

Maximo Application Suite

IBM Product Update | Release v9.1



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ALM Product Success
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PacMUG
Sacramento, CA
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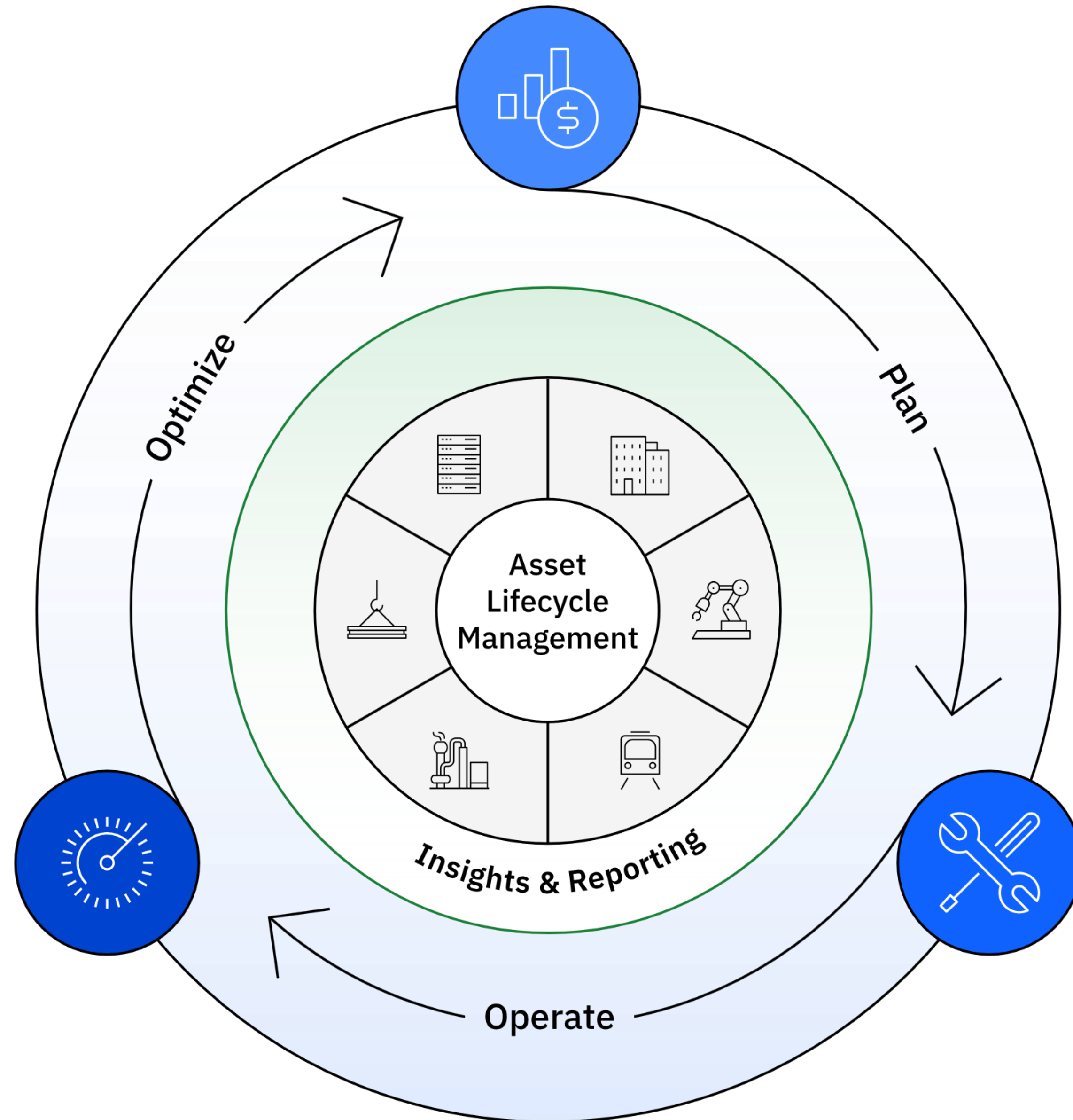


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Our vision is to optimize the full lifecycle of assets through an integrated solution

- Data and process silos **blind nearly 80%** of decision-makers to the bigger picture
- **End-to-end asset lifecycle optimization** drives down costs, enhances productivity and reliability, and reduces environmental impact




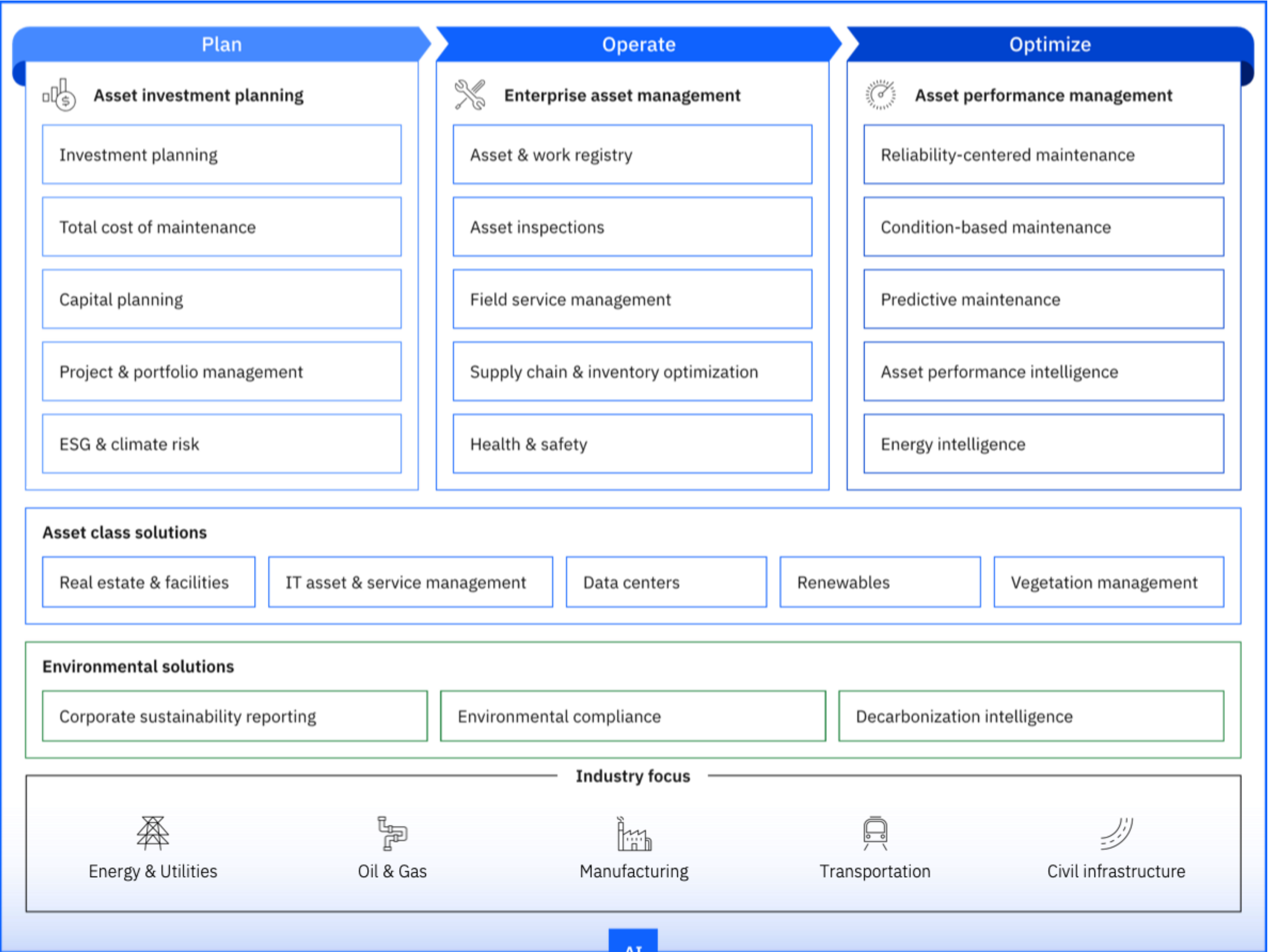
Advance asset management with IBM asset lifecycle management solutions

 Extend the lifespan of **assets**.

 Reduce maintenance and **operations costs**.

 Manage **risk** associate with availability and sustainability

 Optimize **real estate portfolios** throughout their lifecycle

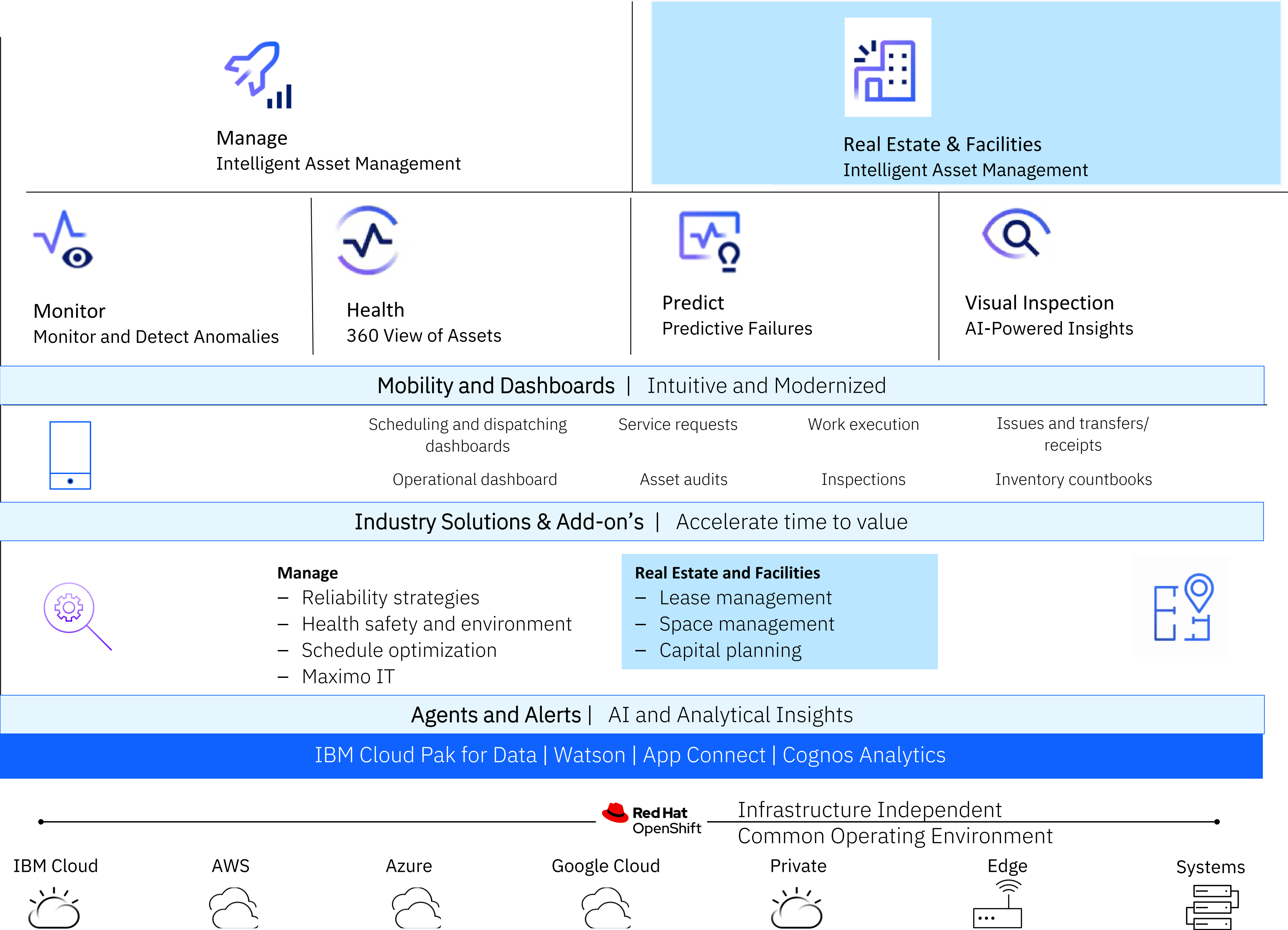


Maximo Application Suite

Provides a complete asset view, addressing key organizational roles

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

- Program manager
- Project manager
- Space planner
- Reservation coordinator
- Real estate strategist
- Lease administrator
- Lease accountant



