

IBM Update - Maximo Application Suite



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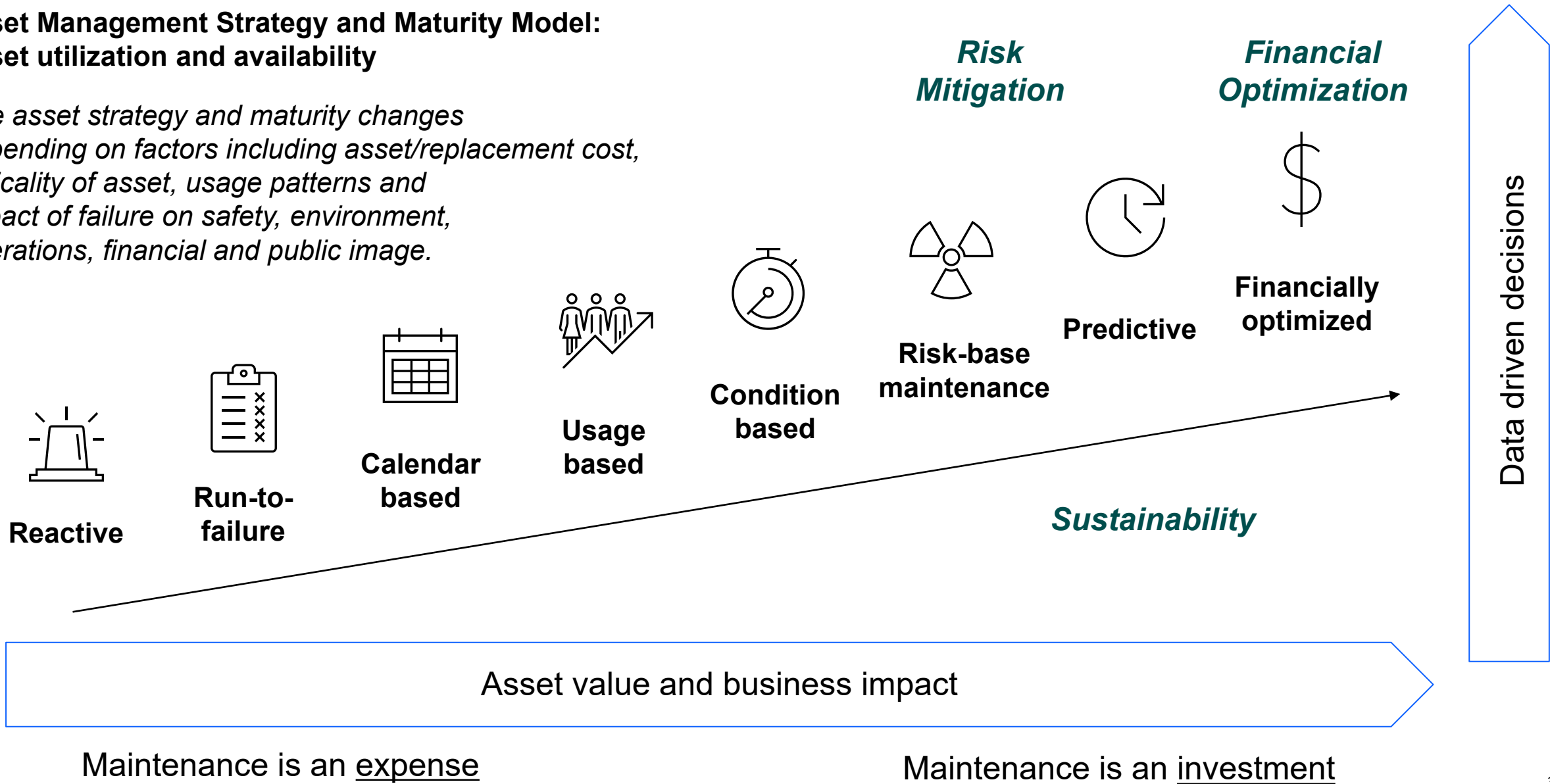
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Aligning Maintenance Strategies to optimize ALM

Asset Management Strategy and Maturity Model: Asset utilization and availability

The asset strategy and maturity changes depending on factors including asset/replacement cost, criticality of asset, usage patterns and impact of failure on safety, environment, operations, financial and public image.

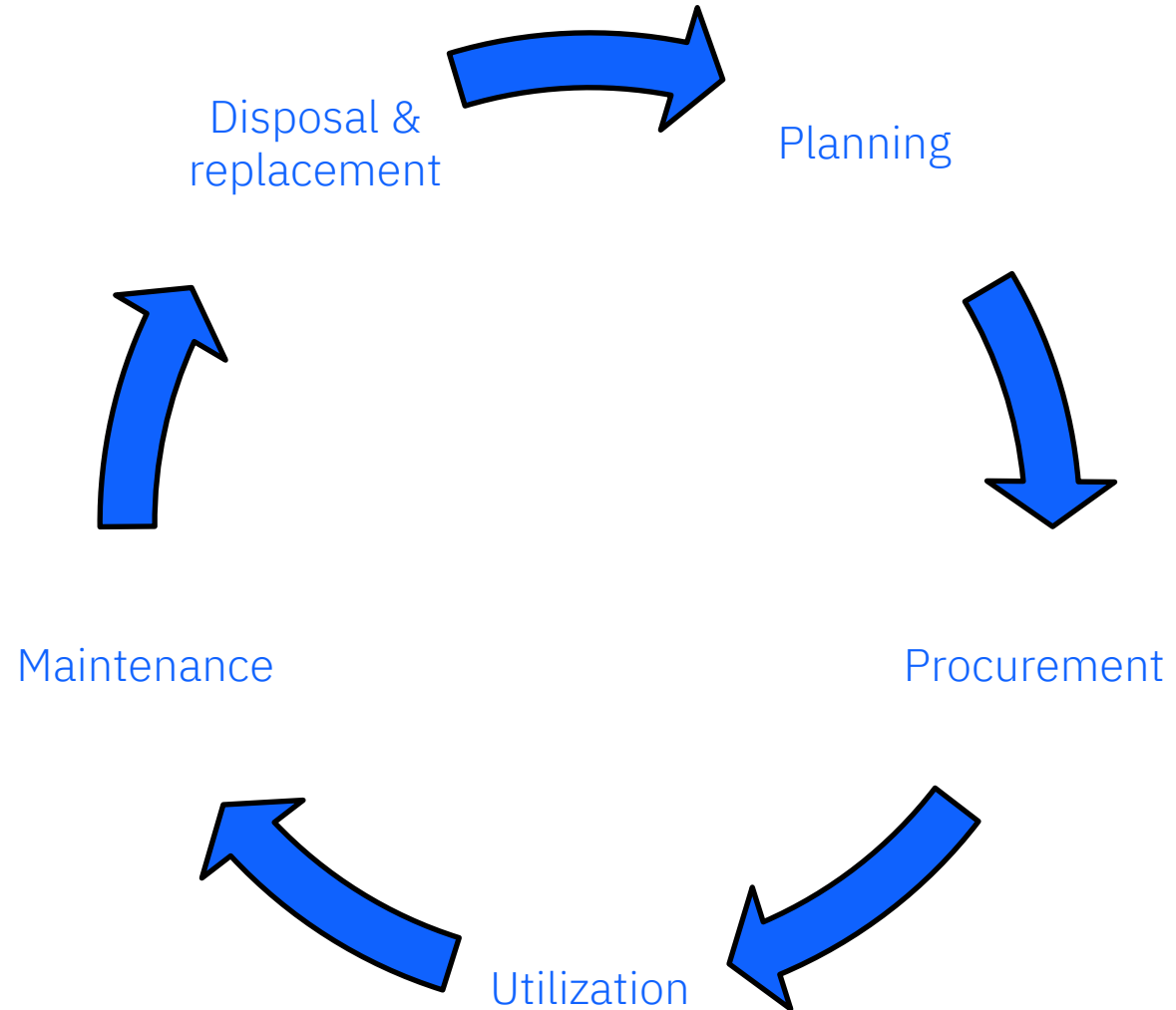


What is asset lifecycle management?

Asset lifecycle management (ALM)

combines a range of strategies designed to extend the lifespan of an asset and increase its efficiency.

- Assess projected value to the organization
- Identify how the new asset will fare within the overall ecosystem
- Maximize the performance
- Value vs costs



Daily challenges IBM hears from clients

We want to decrease
downtime / improve
maintenance

\$21K / Minute

Cost of unplanned downtime in
large-scale auto production

False Positives

Up to 30% in excess
maintenance costs

70%

Hours lost with reactive versus
preventive maintenance

We need to derive new
value from data...

82%

of asset failures
appear randomly

99%

of data collected from sensor-
enabled assets goes unused

We are losing the most
experienced technicians...

30%

of the total workforce
is retiring

32%

average turnover in the
field workforce

\$170B

cost of safety incidents
in US industries in 2019

We want to decrease
rework and warranty
cost...

1.2%

of annual revenue is rework
and material waste costs

2.0%

of annual revenue is warranty
work costs

What is operational excellence?



Operational excellence is a way for organizations to create a roadmap toward continuous improvement in a complex business environment.

Operational goals: how the company operates, including efficiency and safety.

Example: an organization might seek to minimize functional failures or to improve inventory management.



Financial goals: metrics related to sales and losses.

Example: a company could investigate if an asset is performing at sub-optimal level which leads to hemorrhaging energy and money.



Culture/workforce goals: investing in worker retention and knowledge transfer.

Example: with the aging workforce phenomenon, an enterprise could streamline trainings and processes to secure it'll always have the right skilled people.

How can you achieve operational excellence through ALM with Maximo?

Applying the business management approach of operational excellence to ALM means consistently searching to improve across all aspects of the business, within all business processes and across all lifecycle stages.



Accurate tracking
of assets, resources and expenses

Having the current state of your assets, resources deployment and tracked expenses in one platform will allow you to continuously learn from historical practices to adapt future practices and to achieve a more sustainable business status.



Effective reliability
strategy ease of implementation

From Reliability Strategy Library, you can copy PM and job plan details into Manage for more than 800 asset types, allowing you to accelerate your RCM journey and to unlock resources to conduct your own complementing RCM analysis if needed.



Real-time monitoring and AI anomaly detection

Monitor performance at scale and get meaningful alerts generated by AI-based anomaly detection to help your teams prioritize critical work, better managing your resources while preventing downtime with the help of this data-driven approach.



Assign the best expert
with the right skills

Knowing real-time where your technicians are and the current asset health status, you can optimize your team's schedule to assign your best expert with the right skills for the task at hand.



Mitigate functional
failures faster, easier

Operating at 90% of capacity per hour can mean a loss of thousands of dollars. Browsing equipment failure mechanisms in the Reliability Strategy Library can help you deploy the appropriate mitigating activities to prevent functional failures.



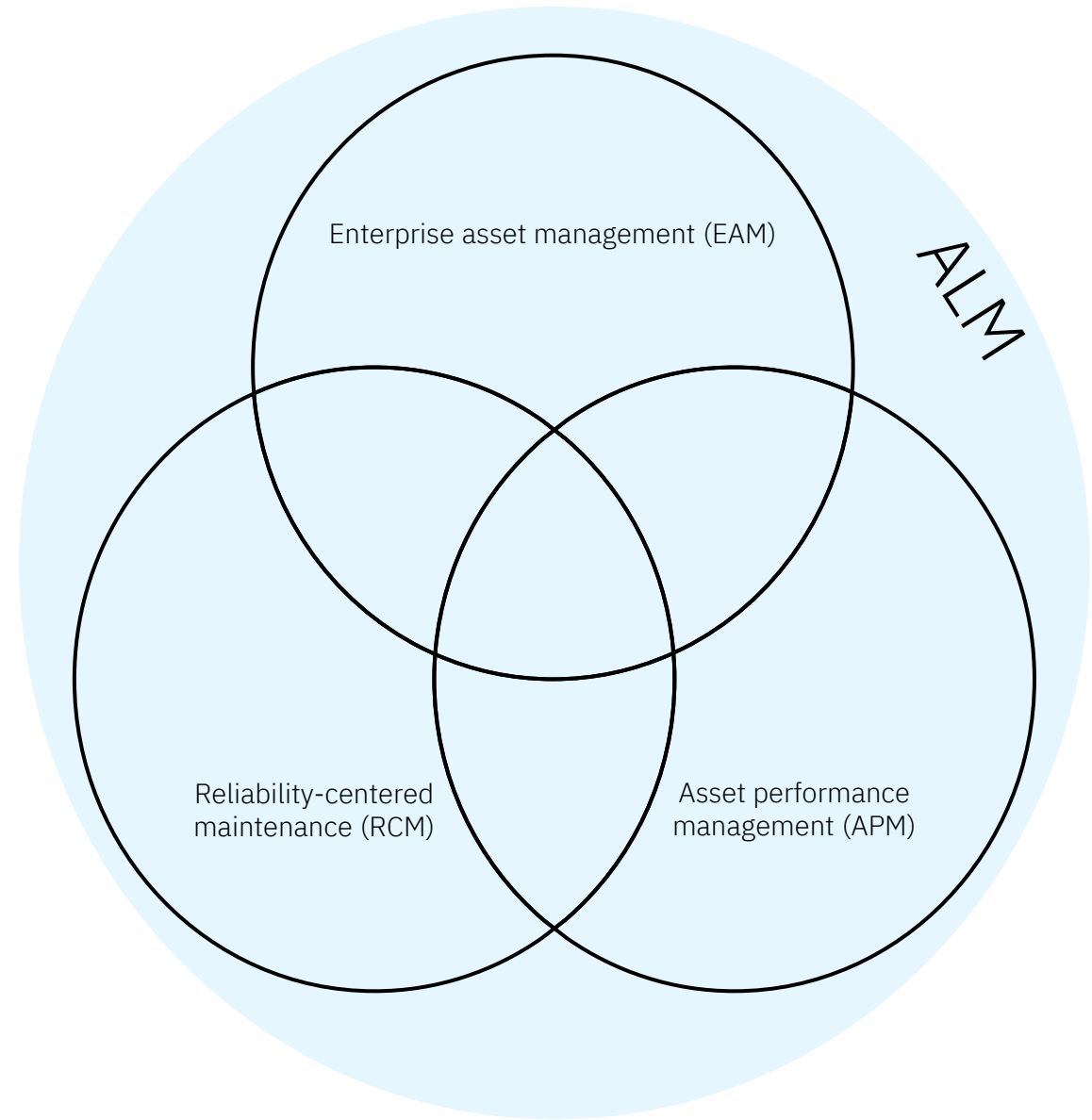
Predict failures
before they happen

Increase data utilization to increase accuracy on predicting a failure. This way, you'll be able to schedule a timely preventative maintenance activity to avoid a breakdown.

What is IBM Maximo Application Suite?

IBM Maximo Application Suite is a modular and scalable enterprise asset management (**EAM**), asset performance management (**APM**) and reliability-centered maintenance (**RCM**) platform.

It's applying AI, IoT, analytics and automation capabilities to best-practice industry solutions to manage assets, infrastructure and resources, monitor operations and improve product and service quality. All while reducing energy consumption and waste.



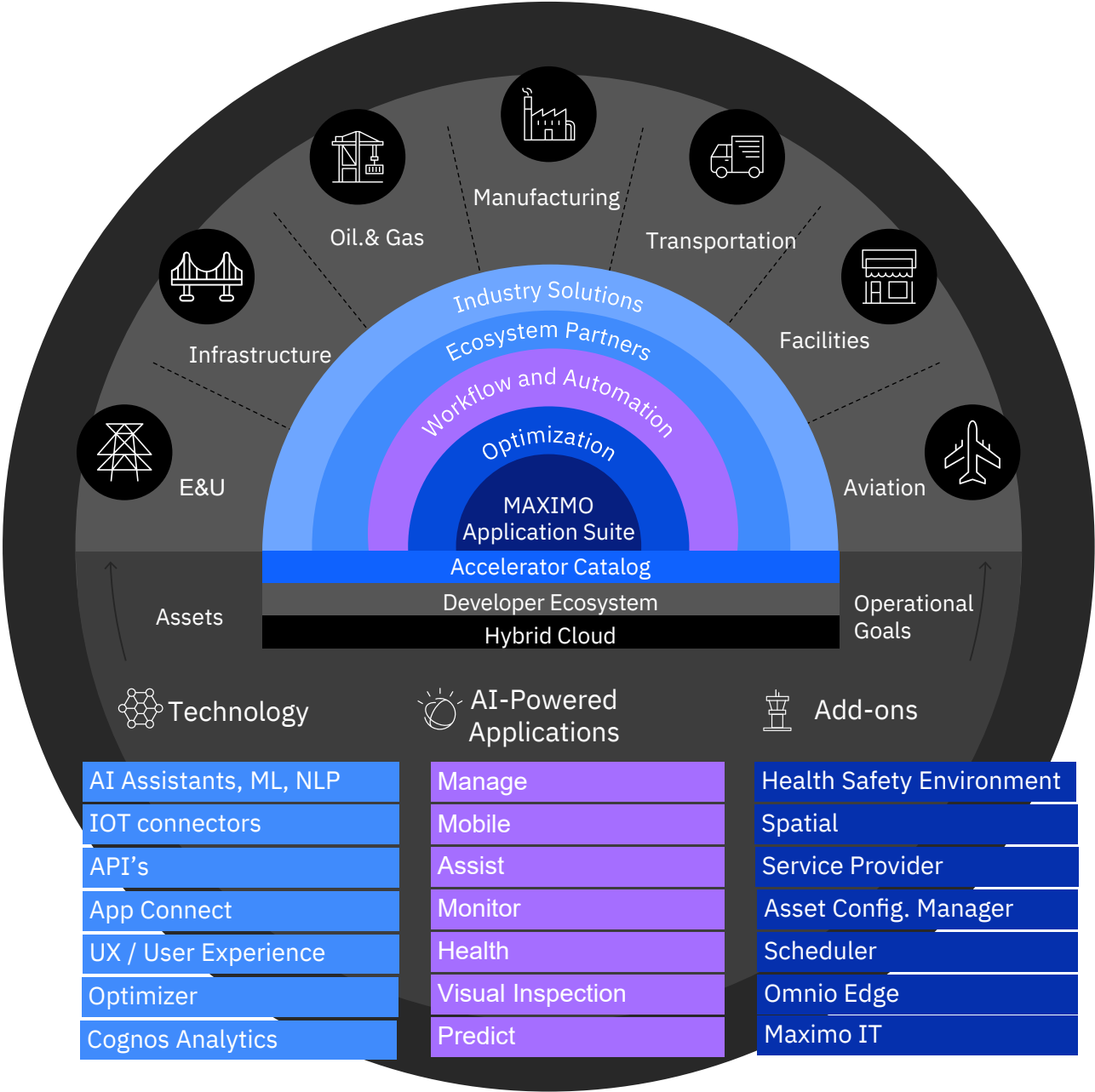
MAXIMO APPLICATION Suite

Powered by AI-based Automation

The next generation of Operational Technology (OT) solutions requires bringing **new intelligence** that did not previously exist.

