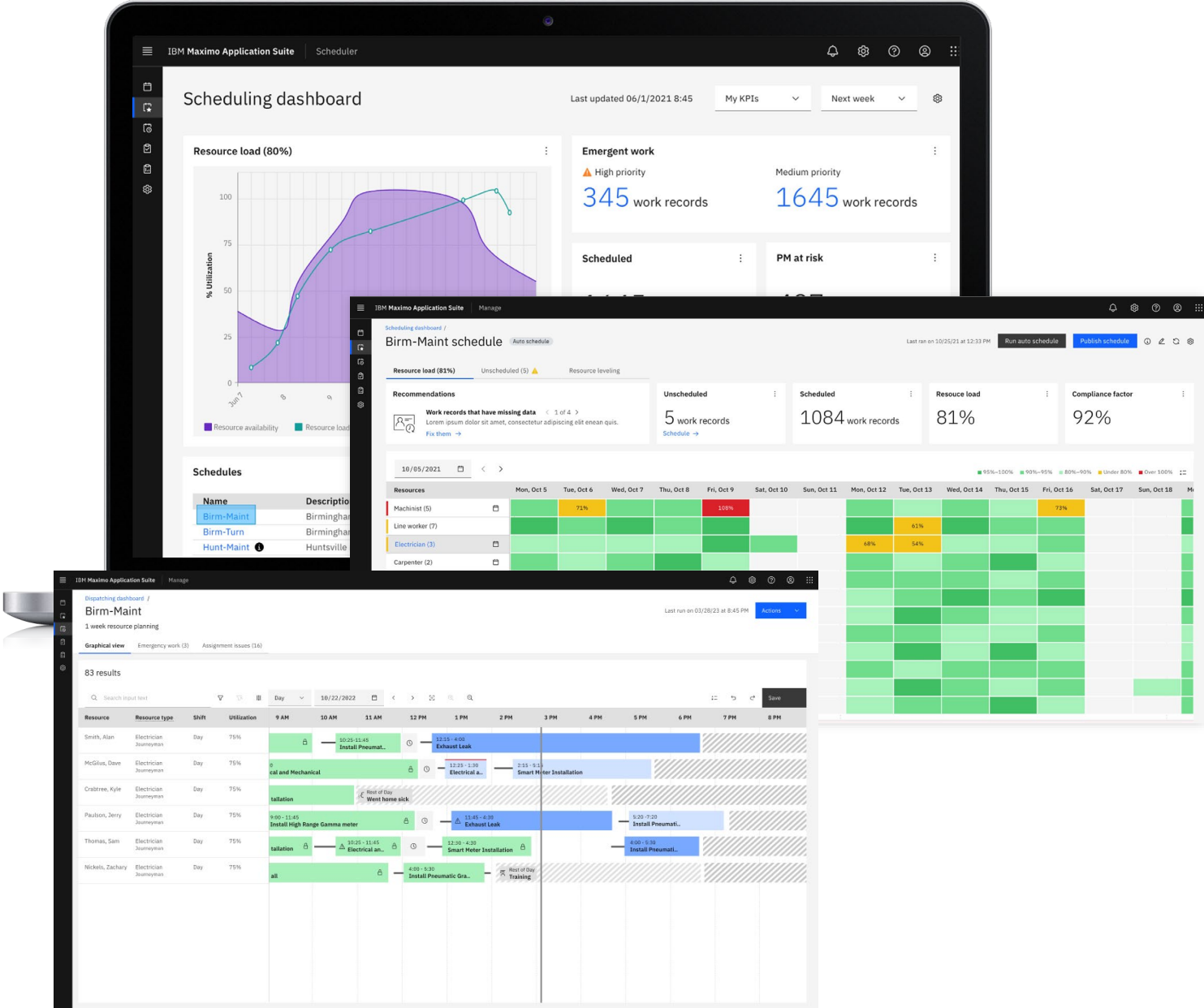
**New Enhancements (Targeted for 9.0):**

- Qualifications can now be considered during Scheduling.
- Resource Leveling - Drag/Drop
- Customer Work Week configurable start date
- Support for Multiple Email Addresses for Roll Project
- Adding Milestone to JobPlans / JobTasks
- Support for not splitting assignments in Graphical Work Week
- Support for gaps in Scheduling Compliance

The **Dispatching** dashboard is a holistic view of schedules, based on Optimization KPI's, indicating areas requiring dispatcher's attention with direct navigation to exception workflows.

**New Enhancements (Targeted for 9.0):**

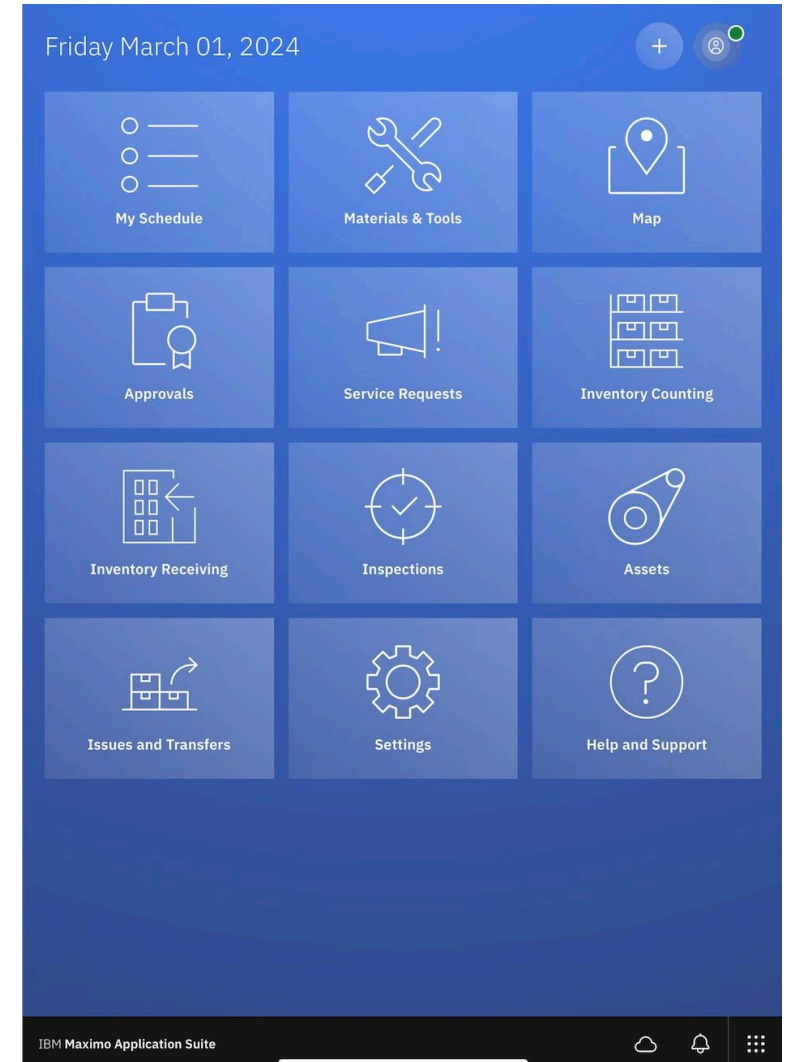
- Emergency Intelligent Assignment Workflow
- Integration with Mobile (Assignments and Near Real-time Technician Position)
- Gantt View Improvements (e.g. additional Statuses, Tooltips)
- Map Views of Technician's Scheduled Route
- Qualifications can now be considered during Dispatching.



# Maximo Mobile Updates

*Targeted for MAS 9.0*

- Support for Calibration Work orders
- Complex Asset Switch (as part of ACM)
- Enhanced work order assignment updates from Mobile including the ability to accept/reject assignments
- Device location is now shared with dispatchers
- Quick WO reporting
- Support for Linear Assets (creation and partial work orders)
- Data synchronization and error handling updates
- Storeroom – transferring inventory items, creating shipments and staging




# Providing mobile applications across roles and functions

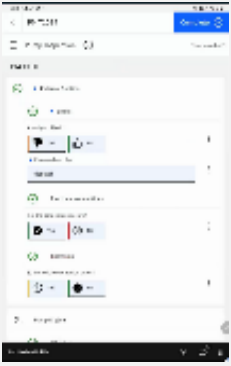
## Maintenance

## Inventory


**Technician**




**Inspections**



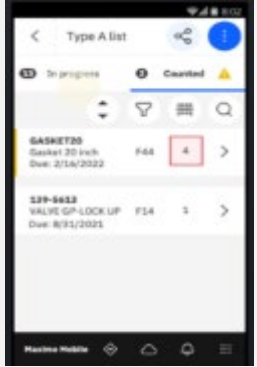
**Service Request**




**Receiving**




**Countbooks**




**Approvals**



**Asset Manager**



**Issues**

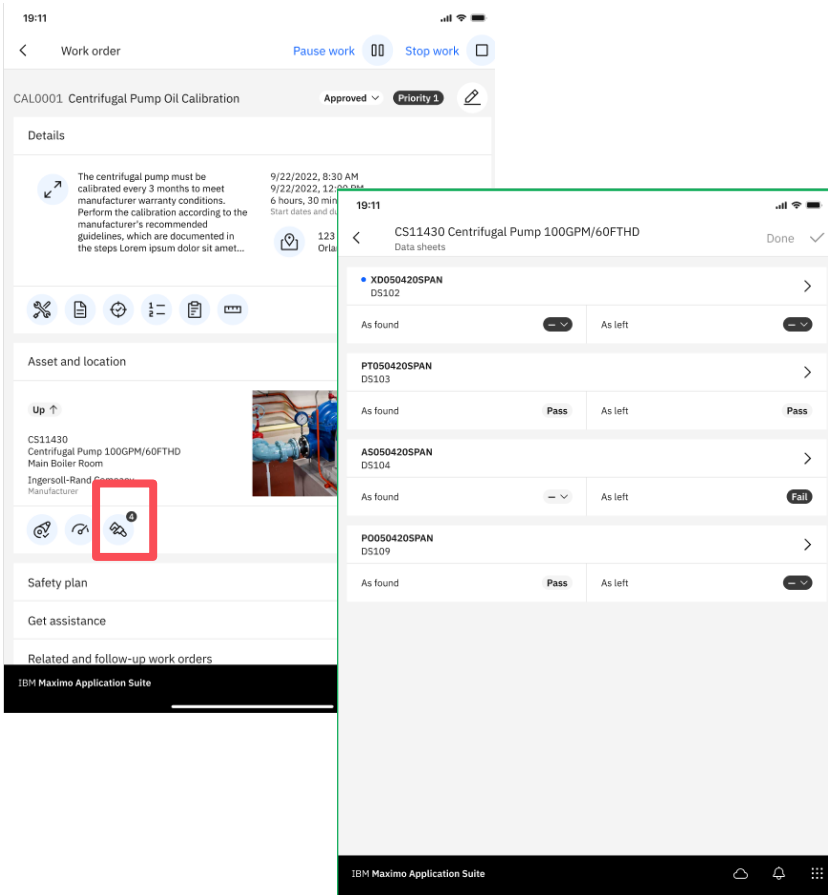




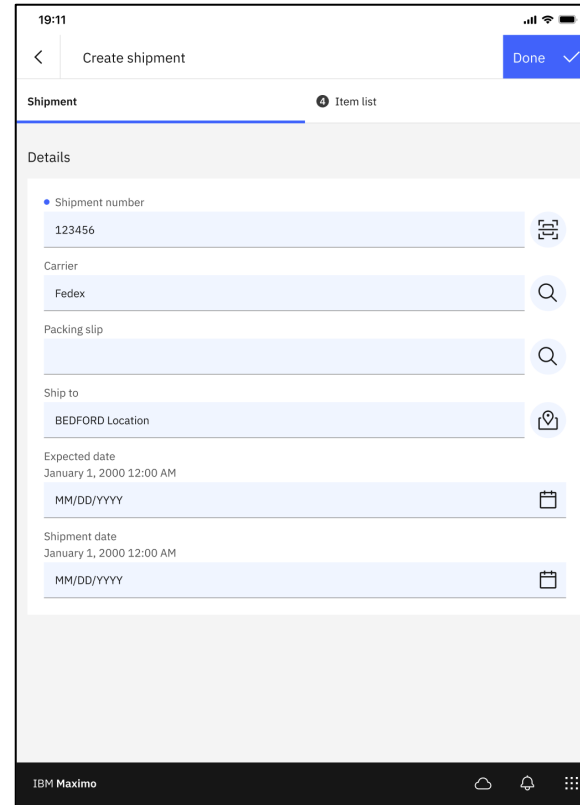
# Roadmap to extend Mobile Applications – 2024 & beyond