Maximo Application Suite - Catalog

Target: MAS v9.1 | Q2 2025

Note:
Catalog does not represent licensing

MAS Applications

Manage	Real Estate & Facilities	Monitor	Health	Predict	Visual Inspections
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Industry Focus Solutions

Manage Transportation	Manage Nuclear	Manage Utilities	Manage Oil & Gas	Manage Aviation	Manage Civil Infrastructure
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Add-on Solutions

Visual Inspection Edge	Collaborate	Manage Asset Configuration Manager	Manage Spatial	Manage SAP / Oracle Connector	Manage IT
Manage Optimizer	Manage Health, Safety & Environment	Manage Service Provider	Manage Location Services Esri	Manage WorkDay Connector	Manage Asset Investment Planning
RE&F Space Management / Reserve	RE&F Service Management & Maintenance	RE&F Lease Accounting	RE&F Capital Planning / FCA		

Add-on Solutions with SaaS Requirement

MRO IO	Renewables	Manage Reliability Strategies	Manage Maintenance Cost Insights	Manage AI Services	
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IBM Maximo Application Suite

Product roadmap highlights

June 2025
Planned
deliverables
(MAS 9.1)

Plan

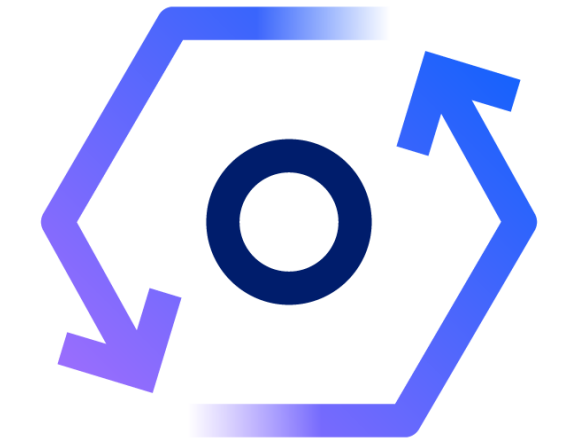
Operate

Optimize

Cross MAS Dashboards; improved user security, guest user support, Java 17, Support for Power/Z, Instrumentation and Management		
Asset investment planning	Field Service Management: Expanded assignment and crew support; drag and drop; customizable dashboard;	Evolve to watsonX technologies to improve TTV, capabilities, asset class coverage, and UX.
Maximize utilization and minimize emissions of renewable assets	Mobile: Expand support for assignments, rotating assets, asset auditing, finding WO's; UX; Scalability	Reliability Strategies: watsonX support for FMEA creation; expanded integration.
	GenAI assistant for Work Order Intelligence (WO Similarity)	Integration of MRO-iO into MAS
	MVI adoption of watsonX to improve training, usage, and TTV	Total Cost Maintenance
Integration of Maximo for Real Estate and Facilities powered by TRIRIGA		
Generative AI: Empower MAS users with watsonX, delivering actionable AI insights and automation..		

Maximo Application Suite 9.1

GA Targeted Q2 2025



Extending MAS for ALM

- Real Estate and Facilities (TRIRIGA)
- Asset Investment Planning
- Maintenance Cost Insights powered by Apptio

Unify MAS for ALM

- Cross-Suite Administration
- Cross-Suite Dashboards
- Mobile
- Spatial Mapping
- Field Service Management
- IT

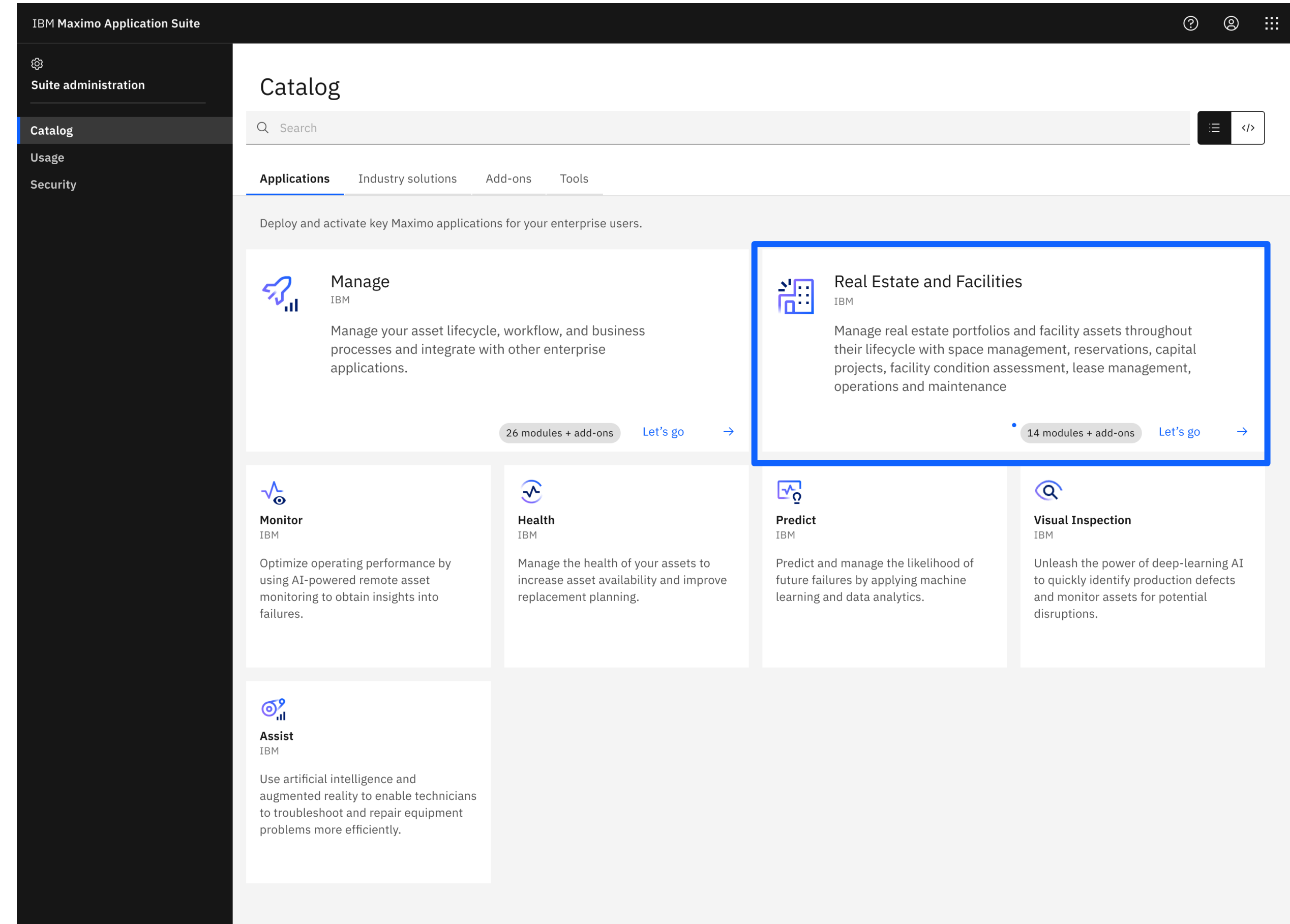
Enhanced processes with embedded AI

- Similarity tracking for Work Orders
- Conversational UX
- Reliability Strategies

Maximo Real Estate and Facilities

Moving TRIRIGA/TAS capabilities into MAS

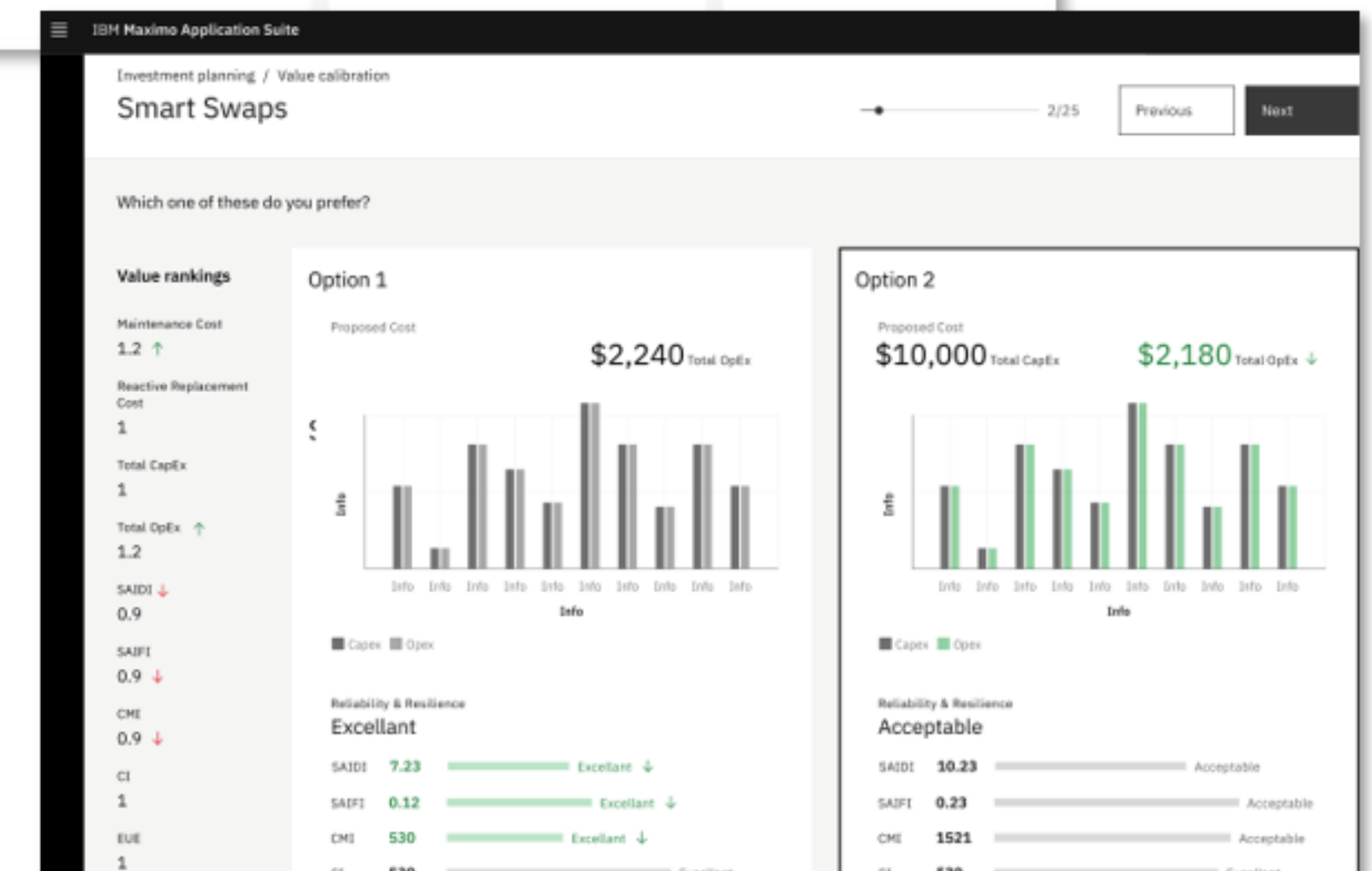
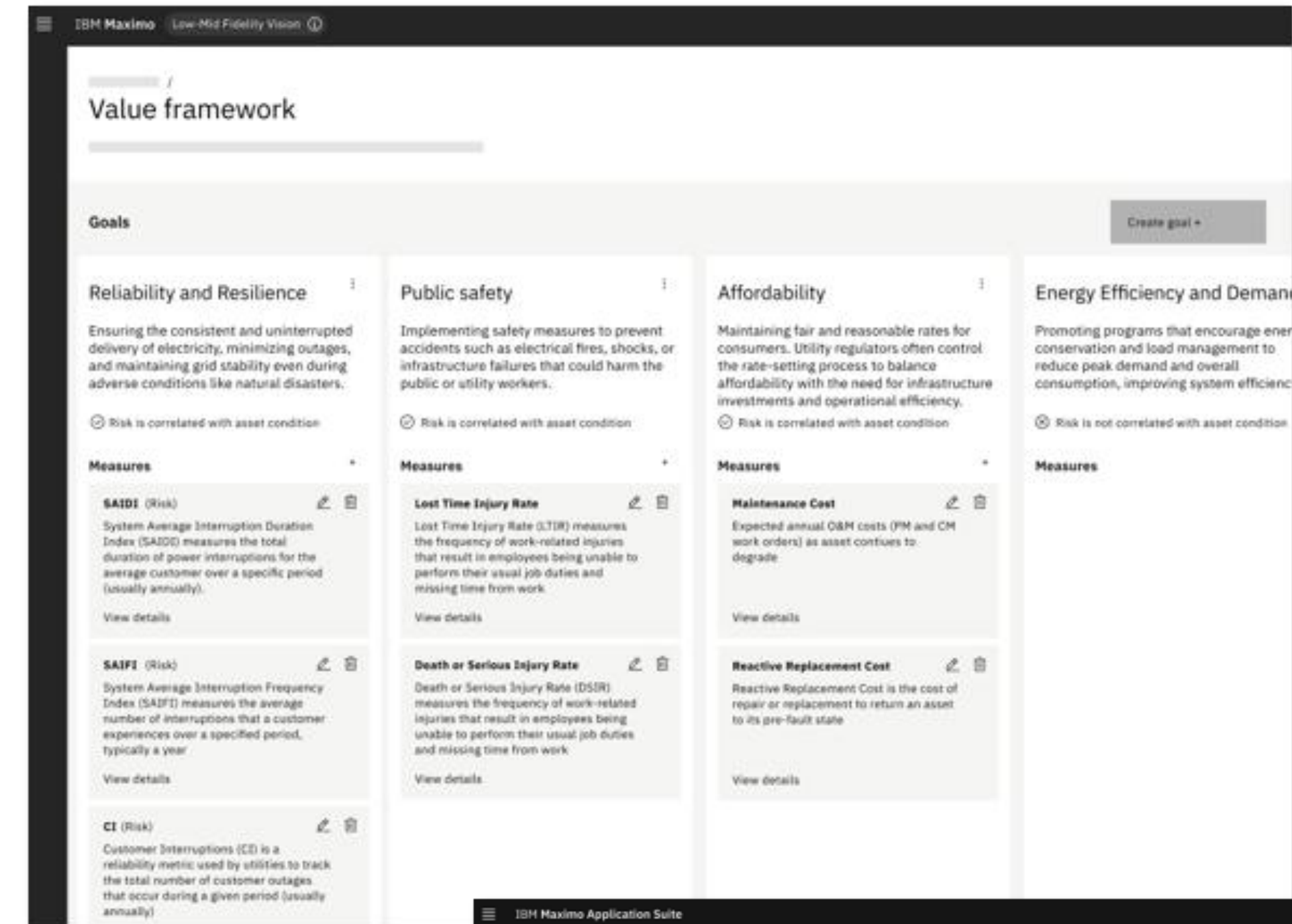
- Space management and reserve
 - Optimize space with dynamic planning, real-time insights, and occupant services.
- Capital projects and facility condition assessment
 - Enhance decision-making with a credible budget framework, justified strategies, and effective execution
- Lease management
 - Integrate admin and accounting for cost savings, compliance, and AI-driven insights.
- Monitor with workplace analytics & energy and asset monitoring
 - Track usage with IoT sensors and Wi-Fi, integrating with existing sensors for energy monitoring