Enhancing physical assets operations with rich digital insights helps companies **transform** their businesses.

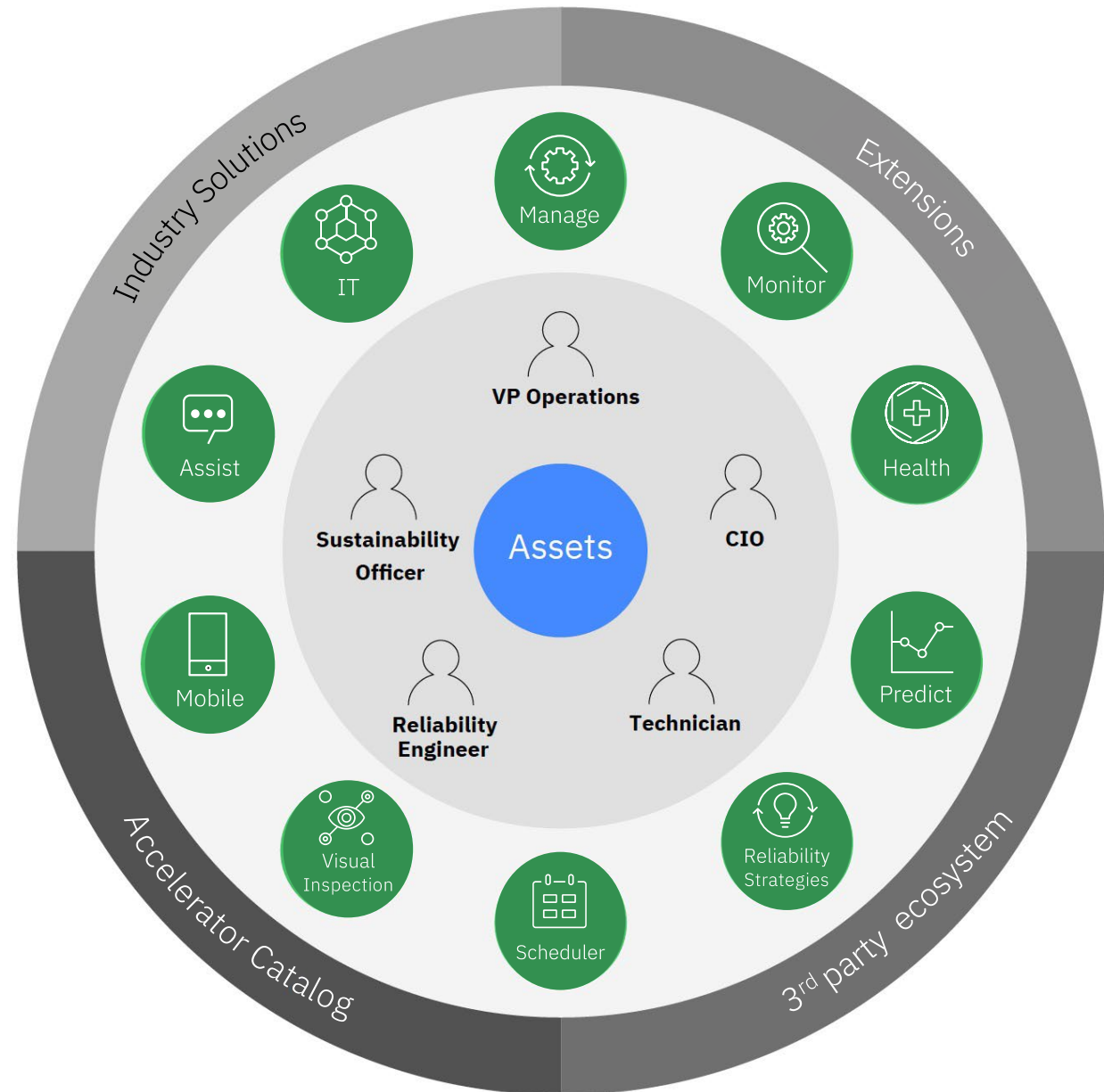
Lastly, the solution must be **plug and play** able to quickly **integrate** to existing solutions



IBM Maximo Application Suite

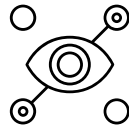
Remote asset monitoring,
maintenance, and reliability
applications in a single platform

- Integrated solution
- Usage flexibility
- Multi-cloud deployment



Why Maximo?

An innovation leader in
**Asset Lifecycle
Management**



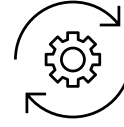
Inspections

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



Maintenance

Achieve first-time fix rates **>90%**, reduce PMs up to **50%**, improve productivity **44%** and reduce truck rolls **25%**



Reliability

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







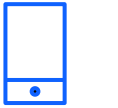


Supports ESG objectives: Advance decarbonization and avoidance

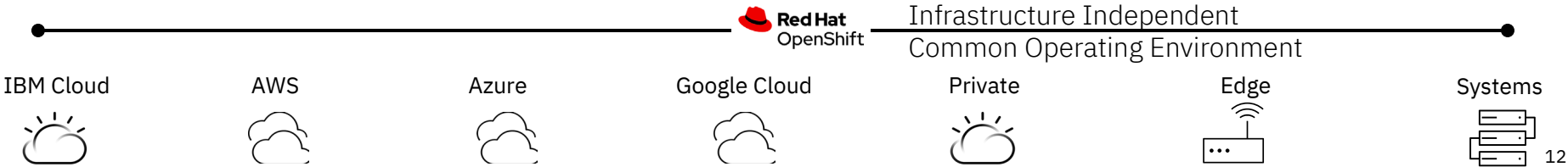
- Improving carbon capture through lifecycle extension
- Reducing asset energy usage **20%** through optimization
- Reducing chemical and water usage/waste
- Transitioning the next generations of knowledgeable workers

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		

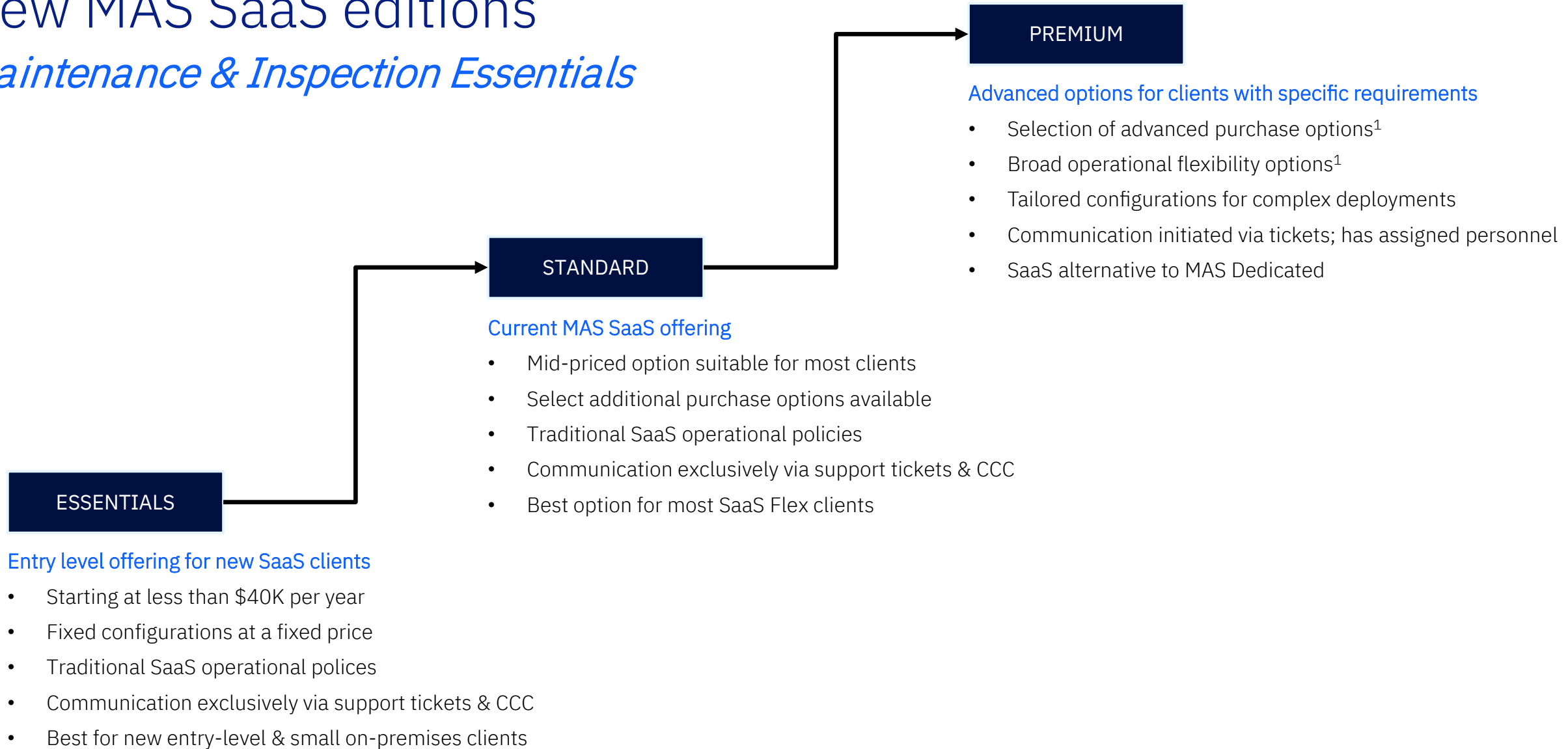


MAS Deployment Options

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

New MAS SaaS editions

Maintenance & Inspection Essentials



<https://www.ibm.com/products/maximo/pricing>

¹ Availability of options will vary. Some are not available at initial release.

Simplified Licensing and Usage

MAS AppPoints will be used across suite

Entitlement covers the whole suite. AppPoints are expended based primarily upon different active User types and installs.

1. Single license

One entitlement to entire Suite

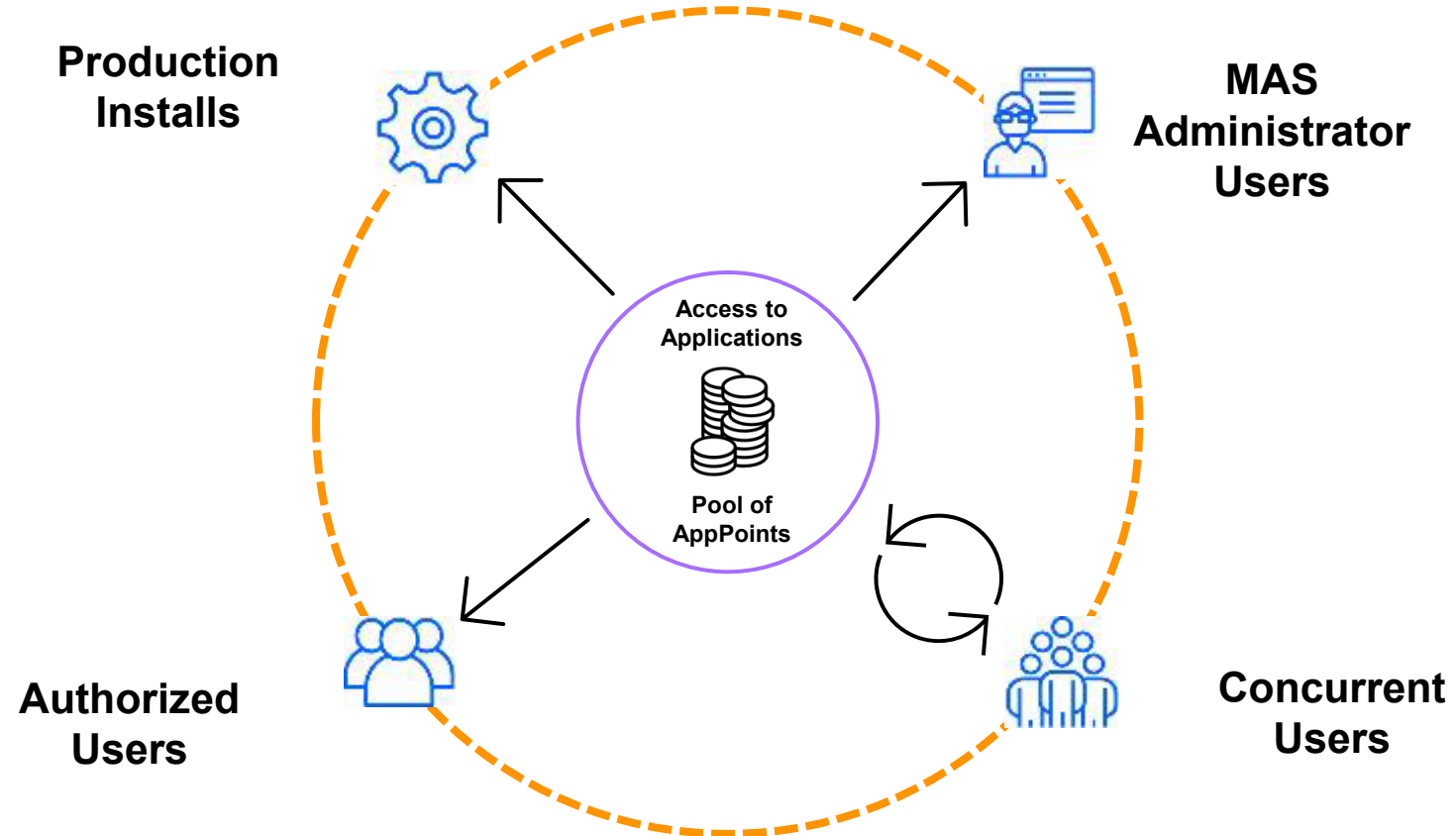
2. Flexible consumption

Sharing of license through Concurrent Users

Guaranteed access for Authorized Users

3. Simplified usage

Access applications without additional provisioning



MAS AppPoint License Model

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

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:

- Introduction of a new 3+1+3 Lifecycle Policy
- 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)

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

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





Embrace Generative AI to bring value to each critical role in MAS	Enable 100% compliance and accurate asset data capture through mobile work and inspections activities for regulated industries	Increase the operational efficiency and agility in enterprises by integrating IT and OT systems for real-time data sharing, analysis, and decision making.	IT Administrator can improve system availability and ease of implementation and ongoing maintenance	Rapidly grow ecosystem of accelerators to address critical opportunities and TTV	Clients can implement reliability-centered maintenance 75% faster and reduce their maintenance cost by 20%
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- | | | | | | |
|--|---|--|---|--|--|
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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. | <ul style="list-style-type: none">• 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 <div>APM</div> <div>APM as an essential component driving improved reliability.</div> <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Improve the consumption experience of accelerators• Introduce certification program to foster trust in offerings• Introduce Carbon Emissions Module for Manage• Introduce Renewables offering | <ul style="list-style-type: none">• Improved data import capabilities from library• Reliability Strategies Composer• Reliability Strategies Builder• Reliability Optimizer• Condition Based maintenance advanced analytics |
|--|---|--|---|--|--|

Embedding AI Intelligence into Maximo processes

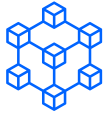
<div>MVI Anomaly Detection</div> 	<ul style="list-style-type: none">Maximo Visual Inspection is currently based primarily on open-sourced convolutional neural network models. These models can lack accuracy for “Few-Shot” anomaly detection.We are building a transformer-based foundation model that will fill these gaps
<div>MVI Prompt Tuning</div> 	<ul style="list-style-type: none">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
<div>Assist: Technician Assistant</div> 	<ul style="list-style-type: none">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.
<div>Health: Time series prediction & anomaly</div> 	<ul style="list-style-type: none">There is a wide variety of sensors and asset behaviors that must be analyzed to understand an asset’s healthWe 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.