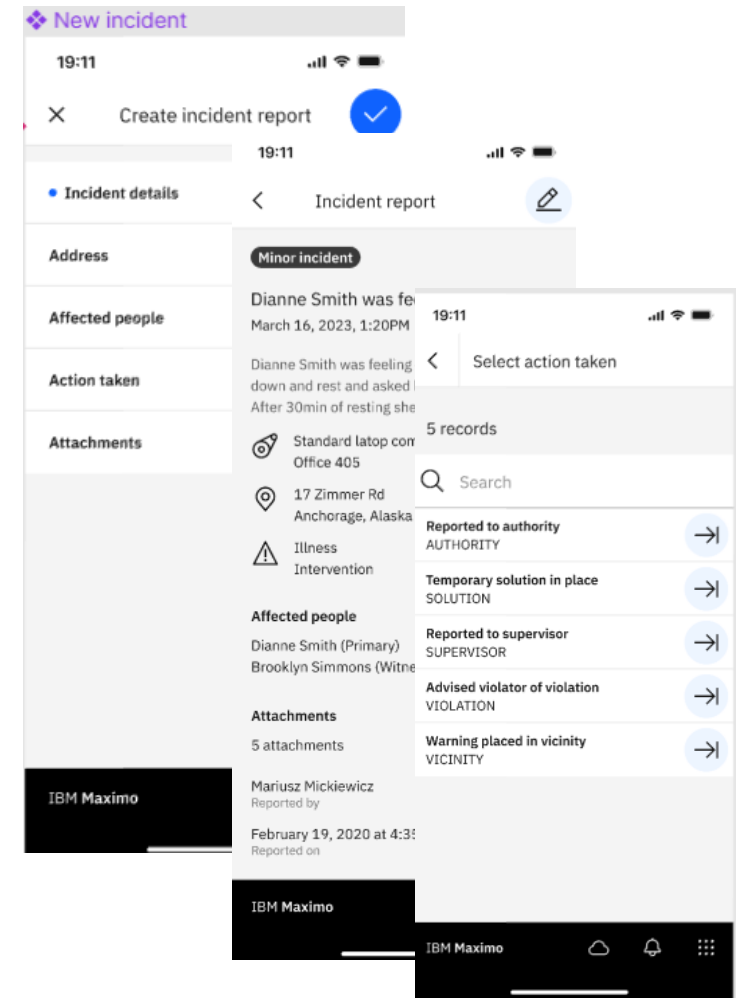
## Calibration (Targeted for MAS 9.0)



## Inventory - Transfers & Staging & returns (Targeted for MAS 9.0)



## Incident Reporting



# Maximo Mobile for Inventory

Targeted for MAS 9.0

## Inventory, Returns

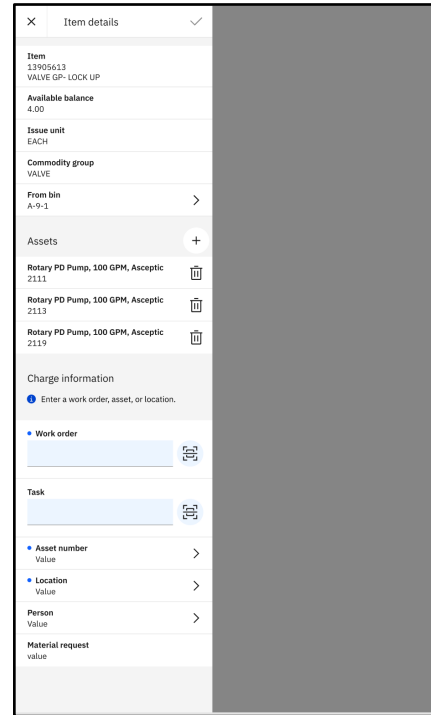
Issue additional items without Reservations from Inventory using Inventory Usage Records

- Issue items without reservation from Inventory
- Use the same Inventory Usage Record actions as for Issuing Reserved Items

## Return Items to Inventory

- Choose Items in Inventory to Return to stock using Issue-type Inventory Usage Records
- Enter Issue Information to complete

Improvements for search, filter of results on Item lists, displaying additional information (Commodity type, Reservation type, Storeroom, Request number)



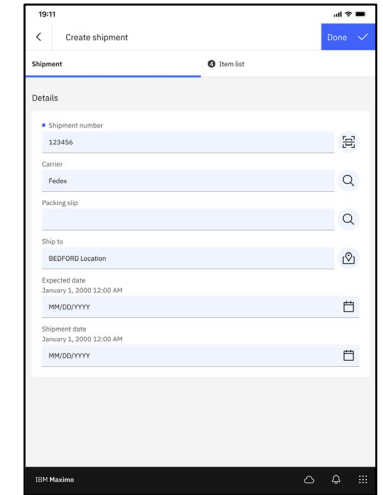
## Transfers, Creating Shipments

Transfer Inventory items using Inventory Usage Records

- Create Inventory Usages with TRANSFER type
- Add Items from Inventory to Transfer between Storerooms within user's Site in the Mobile App
- Open existing Inventory Usage Records created in MAS Manage to Transfer items Site-to-Site
- Initiate Transfer from Mobile both on or offline

## Create Shipments on Mobile

- Enforce rules set for the Organization on Transfers that require Shipments
- Create Shipments on Mobile with Auto-numbered Shipment Records



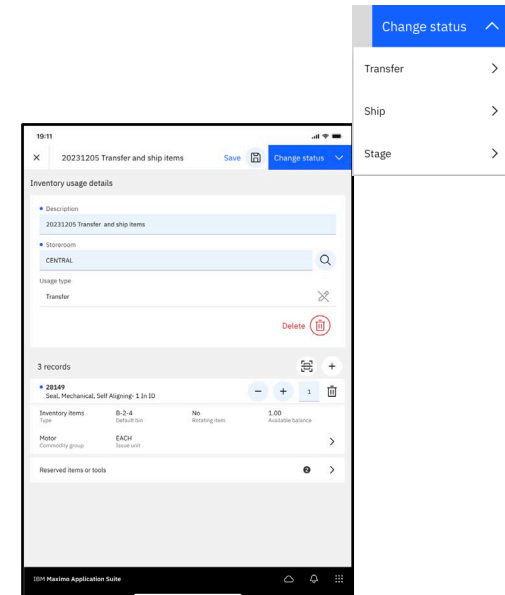
## Staging

Stage Inventory Usage Records

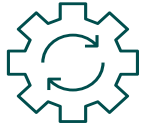
- Create Inventory Usages of Transfer or Issue type or Open Inventory Usage Records of Entered status
- Add Items from Inventory and Reservations
- Set Inventory Usage to Staged on Mobile both on or offline, define Staging Bin

Transfer, Issue or Ship Staged Inventory Usages

- Open Inventory Usage Records of Staged Status
- Change Status on Mobile both on or offline



# Maps



Esri ArcGIS  
-ArcGIS Online and Enterprise  
-Improvements for large map datasets



Online and Offline maps



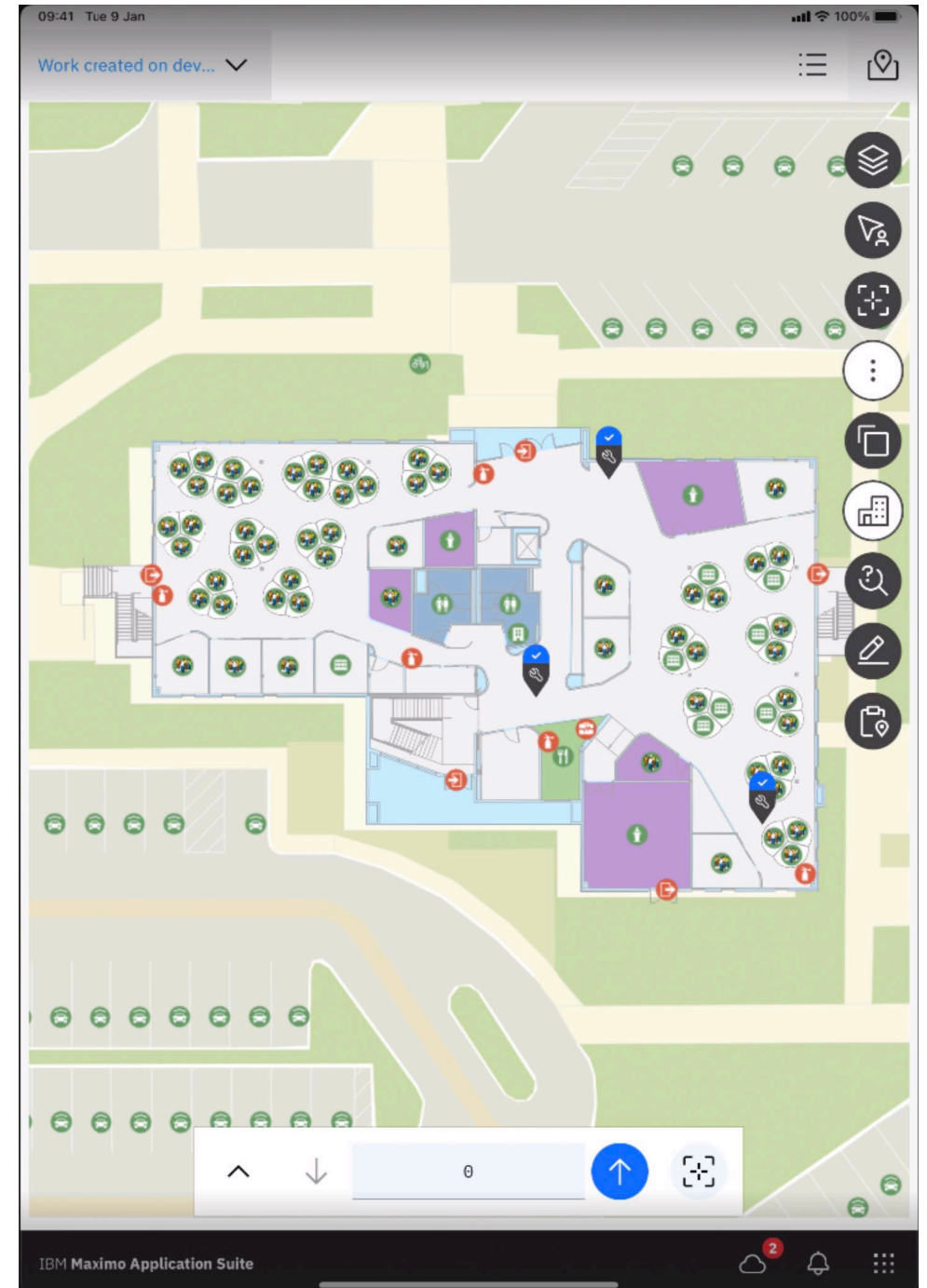
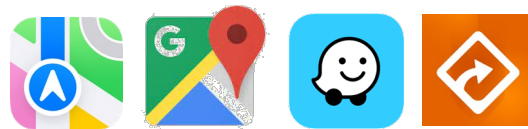
Outdoor and Indoor maps.  
-Indoor Positioning System



Download and Sync capabilities for  
Map data (OTA)



Navigation



# Maximo Spatial Updates

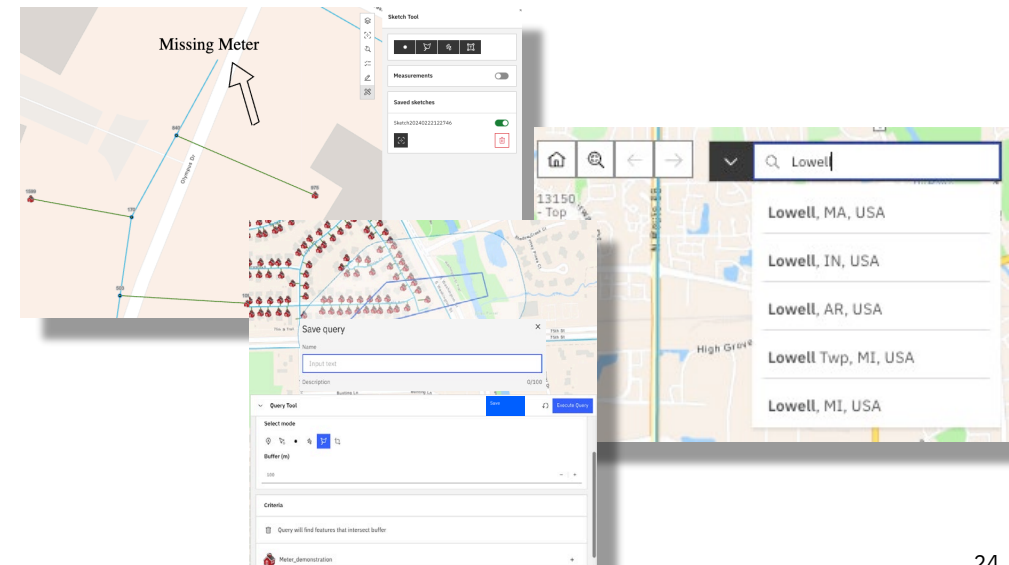
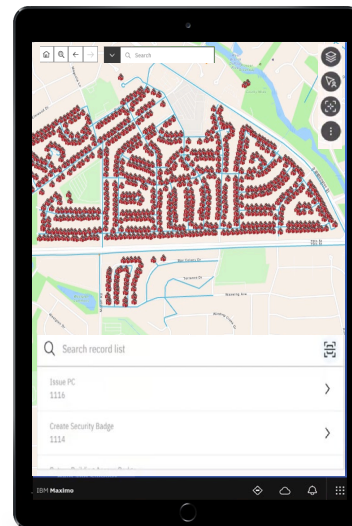
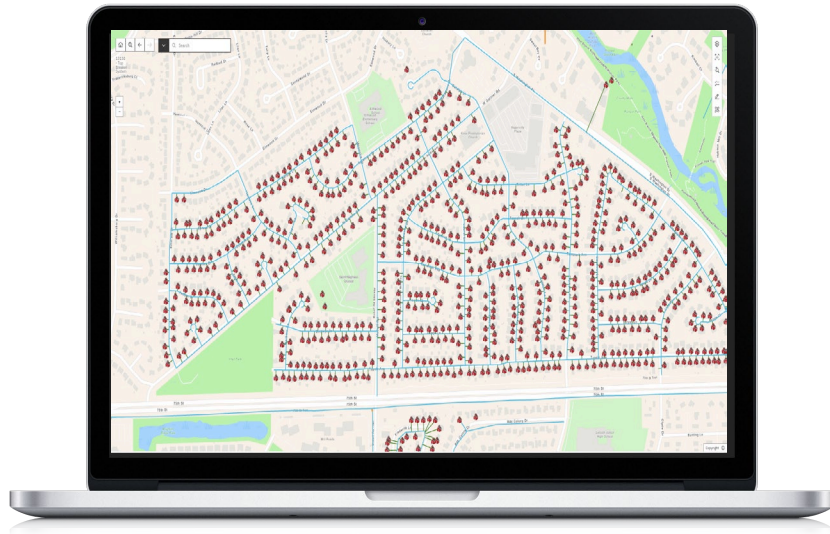
*(Targeted for MAS 9.0)*