Asset Investment Planning

Leverages Maximo's EAM and APM data to create asset investment plans, considering CAPEX, OPEX, and annual cost vs. risk.

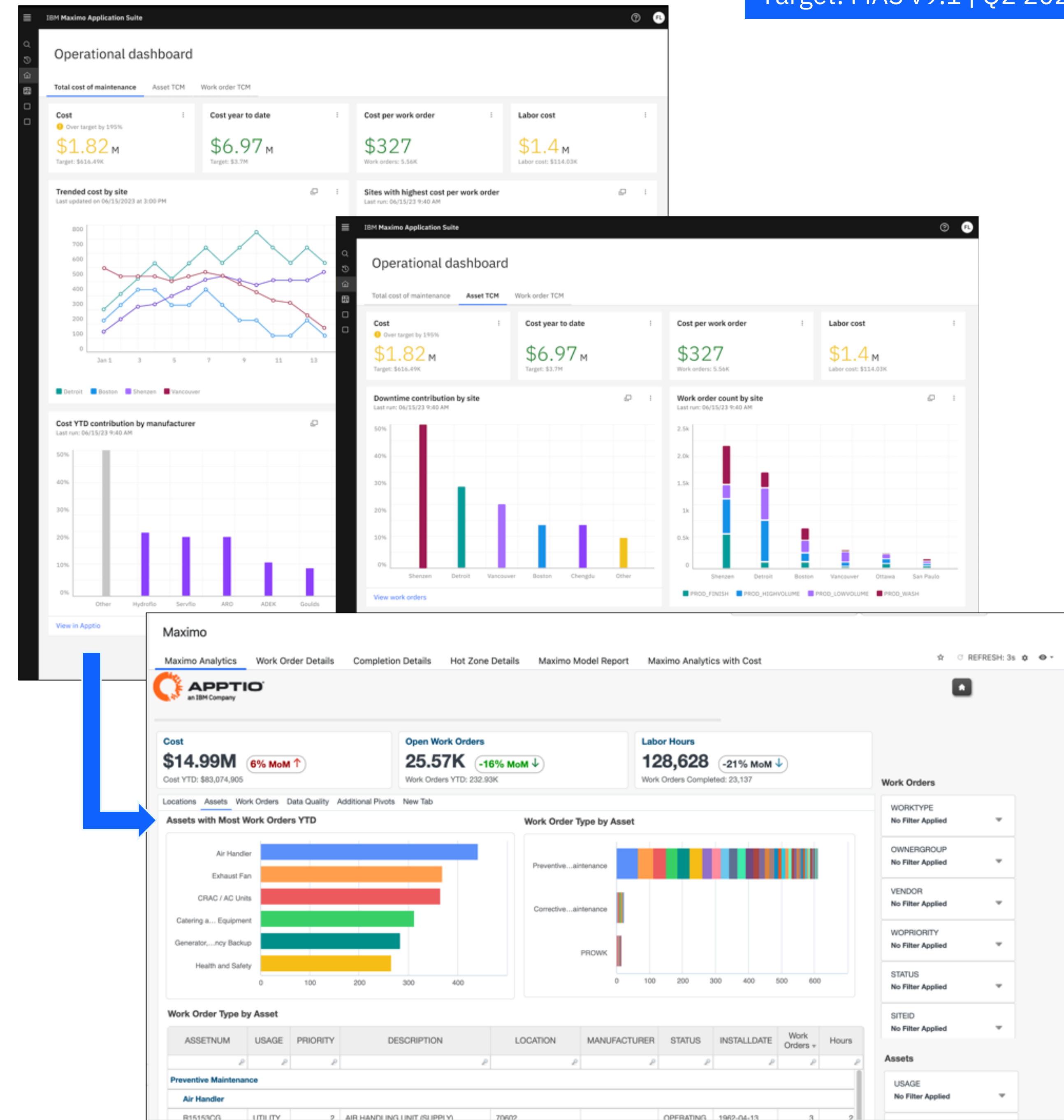
- **Asset Strategy**: Assess asset condition and maintenance approach to predict failure probability using degradation curves.
 - Run what-if scenarios to predict asset life and decline rates
- **Portfolio Management**: Set criteria to prioritize projects based on relative benefits
- **Reporting**: Generate reports for regulators and stakeholders



Maximo Maintenance Cost Insights Powered by IBM Apptio

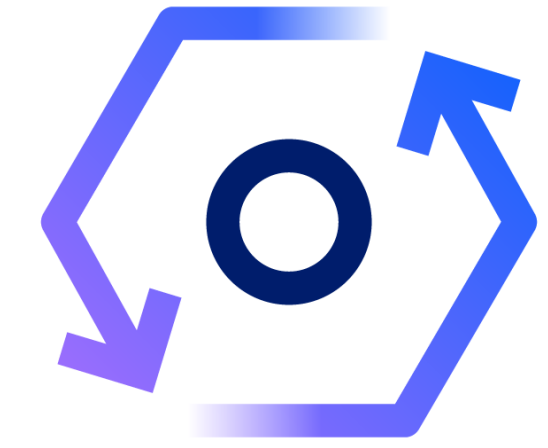
Understand total maintenance costs, including labor, services, materials, and tools.

- **New Maximo MCI Dashboard**- View cost data to justify Condition Based Maintenance
- **Identify cost drivers** - Identify areas to cut maintenance costs by optimizing strategies.
- **Cost Models/KPI's** - Pre-built KPIs for analysis by site, asset, work type, and failure code
- **Improve Data Quality** - Detect bad or missing data in TCM cost analysis
- **Power of Apptio** - Drill into cost data in Apptio for deeper analysis
- **External Data** - Incorporate external data for extended cost analysis



Maximo Application Suite 9.1

GA Targeted Q2 2025



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- Maintenance Cost Insights – fkjdk

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- Field Service Management
- IT

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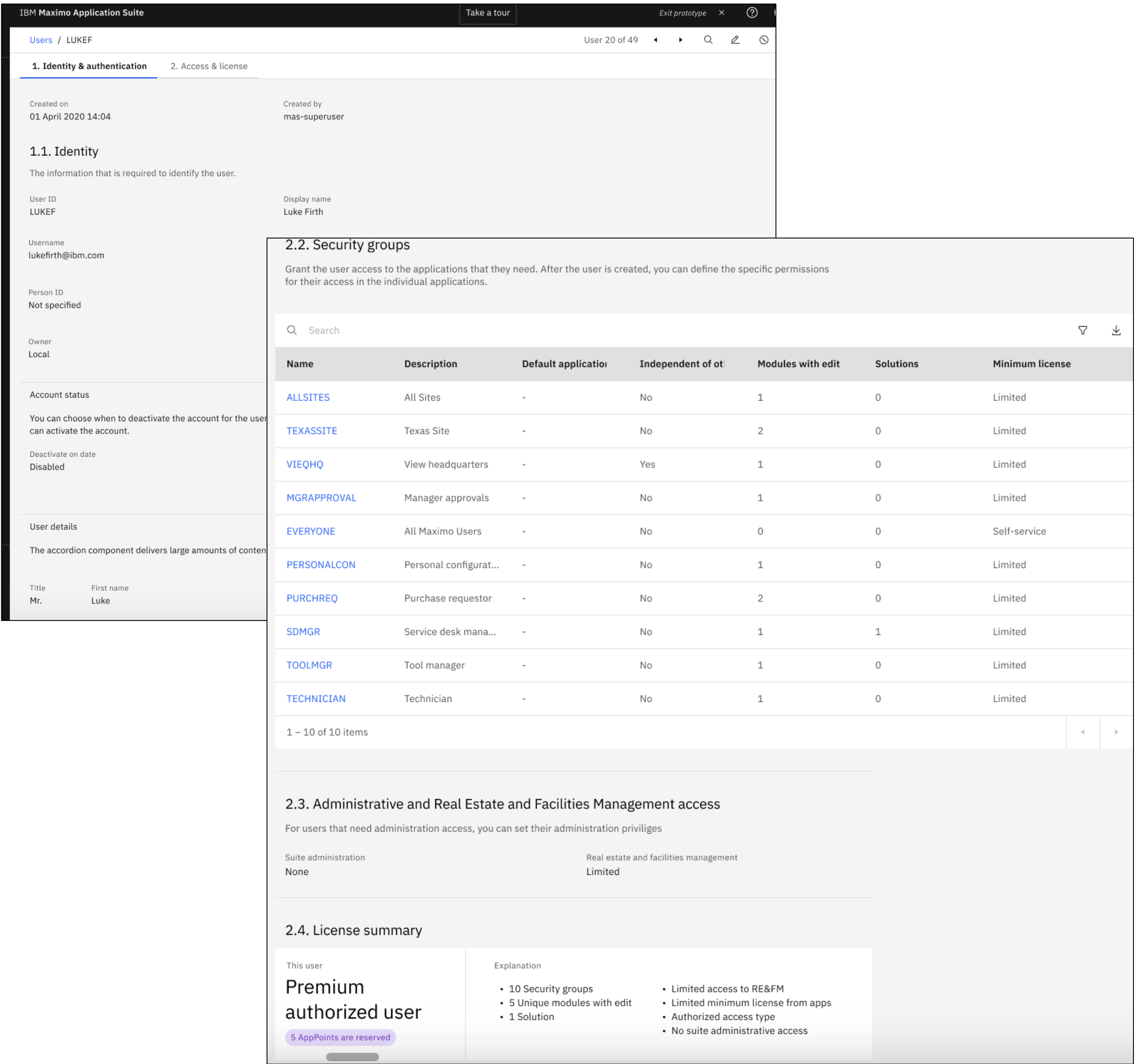
MAS 9.1 with Manage

