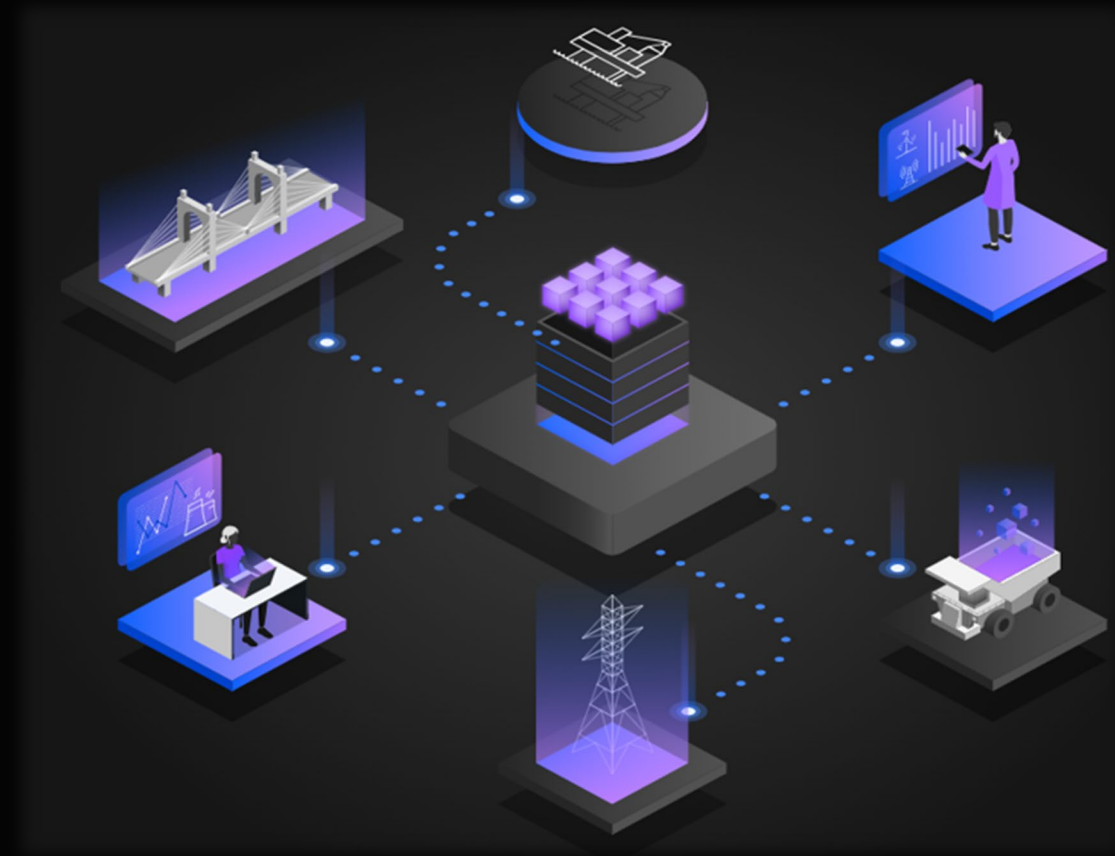


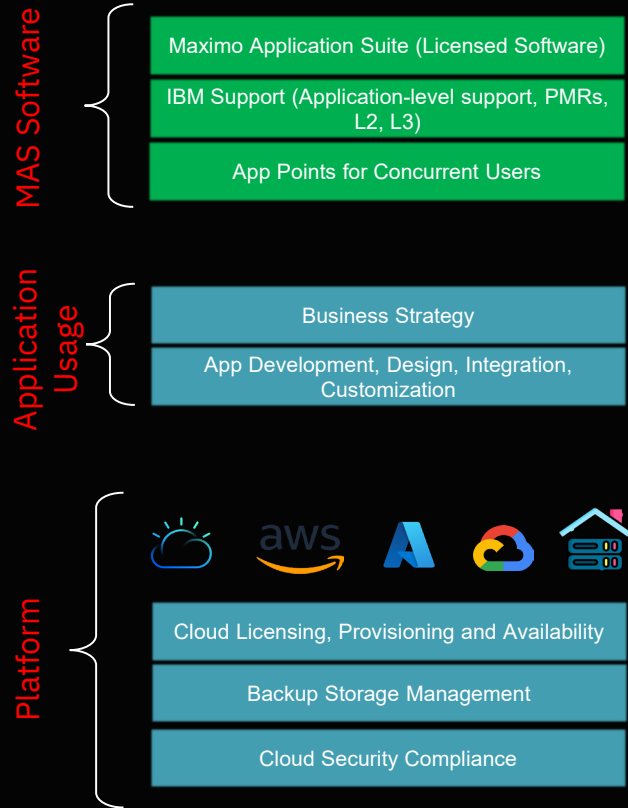
Pragma Edge : Maximo Services



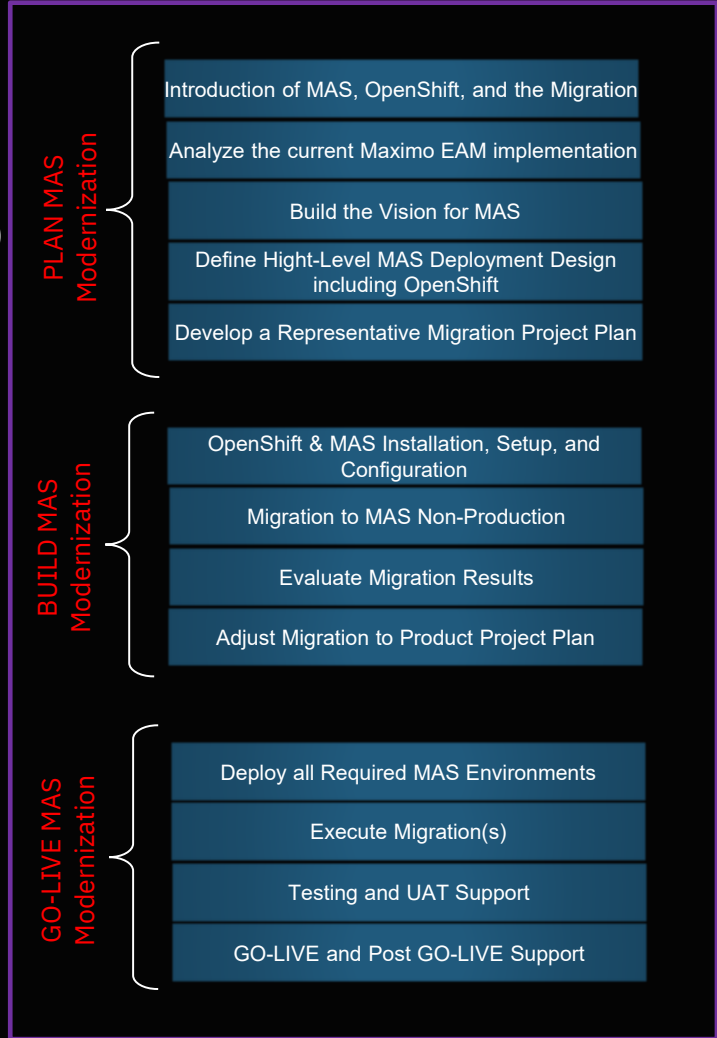
- MAS Implementation
- EAM to MAS Migration
- EAM/MAS Integration with WatsonX to simplify the day-to-day operational activities
- MAS Platform Support
- EAM and MAS Testing Automation