- UI Standardization (Mobile and Desktop)
- ESRI API Migration (New Version)
- Offline Maps Enhancements
- Performance enhancements (up to 80% faster)



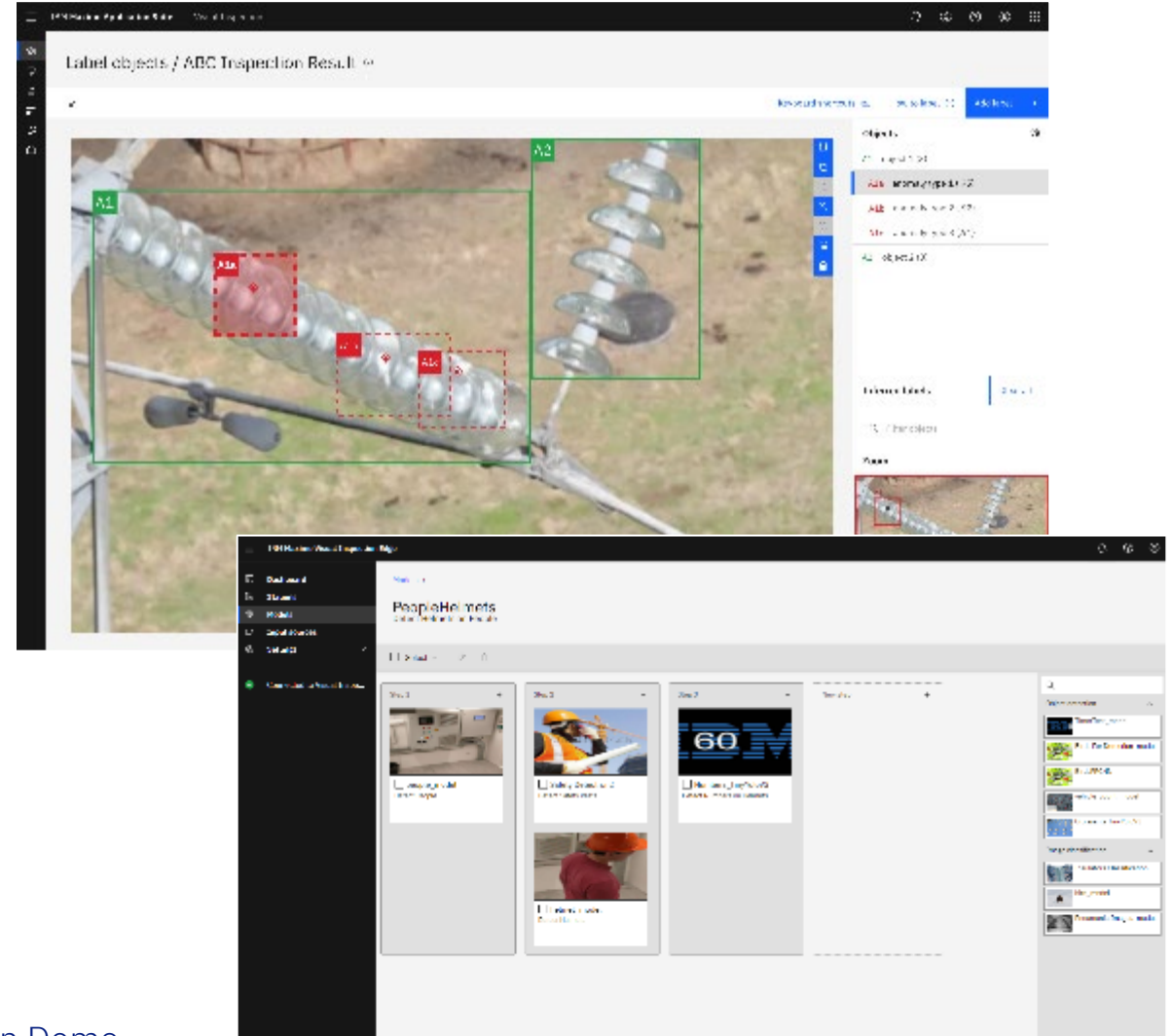
## New Enhancements

- Sketch Tool for Mobile
- Find My Location for Mobile
- Indoors on Desktop
- Query Tool enhancements (Save Query, Geofence + Alphanumeric Search)
- Configuration for Maximo Object Symbology (Icons, Pinpoints)
- Home Button Tool for Mobile



# MVI: Use visual inspection to identify anomalies

- **Automatically detect anomalies**
  - Create an anomaly model using only normal images of the object for inspection
  - Automatically identify when unusual or unidentified elements appear on an object in an image
- **Run models at the edge**
  - Configure rules to automate actions and run anomaly models on MVI Edge
  - Composite models and pipeline workflows at the Edge
- Purpose-built models



[Visual Inspection Demo](#)



# MVI: Use visual inspection to identify anomalies – 2024 investments

## Support GigE Vision

High Bandwidth: offers high-speed data transfer for MVI Edge.

Power Over Ethernet (PoE): simplifying installation and reducing wiring complexity.

Plug-and-Play: easy setup

Scalability: compatibility and expandability.

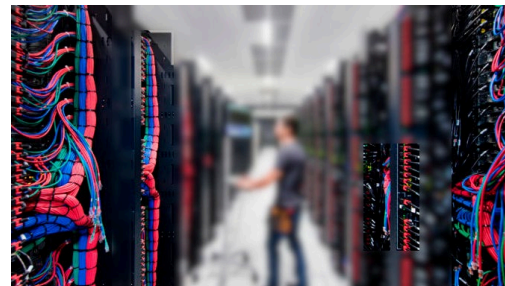


## Facial Redaction

Image blurring technology for MVI Edge outside the detection boxes.

Risk Mitigation: reduces the risk of unauthorized access, identity theft, or misuse of personal information.

Legal Compliance: Helps organizations comply with data protection laws and regulations.

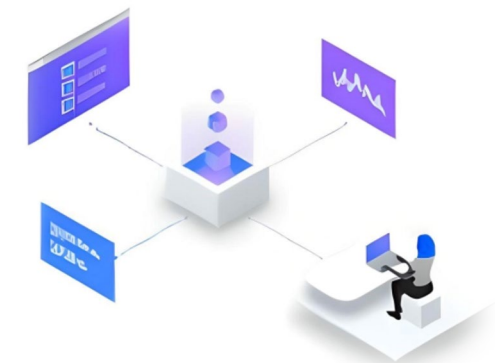


## DLM

*Data Lifecycle Management  
New Policy Manager*

Automate removing historical images and videos.

Provides flexibility to enable policies based on metadata and attributes (i.e. location, inference results, etc.).



## What it can do for your business

- Maximo IT provides the IT service management (ITSM) and Asset Management needed to simplify support of users and infrastructures.
- Adds capabilities to support IT/OT convergence
- Helps to reduce costs and increase satisfaction through self-service, automated service management and integrated, best practice-based service desk capabilities and IT Asset Management processes.
- Leverage your investment and knowledge of Maximo/MAS Manage



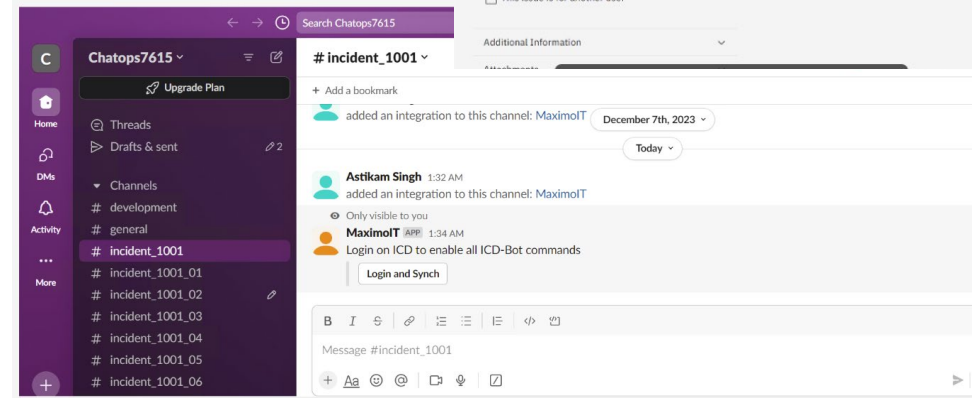
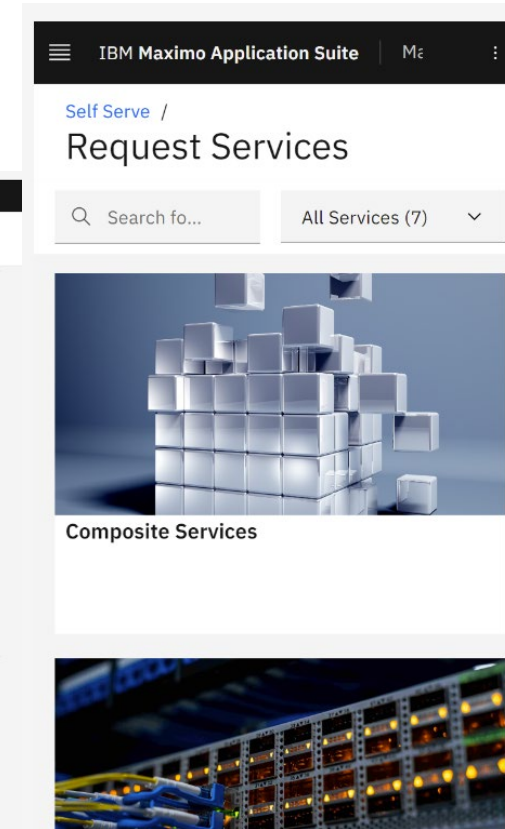
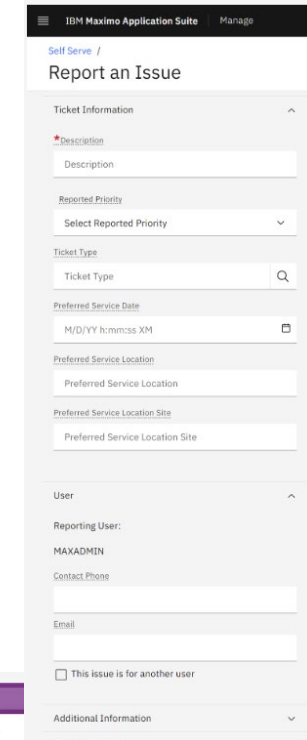
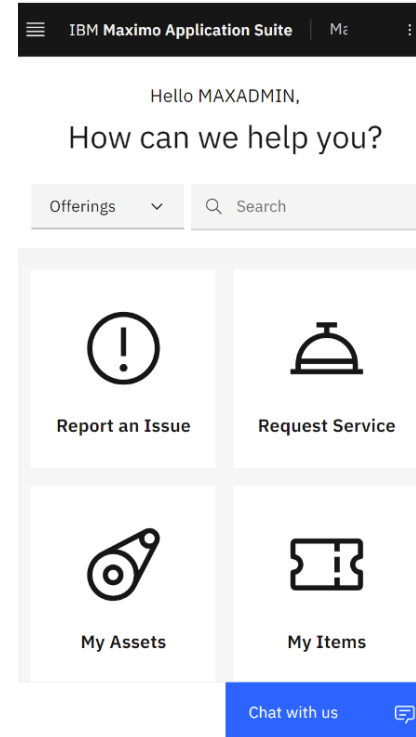
# Maximo IT

(Customer-Managed Only)

(Targeted for MAS 9.0)

## Maximo IT 9.0

- Provides customers the ability to quickly collaborate and focus on rapid restore while not worrying about data capture during slack conversations, it goes directly back to the Tickets
  - Integrations for Chatops and Swarm
    - Slack
    - Microsoft Teams
- Enabling Integrations for DevOps and Cloud mgmt., through Jira & ManageIQ ensures the customer can leverage the investments they have already made and provide a CI/CD pipeline with change mgmt. governance.
- Delivery of connected responsive Apps (mobile), provides the customers the capabilities requested to move work through processes on smaller form factor devices in a connected mode with rich functionality – focused on
  - Service and Site reliability engineers work actions
  - End user experience (Self Serve)





# Reliability Strategies *help accelerate achieving RCM goals*

A dedicated RCM/FMEA app with included content library. Together, it's a game-changer.