MAS

- New MAS Unified Nav bar
- New MAS User Profile
- New MAS User Application
- New MAS Security Group Application
- Application Configuration at MAS level

Technical

- Java 17 Update
- BIRT 4.16 support
- Python 2.73 support
- Guest User support
- IBM LinuxOne/Z support (Done) and Linux Power
- V9.1.x patch
 - Oracle 23ai support
 - MAS support for IBM unsupported languages



New User Application

MAS Application Framework

New User Application

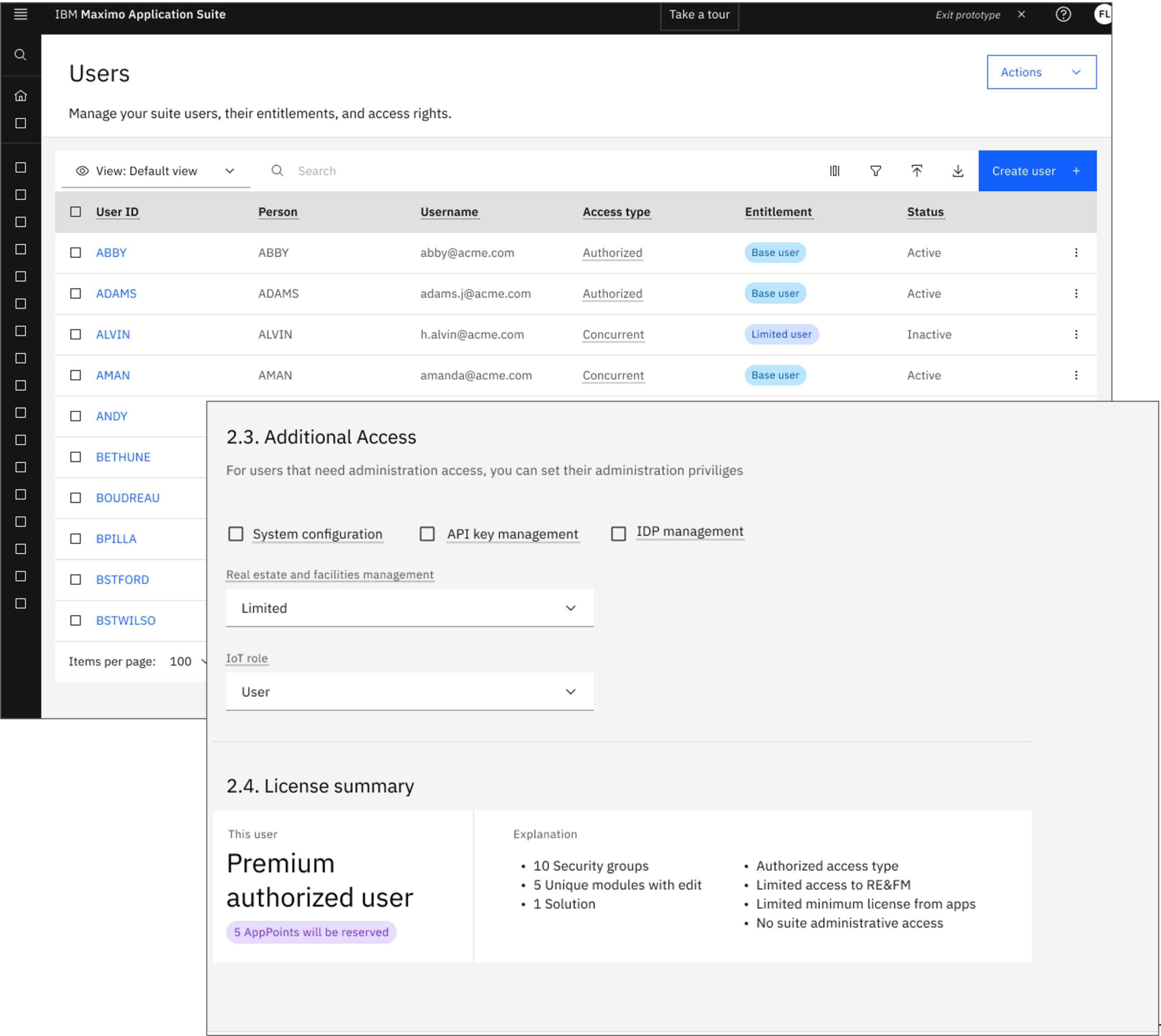
- MAS user app and Manage user apps are now merged into one

Security Groups added at User level

- Select roles for MAS Suite Admin or SaaS API Key/IDP Management access

Add a Security Group to a User

- Auto-summarize license entitlements based on group access.
- Preview and refresh to see impact before saving



Unified navigation

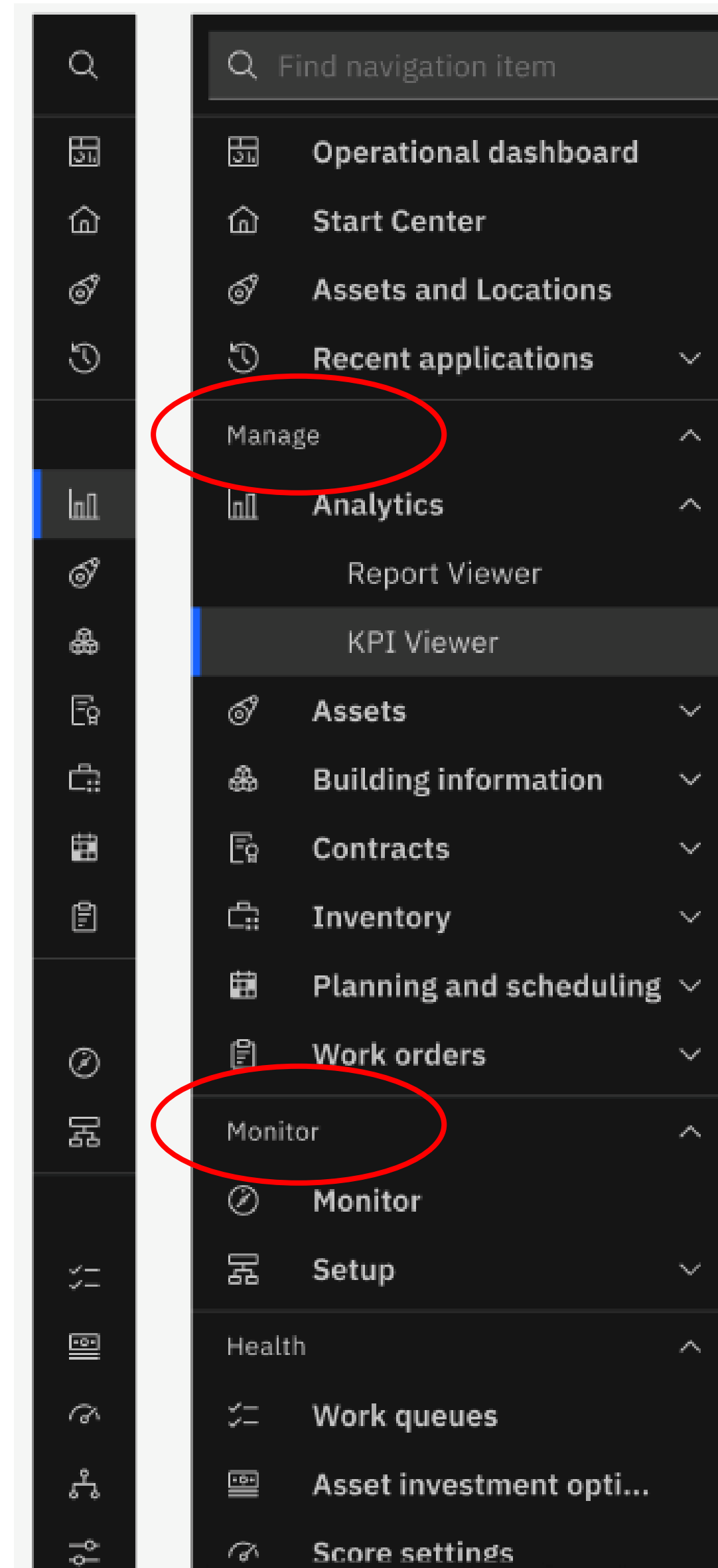
Current MAS v9.0

- 2 Navigation menus - Left and Right
- Left is how you move around a MAS app (Manage, Health, etc.)
- Right “9-dot” is how you switch to other MAS apps
- Must navigate to default page for that MAS app (ex.Manage Start center)

MAS v9.1

- Consolidated to a single Left Nav Bar
- Access granted to all MAS applications through new Security Group App.
- Left nav is identical across MAS
- Navigate directly to any sub-page in the suite

Full Suite



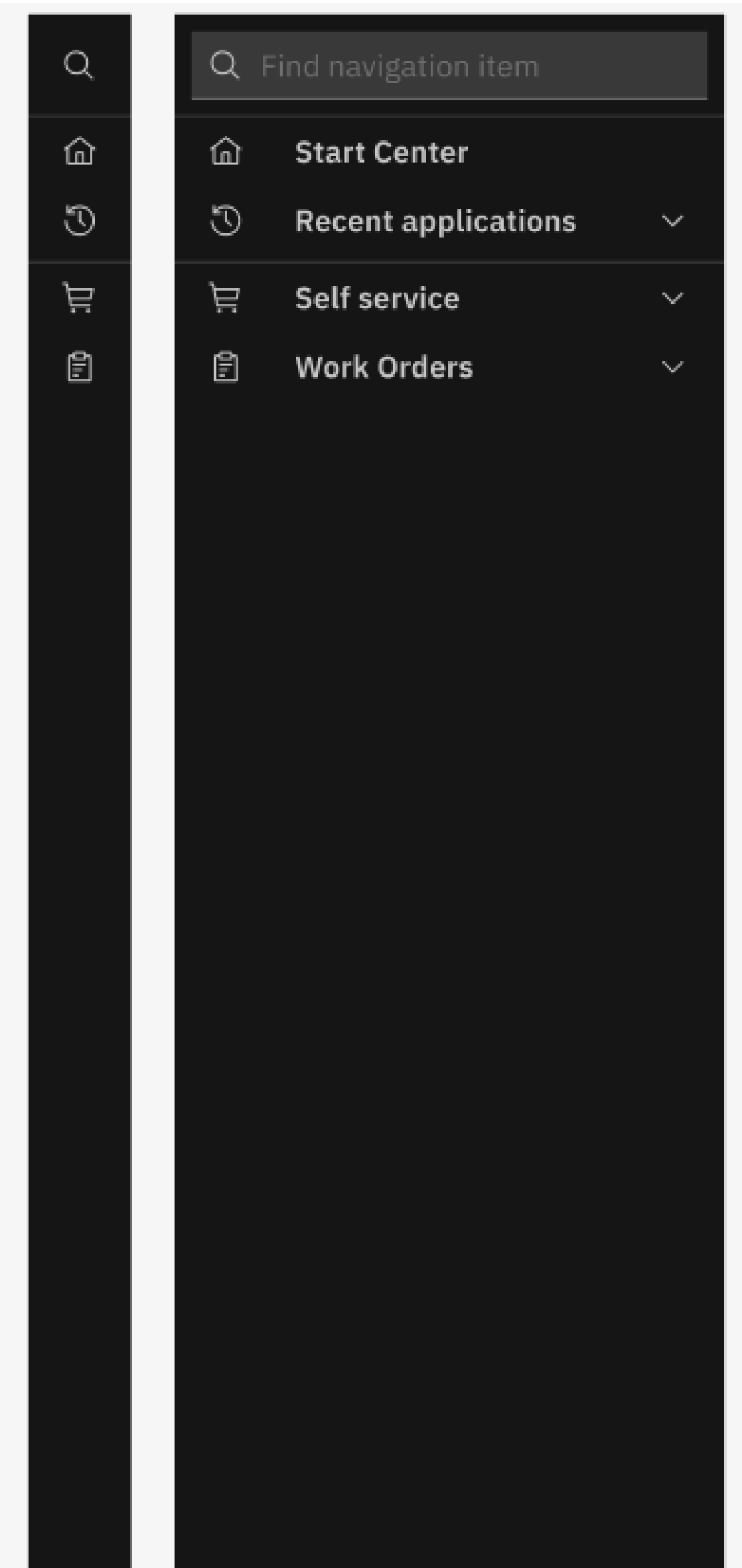
MAS App

Module

Application

Application (Current)

