Maximo Application Suite IBM Product Update | Release v9.1

Kal Gyimesi ALM Product Success kalgyimesi@us.ibm.com

PacMUG Sacramento, CA May 22, 2025



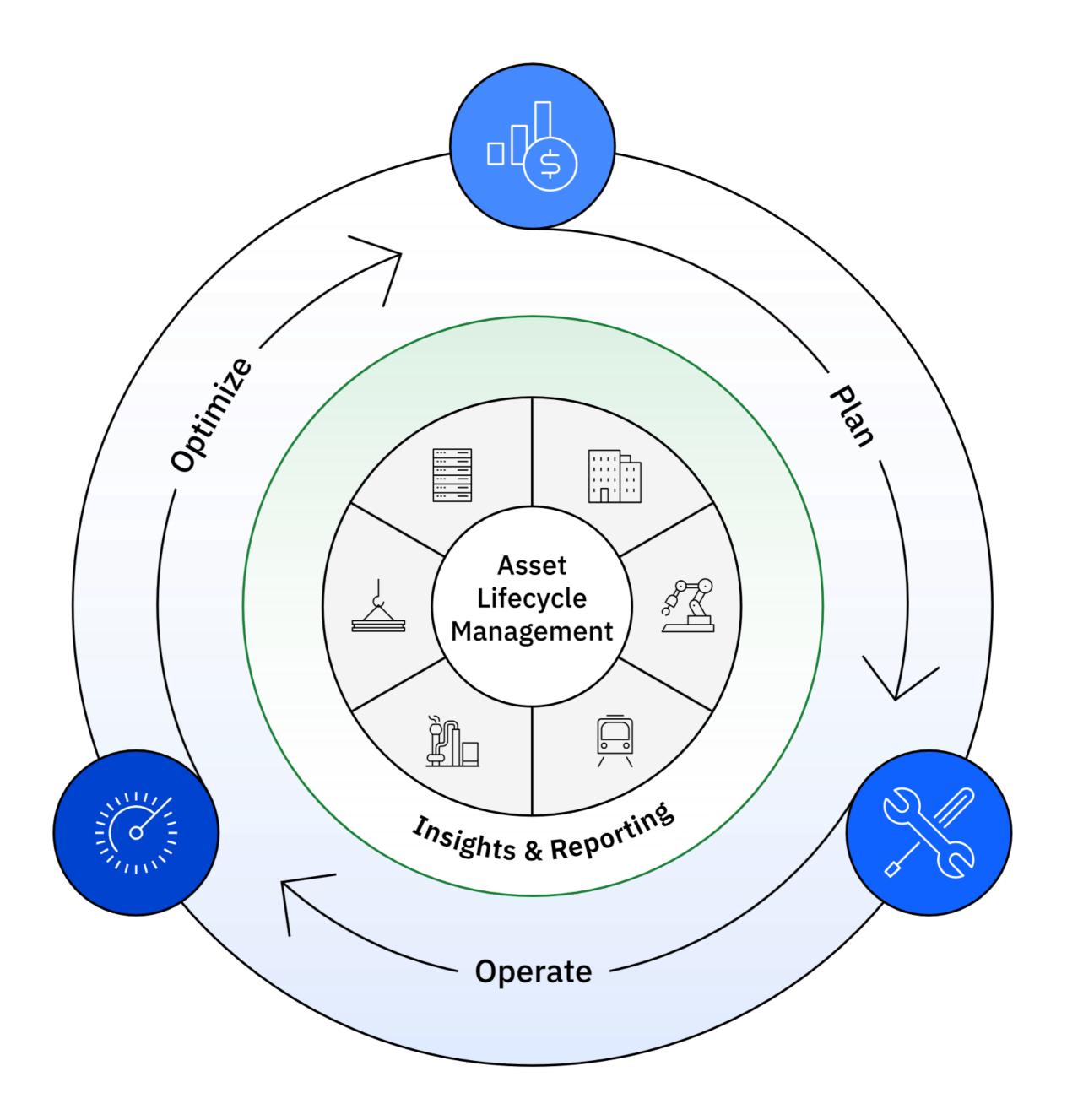


Please note

- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.
- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.
- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion.
- Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.