Reliability Strategies **App**  
**Manage add-on\***



Reliability Strategy  
**Library\*** (Accelerator)



Start implementing  
RCM 75% faster

- > 800+ Equipment Types
- > 58,000+ Failure Modes
- > 5,000+ PM Tasks with step-by-step instructions

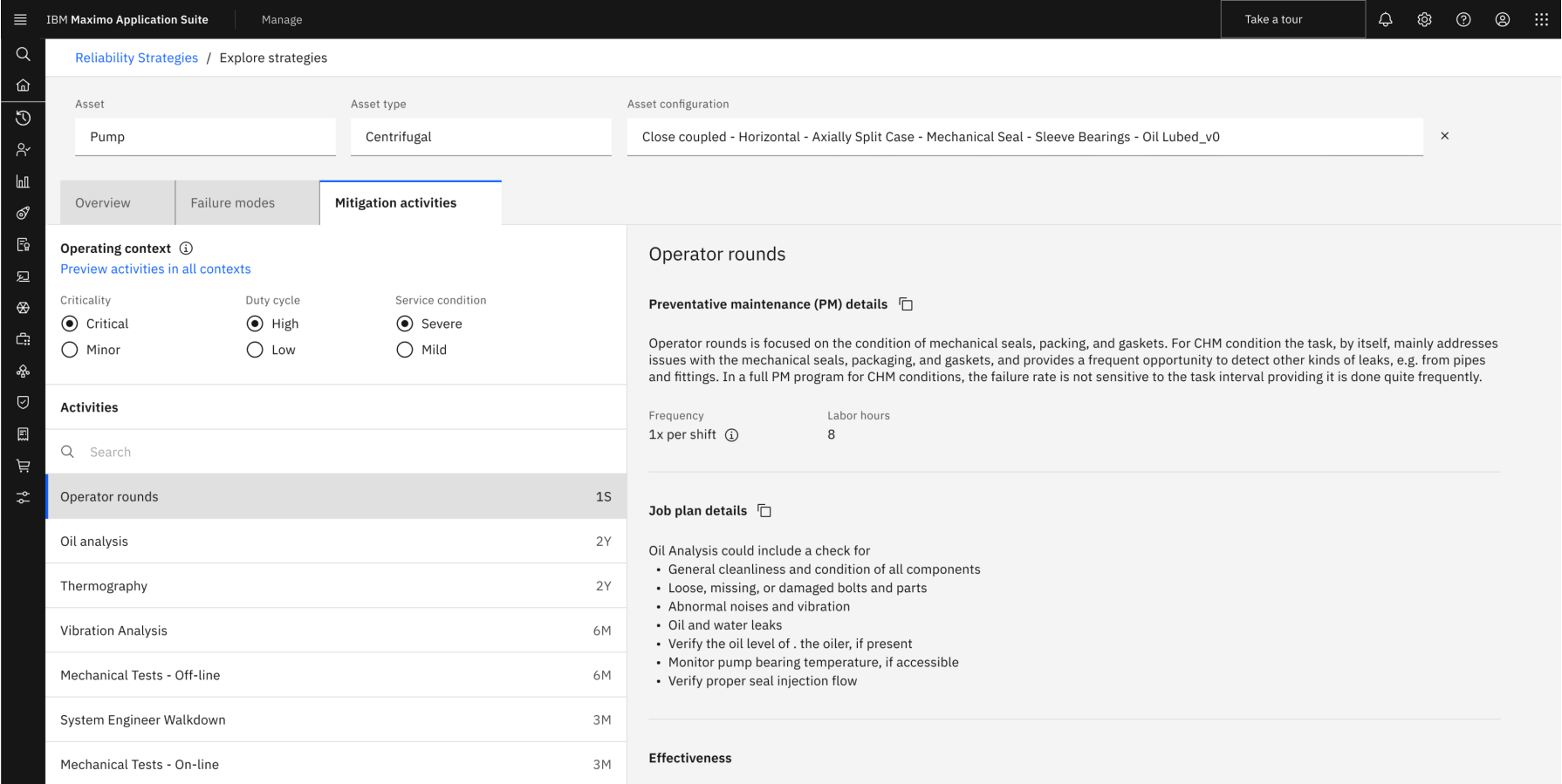
\*Reliability Strategies can be deployed for existing Manage users ***without any additional AppPoints.***

\*The Reliability Strategy Library ***does not require any additional AppPoints.***

# Maximo RCM key capabilities

Reliability Strategies: a dedicated RCM/FMEA app with included content library.

- **FMEA Viewer:** understand the ways your equipment degrades and deploy the appropriate mitigating activities to prevent functional failures by browsing equipment failure mechanisms in the Reliability Strategy Library
- **Reliability Strategy Composer:** create an effective overall reliability strategy by browsing recommended activities, intervals and details from the Reliability Strategy Library



# Reliability Strategies – “Builder”

*(Targeted for MAS 9.0)*

## Reliability Strategy Builder – “Application”

- As a Customer or IBM Reliability Engineer I can create new and or copy/edit Reliability Strategies (FMEA, PM, Job Plans)
  - I can complete an RCM Study Overview
  - I can apply/create/edit Failure Modes and apply Mitigation types based on risk
  - I can select, assign and track the status of Actions

## Reliability FMEA Builder – Tech Preview

- Tech Preview - Watson X FMEA Builder: Using Watson X an IBM Reliability Librarian/Engineer I can create new FMEA's (content) with Watson X that can be approved and added to the Library. Customers can also use the same service to create content
- Onboarding first customer

## Reliability Strategy Builder – “Content Service”

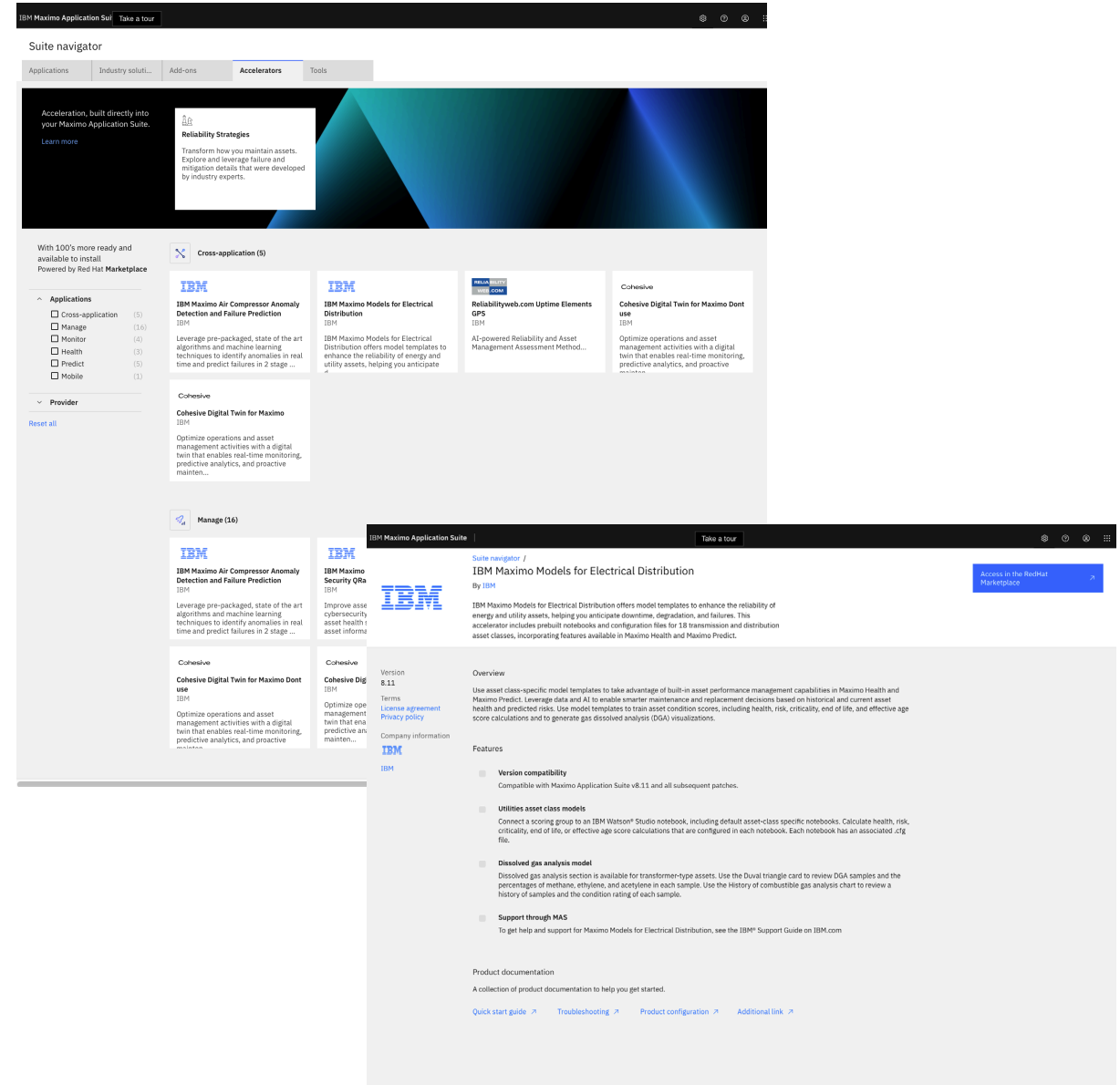
- Content/Database Reengineering – Component based Architecture

# Accelerator Catalog

Provides customers access to a range of accelerators offered by both IBM and the Maximo Ecosystem

- Content, configurations, dashboards, attachments, model templates
- Scripts and code patterns
- New applications built on and for the Maximo Application Suite
- Integrations
- And much more....

[Explore the Maximo Marketplace](#)



# Maximo Monitor Updates

*(Targeted for MAS 9.0)*

- Redesigned the UI to fully integrate EDC and IoTp capabilities into a unified and intuitive user experience in a single user flow.
- Easier to administer devices and gateways with detailed views of all the information they need such as connectivity relationships, hierarchy and operational status.
- Includes a sample data stream that can be used in demos, trials and provide users with examples to test.

## 1. User chooses to add device from library (EDC) or custom (IoTp) Add device

You can add a device from the device library or add a custom device. A gateway can support either devices from the library or custom devices. Custom and library devices can't coexist in a gateway.

**Use device library**

Find and select a device and then choose from a list of possible metrics for the device. These devices must be associated with a privileged gateway. [Learn more about the library](#)

**Add custom device**

Specify your own device details and add metrics later. [Learn more about custom devices](#)

\*Gateway

Cancel
Continue

## 2. Guided end to end user flow for device & gateway setup

Gateways / Add device to Gateway type B - Gateway Floor A

1 Select device    2 Configure protocol    3 Configure device    4 Select metrics

**Configure device**

Specify an ID for the device, configure the token, and then assign a type. Devices are authenticated by using tokens.

Gateway

Gateway Floor A

Gateway type (optional)

Gateway Type B

Device ID

Token

Autogenerated  Custom

Devices are authenticated by using tokens.

Device type

VariableFrequencyDrive

Cancel
Previous

## 3. Device Details

IBM Maximo Application Suite Monitor

Setup / Device

**Device ID**

Data Overview Dashboards Metrics

**Details** Dimensions

|  |                            |                             |
|--|----------------------------|-----------------------------|
| Device type  | Gateway ID                 | Gateway type                |
| Device type  | Gateway Floor A            | Gateway Building A          |
| Description  |                            |                             |
| This sample shows simulated time-series data for an industrial boiler. It demonstrates how to perform a Monte Carlo simulation. It also shows how to perform a Monte Carlo simulation. |                            |                             |
| Data simulator   | Enabled                    |                             |
| Protocol   | IP address                 | Server or unit ID           |
| Modbus TCP/IP  | 1.210.255.21               | 1                           |
| Serial number  | Model                      | Hardware version            |
| 456D687Be687-000   | 300                        | 5.6.1                       |
| Device class   | Firmware version           | Location description        |
| A4   | N/A                        | Lorem ipsum sit amet        |
| Token type   | Certificate authority path | Certificate path            |
| Token type   | /home/gateway/certs/ca.crt | /home/gateway/certs/dfs.crt |

## 4. Easily add Simulated device from a template

Choose a template

**Template**

Select a template. The sample type templates include default metrics and dimensions but don't support all device type features, such as streaming data metrics.