Manage only, 2 modules



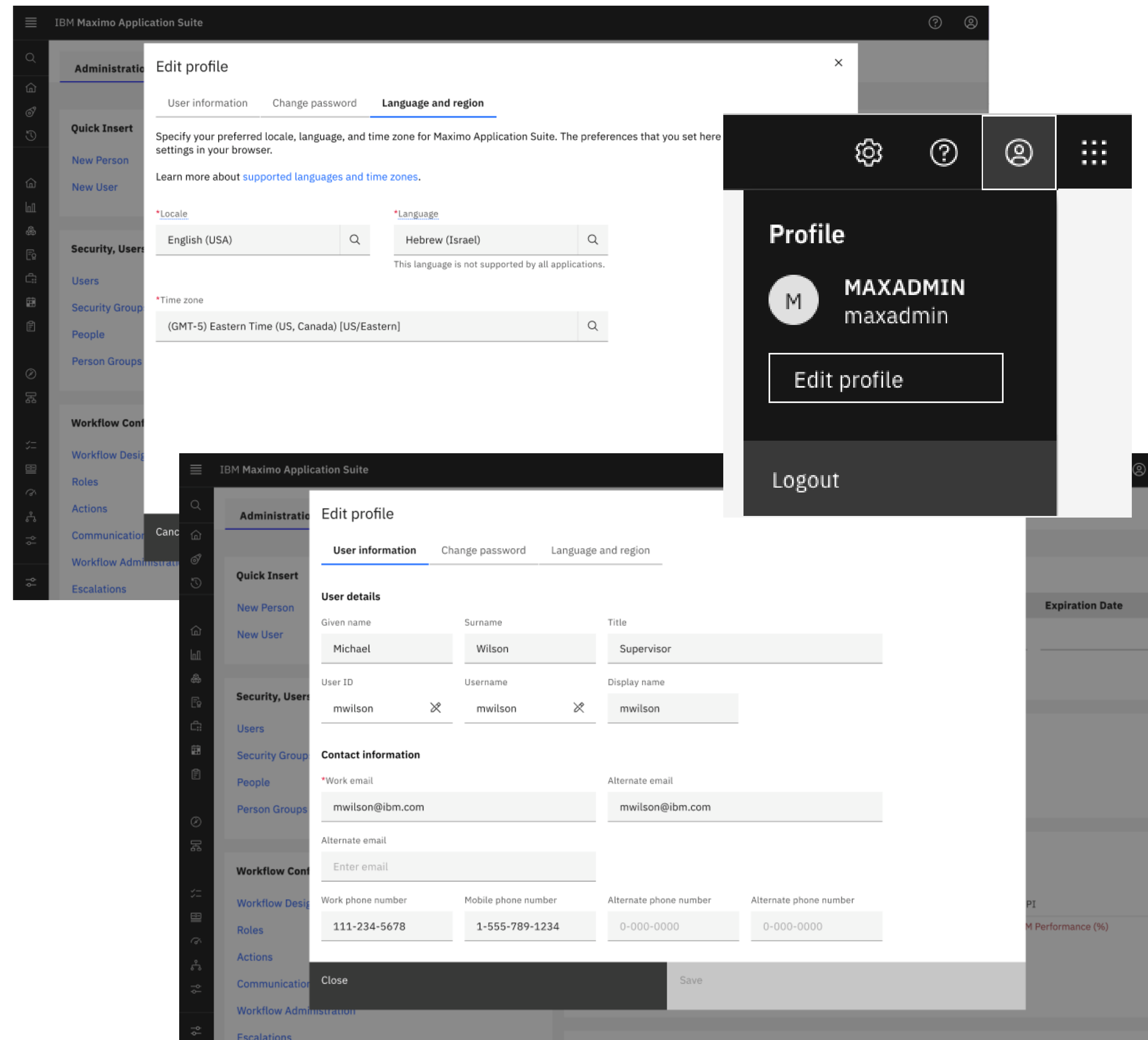
User profile

Current MAS v9.0

- Profile page in MAS “Core”
- Navigates away from your current app, no breadcrumb back
- Minimal editability
- Conflicts with Manage “Default information” dialog

MAS v9.1

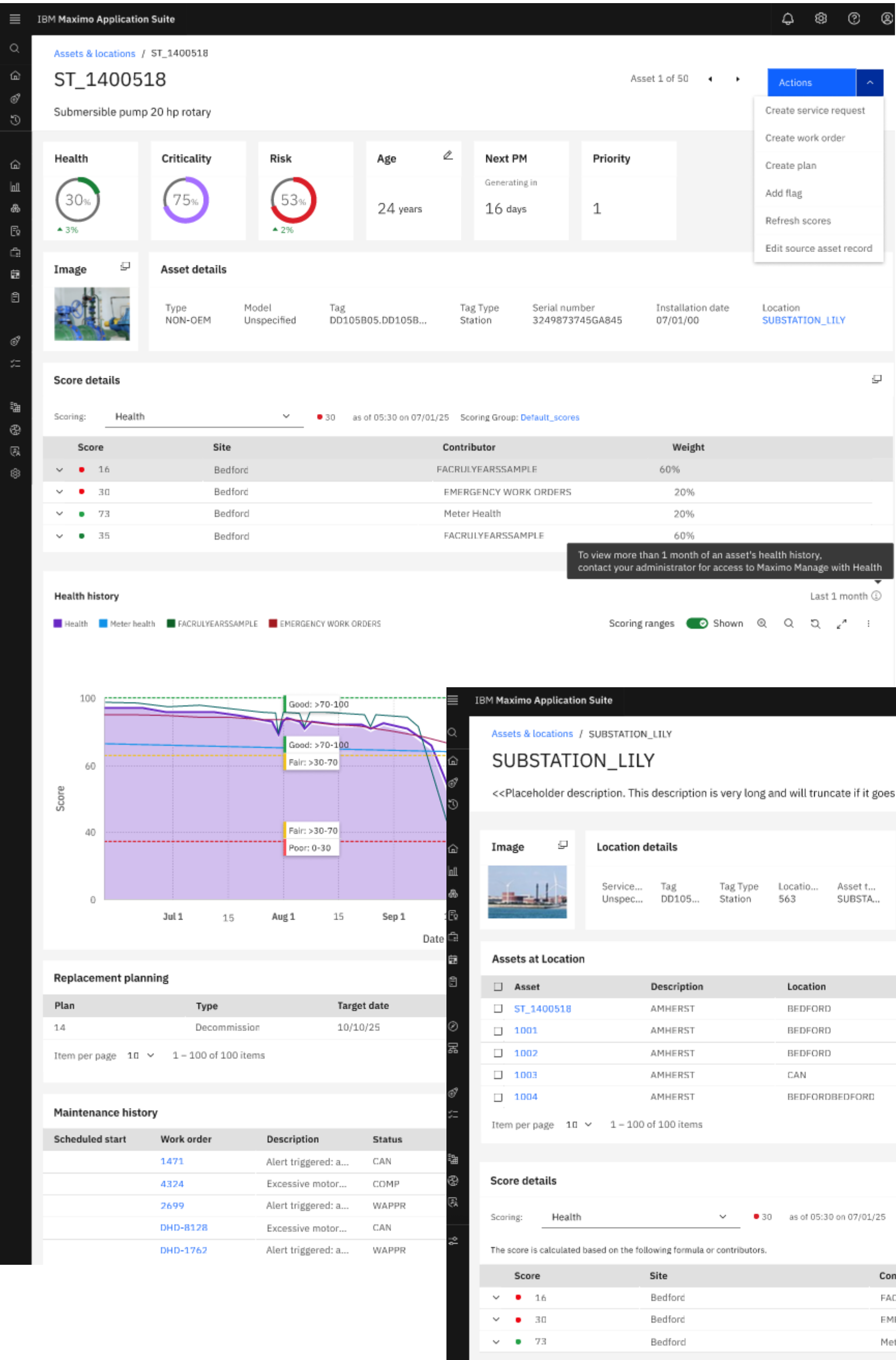
- Global profile dialog
- Opens over your current app
- Separate selectors for language and locale
- Syncs with Manage default info dialog (does not replace)
- BiDi (Hebrew & Arabic) and Accessibility compliant



MAS dashboard updates

Unified MAS Dashboards

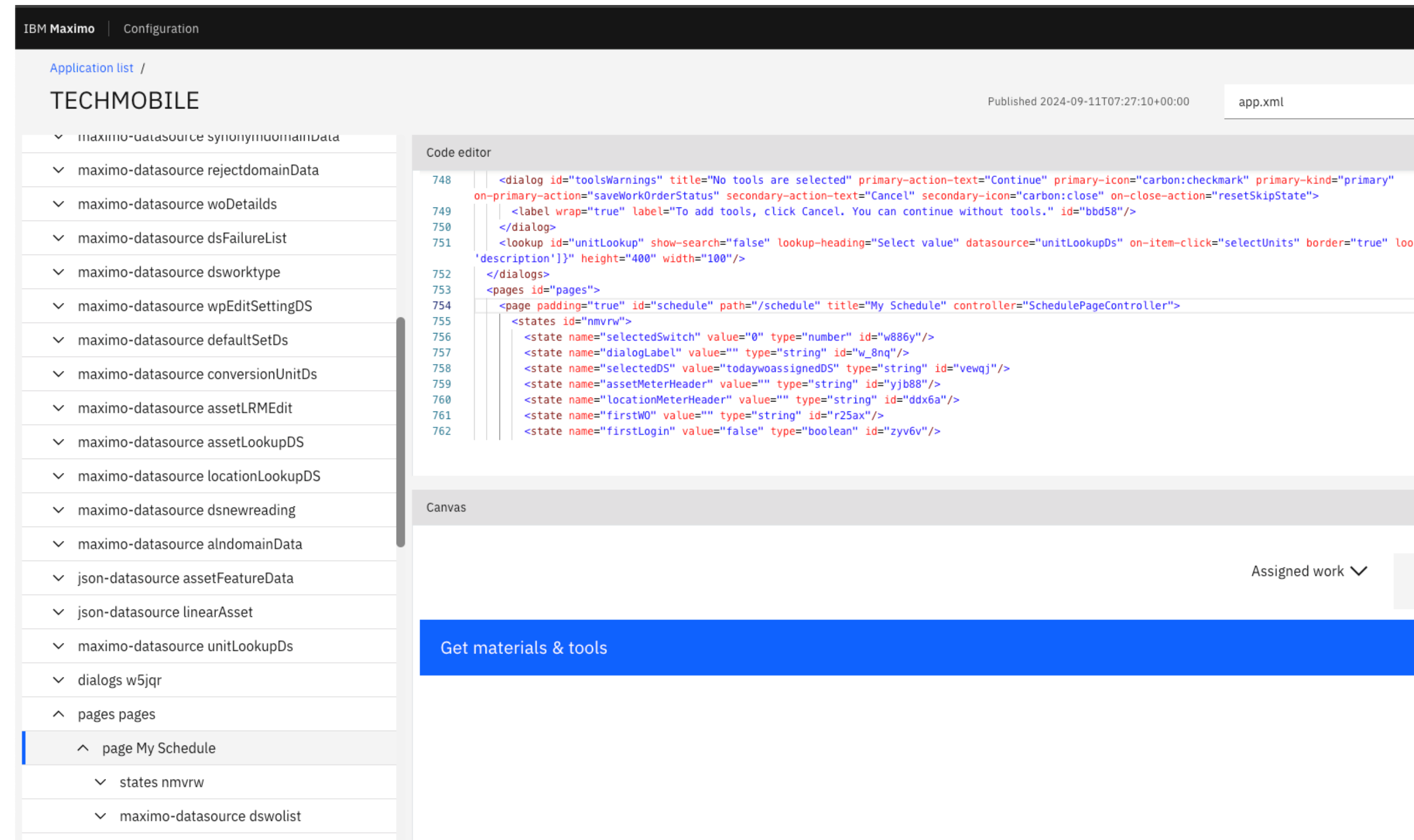
- Consolidate data from Monitor, Health, and Manage.
- Display asset, operational, maintenance, and supply chain data.
- Streamline access with consistent hierarchies and authentication.
- Integrate with AI Assistants and watsonX.
- Enhanced configuration and builder capabilities.