WO Intelligence

<div>Failure Mode Understanding</div> 	<ul style="list-style-type: none">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.
<div>Work Order Automation</div> 	<ul style="list-style-type: none">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.
<div>Ticket Automation</div> 	<ul style="list-style-type: none">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.
<div>MAS Onboarding Assistant</div> 	<ul style="list-style-type: none">Maximo Application Suite is a complex product that needs integration with other client systemsWe 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.

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



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



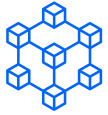
Benefits

- 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)

MAS level Mobile Scheduling

Additional Scheduling Constraint Types

Maximo IT - ITIL v4 certification

GenAI assistants for Tickets & MVI

Improved Accelerator deployment experience

MVI Measurements and Model Lifecycle

MVI scalability and Maximo Mobile integration improvements

Mobility – Work assignment/reassignment

Civil Infrastructure – Defect Dashboard

Reliability Strategy Dashboard & direct link from Manage Assets to Library

Monitor for Real Estate/Facilities

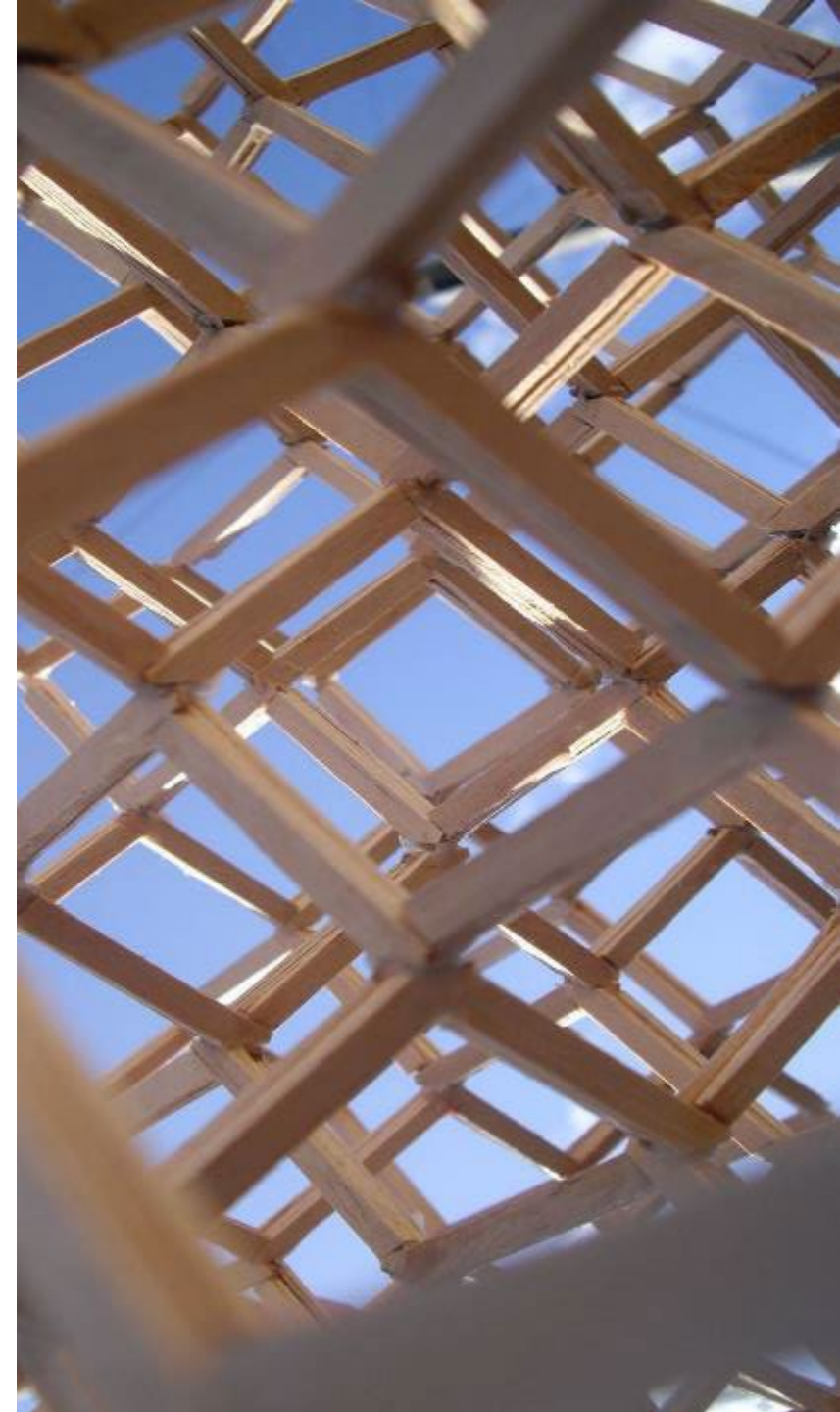
Introduce additional Health scoring methodologies, work queues and actions

MAS SaaS continuous delivery updates

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



MAS Dashboards

Operational dashboard

Last updated on 2/1/2022 at 3:30 PM

Refresh KPIs manually or schedule refreshes in KPI Manager.

Overdue emergency work

! Over target by 3

4 work orders

▲ 5% from last refresh

PM work orders overdue

On target

6 work orders

▲ 7% from last refresh

PM performance

On target

95 %

▲ 7% from last refresh

Work orders waiting approval

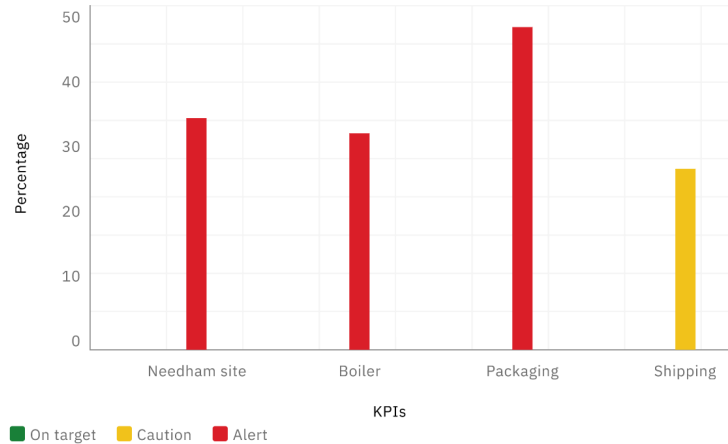
! Under target by 12

25 work orders

▲ 20% from last refresh

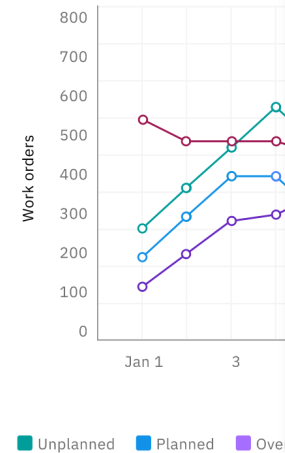
PCT of corrective or emergency WOs by department

Last run: 1/26/23 9:40 AM



Safety critical backlog

Last updated on 01/12/2023 at 3:00 P



Favorites

Work Orders

Workflow Assignments

Quick actions

Create work order

Workflow assignments due so

Last updated 3 hours ago

IBM Maximo Application Suite

Manage

Work orders ⓘ

Emergent work

Emergent work for Bedford and Chelmsford

Q Search 🔍 101							
<input type="checkbox"/>	Work order	Description	Location	Asset	Status	Target start	Priority
<input type="checkbox"/>	EM 1000	Relocate Guard Rails Around	Location 1	11120	Approved	2021-09-08 14:00	P1
<input type="checkbox"/>	EM 1001	Pump replacement	Location 1		Waiting on approval	2021-09-08 14:00	P1
<input type="checkbox"/>	CM 1002	12 Month Service on Shipping Dept #1	Location 2	11348	Waiting on approval	2021-09-08 14:00	P2
<input type="checkbox"/>	EM 1003	Rebuild Feedwater Pump	Location 1	11327	Approved	2021-09-08 14:00	P1
<input type="checkbox"/>	PM 1004	Check for Plumbing Problem	Location 2	2020	Approved	2021-09-08 14:00	P1
<input type="checkbox"/>	EM 1005	Generator Overhaul	Location 1	43987	Waiting on approval	2021-09-08 14:00	P1
<input type="checkbox"/>	EM. 1006	Electric Cart Tune-Up	Location 1		Approved	2021-09-08 14:00	P1
<input type="checkbox"/>	EM 1007	Feedwater Pump Services	Location 1		Approved	2021-09-08 14:00	P1
<input type="checkbox"/>	EM 1008	Packaging Mach Elevator & Drainpan	Location 1		Approved	2021-09-08 14:00	P1
<input type="checkbox"/>	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

MAS Modernized Dashboards and Applications 2024 and Beyond

Inspection Form Builder

The screenshot shows the IBM Maximo Application Suite interface for the 'Bridge Inspection Report' form. A modal window titled 'Form type' is open, allowing the user to select a response field type. The modal includes a 'Title' field with placeholder text, a 'Get started by entering a form question' section with a text input, and a list of response field types: Meter readings, Date and time, Date only, Time only, File upload, Signature, Single numeric entry, Multiple choice, Multiple choice domain, Single choice, Single choice domain, and Text response. The 'Date and time' and 'Date only' options are currently selected, showing their 'Required' and 'Visible' status (both set to 'Yes') and a description. The background shows the 'Manage Dashboard / Inspection Form Library / Breadcrumb' path and a 'Form type' dropdown menu.

Maximo Management Interface (MMI)

- Administrative Dashboard to provide insights into Maximo application health and performance.

Data Loader

- Provide tools to manage data sets while ensuring business rules are enforced.

Scheduling – Planner Dashboard

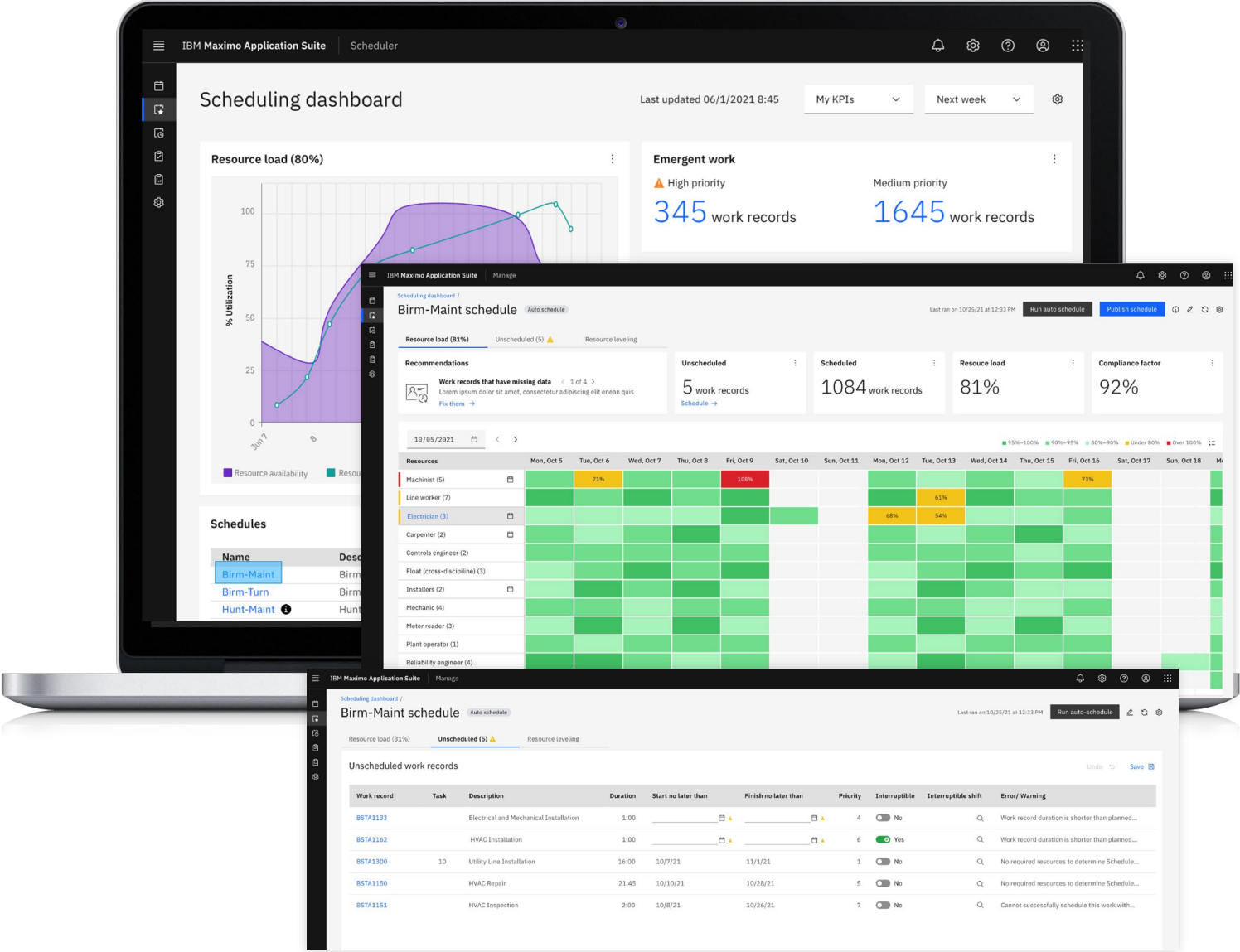
- Support longer term planning horizon scenarios.

Scheduling Dashboard

Role Based Application

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

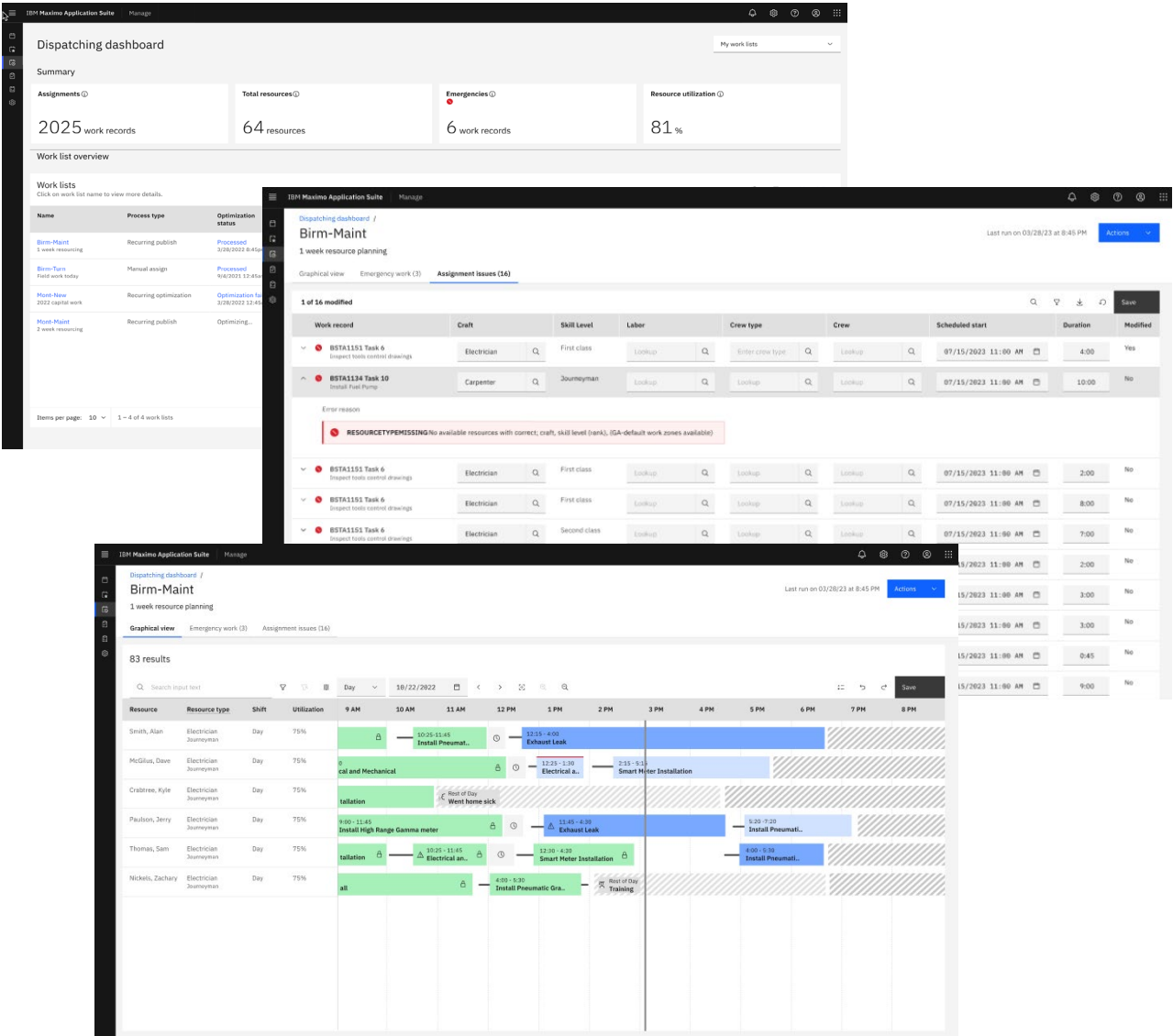
- Optimization initiated by the scheduler or at specific times using configurable parameters. The results of the optimized schedules are shown by resource load and resource levelling.
- Resource load and availability is presented as a heatmap, clearly indicating areas of concern
- Resource levelling provides the user with an interactive graphical view
- Unscheduled work records are listed with the errors or warnings in a table that allows the user to fix inline
- Ability to bring work into the schedule from a backlog
- Compliance reporting with configurable metrics
- Leverages existing objects and methods of core applications. Ability to navigate to classic applications for details and additional modifications when necessary



Modernized Experience: Dispatching Dashboard

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

- Rule based optimization can be initiated by the user or scheduled as specific times using configurable parameters. The results of the optimized assignments are presented as KPIs in graphical timeline or map
- Timeline interactive view allows the dispatcher to monitor work status as the day progresses and indicates areas requiring attention
- Assignment issues list work records with errors or warnings in a table view that allows the user to directly fix inline and then re-run optimization and check new results.