**Basic template**

This template does not include default metrics or dimensions.

**Sample boiler type template**

This sample shows simulated time-series data for an industrial boiler. It demonstrates how to perform a Monte Carlo simulation. It also shows how to apply heuristics to detect leaks.

**Sample packaging hopper type templ**

This sample demonstrates anomaly detection on simulated data from a cereal packaging plant.

**Sample robot type template**

Sample entity type based on data commonly available for industrial robots. This sample illustrates the ability to combine time-series sensor data with other data. It shows how to calculate activity durations from an activity log...

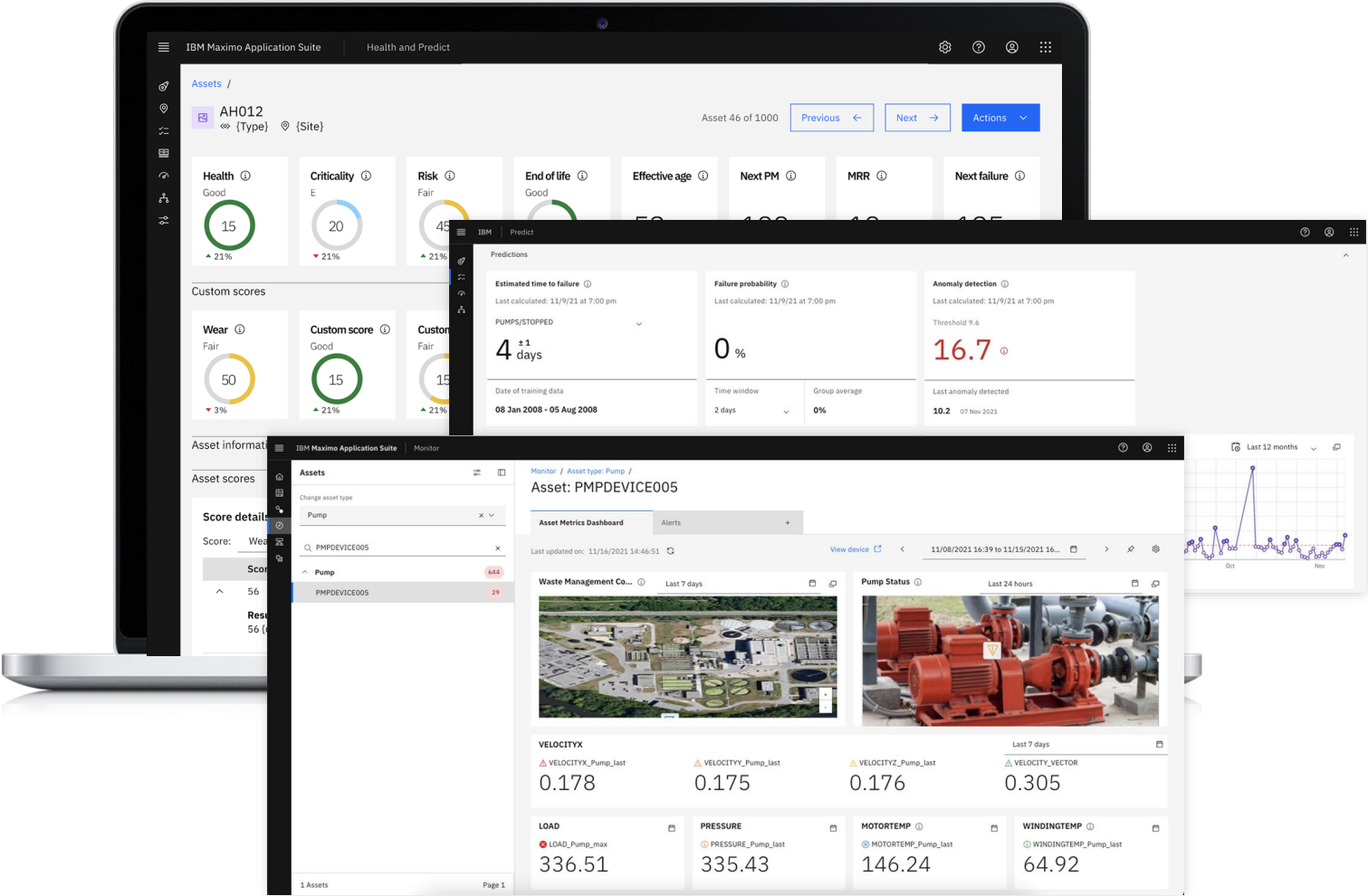
**Sample soundough leaving type ter**

This sample demonstrates using AI to make recommendations about the leaving process during the product break.



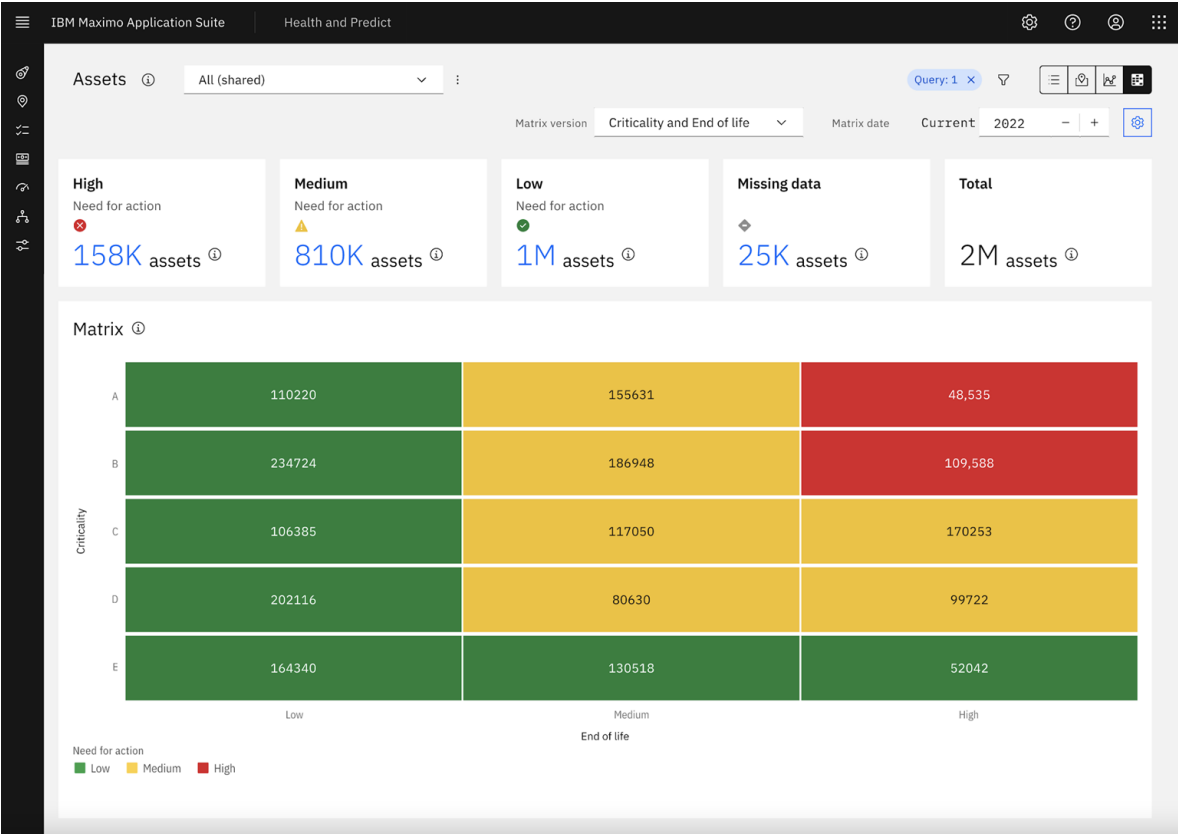
# Health - Investigate assets at risk from a single page

- See KPIs and other important asset information in one place
- Review health, criticality, risk, end of life, effective age and custom scores
- See dissolved gas analysis for transformers
- Visualize predictive model scores built from OOTB templates
- Review trends to determine what to do, and when to act
- Investigate top contributor factors and their importance scores for anomaly detection



# Health - View assets in a matrix for more refined identification

- View assets on color-coded matrices to easily identify and drill down into assets that are at risk based on multiple variables
- OOTB matrices
  - Criticality and risk
  - Criticality and health
  - Criticality and end of life
- Create custom matrix configurations with custom scores, like wear, efficiency and total cost
- Apply future forecasting of an asset matrix to determine what action to take today



# Health - Build an investment project to reduce risk & stay in budget

- Build projects, add assets to those projects, and run replacement scenarios to determine which assets should be replaced and when
- Use replacement information from templates built for common asset types OR from individual asset replacement plans
- Compare current plans and optimized strategy
- Submit plans for approval or for additional finance analysis in a full AIP solution

The screenshot displays the IBM Maximo Health and Predict interface. The top section shows 'Investment strategies' for 'Grid assets at Bedford' with options to 'Maintain risk', 'Reduce risk', and 'Stay within budget'. The 'Details' section shows an 'Average risk score' of 44.1 and a constraint: 'Must replace asset if risk score > 80'. Below this is a table of 'Current scores' and 'Optimized schedule and costs' for assets AH012 at SITE1234.

The bottom section shows a 'Compare investment strategies' table for the duration of 3Q 2020 - 4Q 2025. The table compares three goals: 'Maintain risk', 'Reduce risk', and 'Stay in budget' across various cost and risk metrics.

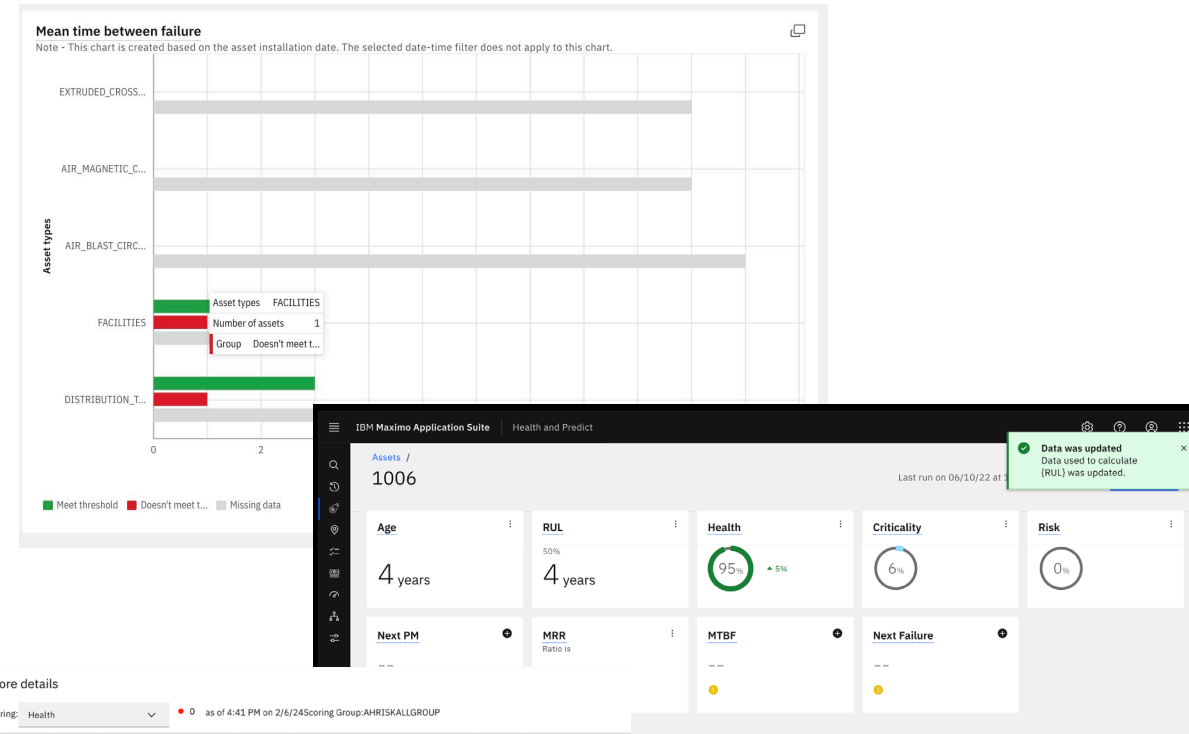
| Goal                            | Maintain risk               | Reduce risk                 | Stay in budget                 |                    |             |                    |
|---------------------------------|-----------------------------|-----------------------------|--------------------------------|--------------------|-------------|--------------------|
| Duration                        | 5 years                     | 5 years                     | 5 years                        |                    |             |                    |
| Target start year / end year    | 1Q 2021 / 4Q 2025           | 1Q 2021 / 4Q 2025           | 1Q 2021 / 4Q 2025              |                    |             |                    |
| Total cost (USD)                | 120,000,000                 | 90,000,000                  | 50,000,000 <span>Lowest</span> |                    |             |                    |
| CAPEX                           | 90,000,000                  | 70,000,000                  | 30,000,000 <span>Lowest</span> |                    |             |                    |
| OPEX                            | 30,000,000                  | 20,000,000                  | 20,000,000 <span>Lowest</span> |                    |             |                    |
| Average yearly total cost (USD) | 400,000                     | 470,000                     | 100,000 <span>Lowest</span>    |                    |             |                    |
| 2021 total                      | 250,000                     | 110,000 <span>Lowest</span> | 110,000 <span>Lowest</span>    |                    |             |                    |
| 2022 total                      | 150,000                     | 450,000                     | 100,000 <span>Lowest</span>    |                    |             |                    |
| 2023 total                      | 150,000                     | 150,000                     | 100,000 <span>Lowest</span>    |                    |             |                    |
| 2024 total                      | 150,000                     | 350,000                     | 100,000 <span>Lowest</span>    |                    |             |                    |
| 2025 total                      | 150,000 <span>Lowest</span> | 750,000                     | 100,000 <span>Lowest</span>    |                    |             |                    |
| Average risk score for duration | 5.1 <span>Lowest</span>     | 9.0                         | 13.3                           |                    |             |                    |
| Highest risk score for duration | Risk score                  | Trend from current          | Risk score                     | Trend from current | Risk score  | Trend from current |
| Distribution transformer        | 11.0 (2022)                 | 1.5                         | 10.0 (2022)                    | 1.5                | 10.0 (2022) | 1.5                |
| Transmission transformer        | 3.3 (2023)                  | 0.1                         | 5.3 (2023)                     | 0.1                | 9.0 (2023)  | 0.1                |
| Overhead cable                  | 7.1 (2022)                  | 0.1                         | 12.0 (2022)                    | 0.1                | 12.0 (2022) | 0.1                |
| Switch                          | 4.1 (2021)                  | No change                   | 12.0 (2022)                    | 7.9                | 12.0 (2022) | 7.9                |
| Underground cable               | 1.1 (2024)                  | No change                   | 1.1 (2024)                     | No change          | 1.1 (2024)  | No change          |
| Total replacements              | 120                         |                             | 120                            |                    | 120         |                    |