MAF application configuration

Configuration Tool Migration

- Currently configuration tool is desktop only
- Configuration tool to be moved to MAS level
 - Simplified access to configuration tools (no local Docker required).
 - Reduced support complexity (no need for Mac/Windows expertise).
 - Improved customer experience
- This will lead to architectural improvements
 - Moving to maximoappsuite repo for better pipeline tool utilization.
 - Ending support for desktop deployments.
 - Bundled with MAS core image, but not auto-installed.
 - Requires persistent storage.

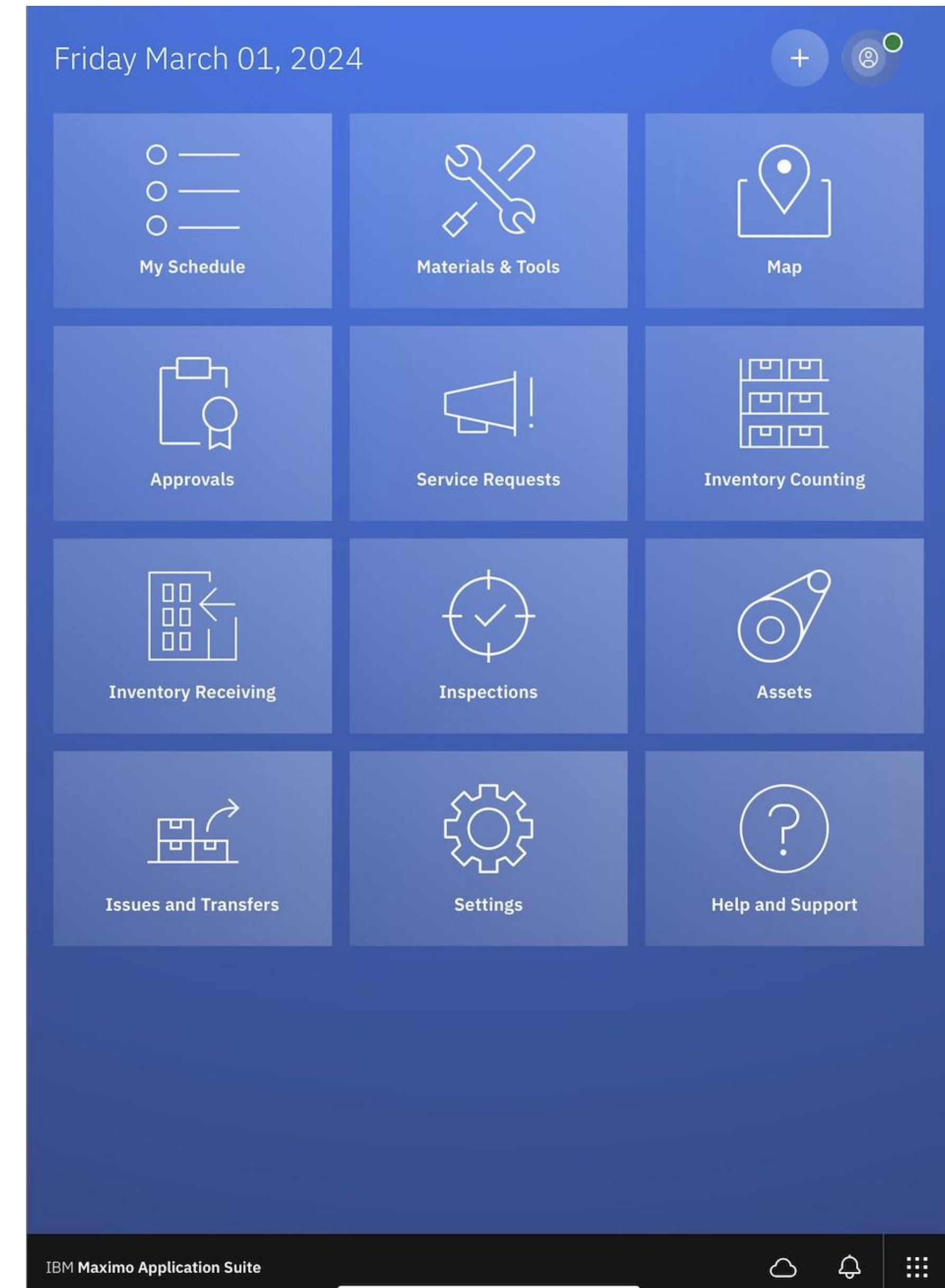


Maximo Mobile

Highlights for v9.1

Mobile Enhancements

- Assign work orders and inspections.
- Support for rotating assets and auditing.
- Enhanced search and execution of work orders, including online search.
- Streamlined asset and location search.
- Centralized mobile administration
 - Identify Mobile logged users
 - Administer settings and queries
- Extended push notification support with background data sync



Maximo Mobile Incident Reporter

Incident Reporter

- Report new incidents immediately
- Online/Offline support
- Self-service licensed
- Configurable
- iOS, Android, Windows

The screenshot shows the 'Create incident report' form. The left sidebar contains a list of sections: Incident details, Incident events, Address, Location, Asset, Impacted people, Action taken, and Attachments. The main form area is divided into sections: Summary (Incident summary - problem detected), Details (More detailed information about the facts that happened), Reported date and time (3/9/25), Affected date and time (2/25/25), Category (MAJOR), Type, and Safety observation type. The form includes a 'Submit' button at the top right and a 'Lookup' button at the bottom right.

The screenshot shows the 'Incident Event' form. It includes fields for Event type (ENVIRONMENTAL), Event category (MINOR), Safety observation type, Emission type (AIR), Emission category (VENT), and Emission impact (DIRECT-CONT). Each field has a search icon and a 'Lookup' button. The form also includes a 'Close' button at the top left and a 'Submit' button at the top right.

Field Service Management and Capacity Planning

Optimize critical resource utilization for improved efficiency

– Dispatching

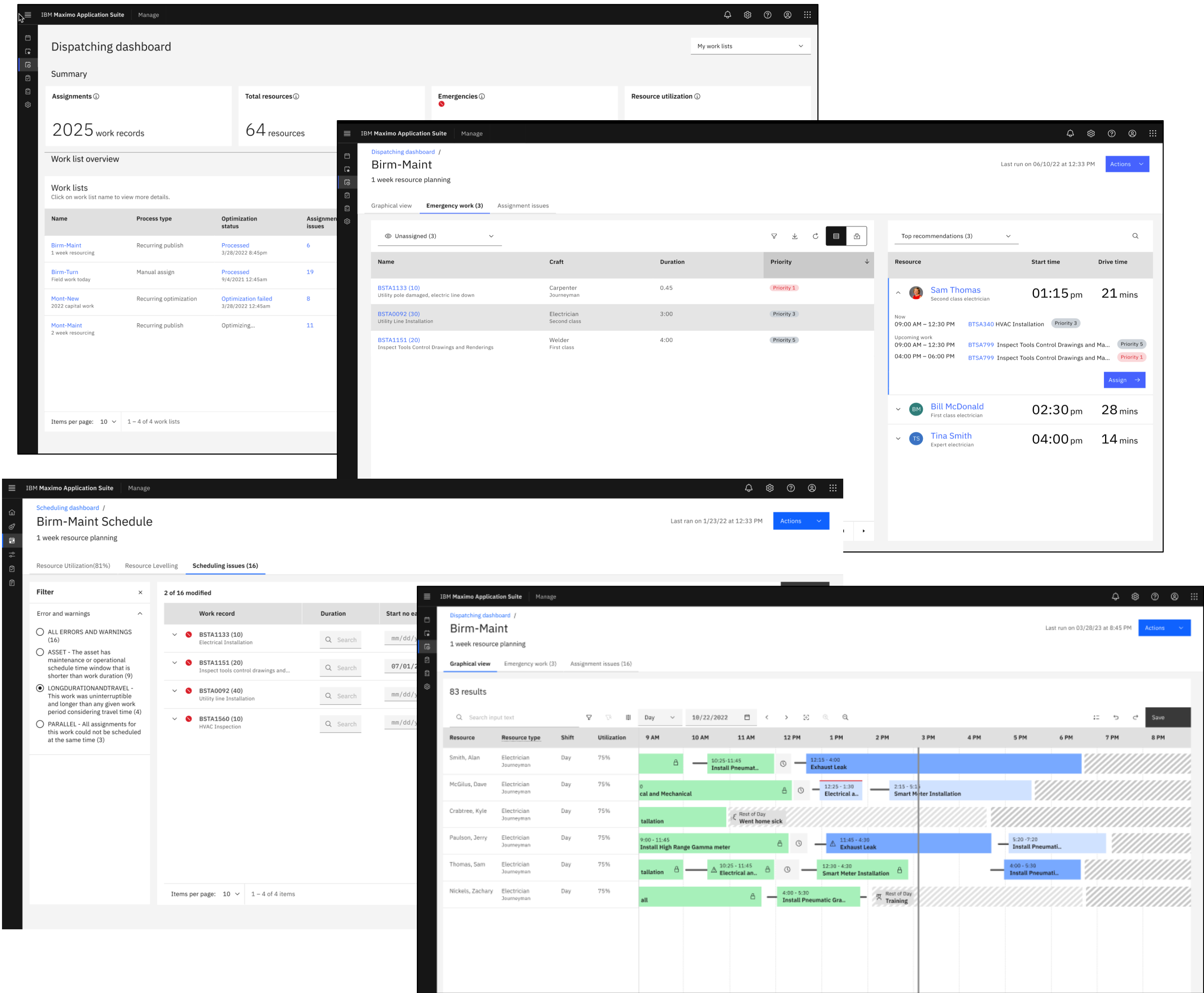
- Assignment – Full Lifecycle with estimated times
- Gantt View Improvements
- Additional Map Support
 - Routes
 - Matrix
 - Assignments
- Emergency Workflow (Crew)
- Qualifications (Crew)
- Customizable Dashboard