Maximo Mobile

Optimized User Experience



1 application,
1 role-based interface



Connected
and disconnected



Trustworthiness: data quality
is higher, and real-time updates



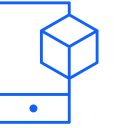
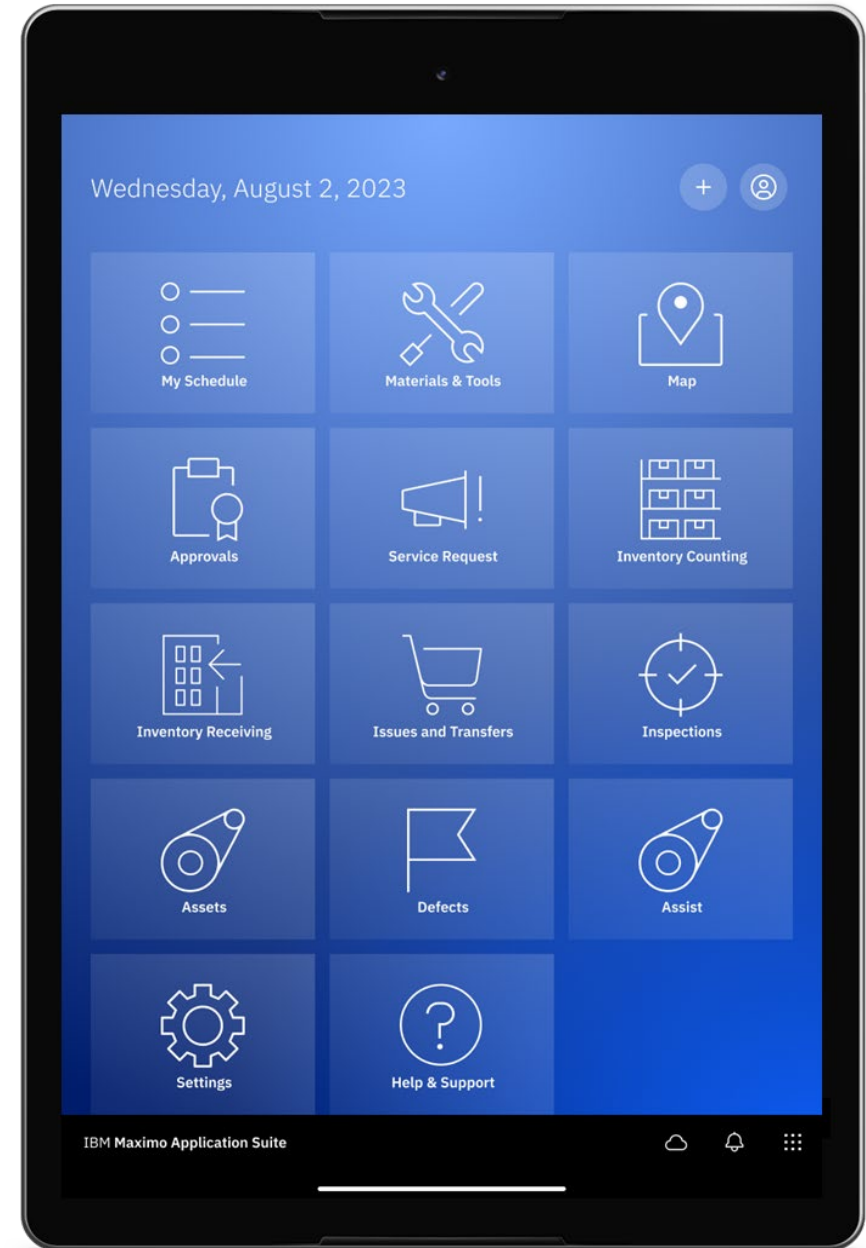
Intelligent forms =
configurability



iOS, Android, Windows



Included as part of MAS
base license



Adaptive UI and Configuration of the Maximo Application Framework

Applications that use the new Maximo Application Framework can be configured to add new fields, update labels, or even duplicate an application to make it your own.

Drive Efficiency at Scale



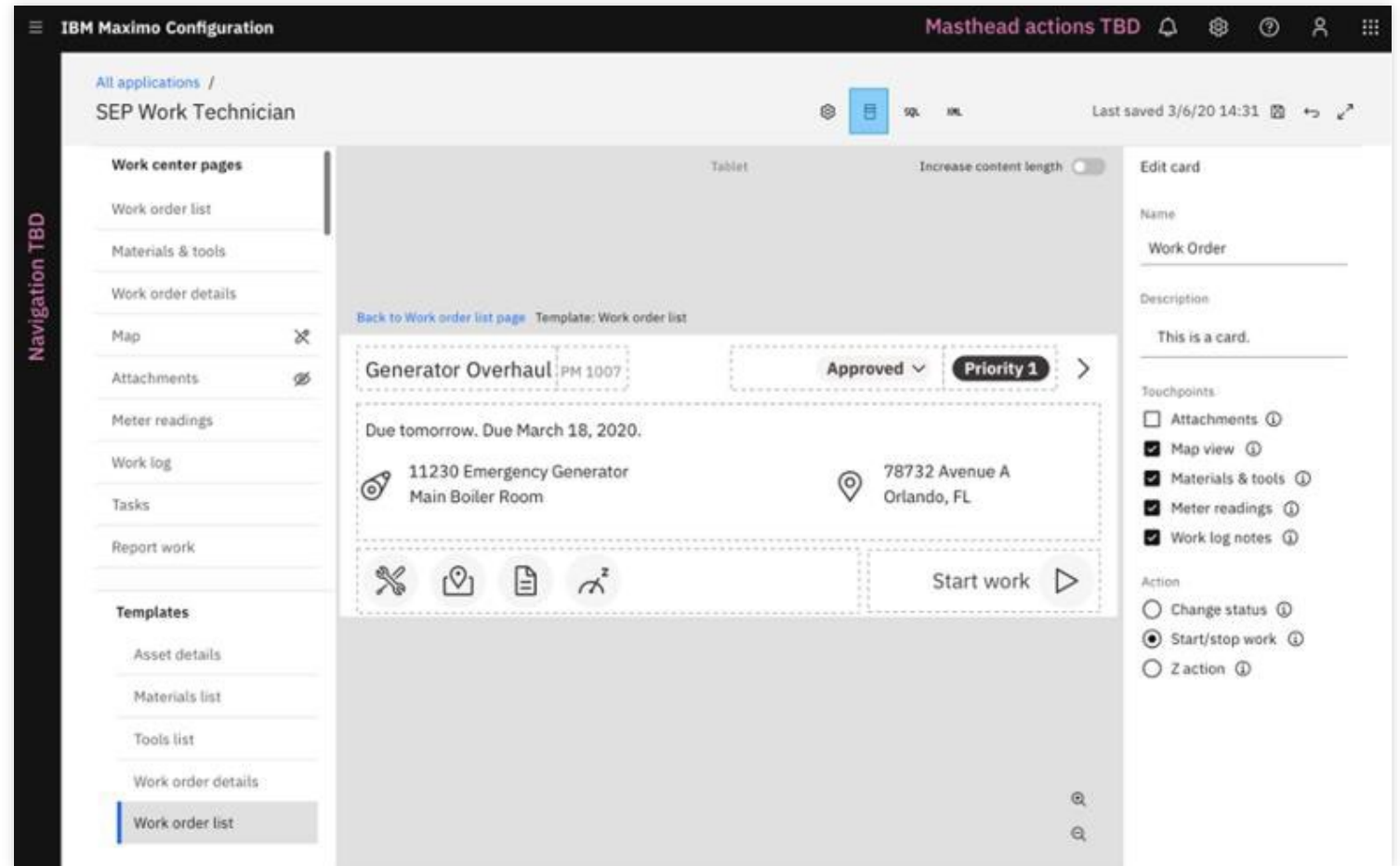
Accelerate adoption



Protect your investment



Quicker time to value



[Community Library of MAF Configuration Resources](#)

Application Designer

8.11

Continuing to move towards a visual designer tool

Application list /

TECHMOBILE

Published 2023-10-17T11:32:17-04:00

Save

Preview

maximo-application

Technician

properties nba7e

states v_5ez

menu k9p4v

maximo-datasource synonymdomainData

maximo-datasource woDetails

maximo-datasource deFailureList

app.xml

```
1 <maximo-application navigator-tile-order="100" controller="AppController" theme="touch" product-name="Maximo"
2 product-name-adaptive="Maximo" title="Technician" id="technmobile" version="8.11.0.0" default-log-level="error"
3 user-menu-enabled="true" nav-initial-open-state="false" mas-enabled="false">
4   <properties id="nba7e">
5     <property name="mxe.mobile.travel.prompt" id="rnmkq"/>
6     <property name="mxe.mobile.travel.radius" id="m4z4e"/>
7     <property name="mxe.mobile.travel.navigation" id="rrbw3"/>
8     <property name="maximo.mobile.usetime" id="m_bkw"/>
9     <property name="maximo.mobile.statusforphysicalsignature" id="p788z"/>
10    <property name="maximo.mobile.wostatusforesig" id="mxwj2"/>
11    <property name="maximo.mobile.completestatus" id="dgewr"/>
12    <property name="mxe.mobile.navigation.windows" id="wp7dp"/>
13    <property name="mxe.mobile.navigation.ios" id="g6aen"/>
14    <property name="mxe.mobile.navigation.android" id="gee82"/>
15    <property name="maximo.mobile.allowmultipletimers" id="rybaq"/>
16    <property name="maximo.mobile.safetyplan.review" id="em6ep"/>
17  </properties>
18  <maximo-datasource id="woDetails" object-structure="mxapiwodetail">
19    <schema id="yb7bq">
20      <attribute id="kn2bm" name="wonum" unique-id="true"/>
21      <attribute name="workorderid" id="e697r"/>
22      <attribute name="title" id="ngym8"/>
23      <attribute name="description--wodesc" id="yynrv"/>
24      <attribute name="failurecode" id="vw_qr"/>
25      <attribute name="siteid" id="a_g9d"/>
26      <attribute name="href" id="qz45k"/>
27      <attribute name="assetnum" id="vpp9n"/>
28      <attribute name="location" id="w3y3kz"/>
29      <attribute name="description--locationdesc" id="w26rd"/>
30      <attribute name="location--locationnum" id="ygyj7x"/>
31    </schema>
32    <attribute name="asset" id="bnk27">
33      <attribute name="description--assetdesc" id="ydp_5"/>
34      <attribute name="assetnum--assetnumber" id="v3xjq"/>
35      <attribute name="assettype--assettype" id="eng4z"/>
36      <attribute name="manufacturer--company" id="beny"/>
37    </attribute>
38    <attribute name="failure" id="qz74w">
39      <attribute name="description--failuredesc" id="egd35"/>
40    </attribute>
41    <attribute name="classstructure" id="ajbak">
42      <attribute name="classificationid--classificationid" id="d9v4y"/>
43    </attribute>
44    <attribute name="status" id="k62e8"/>
45    <attribute name="status_description" id="qj5nq"/>
46    <attribute name="owner" id="x473"/>
47  </maximo-datasource>
48  </maximo-application>
49
```

Canvas

maximo-application is not a graphical component.