# Maximo Health Updates

(Targeted for MAS 9.0)

- Health Mean Time Between Failure
  - Understand which assets are causing unscheduled maintenance costs
  - Action asset having the greatest cost impact on asset performance and reliability
- Identify and Correct Missing Asset Data for KPIs
- Health Made Easy with Out of the Box Score Calculations
- Maximo Models for Electric Transformers
  - Asset Health Scoring Calculations. Maximo accelerator for Electrical Transmission and Distribution customers to understand asset performance of high voltage transformers using KPIs
  - Health Accelerator Installation supports new automation and UI for MAS Accelerator download, installation, activation and deactivation



The screenshot shows the IBM Maximo Models for Electric Transformers product page on the Red Hat Marketplace. The page features the IBM logo, a 'Purchase' button, and a 'Create account' button. The main content area is titled 'IBM Maximo Models for Electric Transformers' and includes a description of the accelerator, a table of software versions, and several key features: 'Estimate CO2 emissions with energy loss calculations and transformer location data', 'CO2 Equivalent Emissions', 'Energy Loss', 'Anomaly Detection', 'Risk-based Harmonic Assembly Detection', and 'Transformer Health Score'. The page also includes a 'Highlights' section with 'Run on IBM', 'Water measured', and 'Last updated: 03/20/2024, 03:29'.

# AppConnect supporting integration scenarios

**Transformation** - Flows capture business logic

**Mapping** - Map resource data from a source to a target (inbound and outbound)

Triggered via schedule or Web invoked API

Enables data interchange use case(s) between MAS and other solutions

- MAS to TRIRIGA
- TRIRIGA to Envizi
- MAS to Envizi

Between IBM Solutions

- MAS to Workday

Between IBM and 3<sup>rd</sup> Party Solutions



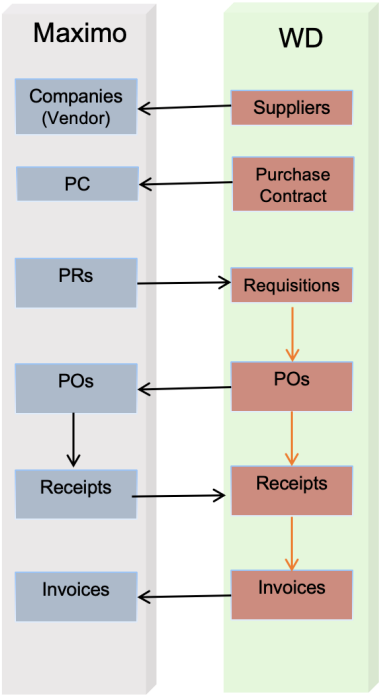
# Maximo Application Suite – Workday Connector

*(On-prem Only)*

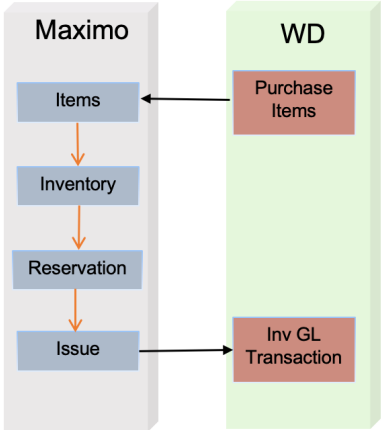
- Significant improvements in Financials Integration
- New Integration support for Purchasing scenario where purchasing is managed in Workday
- New Integration support for Inventory scenario where Inventory is managed in Maximo

## Maximo-Workday - Purchasing and Inventory Scenarios

Workday managed purchasing




Maximo managed Inventory



Create Inventory GL FINs integration)

# Resources

# Maximo User Groups - 2024

|               |  |   |
|---------------|--|---|
| March 20 – 21 | <a href="#">Pac MUG</a> - San Jose, California                               |    |
| April 2-4     | <a href="#">GOMaximo</a> – Oil and Gas Maximo User Group – Houston, Texas    |    |
| April 10-11   | <a href="#">PacMUG</a> North – Seattle, Washington                           |    |
| April 23-25   | <a href="#">MUWG</a> – Maximo Utility Working Group – Chattanooga, Tennessee |    |
| May 8-9       | <a href="#">NEMUG</a> – Northeast MUG – Providence, Rhode Island             |    |
| May 14        | GAMUG – Greater Atlanta – Tucker, Georgia                                    |   |
| May 15-16     | UK & Ireland MUG – Dublin, Ireland   |   |
| May 29-30     | <a href="#">LVMUG</a> – Las Vegas, Nevada                                    |    |
| June 11-12    | AMUG - Airport MUG – Kansas City, Missouri                                   |   |
| June 26-27    | <a href="#">WMMUG</a> - West Mountain MUG – Denver, Colorado                 |   |
| July 17-18    | <a href="#">PacMUG</a> South – San Diego, California                         |  |
| October 2-3   | NEMUG –Princeton, NJ   |   |
| October 16-17 | <a href="#">FMMUG</a> – Facilities Maintenance MUG – New Orleans, Louisiana  |  |



# Sustainability Software Digital Trials

## Maximo Application Suite

(MAS SaaS with Health & Manage capability only)

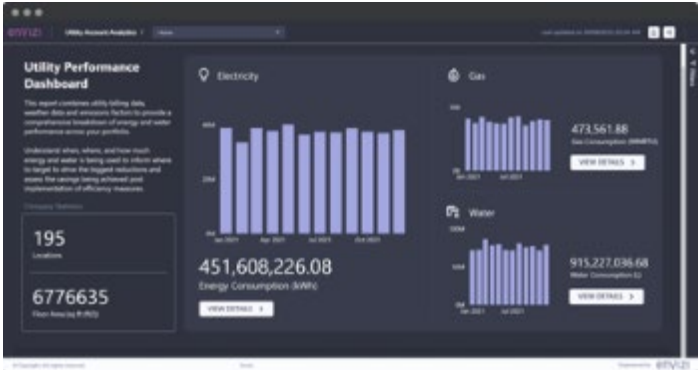
## Environmental Intelligence Suite (EIS)

## Envizi ESG Suite

Maximo: <https://www.ibm.com/account/reg/us-en/signup?formid=urx-51868>

EIS: <https://www.ibm.com/account/reg/us-en/signup?formid=urx-51911>

Envizi: <https://www.ibm.com/account/reg/us-en/signup?formid=urx-51857>



# IBM TechXchange Community

Connect via forums, blogs, files and face-to-face networking.

IBM Sustainability →

## IBM Asset & Facilities Management

Your destination for peer and expert insights to help unlock the power of data with AI and Asset & Facilities Management to advance your digital reinvention.

**Group Home**

Discussion 7.8K

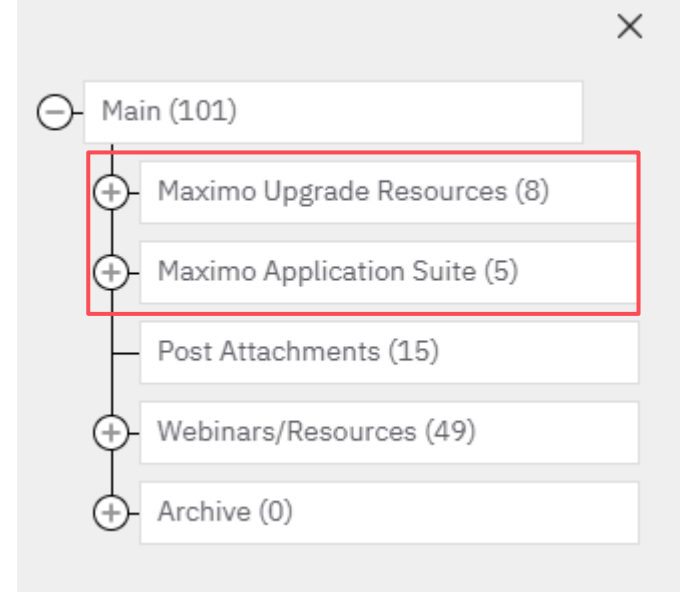
Library 688

Blogs 252

Events 4

Members 8.7K

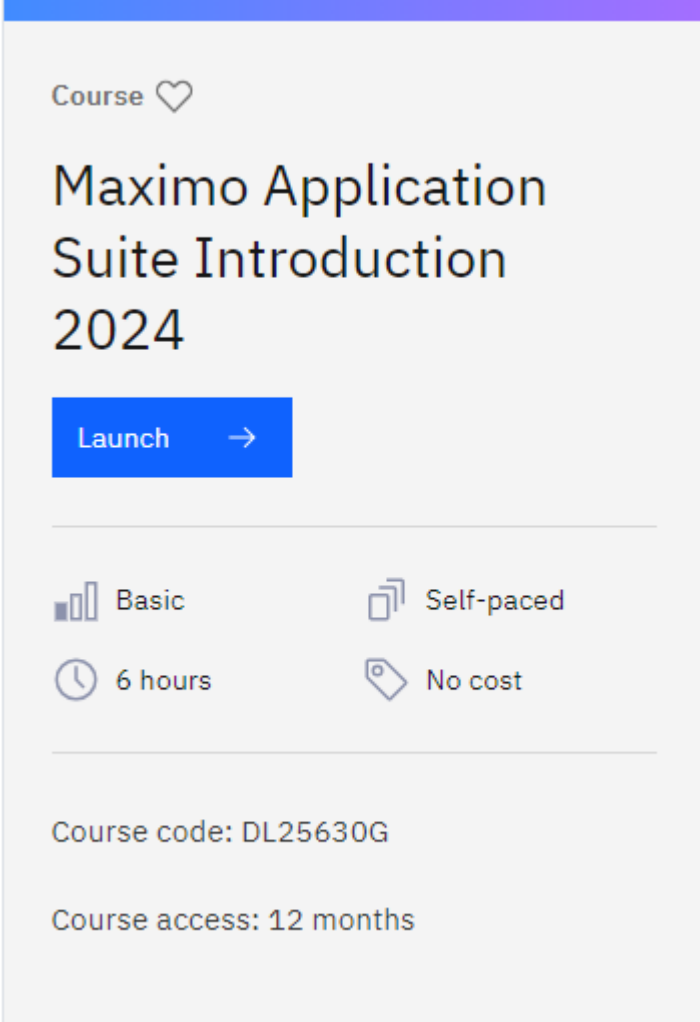
Join and participate in the Maximo Community [HERE](#)




# Free Maximo Application Suite Introduction 2024 Course

Check out the updated free Maximo Application Suite Introduction 2024 course now available on [ibm.com/training](https://www.ibm.com/training) with lots of new content including Reliability Strategies, Operational Dashboards and Scheduling.