– Scheduling

- Drag/Drop Resource Levelling
- Customizable Dashboard

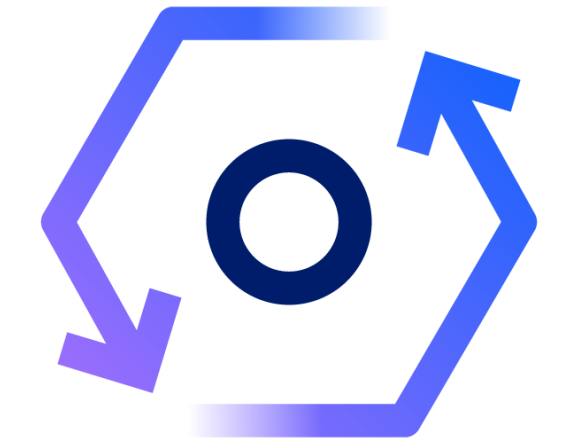
– Planning

- Dashboard



Maximo Application Suite 9.1

GA Targeted Q2 2025



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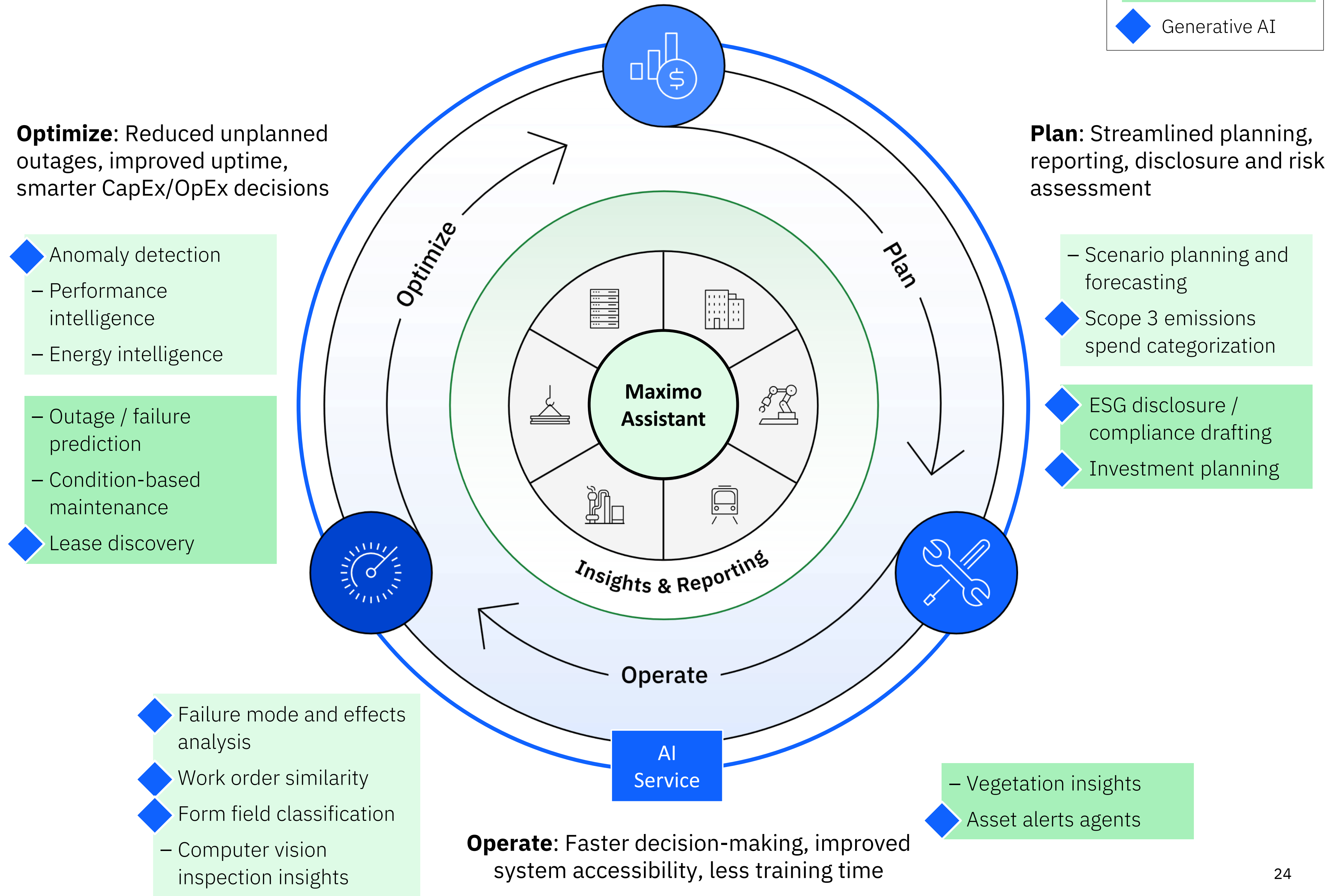
Asset Lifecycle Management underpinned by AI

Objectives

- Boost maintenance, facilities and real estate team's productivity and skills.
- Accelerate asset modernization and maintainability with Generative AI

Benefits

- Boost asset manager productivity (new and experienced).
- Enhance asset quality and maintainability.
- Simplify and accelerate older asset maintenance



Maximo AI Assistant: A New Way of Working

Interact with Maximo data in natural language, no technical expertise required

- [Database retrieval](#) – Get instant data results from work orders, assets and service requests using plain language queries
- [Analytical insights](#) - Get instant analytics (count, sum, average, etc.) on-demand

The screenshot displays the IBM Maximo Application Suite AI Assistant interface. The main window shows a 'Results' panel with a natural language query: 'Select all assets that have a priority greater than 3, belong to the 'Bedford' site, and have an asset number that exists in the 'workorder' table but does not have status of 'CAN', 'COMP', or 'CLOSE'.' The results are displayed in a table with 23 items.

Asset	Description	Location	Site	Parent
11430	Centrifugal Pump 100...	BR430	BEDFORD	11400
11450	Centrifugal Pump 100...	BR450	BEDFORD	1140
11470	Centrifugal Pump 100...	REPAIR	BEDFORD	
11480	Centrifugal Pump 100...	GARAGE	BEDFORD	
12222	Centrifugal Pump 100...	CENTRAL	BEDFORD	
2077	Centrifugal Pump 100...	CENTRAL	BEDFORD	
2078	Centrifugal Pump 100...	CENTRAL	BEDFORD	
2079	Centrifugal Pump 100...	CENTRAL	BEDFORD	
2080	Centrifugal Pump 100...	CENTRAL	BEDFORD	
2081	Centrifugal Pump 100...	CENTRAL	BEDFORD	

Results: 23

Items per page: 10 | 1 – 10 of 23 items | 1 of 3 pages

The right sidebar shows the AI Assistant chat interface. It includes a search bar, a chat history, and a 'Your request' section that repeats the natural language query. Below the request, it shows a summary of the results: 'Results: 23' and a table with the first five results.

Asset	Description
11430	Centrifugal...
11450	Centrifugal...
11470	Centrifugal...
11480	Centrifugal...
12222	Centrifugal...

Only show assets with work orders that are overdue

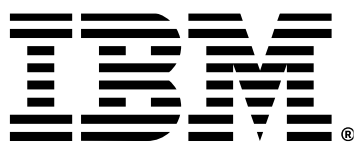
GenAI in Maximo

Integrated AI experiences that deliver immediate value, increase productivity and seamlessly scale.

Part of the MAS 9.1 GA

More Coming Soon!

Work Order Intelligence	FMEA Builder	Maximo Assistant	Intelligent CBM
<ul style="list-style-type: none">– Enhance maintenance decisions and data quality.– Get AI-driven work order insights and problem code suggestions.– Boost productivity with AI-powered analysis and expanded Maximo field support	<ul style="list-style-type: none">– Create asset FMEA in minutes, not hundreds of hours.– Inform AI Agents with FMEA data on failure causes and mitigations	<ul style="list-style-type: none">– Boost productivity with conversational AI.– Accessible from anywhere in Manage.– Interactive results in a dynamic UI.	<ul style="list-style-type: none">– AI agents automate tasks and collaborate with each other.– Agents generate smart alerts, insights, and execute workflows.



AI powered - Similarity

Configure duplicate detection for work order and ticket records.

Use cases

- Boost ticket close rates by matching similar issues to current condition.
- Streamline resource usage with grouped work assignments.
- Consolidate duplicates for faster resolution.
- Identify patterns to pinpoint problem areas or training needs

IBM Maximo Application SuiteManage

Work orders / 1004 / Similar work orders

Similar work orders

The following work orders are similar to work order 1004.

Current work order

Work Order	Description	Location	Asset	Status	Scheduled start	Site
1004	Generator Overhaul	BR300	11300	APPR	3/30/25 3:00 PM	BEDFORD

Similar work orders

<input type="checkbox"/> Work Order	Description	Location	Asset	↑	Status	Scheduled start	Site	Similarity score AI
<input type="checkbox"/> 1384	Relocate Guard	BR300	11300		APPR	3/30/25 3:00 PM	BEDFORD	92%
<input type="checkbox"/> 1477	Rebuild Feedwater	BR300	11300		WAPPR	5/23/25 12:00 PM	BEDFORD	87%
<input type="checkbox"/> 1006	Generator Overhaul	BPM3100	13140		INPRR	6/17/25 3:00 PM	BEDFORD	79%
<input type="checkbox"/> 1285	Feedwater Pump	BR230	11230		WAPPR	4/15/25 3:00 PM	BEDFORD	68%
<input type="checkbox"/> 1370	Paint Guard Rail	BR200	BR200		WAPPR	4/07/25 3:00 PM	BEDFORD	64%

Items per page: 100

1–5 of 5 items

1 of 1 pages

Resources

IBM TechXchange Community

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

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.

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



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Maximo Groups

IBM Maximo Product Updates

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Maximo

Join

Discussions 8.9K | Libraries 727 | Members 9.3K

⊖ Main (101)

⊕ Maximo Upgrade Resources (8)

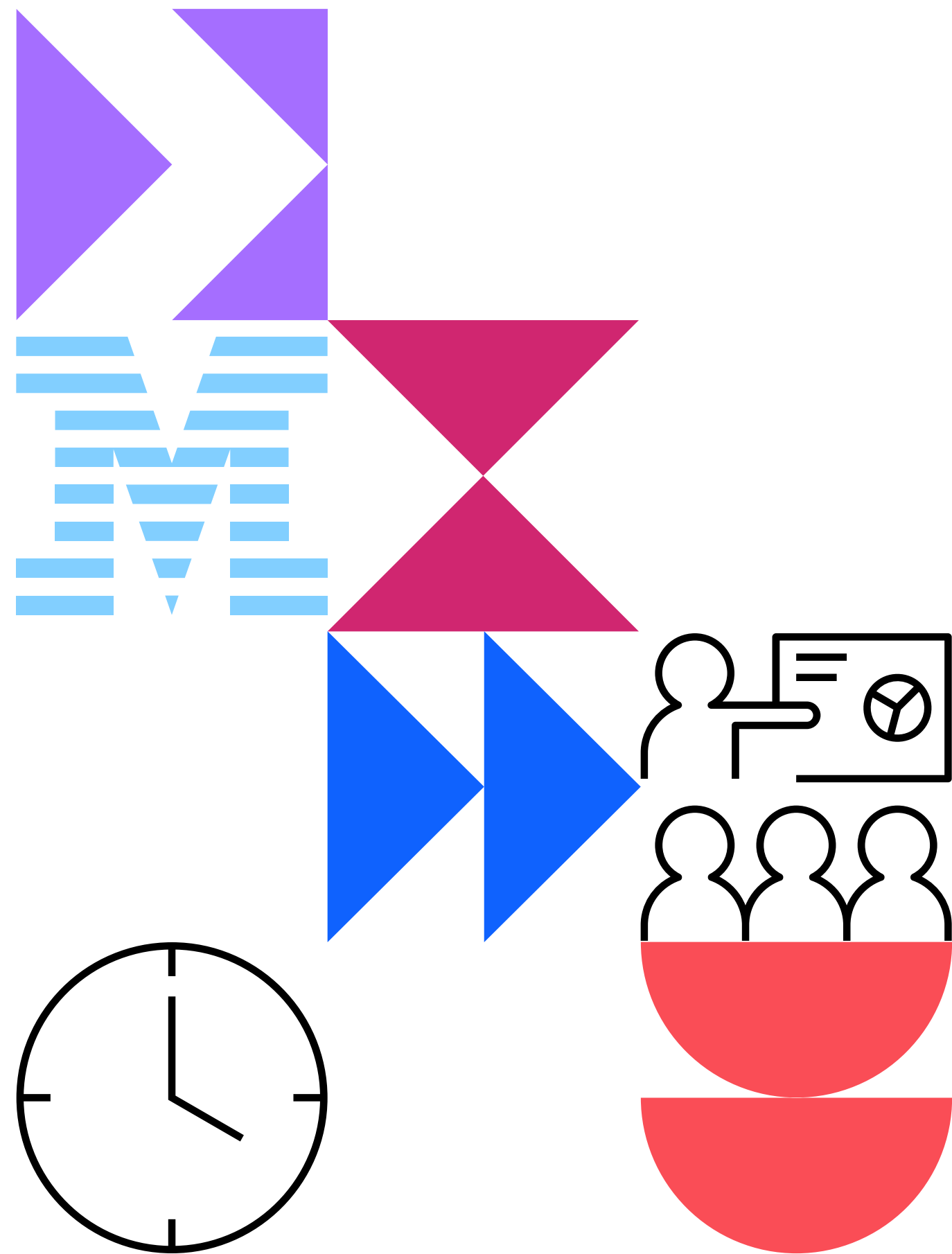
⊕ Maximo Application Suite (5)