maximo-application

Technician

properties nba7e

states v_5ez

menu k9p4v

maximo-datasource synonymdomainData

maximo-datasource woDetails

maximo-datasource deFailureList

app.xml

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48 <maximo-datasource id="woDetails" object-structure="mxapiwodetail">
49   <schema id="yb7bq">
50     <attribute id="kn2bm" name="wonum" unique-id="true"/>
51     <attribute name="workorderid" id="e697r"/>
52     <attribute name="title" id="ngym8"/>
53     <attribute name="description--wodesc" id="yynrv"/>
54     <attribute name="failurecode" id="vw_qr"/>
55     <attribute name="siteid" id="a_g9d"/>
56     <attribute name="href" id="qz45k"/>
57     <attribute name="assetnum" id="vpp9n"/>
58     <attribute name="location" id="w3y3kz"/>
59     <attribute name="description--locationdesc" id="w26rd"/>
60     <attribute name="location--locationnum" id="ygyj7x"/>
61   </schema>
62   <attribute name="asset" id="bnk27">
63     <attribute name="description--assetdesc" id="ydp_5"/>
64     <attribute name="assetnum--assetnumber" id="v3xjq"/>
65     <attribute name="assettype--assettype" id="eng4z"/>
66     <attribute name="manufacturer--company" id="beny"/>
67   </attribute>
68   <attribute name="failure" id="qz74w">
69     <attribute name="description--failuredesc" id="egd35"/>
70   </attribute>
71   <attribute name="classstructure" id="ajbak">
72     <attribute name="classificationid--classificationid" id="d9v4y"/>
73   </attribute>
74   <attribute name="status" id="k62e8"/>
75   <attribute name="status_description" id="qj5nq"/>
76   <attribute name="owner" id="x473"/>
77 </maximo-datasource>
78 </maximo-application>
79
```

Canvas

Tom Ogden/IBM (Guest)

+

IBM Maximo | Configuration

Application list /

TECHMOBILE

Published 2023-10-05T11:16:59-07:00

Save

Overview

Description

description

Long description

description_longdescription

Priority

wopriority

Scheduled start

Delete

Copy

Cut

Paste

page report_work

page assetDetails

page Failure

page Attachments

page Follow-up work

page map

page Asset and location history

page woedit

page Create work order


states wpzjr

Providing mobile applications across roles and functions

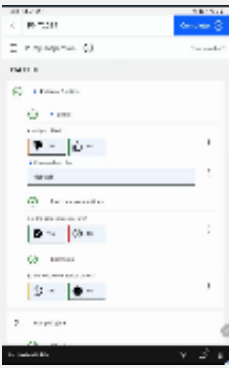
Maintenance

Inventory


Technician




Inspections




Service Request




Approvals



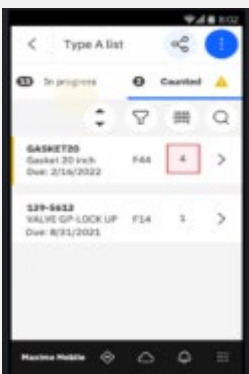
Asset Manager




Receiving



Countbooks



Issues



Roadmap to extend Mobile Applications - 2024

Targeted for MAS 9.0

Calibration

Incident Reporting

Inventory - Transfers & Staging & returns

Transfers, Creating Shipments in Maximo Mobile

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
- Save at any point after providing required fields
- 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

19:11

Create shipment

Done ✓

Shipment 4 Item list

Details

Shipment number
123456

Carrier
Fedex

Packing slip

Ship to
BEDFORD Location

Expected date
January 1, 2000 12:00 AM

Shipment date
January 1, 2000 12:00 AM

IBM Maximo

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

The screenshot displays the IBM Maximo Mobile Application Suite interface for managing inventory usage records. The top bar shows the time 19:11 and status icons. The main header includes a close button, the record title '20231205 Transfer and ship items', a 'Save' button, and a 'Change status' dropdown menu. The 'Inventory usage details' section contains fields for 'Description' (20231205 Transfer and ship items), 'Storeroom' (CENTRAL), and 'Usage type' (Transfer). A 'Delete' button with a trash icon is visible. Below this, a section titled '3 records' shows a list of items. The first item is '28149 Seal, Mechanical, Self Aligning- 1 In ID' with a quantity of 1. The table below lists inventory items with columns for 'Inventory items', 'Type', 'Motor', 'Commodity group', 'B-2-4 Default bin', 'No Rotating item', and '1.00 Available balance'. The 'Motor' field is set to 'EACH' and 'Issue unit'. A 'Reserved items or tools' section at the bottom shows a count of 2. The bottom bar of the app shows 'IBM Maximo Application Suite' and navigation icons.

19:11

20231205 Transfer and ship items Save Change status

Inventory usage details

- Description: 20231205 Transfer and ship items
- Storeroom: CENTRAL
- Usage type: Transfer

Delete

3 records

- 28149 Seal, Mechanical, Self Aligning- 1 In ID