<https://www.ibm.com/training/course/maximo-application-suite-introduction-2024-DL25630G>







Course 

## Maximo Application Suite Introduction 2024

[Launch](#) →

---

 Basic  Self-paced

 6 hours  No cost

---

Course code: DL25630G

Course access: 12 months

# IBM Maximo Application Suite

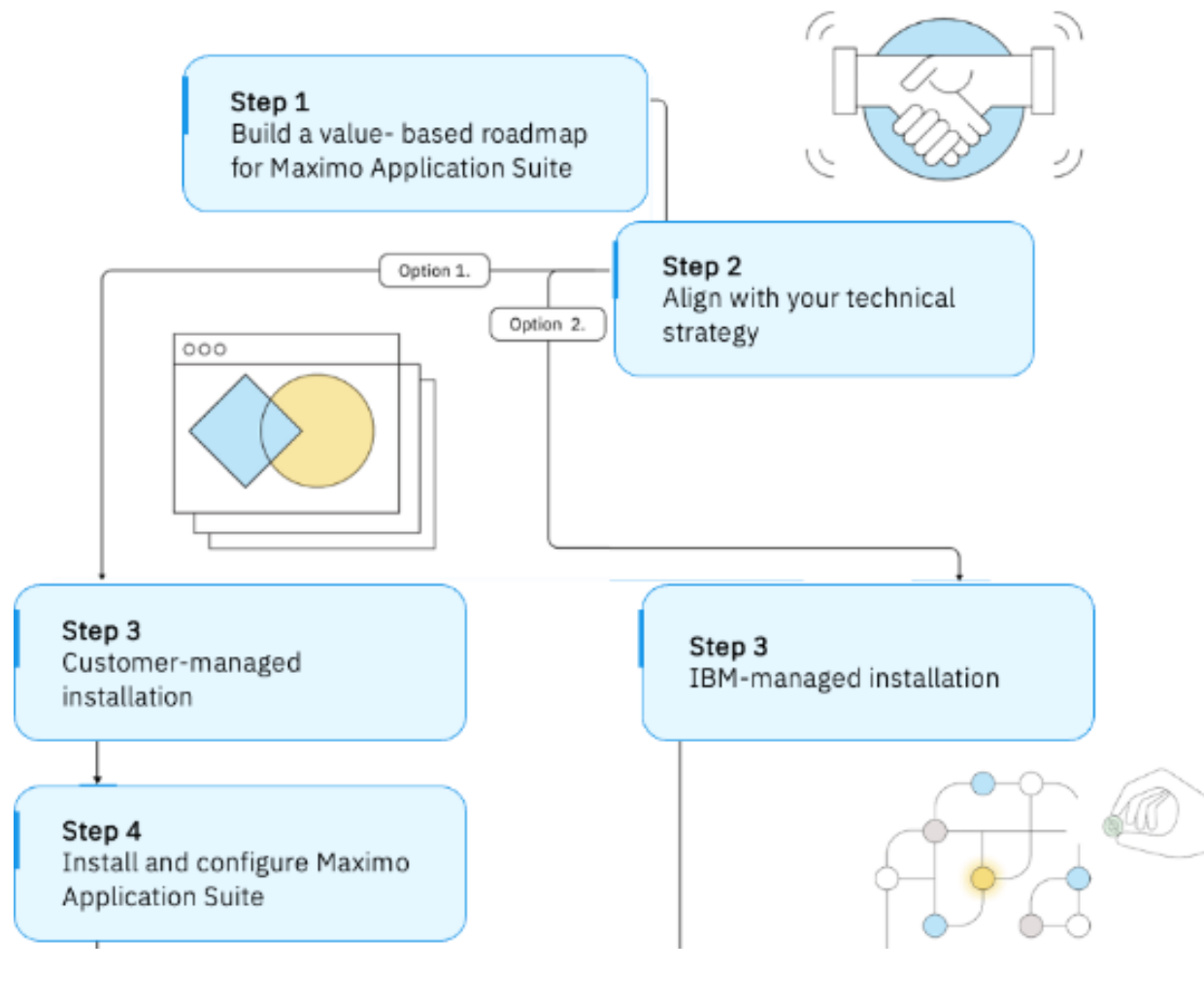
## Technical education brief

| Maximo Application Suite (MAS)   |           |            |         |                                  |
|--|-----------|------------|---------|----------------------------------|
| System Users / Administrators / Consultants  |           |            |         |                                  |
| Course Title   | Duration  | *Format    | Cost    | Badge                            |
| <a href="#">Introduction to Maximo Application Suite (DL43003G)</a>  | 3 hours   | Self-paced | No cost | <a href="#">Yes</a>              |
| <a href="#">Containerization and RHOCP essentials for Maximo Application Suite and Sterling solutions (DL25607G)</a>           | 1 hour    | Self-paced | No cost | <a href="#">Yes (for series)</a> |
| <a href="#">Maximo Application Suite &amp; Red Hat OpenShift Container Platform Deployment Technical Essentials (DL25608G)</a> | 6 hours   | Self-paced | No cost | <a href="#">Yes (for series)</a> |
|  |           |            |         |                                  |
| <a href="#">IBM Maximo Visual Inspection Overview (DL43001G)</a>   | .5 hours  | Self-paced | No cost | No                               |
| <a href="#">Getting started with IBM Maximo Visual Inspection v2 (MAX4313G)</a>  | 2 hours   | Self-paced | Cost    | <a href="#">Yes</a>              |
| <a href="#">Getting started with IBM Maximo Asset Performance Management v2 (MAX4311G)</a>                                     | 5 hours   | Self-paced | Cost    | <a href="#">Yes</a>              |
| <a href="#">IBM Maximo Monitor solution overview (DL43005G)</a>  | .5 hours  | Self-paced | No cost | No                               |
| <a href="#">IBM Maximo Health and Predict solutions overview (DL43006G)</a>  | 1.5 hours | Self-paced | No cost | No                               |
| <a href="#">IBM Maximo Mobile solution overview (DL43008G)</a>   | .5 hours  | Self-paced | No cost | No                               |
| <a href="#">Getting started with Maximo Mobile v2 (MAX4312G)</a>   | 4 hours   | Self-paced | Cost    | No                               |

<https://www.ibm.com/training/maximo>

# Supporting your Move to MAS

Embark on your journey to IBM Maximo Application Suite with clear steps and expert guidance.



Scan the QR Code for more details



Access Additional resources





# EAM Technical Assessment: Overview

## IBM Expert Labs

Technical Assessment for MAXIMO /SaaS Flex upgrade and migration to MAS Managed Services

### 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 Managed Services
- Assess data structure
- Identify customizations and assess the gap from leveraging the out of the box adapters

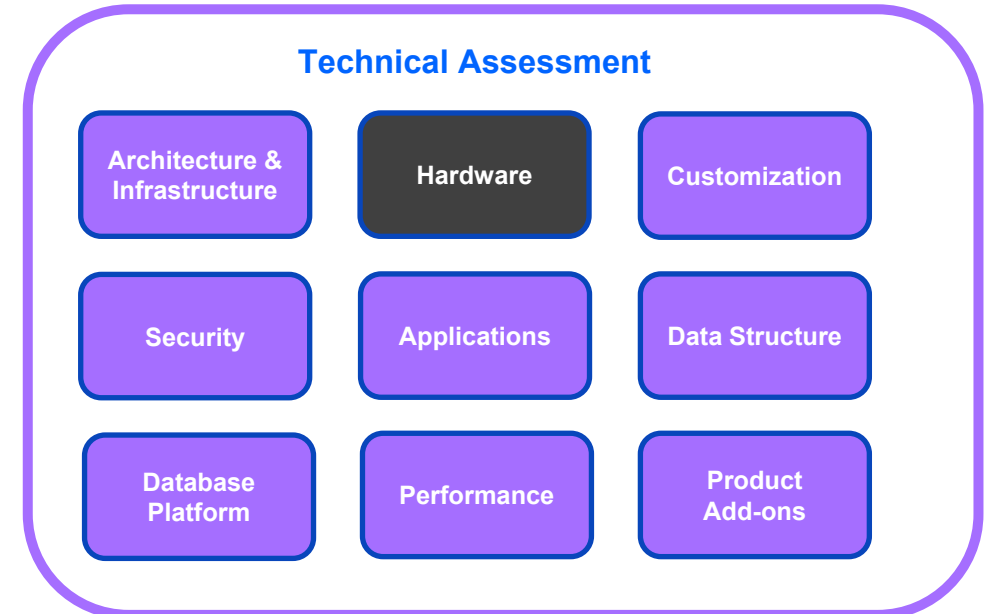
### Expected Outcome:

- Maximo Technical Upgrade Assessment document containing tailored recommendations and a journey map for the upgrade

### Duration:

- 5-7 weeks

### Maximo Assessment Components



# Submit Your Product Ideas



## **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?

The image shows the IBM logo in a large, 3D, white font. The letters are blocky and have a slight shadow cast to the right, giving them a three-dimensional appearance. The logo is centered horizontally on the page.

## Contacts

Lisa Stuckless  
[lss@ca.ibm.com](mailto:lss@ca.ibm.com)

Dave Gasdia  
[drgasdia@us.ibm.com](mailto:drgasdia@us.ibm.com)

Kim Woodbury  
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# MAS Deployment Options

| Deployment                              | Availability        | Procure   | Provision & Operate   | Client Benefits  |
|---|---------------------|---|---|--|
| <b>On Premise</b><br>Customer Managed   | Now                 | Client purchases MAS from IBM<br>Client provides infrastructure   | Client provisions, manages, and operates full stack   | <ul style="list-style-type: none"> <li>Maximum operational flexibility</li> </ul>  |
| <b>Hyperscalers</b><br>Customer Managed | Now<br>AWS<br>Azure | BYOL<br>Client purchases software from IBM 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  | <ul style="list-style-type: none"> <li>Simplifies procurement and deployment</li> <li>Allows client to select their Hyperscalers</li> <li>Flexibility for clients to manage and operate their environment</li> </ul>   |
|   | Now<br>AWS<br>Azure | Paid (Marketplace listing)<br>Client purchases software and infrastructure from Hyperscalers  |   |  |
| <b>SaaS Editions</b><br>IBM Managed     | Now<br>AWS          | Client purchase single part (includes software, infrastructure, and operations) from <u>either</u> std IBM sales/channels or AWS Marketplace<br><br>Essentials<br><br>Standard<br><br>Premium | IBM provisions, manages, and operates Client's MAS environment on AWS Cloud using IBM's AWS cloud account<br><br>Provides a base implementation of Manage or MVI. Limited configuration.<br><br>Provides full MAS Capability, with limited options and operational options<br><br>Full MAS with more flexibility. | Reduced time-to-value<br>Reduced operational costs<br>Allows clients to focus on business priorities<br>Entry Level for small implementations.<br><br>Targeted at most clients requiring MAS and wanting to focus on standard capabilities.<br>For clients wanting more operational features and flexibility. 50 |

# MAS AppPoint License Model

| <i>USER TYPES</i>                             | Self Service   | Limited   | Base  | Premium  |              |                        |
|---|--|---|---|--|--------------|------------------------|
| Administration Users<br><i>(Authorized)</i>   | N/A  | N/A   | 10 AppPoints  | 15 AppPoints   |              |                        |
| Application Users<br><i>(Concurrent)</i>      | 0 AppPoints  | 5 AppPoints   | 10 AppPoints  | 15 AppPoints   |              |                        |
| Application Users<br><i>(Authorized)</i>      | 0 AppPoints  | 2 AppPoints   | 3 AppPoints   | 5 AppPoints  |              |                        |
| Applications                                  | <b>Self Service Applications</b> <ul style="list-style-type: none"> <li>• Service Requests</li> <li>• Desktop Requisitions</li> <li>• Requests (Oil &amp; Gas)</li> <li>• Create/Review Incidents (HSE)</li> <li>• Vehicle Requests (Transportation)</li> <li>• Graphical Appt Book (Scheduler)</li> <li>• Bill review (Service Provider)</li> </ul> | <b>Manage 3 Modules:</b> <ul style="list-style-type: none"> <li>• Manage (Linear/Calibration/Spatial)</li> <li>• Manage Industry Solutions</li> <li>• Manage Add-ons</li> <li>• IT</li> <li>• Maximo Mobile</li> <li>• 3rd Party Mobile</li> </ul> <b>Monitor</b><br><b>Assist</b> (requires install) | <b>Manage</b><br>Includes: <ul style="list-style-type: none"> <li>• Linear</li> <li>• Calibration</li> <li>• Spatial (requires install)</li> <li>• Scheduler</li> <li>• IT</li> </ul> <b>Health</b> | <b>Manage</b><br>Industry Solutions <ul style="list-style-type: none"> <li>• Oil &amp; Gas, Aviation, Transportation, Utilities, Nuclear, Civil Infrastructure</li> </ul> Add-ons <ul style="list-style-type: none"> <li>• Asset Configuration Manager, Service Provider, Health Safety &amp; Environment Manager</li> </ul> <b>Predict</b><br><b>Visual Inspection</b> (requires install) |              |                        |
| Install AppPoints<br><i>(Production Only)</i> | SAP/Oracle/Workday Connectors (80)   | Civil Infrastructure (50)   | Visual Inspection (45)<br>Edge (1)  | Spatial (20)   | Assist (150) | Optimizer (60) / (220) |



# Continued Investment in Maximo Application Suite – Focus Areas for 1H

## 2024 (MAS 9.0) AI

### Modernized User Experience

### IT/OT Convergence

### Administration & System Maintenance

### Expand and Deliver through ecosystem

### RCM Library

|  |   |   |  |   |   |
|--|---|---|--|---|---|
| <p>Embrace Generative AI to bring value to each critical role in MAS</p> | <p>Enable 100% compliance and accurate asset data capture through mobile work and inspections activities for regulated industries</p> | <p>Increase the operational efficiency and agility in enterprises by integrating IT and OT systems for real-time data sharing, analysis, and decision making.</p> | <p>IT Administrator can improve system availability and ease of implementation and ongoing maintenance</p> | <p>Rapidly grow ecosystem of accelerators to address critical opportunities and TTV</p> | <p>Clients can implement reliability-centered maintenance 75% faster and reduce their maintenance cost by 20%</p> |
|--|---|---|--|---|---|

- Maintenance managers are 10-20% more productive processing routine work, and increasing the data quality 25-30%
- Deliver a consumable experience that empowers everyday users of MAS to derive greater value from AI insights and automations

- Modernize and Enhance role-based applications (Add Cognos)
- Optimize Scheduling and Dispatching capabilities
- Introduce Calibration, Incident Mobile Applications
- Configuration Tool
- Complete Issues and Transfers
- Include operational, condition and predictive, and additional inspection capabilities into MAS dashboards.
- Introduce MAS dashboards for engineers and operators.