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⊕ Archive (0)

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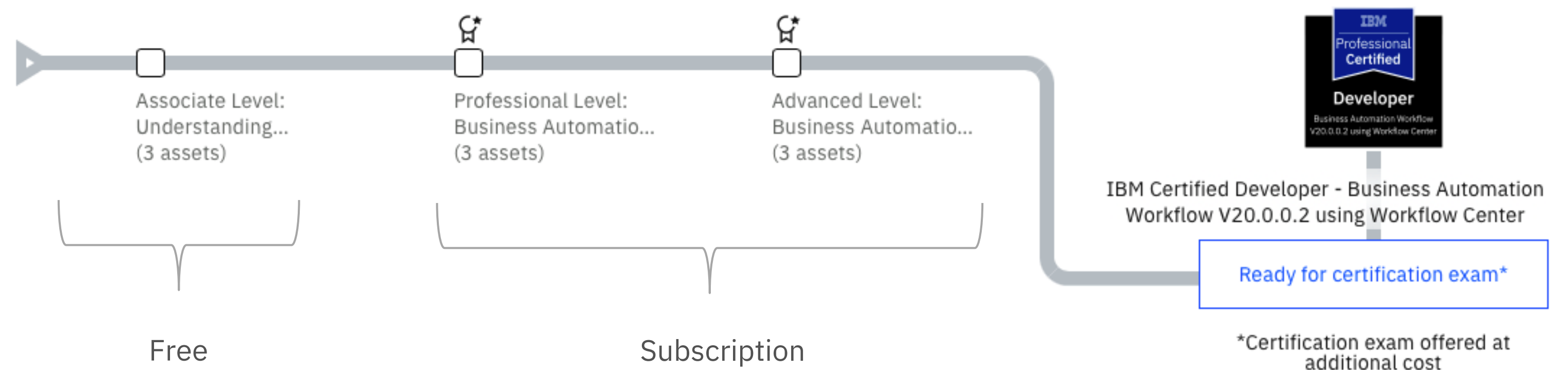
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Where to find more on What's New for Manage...

<https://www.ibm.com/docs/en/mas-cd/maximo-manage/continuous-delivery?topic=overview-whats-new-in-maximo-manage>

IBM

Documentation

Search in Version 8.4 and later, and SaaS

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X

Person icon

IBM Maximo Manage

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What's new in Maximo Manage

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What's new in Maximo Mobile

Maximo Manage components

Work Centers overview

Maximo Mobile overview

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What's new in Maximo Manage

Last Updated: 2024-06-25

Learn more about what's new and changed in Maximo Manage.

- [What's new in Maximo Manage 9.0](#)
Learn more about what's new and changed in Maximo Manage 9.0.
- [What's new in Maximo Manage 8.7](#)
Learn more about what's new and changed in Maximo Manage.
- [What's new in Maximo Manage 8.6](#)
Learn more about what's new and changed in Maximo Manage.
- [What's new in Maximo Manage 8.5](#)
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Learn more about what's new and changed in Maximo Manage.
- [What's new in Maximo Manage 8.3](#)
Learn more about what's new and changed in Maximo Manage.
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Maximo Manage

IBM

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Installing

Configuring

Administering

Managing

Monitoring


Upgrading

Developing

.PDF




Where to find Upgrade from ICD to Maximo IT documentation

<https://www.ibm.com/docs/en/masv-and-l/max-it/continuous-delivery?topic=upgrading-from-control-desk-7615-maximo-it>



Documentation

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Maximo IT Patch Releases

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Managing IT assets and CIs together, using automation

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


Service view and Service Insights

Self Serve

Working with Service Desk

Working with Service Catalog

All products / IBM Maximo IT / continuous-delivery /

Was this topic helpful?   

Upgrading from IBM Control Desk 7.6.1.5 to Maximo IT

Last Updated: 2025-02-04

Earlier known as the IBM Control Desk, Maximo IT is now an add-on to Maximo Manage and a part of Maximo Application Suite with new and enhanced features.

- [Maximo IT in Maximo Application Suite overview](#)

IBM Control Desk is now known as Maximo IT. Maximo IT is one of the many add-ons to the Manage application in Maximo Application Suite. Maximo Application Suite is an integrated suite of applications that is built on Red Hat® OpenShift® environment to provide multi-cloud portability, including support for Hybrid cloud or on-premises deployments.
- [What's changed in Maximo IT](#)

Maximo IT, earlier known as IBM Control Desk, used to be an independent product. Now, Maximo IT is a part of Maximo Application Suite. Processes that were managed at the product-level will now be managed at the suite level.
- [Architecture and deployment models](#)
- [Deployment options for Maximo Application Suite](#)

One of the major changes while upgrading from IBM Control Desk to Maximo IT is the migration to Red Hat® OpenShift® container platform. Maximo Application Suite allow multiple ways to install and configure it.
- [Planning your upgrade schedule](#)

Upgrading involves planning, preparing, executing multiple activities and tasks, and troubleshooting. Planning enough time for all necessary activities helps ease the process.
- [Planning to upgrade](#)

When upgrading from IBM Control Desk to IBM Maximo IT, keep a few considerations in mind to help ease the process. All the pre-upgrade tasks and prerequisites must be carefully read and understood before going ahead with the upgrade process.
- [Performing a fresh installation of Maximo Application Suite](#)

You might want to understand how to install Maximo® Application Suite from start, as opposed to upgrading from IBM Control Desk. Maximo Application Suite has multiple supported installation paths.
- [Creating a Maximo IT/Manage database](#)

Before deploying Maximo IT, you must configure your database. For fresh database configuration, Maximo Manage database will be configured.
- [Deploying Maximo IT with Maximo Manage](#)

You can deploy Maximo Manage by selecting Maximo IT as the add-on during the deployment. Once deployed, Maximo IT will be accessible when you activate Manage.
- [Activating Maximo Manage with IT](#)

In order to use Maximo IT, you must activate Maximo® Manage.
- [Migrating](#)

You can migrate all your IBM Control Desk data to Maximo IT while upgrading. Before starting the upgrade process, make sure you meet all the prerequisites. It is recommended to test the upgrade on a test environment before going to the production environment.

MAS 9.1 with Maximo IT

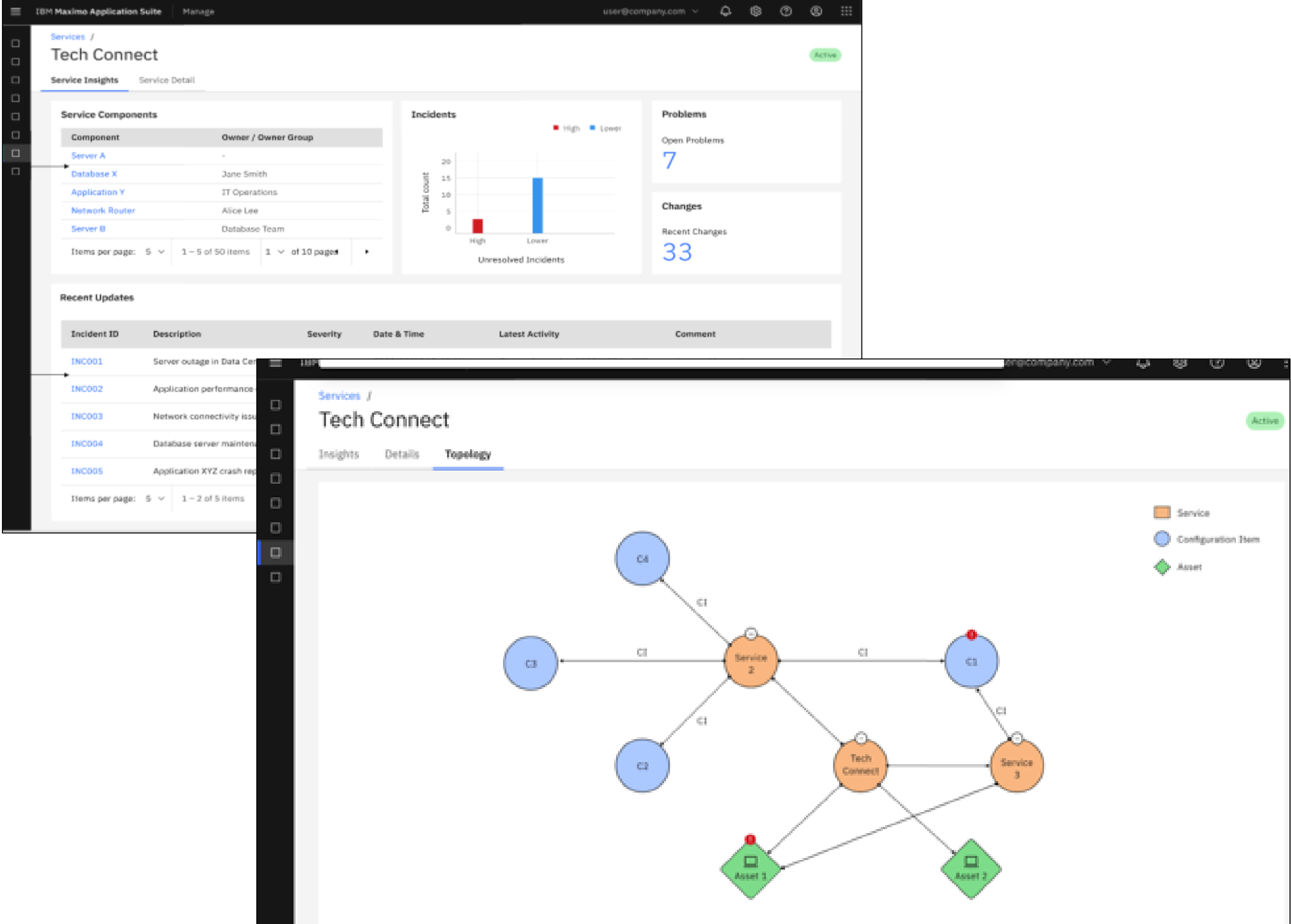
Modernize and integrate

– New applications

- Service Delivery
 - For SRE (site reliability engineer) & Agent
 - Deliver intelligent agent focused workspace
- Service Topology
 - Visually allows you to see what a service is comprised of
 - Focused on service availability and value
 - Data driven decisions

– Integrations and collaboration

- Assisting in Asset discovery first
 - Claroty (done)
 - Instana(in works)
 - Tenable.OT
- Prioritize data value and sources, then integrate alerts, monitoring, and actions
 - Security, Monitoring, OT, IT, Events
- Microsoft Teams integration, Swarm and incidents
- Ticket deflection – AI/ML
 - Cluster, assign and solution recommendation



The screenshot displays the IBM Maximo Application Suite Tech Connect interface. The top section shows 'Service Insights' with a table of Service Components, a bar chart of Incidents (High/Low), and a summary of Open Problems (7) and Recent Changes (33). The bottom section shows 'Service Topology' with a network diagram of services and assets.

Component	Owner / Owner Group
Server A	-
Database X	Jane Smith
Application Y	IT Operations
Network Router	Alice Lee
Server B	Database Team

Incidents: High (1), Low (15)

Open Problems: 7

Recent Changes: 33

Recent Updates:

Incident ID	Description	Severity	Date & Time	Latest Activity	Comment
INC001	Server outage in Data Center	High	2023-10-27 10:30	Incident resolved	
INC002	Application performance degradation	Medium	2023-10-27 09:15	Investigating	
INC003	Network connectivity issue	Low	2023-10-26 14:20	Resolved	
INC004	Database server maintenance	Low	2023-10-26 08:00	Completed	
INC005	Application XYZ crash report	High	2023-10-25 16:45	Under review	

Service Topology Diagram:

```

graph TD
    C1((C1)) --- C2((C2))
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```

Legend: Service (Orange circle), Configuration Item (Blue circle), Asset (Green diamond)

IBM Maximo IT PinkVERIFY Certified

12 Processes: AVM, CHG, CON, FM, IM, KM, MA, PM, RDM, RM, SCA, SLM

- Availability Management,
- Change Management,
- Configuration Management,
- Financial Management,
- Incident Management,
- Knowledge Management,
- Monitoring and Alerting,
- Problem Management,
- Release and Deployment Management,
- Request Management,
- Service Catalog Management,
- Service Level Management