Inventory items	Type	Motor	Commodity group	B-2-4 Default bin	No Rotating item	1.00 Available balance

Motor: EACH Issue unit

Reserved items or tools: 2

IBM Maximo Application Suite

Change status

- Transfer
- Ship
- Stage

Maximo Assist

Empower technicians to work autonomously by enabling them to obtain AI guidance whenever they need it



Engineering process:
Root Cause Failure Analysis (RFFA)
Failure Modes Effects Analysis (FMEA)



Historical work orders
(EAM data)



Manufacturer and owner
manuals, engineering manuals



Custom training repository



Journals, magazines

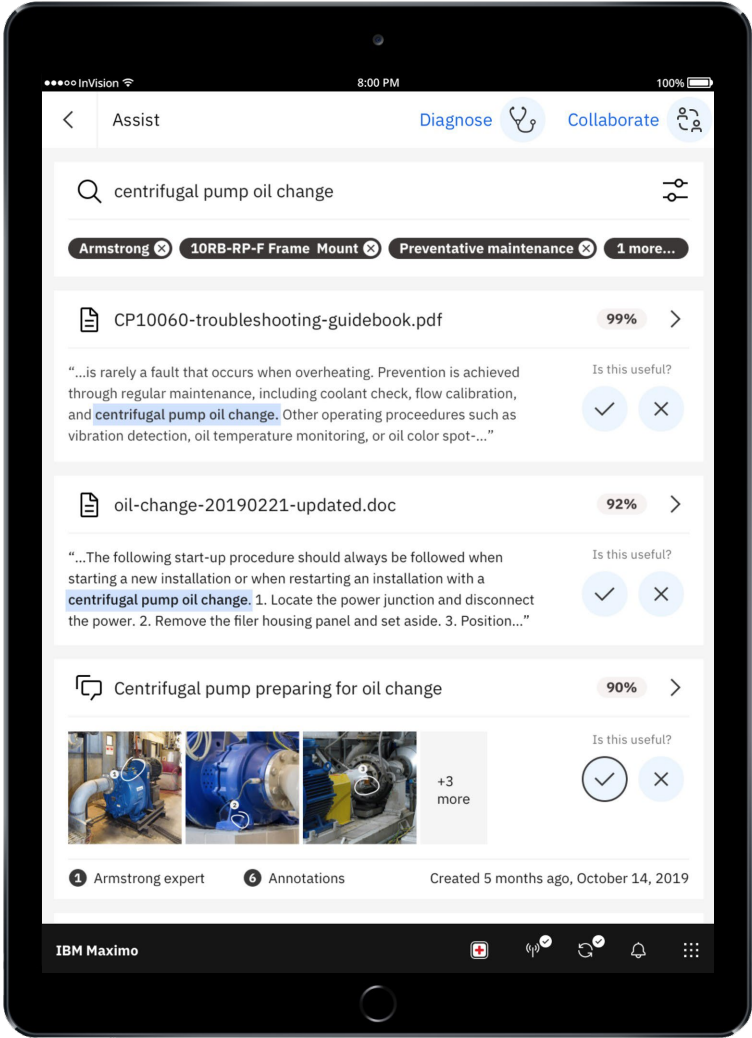


Customer
service/helpdesk data



Ask expert technician

Benefits: Reduce mean time to repair, boost first time fix rates, improve technician productivity



Maps



Esri ArcGIS

- ArcGIS Online and Enterprise
- Improvements for large map datasets



Online and Offline maps



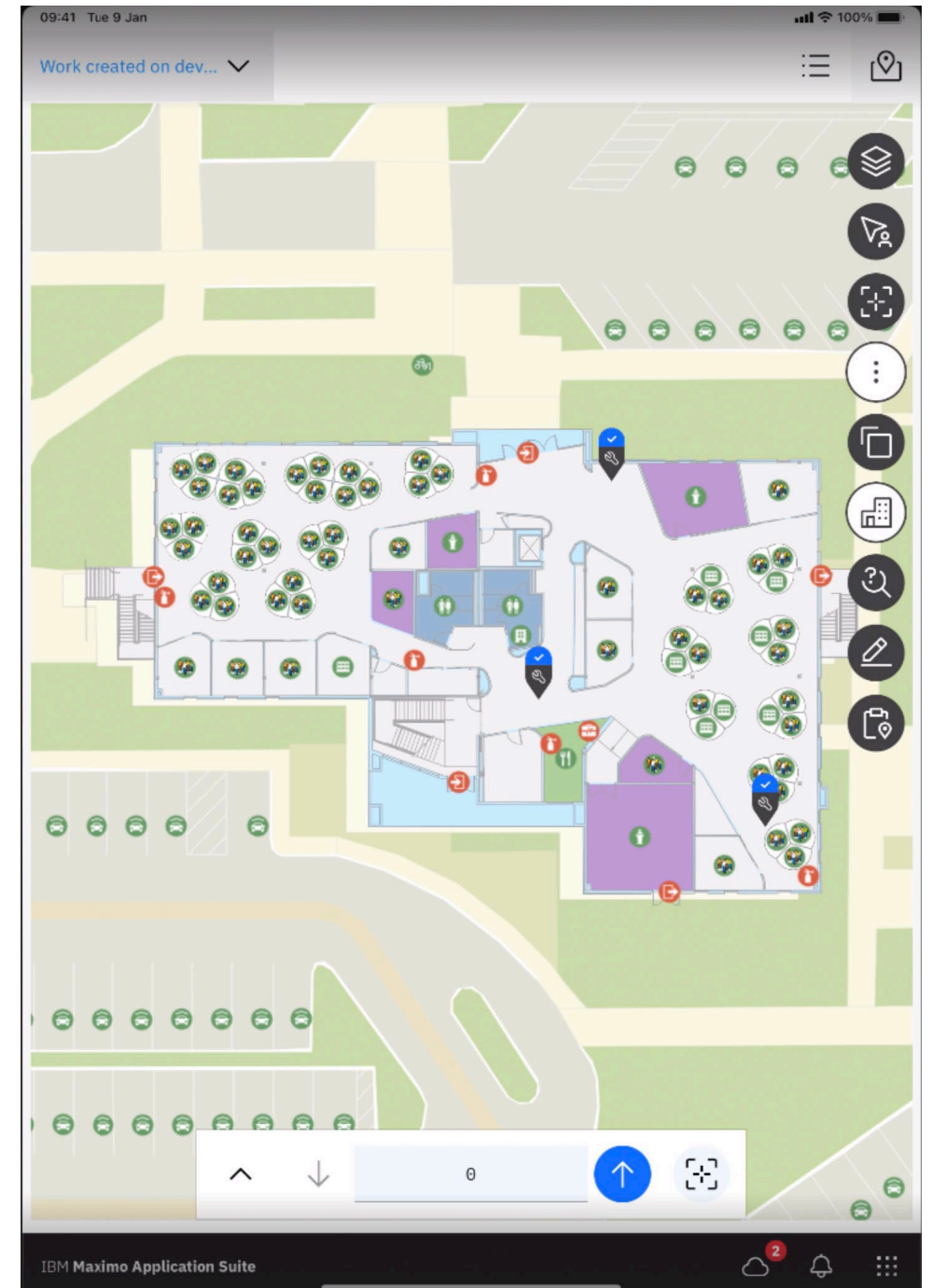
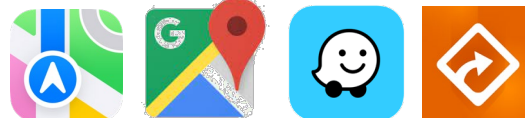
Outdoor and Indoor maps. –Indoor Positioning System



Download and Sync capabilities for Map data (OTA)



Navigation



Assist Remote Guidance



for additional assistance, whenever you need it,
wherever you need it



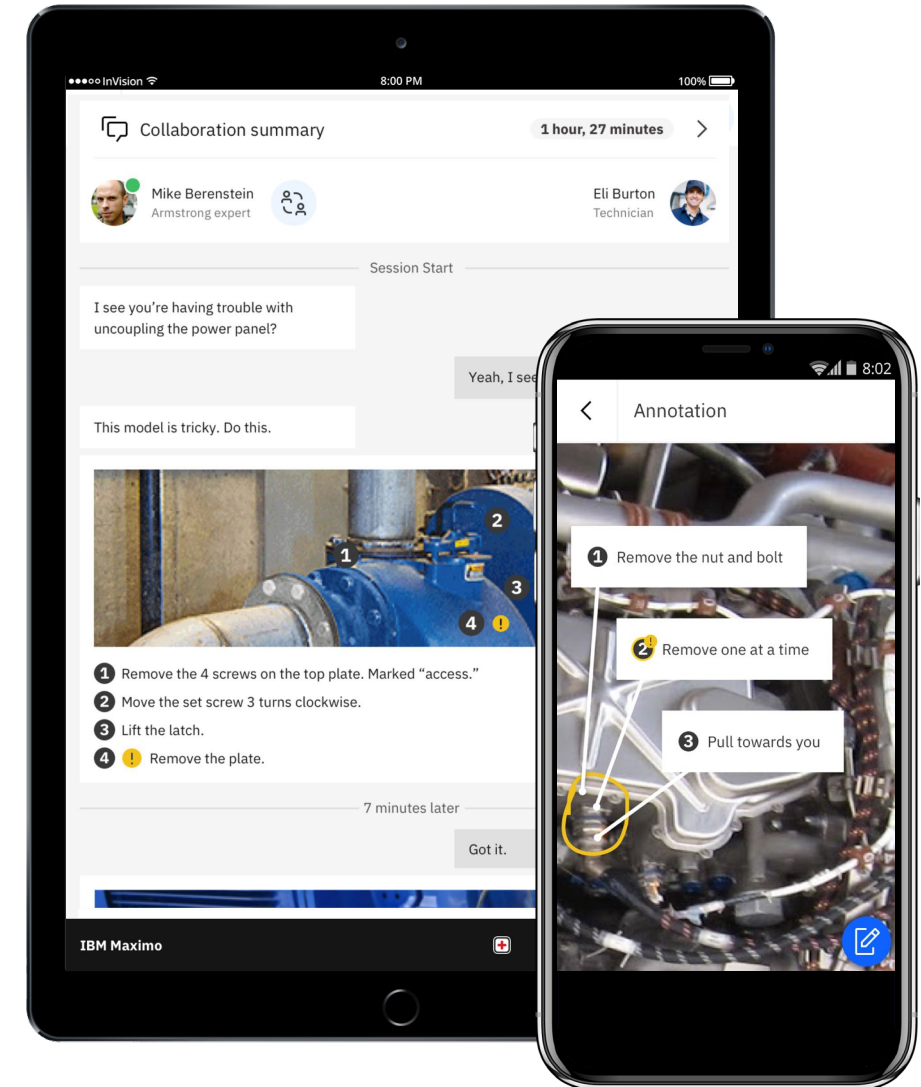
Remote Guidance session history **attached to the Maximo work order** for future reference and added to AI knowledge base



Capture your expert knowledge and make it searchable next time a similar incident occurs

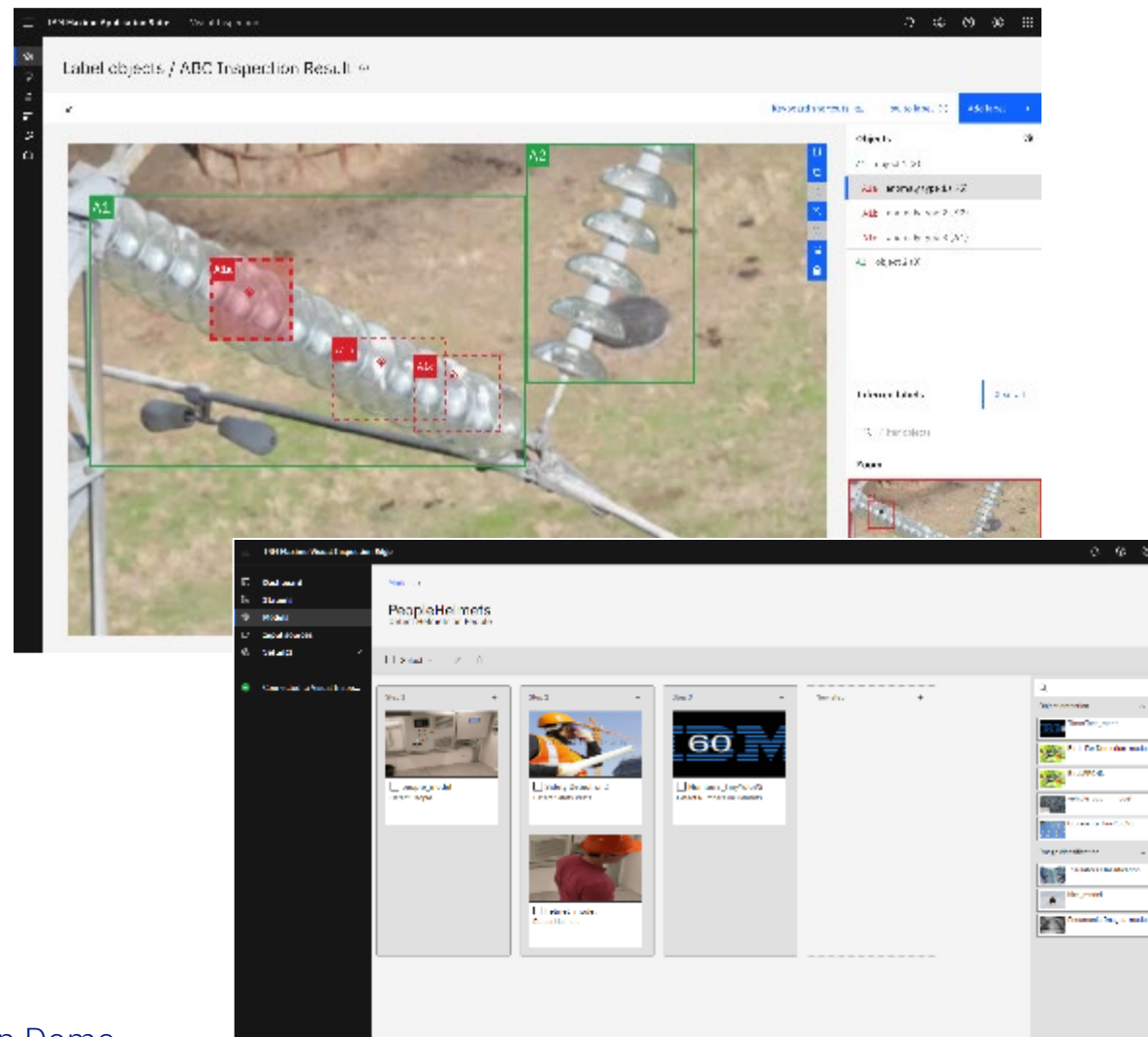


Enhance experience for new technicians and help **every technician perform like your best technician**



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.

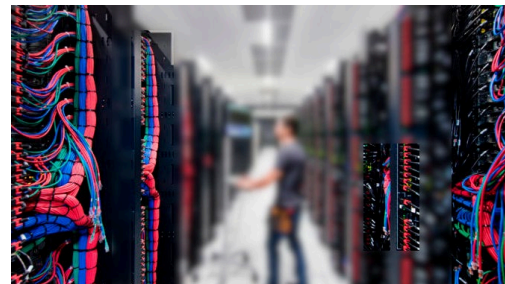


Facial Redaction

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.

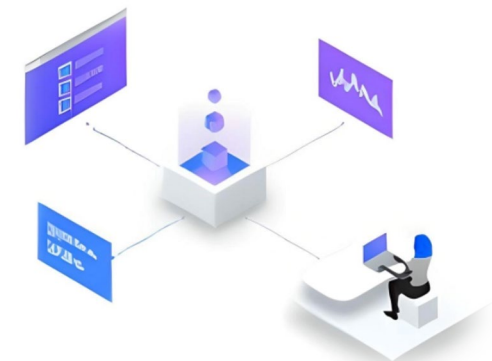


DLM

*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

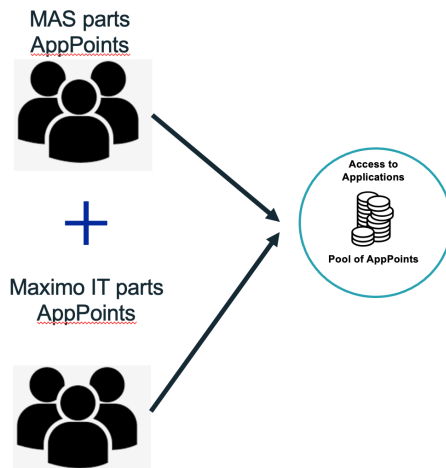


Maximo IT

New Add-on to MAS Manage

Maximo IT

- Complete functionality of IBM Control Desk 7.6.1.5 (ITSM, ITAM)
- Modernized Graphite Self Service, replaces Service Portal
- Integration Foundation
 - Slack – Chatops, Swarm
 - Jira - Devops
 - ManageIQ - Cloud



How Entitled

- “Purchased” add-on to MAS
 - MAS is pre-req for Maximo IT
- New Parts for Maximo IT = AppPoints
 - Align with MAS parts (Perpetual, STL, Monthly), S&S
 - Must be purchased to have access and use
 - Trade up/Upgrade parts available for Existing ICD customers
- Users align to MAS types
 - IT users can be flagged using the Manage User Type field and Application Security
- Deployed as add-on to Manage
- Retain Value of the Suite
 - Flexibility to use expanded MAS functionality (Monitor, Health, etc)

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

IBM Maximo Application SuiteManage

Reliability Strategies / Explore strategies

Asset

Pump

Asset type

Centrifugal

Asset configuration

Close coupled - Horizontal - Axially Split Case - Mechanical Seal - Sleeve Bearings - Oil Lubed_v0

Overview

Failure modes

Mitigation activities

Operating context ⓘ

Preview activities in all contexts

Criticality

☒ Critical

☐ Minor

Duty cycle

☒ High

☐ Low

Service condition

☒ Severe

☐ Mild

Activities

Search

Operator rounds1S

Oil analysis2Y

Thermography2Y

Vibration Analysis6M

Mechanical Tests - Off-line6M

System Engineer Walkdown3M

Mechanical Tests - On-line3M

Operator rounds

Preventative maintenance (PM) details ⓘ

Operator rounds is focused on the condition of mechanical seals, packing, and gaskets. For CHM condition the task, by itself, mainly addresses issues with the mechanical seals, packaging, and gaskets, and provides a frequent opportunity to detect other kinds of leaks, e.g. from pipes and fittings. In a full PM program for CHM conditions, the failure rate is not sensitive to the task interval providing it is done quite frequently.

Frequency

1x per shift ⓘ

Labor hours

8

Job plan details ⓘ

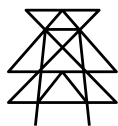
Oil Analysis could include a check for

- General cleanliness and condition of all components
- Loose, missing, or damaged bolts and parts
- Abnormal noises and vibration
- Oil and water leaks
- Verify the oil level of . the oiler, if present
- Monitor pump bearing temperature, if accessible
- Verify proper seal injection flow

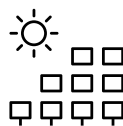