- Improve the interoperability of IT and OT processes
- Service view application for service availability and value
- Data driven decisions
- Enablement of Chatops, Swarm, remote control and video support to Agents
- Simplified Discovery data load

### APM

APM as an essential component driving improved reliability.

- Improve model lifecycle mgmt
- Expand AIP
- Link MVI outputs to Condition flow for assets
- Operations managers can easily connect, stream and automate actions optimizing performance using edge data

- User management, IDP options, authentication
- Continue development on migration to MAS items.
- Improve Operator Maturity
- Power &/or Z support for MAS Manage
- Continue to deliver on Federal Readiness actions to eliminate barriers for Regulated customers
- Certify on newer BIRT and Cognos versions

- Improve the consumption experience of accelerators
- Introduce certification program to foster trust in offerings
- Introduce Carbon Emissions Module for Manage
- Introduce Renewables offering

- Improved data import capabilities from library
- Reliability Strategies Composer
- Reliability Strategies Builder
- Reliability Optimizer
- Condition Based maintenance advanced analytics

### Maximo Digital Learning Subscription

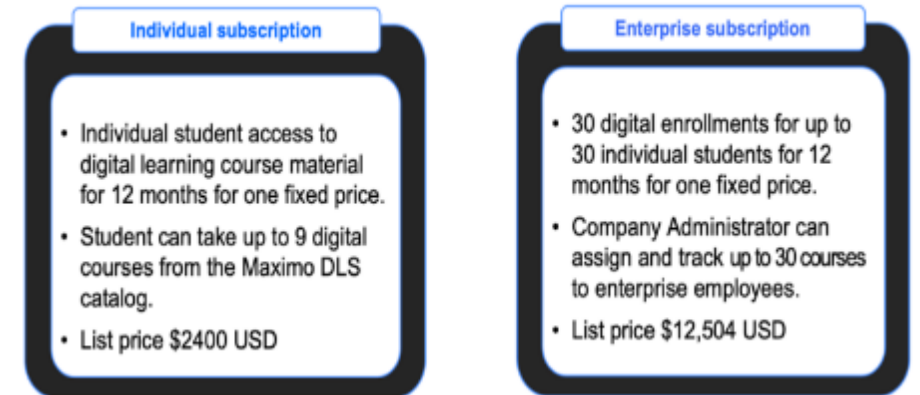
Whether you are an enterprise seeking to get your team up-to-speed or a single individual seeking to build skills for your career, a 12-month subscription to the Maximo Digital Learning catalog of courses can save you time and money.

- **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:

[IBM Maximo Individual Learning Subscription](#)

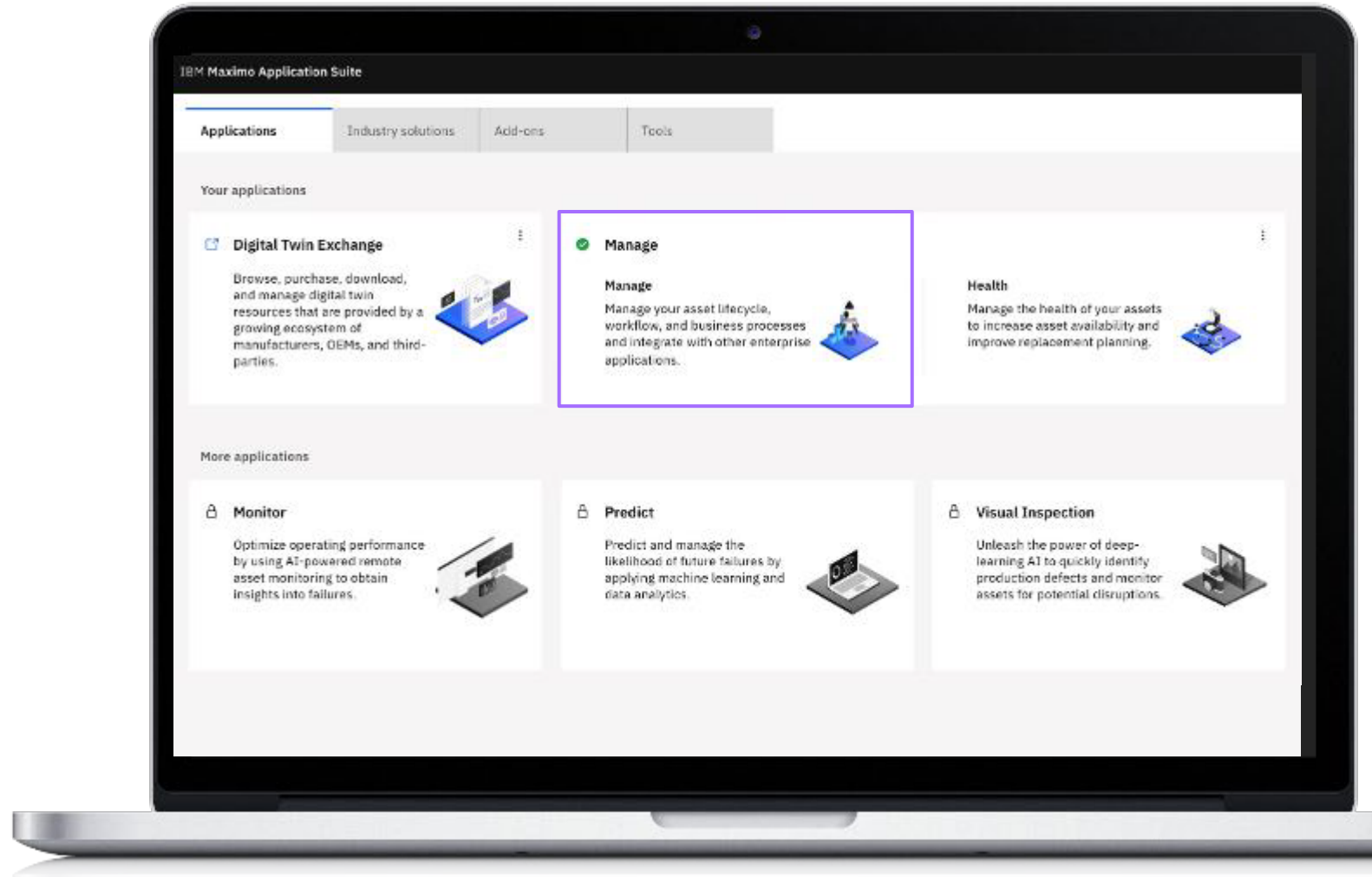
[IBM Maximo Enterprise Learning Subscription](#)



# Upgrade to Manage in the Suite

## Manage in the Suite

- New installation process at the MAS level
- Deployed on Red Hat OpenShift Container Platform (OCP)
- Authentication and User Management moved to the MAS level
- Modernized user experience to align with rest of the Suite
- Improved serviceability for monitor and logging options



Documentation for Maximo EAM Upgrade to Maximo Application Suite:

<https://www.ibm.com/docs/en/maximo-manage/continuous-delivery?topic=upgrading-from-maximo-enterprise-asset-management-maximo-manage>

# MAS SaaS Service Comparison<sup>1,2</sup>

- Included ■
- Additional Purchase □
- Future Included ►
- Future Add'l Purchase ▷
- Not Available —

| Feature                                    | Essentials     | Standard              | Premium                                |
|--|----------------|-----------------------|--|
| <b>Purchasing</b>                          |                |                       |  |
| Software                                   | ■ <sup>3</sup> | ■                     | ■                                      |
| Infrastructure                             | ■              | ■                     | ■                                      |
| Non-production Environments                | □ <sup>4</sup> | □                     | □                                      |
| <b>Provisioning</b>                        |                |                       |  |
| Cloud Provider                             | AWS            | AWS                   | AWS                                    |
| Choice of Data Center                      | —              | From Preferred List ■ | From Preferred List ■ / ▷ <sup>5</sup> |
| Choice of Database                         | —              | —                     | ▷                                      |
| Production Database Access                 | —              | □ <sup>6</sup>        | □ <sup>6</sup>                         |
| Non-production Database Access             | ■ <sup>7</sup> | ■ <sup>7</sup>        | ■ <sup>7</sup>                         |
| Add-ons & Industry Solutions               | Limited        | ■ / □                 | ■ / □                                  |
| VPN Connectivity to Client                 | ■              | ■                     | ■                                      |
| Network Connection Options (Allow Listing) | —              | ▷                     | ►                                      |
| Multiple VPNs                              | —              | —                     | ■                                      |
| Direct Connect                             | —              | —                     | ▷                                      |
| Bare Metal Servers                         | —              | —                     | ▷                                      |
| <b>Capabilities</b>                        |                |                       |  |
| Schedule Optimizer                         | —              | □                     | ■                                      |
| Cognos SaaS                                | —              | —                     | ▷                                      |
| Multiple Workspaces                        | —              | —                     | ▷                                      |

<sup>1</sup> Subject to change  
<sup>2</sup> Availability of features will vary. Not all will be available at initial release.  
<sup>3</sup> One application only  
<sup>4</sup> Maximum of one  
<sup>5</sup> Data center must support services required by MAS SaaS  
<sup>6</sup> Read-only via replica  
<sup>7</sup> Read/Write

# MAS SaaS Service Comparison<sup>1,2</sup>

- Included
- Additional Purchase
- Future Included
- Future Add'l Purchase
- Not Available

| Feature                                  | Essentials           | Standard              | Premium   |
|--|----------------------|-----------------------|---|
| <b>Integration</b>                       |                      |                       |   |
| SAP & Oracle Adaptors                    | —                    | ■                     | ■   |
| AppConnect SaaS                          | —                    | ▷                     | ▶ <sup>8</sup>                                      |
| Integration via MIF                      | ■                    | ■                     | ■   |
| Automation Scripting via MaxAdmin user   | ■                    | ■                     | ■   |
| Certified Third-party Java / Python code | —                    | —                     | ▷   |
| Security Integrations (SIEM Support)     | —                    | —                     | ▷   |
| <b>Operations</b>                        |                      |                       |   |
| Self-Service Portal                      | ■                    | ■                     | ■   |
| ISO 27001 & SOC2 Compliance              | ISO 27001 ■ / SOC2 ▶ | ISO 27001 ■ / SOC2 ▶  | ISO 27001 ■ / SOC 2 ▶                               |
| Update & Upgrade Scheduling              | Fixed                | Standard <sup>9</sup> | Flexible <sup>10</sup> ■ / Extended <sup>11</sup> □ |
| SLA                                      | High Availability    | High Availability     | High Availability                                   |
| Disaster Recovery                        | Standard             | Standard              | Reduced RPO & RTO ▷                                 |
| Multi-Site Support                       | —                    | —                     | ▷   |
| Multi-Zone Support                       | —                    | —                     | ▷   |
| Point-in-time Application Recovery       | —                    | —                     | ▷   |
| Extended Data Retention                  | —                    | —                     | ▷   |
| Assigned Personnel                       | —                    | —                     | □   |
| Regional Support Exclusions              | —                    | —                     | ▷   |
| Customized terms (SOW)                   | —                    | —                     | —   |

<sup>1</sup> Subject to change  
<sup>2</sup> Availability of features will vary. Not all will be available at initial release.  
<sup>8</sup> Deployed for no additional AppPoints only for clients who require it.  
<sup>9</sup> Non-prod first, followed 30 days later by Production  
<sup>10</sup> Up to 6 months, excluding updates & security items  
<sup>11</sup> Greater than 6 months & LTS available, excluding updates & security items