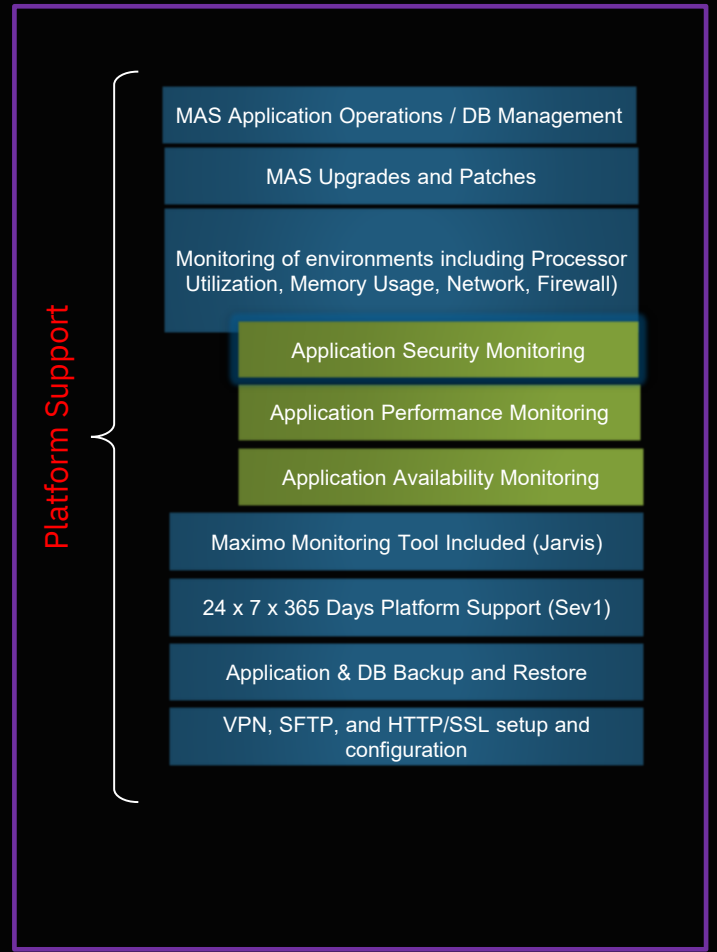
Customer Responsibilities



Modernization to MAS Manage



Platform Support Responsibilities



Maximo Platform Support / On-Premise / Multi-Cloud



IBM Expert Labs / Platform Support

- 24 x 7 x 365 Platform Support of OpenShift and MAS
- Monitoring of Production and Non-Production Workloads including Processor Utilization, Memory Usage, Network, and Applications
- Patching, Maintenance, Performance Tuning
- Work with Client Team on monthly basis to Perform Data Backup, Archiving, Purging, Restoring for Business Continuity
- Work with IBM Support on SEV 1 Issues and Lead the Production Support Calls related to the platform
- Work with IBM Support on platform related PMR and work on the resolutions as proposed by IBM Support
- Perform Health Checks of platform / applications / DB and provide monthly reports for system up times
- Environment Refreshes (Prod backflow to Non-Prod) based on Customer Request

Client Responsibility

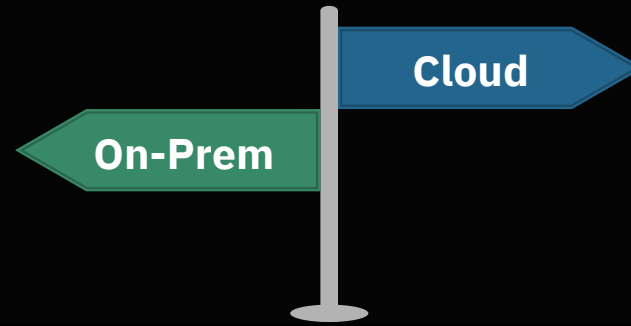
- Maintain MAS licenses and Cloud subscription (if not on-prem)
- Participate in building the support model and process
- Participate in Project Governance Meeting
- Provide Approvals for Upgrades and Patches
- User Management
- MAS functional management
- MAS development and testing
- Backup Storage Management
- Functional support (via IBM Support entitlements)
- Environment Refreshes – Backflow Script Management
- Perform Database Tuning and Indexing

Platform Support Does Not Include Product Implementation Services, such as:

- | | | |
|---|--|---|
| • Project Management | • Data Configuration, Data Loading | • Environment Refreshes – Backflow Script Management |
| • Business Process / Functional Consulting | • BIRT Report Design and Customization | • Managing SSL Certificates, DNS Registration, sFTP Server, Kafka |
| • Application Configuration & Customization | • Cognos Report Design and Customization | • Identity Provider Maintenance |
| • Integration Configuration & Customization | • Testing of Business Design and Flows | • Building Models |

Available as additional on-demand services

We are Here to Help You on Your MAS Journey!



On-Premise Platform Support



Cloud Platform Support

- IBM Cloud
- Amazon AWS
- Microsoft Azure
- Google Cloud