Effectiveness

Maximo RCM key capabilities

Reliability Strategies,
pre-built strategies
based on 25 years of
large-scale RCM studies

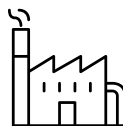


800+ equipment types
58,000+ failure modes
5,000+ PM tasks with step-by-step
instructions



Features for each asset include:

- Time scales of degradation
- Explicit identification of wear-out & random processes
- Stressor influence on degradation time scales
- PM tasks one to one mapping with failure modes
- PM effectiveness at detecting specific degradation



Examples of device categories:

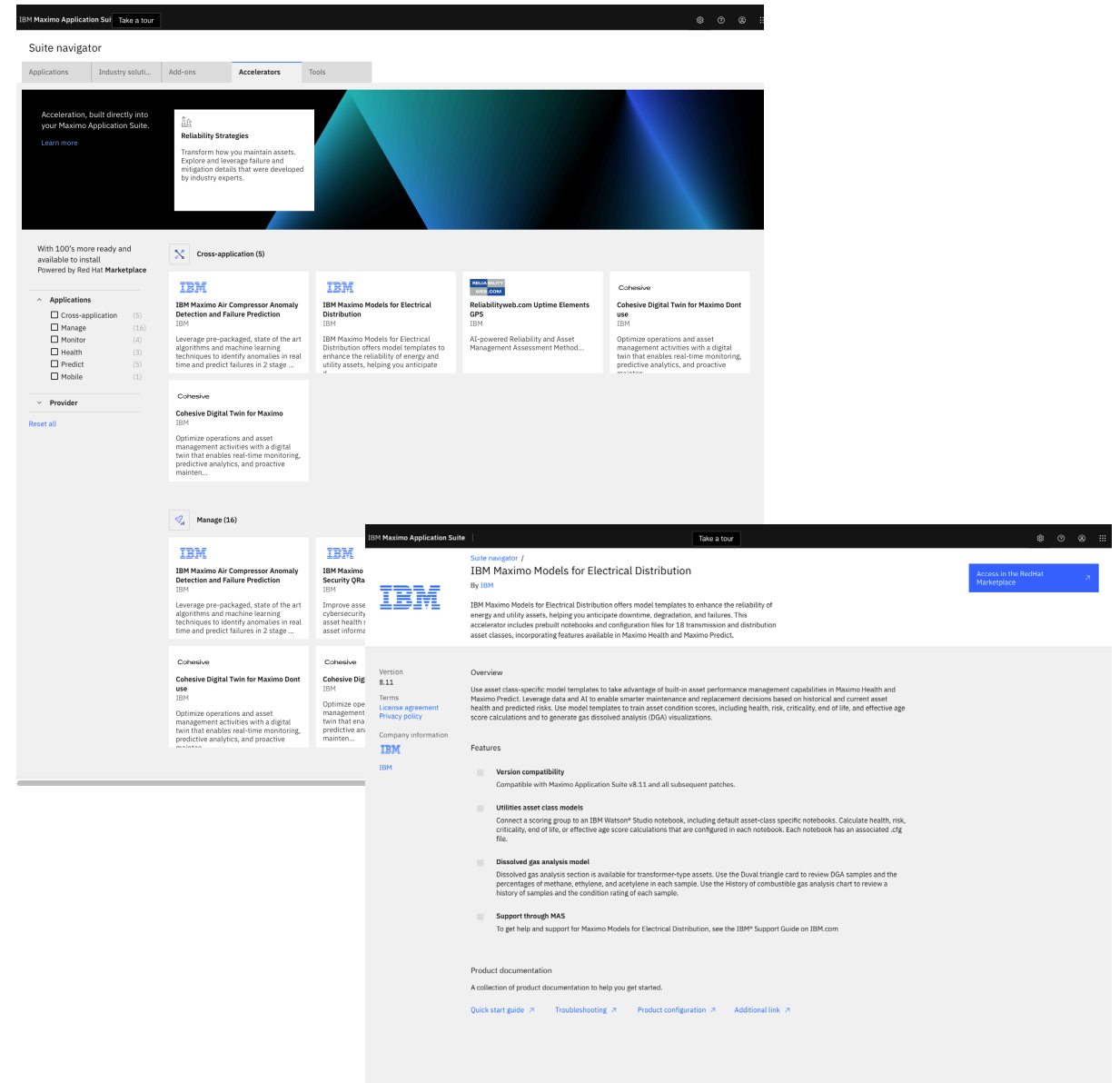
- Conveyors
- Compressors
- Filters
- HVACS
- Pumps
- Generators
- Cooling
- Towers
- Valves
- Heat Exchangers
- CNC Machines
- Motors
- Relays
- Actuators
- Breakers
- Switchgear

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](#)



Accelerators Marketplace



Workflow Delegate

Select a single person to receive all records that are sent to you via workflow in Maximo.



Easy Reporting

With EAM EasyReporting, reports for IBM Maximo can be designed in Word or Excel and run directly out of IBM Maximo.



EAM FlexCalendar

Integrated, easy to deploy Add-On and a revolutionary new way of visualizing data in Maximo. The Add-On also allows you to create calendar links which users can subscribe to in their standard Mailing tools like Microsoft Outlook.



iX Twin

Customized digital twin asset creation, support, and management



Uptime Elements GPS

Ai-powered Reliability and Asset Management Assessment Service Delivery based on Reliability Web's Uptime Elements

VARIS

Varis

Marketplace that integrates with Maximo Application Suite



IBM Maximo Detection and Prediction for Air Compressors



IBM Environmental Intelligence Suite integration for Maximo Spatial Assets



IBM Maximo Models for Electric Distribution

Model templates to enhance the reliability of energy and utility assets. With predictive capabilities, it enables you to anticipate downtime, degradation, and failures, ensuring the delivery of safe...

With more partner and IBM solutions coming soon

IBM Research



Cohesive



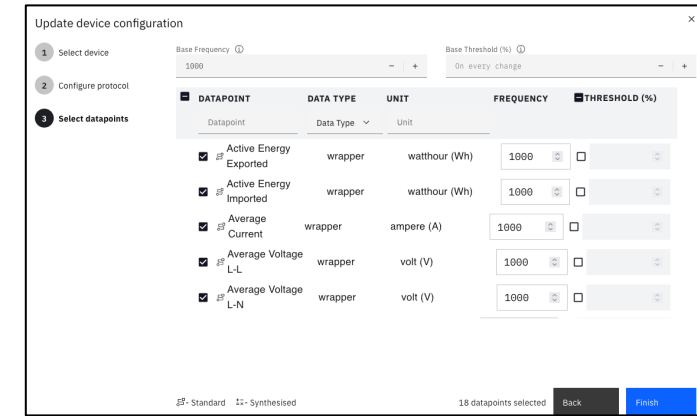
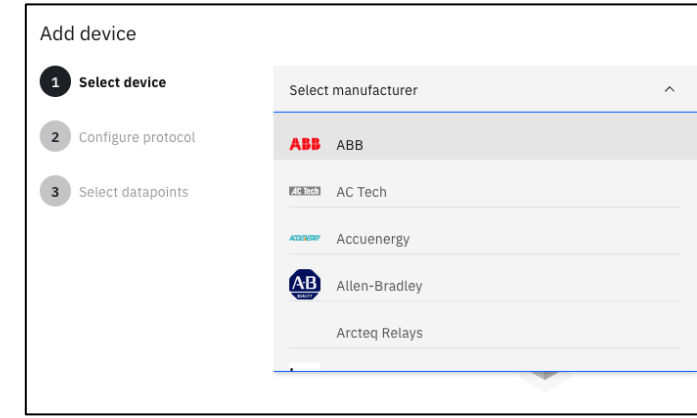
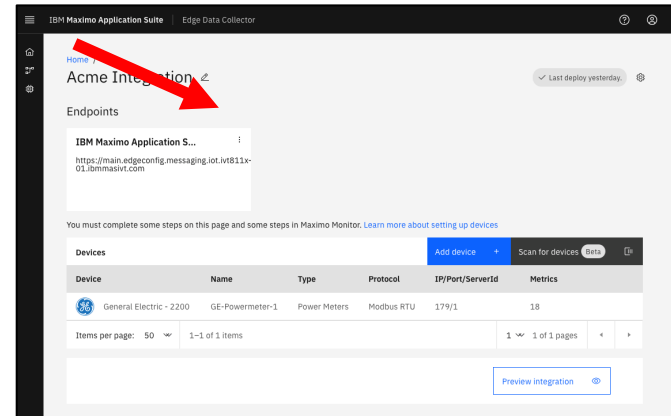
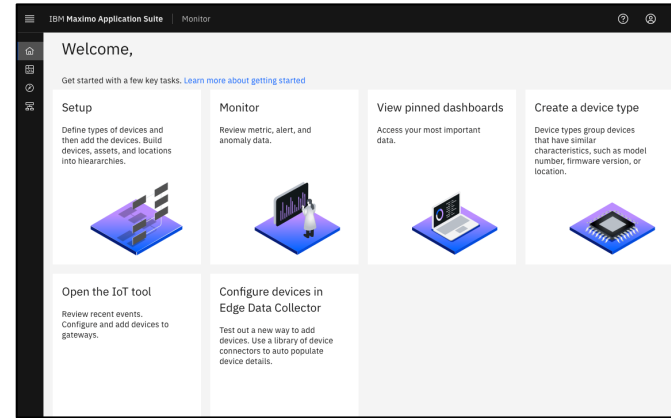
IBM Security

APM - Maximo Monitor

Integrating Omnio Software

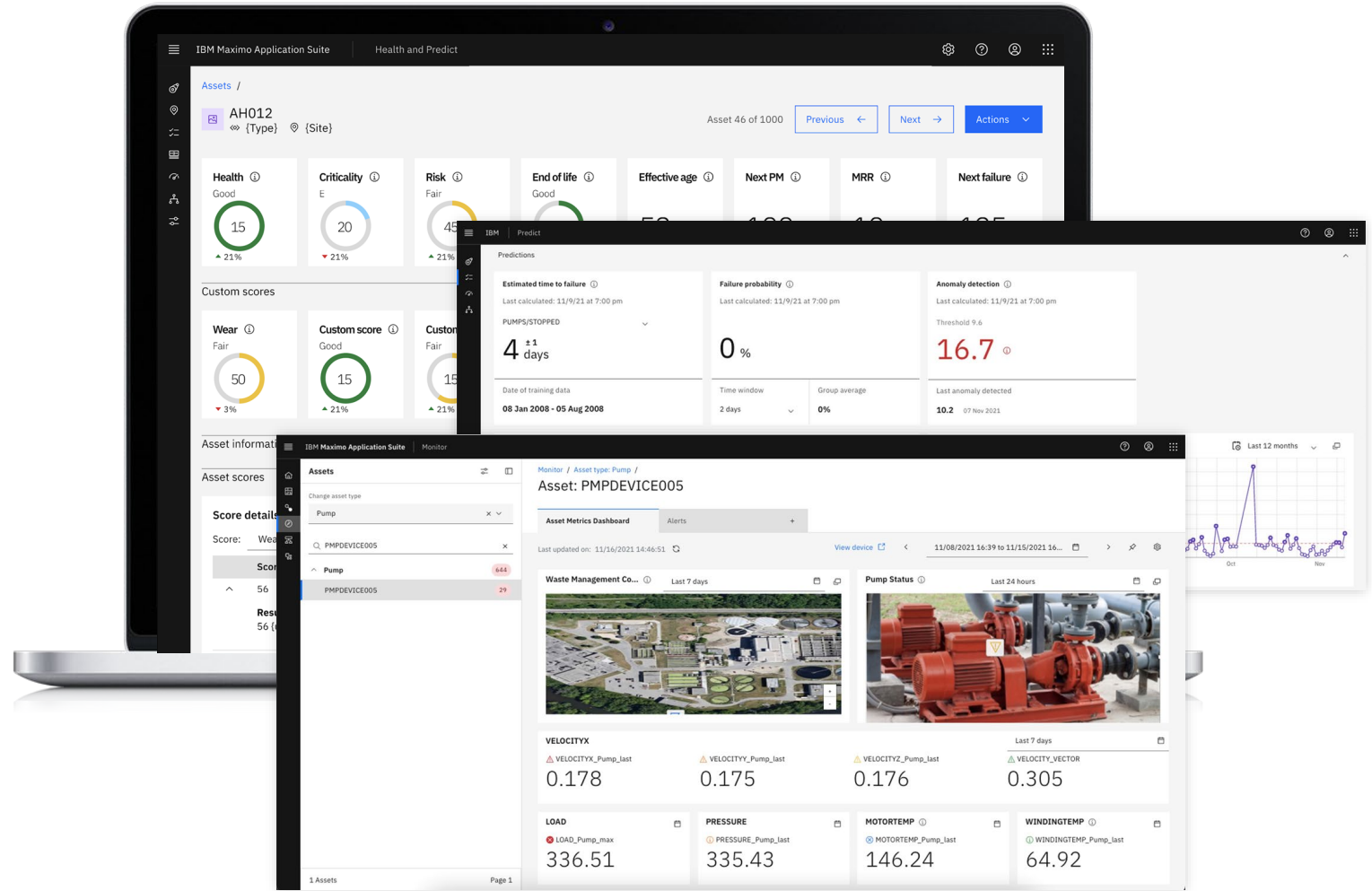
MVP (Phase 1) integration of the capabilities provided by the acquisition of the Omnio software.

- 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.



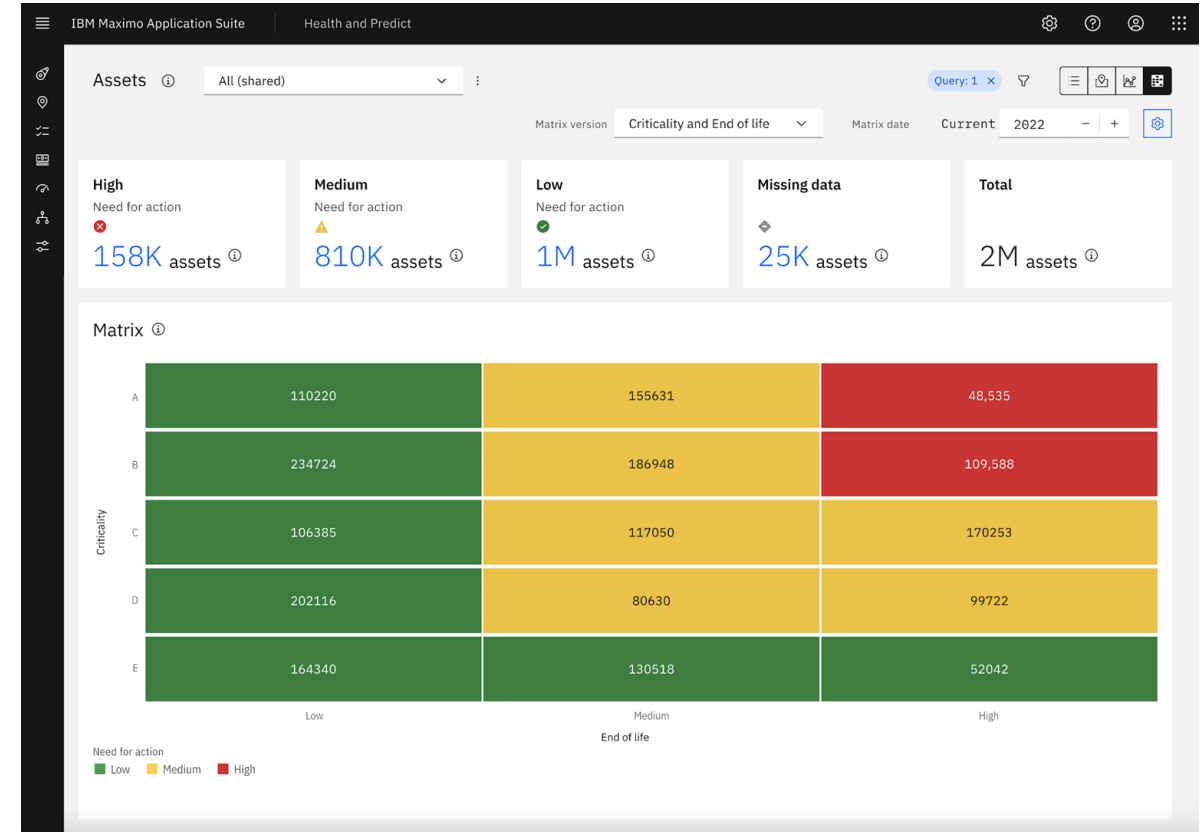
Health - Investigate assets at risk from a single page

- 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



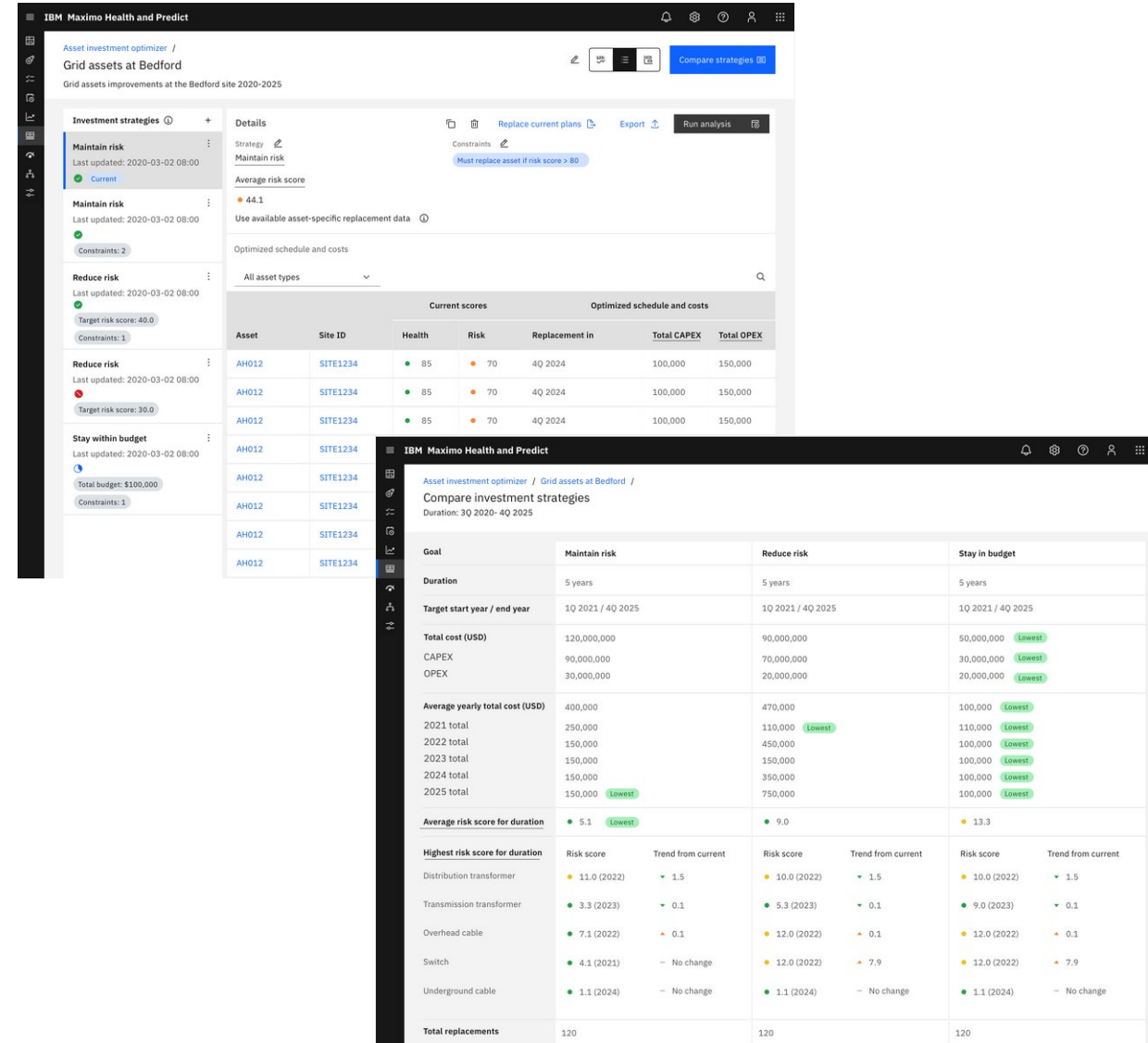
Health - View assets in a matrix for more refined identification

- 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



Adding Cognos to the Maximo Application Suite



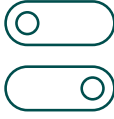
Provide analytic information to meet strategic and operational needs of our customers



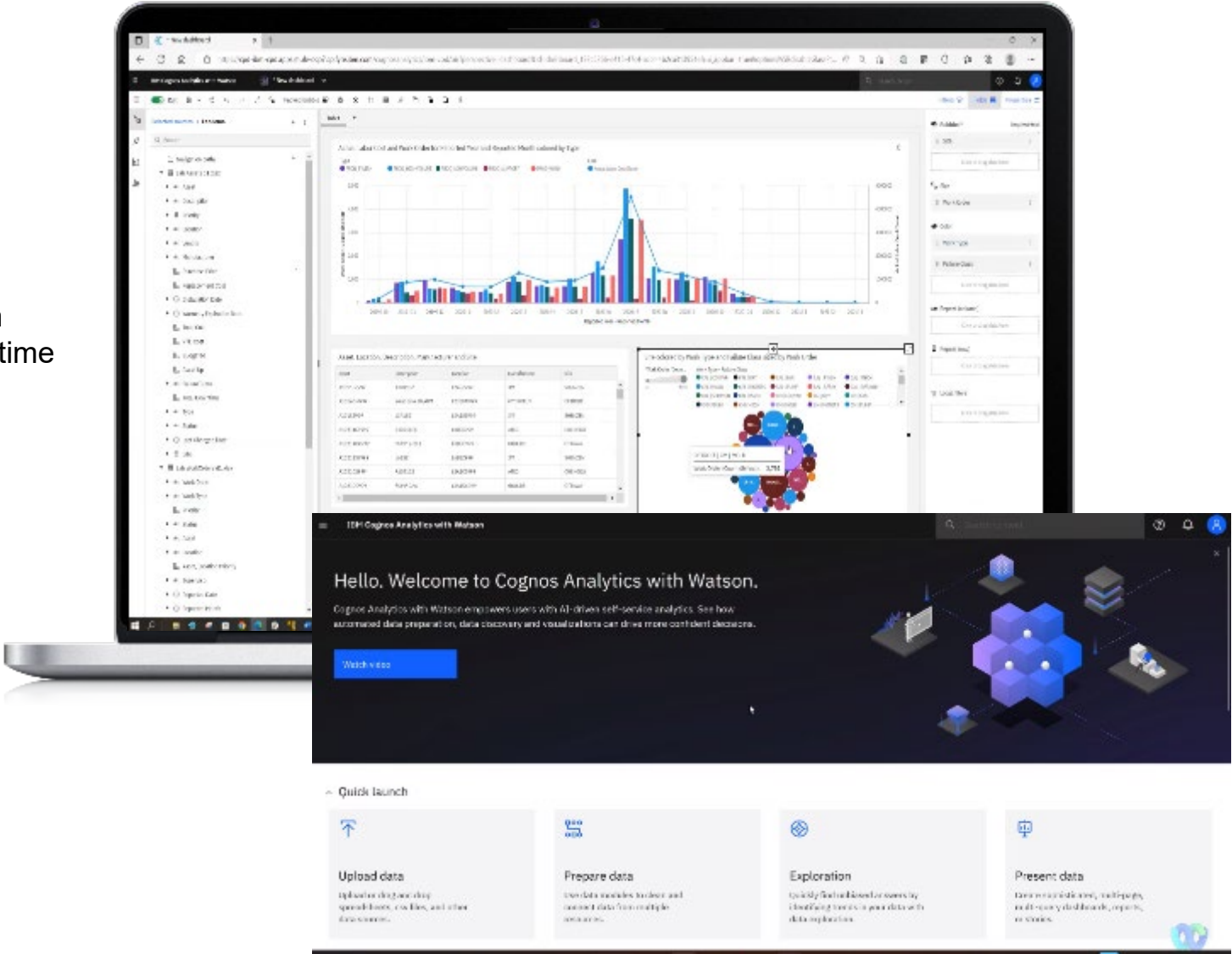
Deliver critical metric to drill down into actionable items



Display information quickly and in real-time



Make content customizable



MAS 8.11 Supports Cognos 11.2.4 & BIRT 4.8

Reporting Future Plans

BIRT

- Support for BIRT 4.14

COGNOS

- Support for Cognos 12
- Embed Cognos content in MAS Operational Dashboard
- User Synchronization automation from MAS to Cognos
- Improve Install and Deployment process
- BYOL support
 - Remove dependency on CP4D
 - Remove dependency on OCP

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.

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 3rd Party Solutions



Sustainable Asset Management, Maintenance and Reliability Optimization

Enable creation of resilient and sustainable infrastructure and operations to **extend the life** of equipment, buildings, bridges, fleets, water lines and more to reach sustainability targets.

Asset Management & Maintenance

Optimize maintenance scheduling, logistics and fleet operations to achieve efficient, safe and sustainable work practices

Asset Reliability and Optimization

Extending asset life decreases waste & embodied carbon, and improves energy efficiency

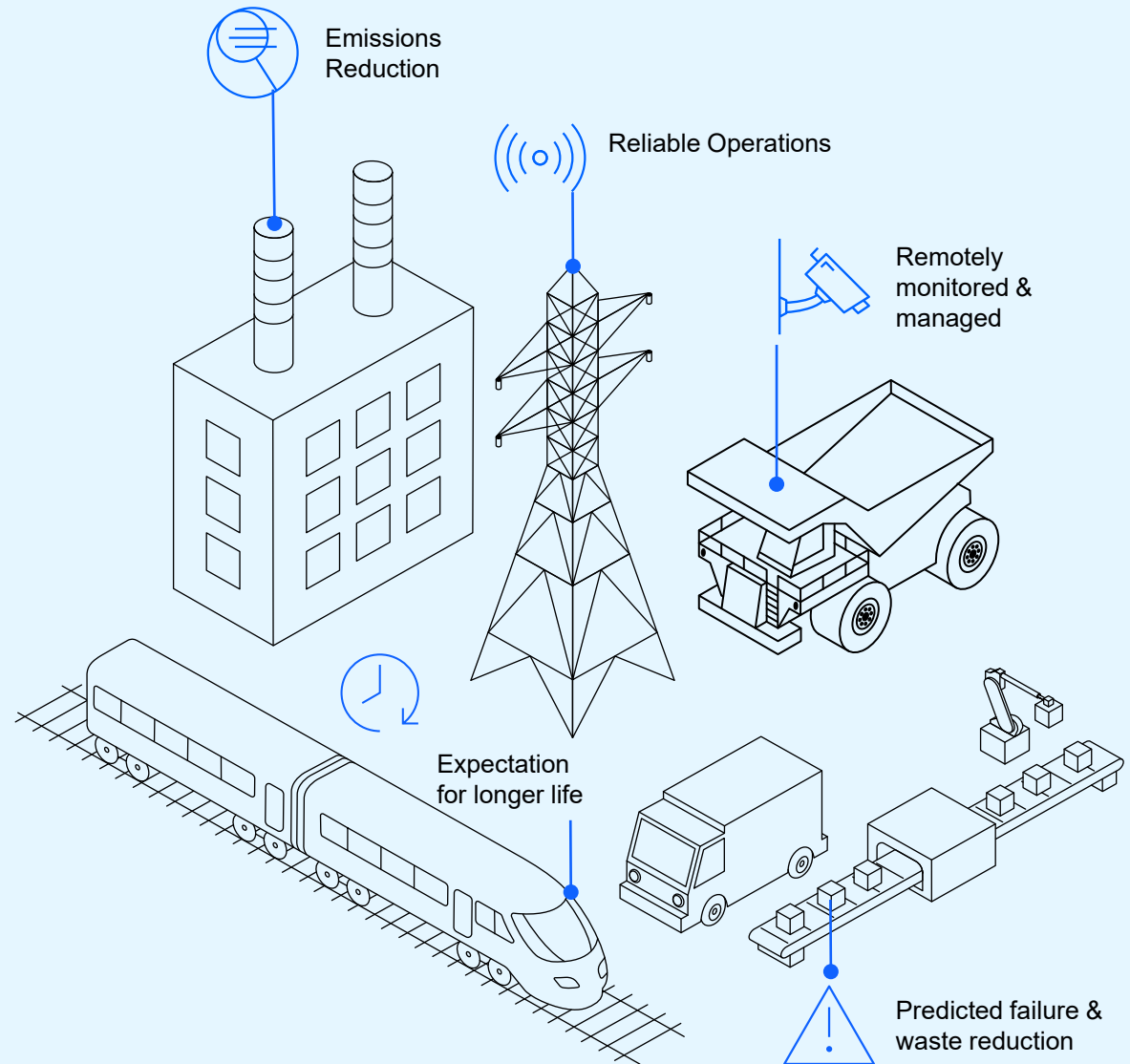
Asset Monitoring and Fault Detection

Increased energy efficiency, reduced fugitive emissions, and optimized equipment performance and reliability



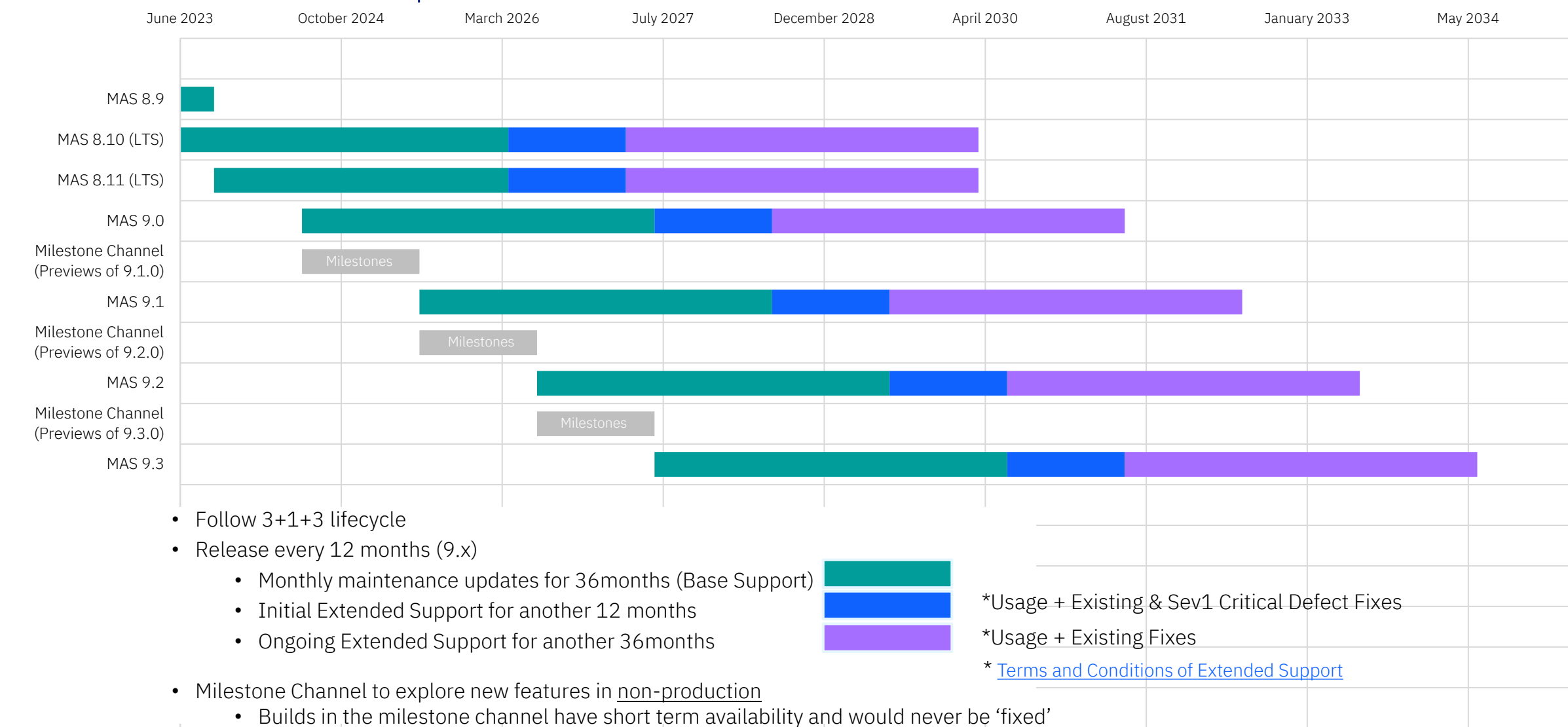
Maximo + Envizi

Monitor, measure & reduce the environmental impact of your asset operations to reduce waste, energy, and emissions, while optimizing uptime.



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

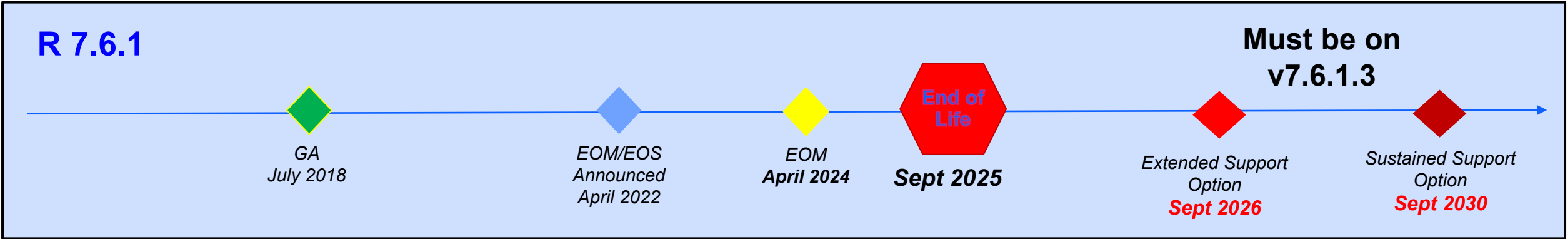
**Please review MAS SaaS policies for their release cadence



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 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



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.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.

Effective 30 April 2027, dual support under the MAS license for EAM will no longer be available.

Resources

Sustainability Software Digital Trials

Maximo Application Suite

(MAS SaaS with Health & Manage capability only)

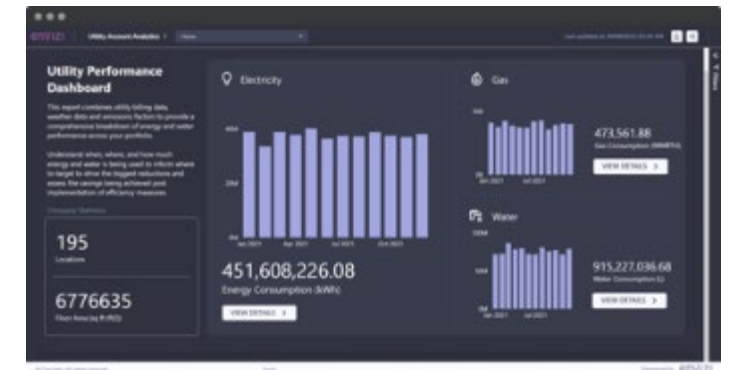
Environmental Intelligence Suite (EIS)

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

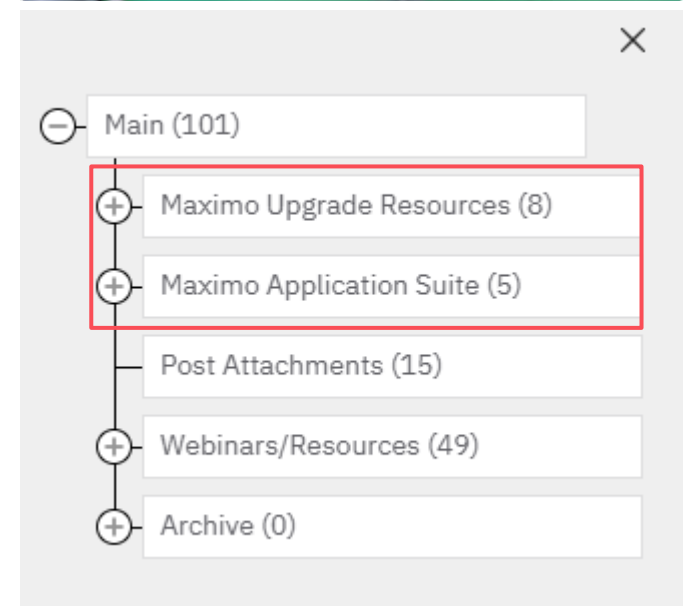
Library 688

Blogs 252

Events 4

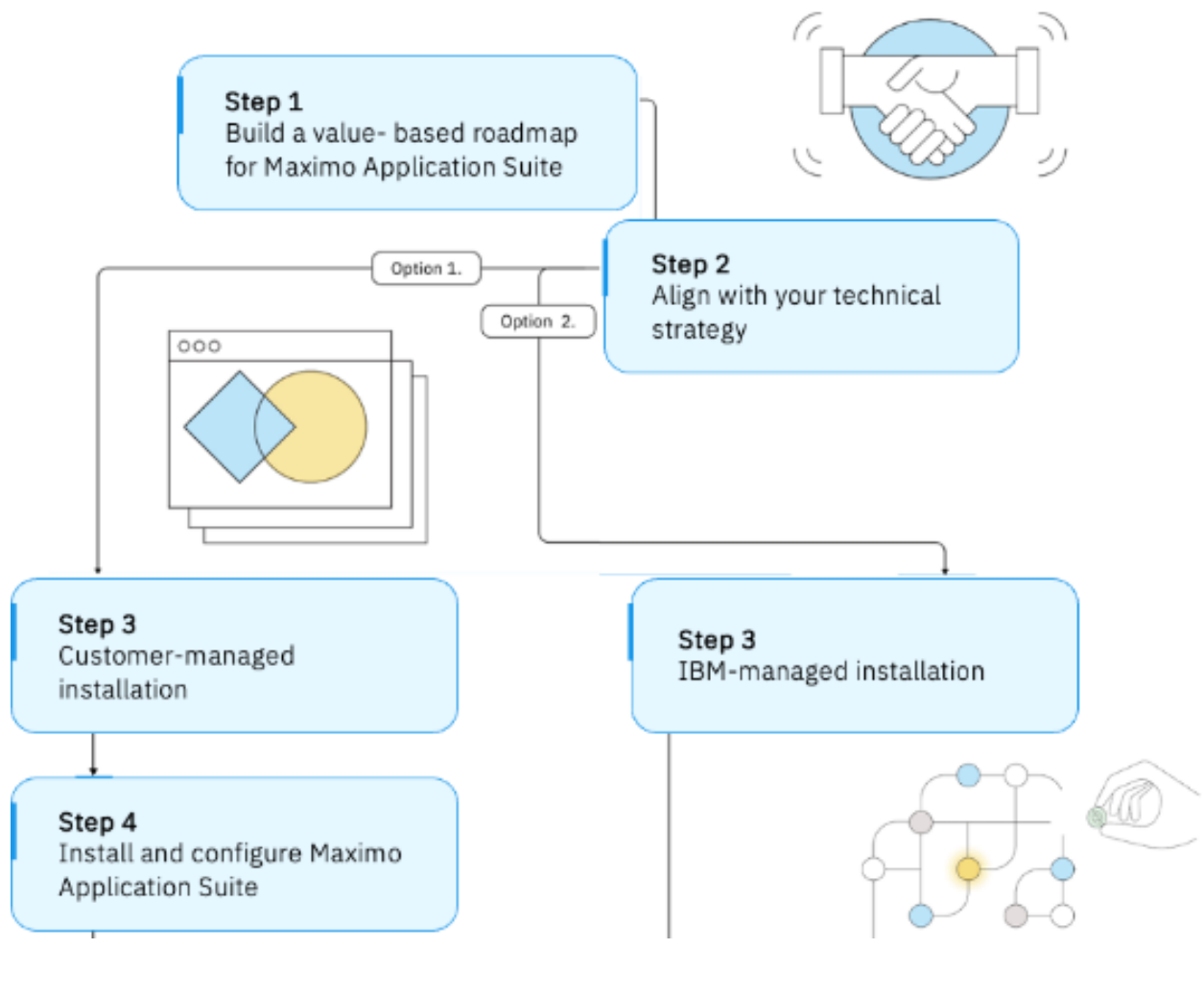
Members 8.7K

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



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

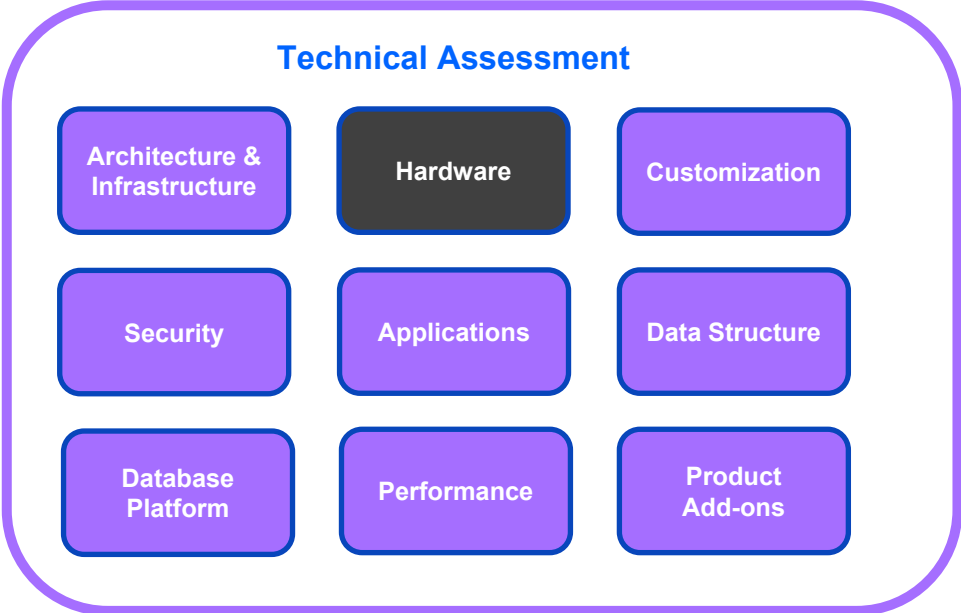
Expected Outcome:

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

Duration:

- 5-7 weeks


Maximo Assessment Components




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
Introduction to Maximo Application Suite (DL43003G)	3 hours	Self-paced	No cost	Yes
Containerization and RHOCP essentials for Maximo Application Suite and Sterling solutions (DL25607G)	1 hour	Self-paced	No cost	Yes (for series)
Maximo Application Suite & Red Hat OpenShift Container Platform Deployment Technical Essentials (DL25608G)	6 hours	Self-paced	No cost	Yes (for series)
IBM Maximo Visual Inspection Overview (DL43001G)	.5 hours	Self-paced	No cost	No
Getting started with IBM Maximo Visual Inspection v2 (MAX4313G)	2 hours	Self-paced	Cost	Yes
Getting started with IBM Maximo Asset Performance Management v2 (MAX4311G)	5 hours	Self-paced	Cost	Yes
IBM Maximo Monitor solution overview (DL43005G)	.5 hours	Self-paced	No cost	No
IBM Maximo Health and Predict solutions overview (DL43006G)	1.5 hours	Self-paced	No cost	No
IBM Maximo Mobile solution overview (DL43008G)	.5 hours	Self-paced	No cost	No
Getting started with Maximo Mobile v2 (MAX4312G)	4 hours	Self-paced	Cost	No

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

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?



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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](#)

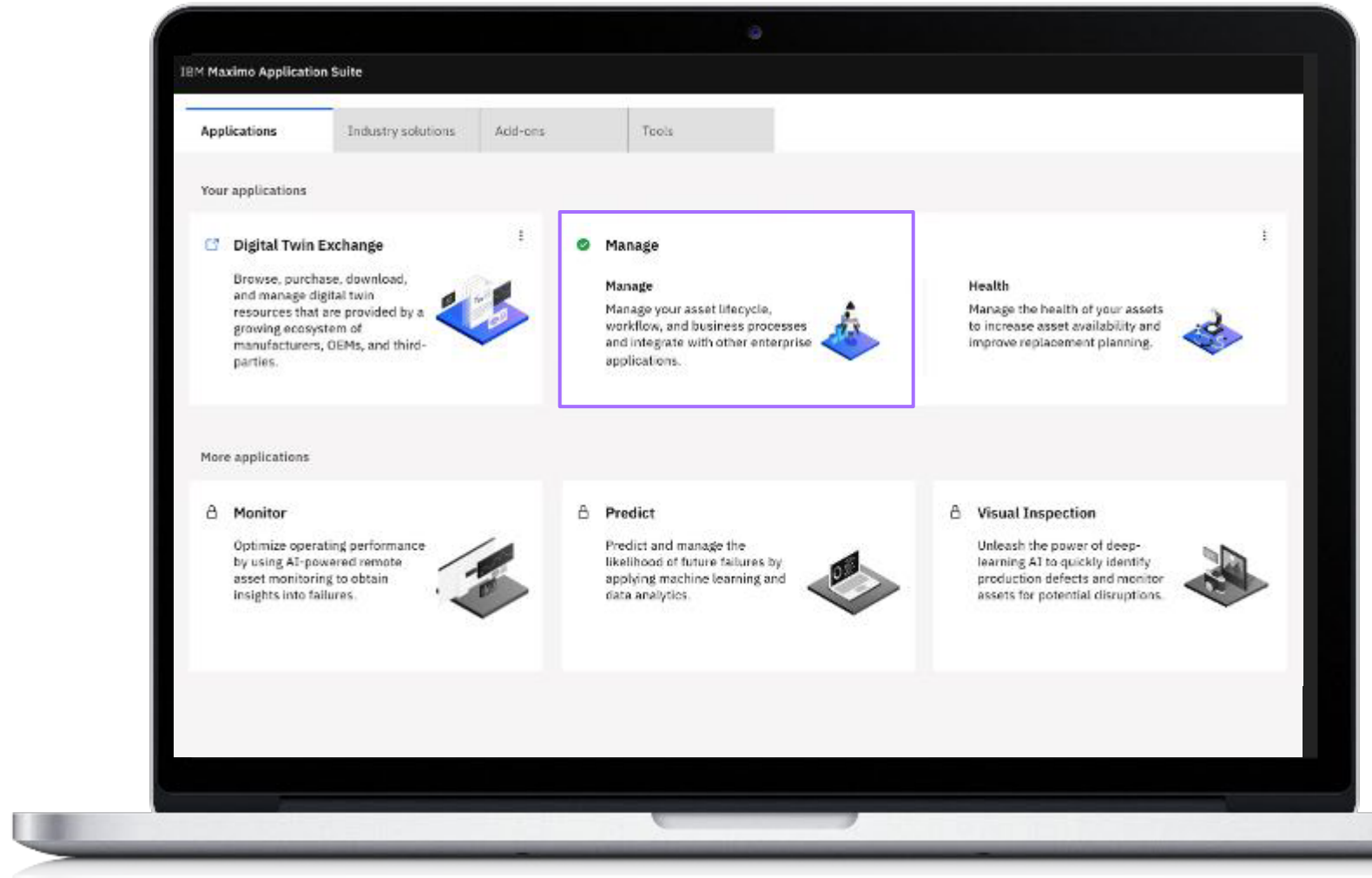
[IBM Maximo Enterprise Learning Subscription](#)

Individual subscription	Enterprise subscription
<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

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^{1,2}

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

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

¹ Subject to change

² Availability of features will vary. Not all will be available at initial release.

³ One application only

⁴ Maximum of one

⁵ Data center must support services required by MAS SaaS

⁶ Read-only via replica

⁷ Read/Write

MAS SaaS Service Comparison^{1,2}

Included ■

Additional Purchase □

Future Included ►

Future Add'l Purchase ▷

Not Available —

Feature	Essentials	Standard	Premium
Integration			
SAP & Oracle Adaptors	—	■	■
AppConnect SaaS	—	▷	► ⁸
Integration via MIF	■	■	■
Automation Scripting via MaxAdmin user	■	■	■
Certified Third-party Java / Python code	—	—	▷
Security Integrations (SIEM Support)	—	—	▷
Operations			
Self-Service Portal	■	■	■
ISO 27001 & SOC2 Compliance	ISO 27001 ■ / SOC2 ►	ISO 27001 ■ / SOC2 ►	ISO 27001 ■ / SOC 2 ►
Update & Upgrade Scheduling	Fixed	Standard ⁹	Flexible ¹⁰ ■ / Extended ¹¹ □
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)	—	—	—

¹ Subject to change

² Availability of features will vary. Not all will be available at initial release.

⁸ Deployed for no additional AppPoints only for clients who require it.

⁹ Non-prod first, followed 30 days later by Production

¹⁰ Up to 6 months, excluding updates & security items

¹¹ Greater than 6 months & LTS available, excluding updates & security items