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

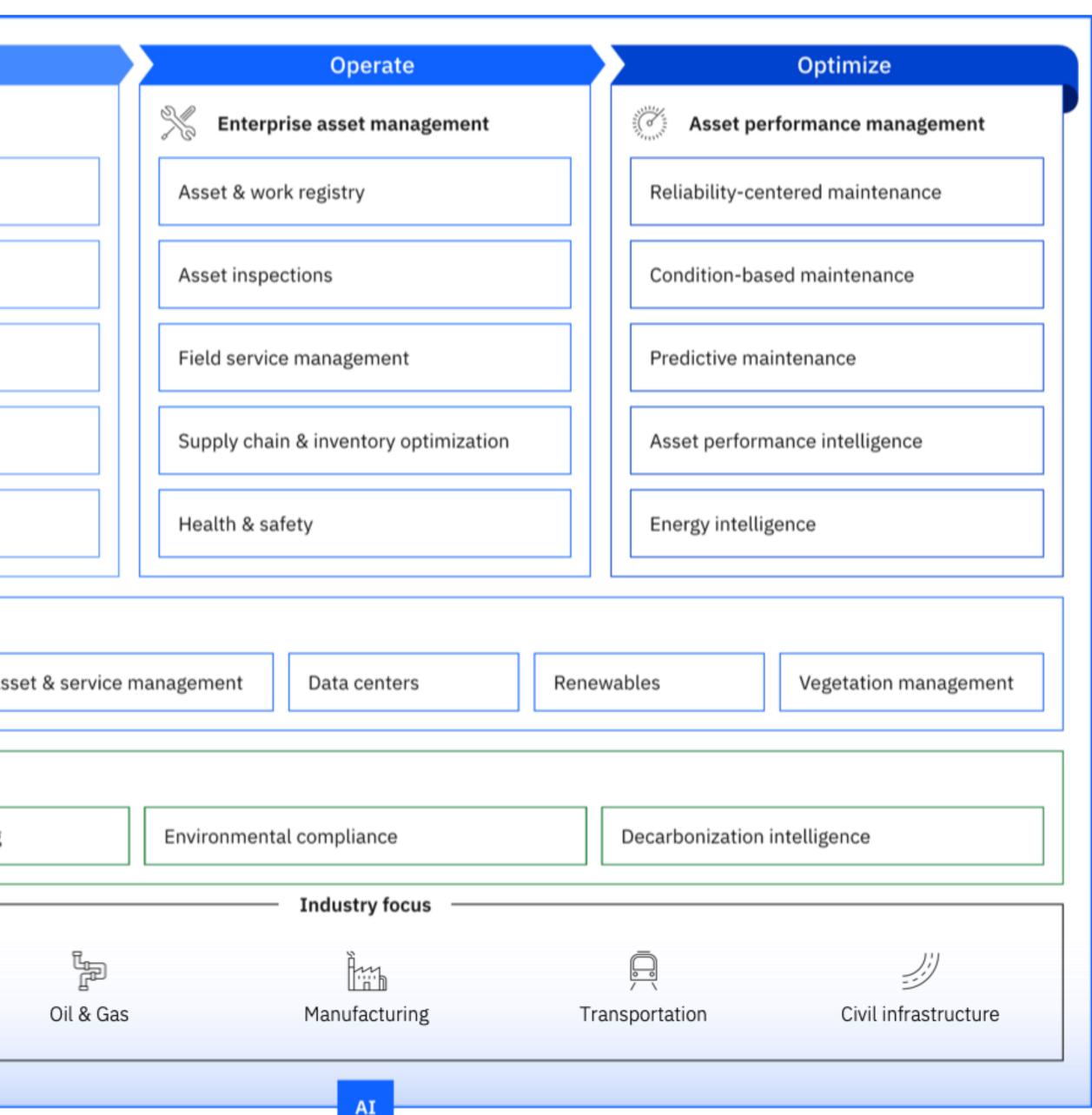
Optimize real estate portfolios throughout their lifecycle

	Plan							
	□। ♣ Asset investment planning							
	Investment planning							
	Total cost of maintenance							
	Capital planning							
	Project & portfolio management							
	ESG & climate risk							
L								
	Asset class solutions							
	Real estate & facilities IT as							
	Environmental solutions							
	Corporate sustainability reporting							
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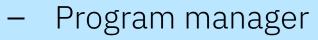


Built with watsonx

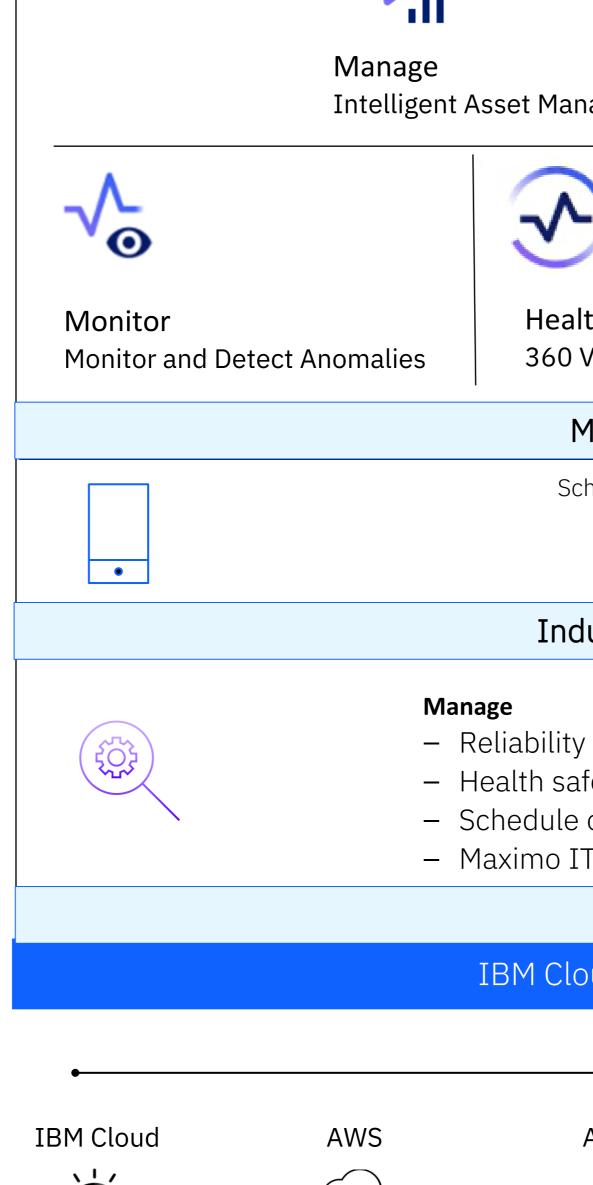
Maximo Application Suite

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



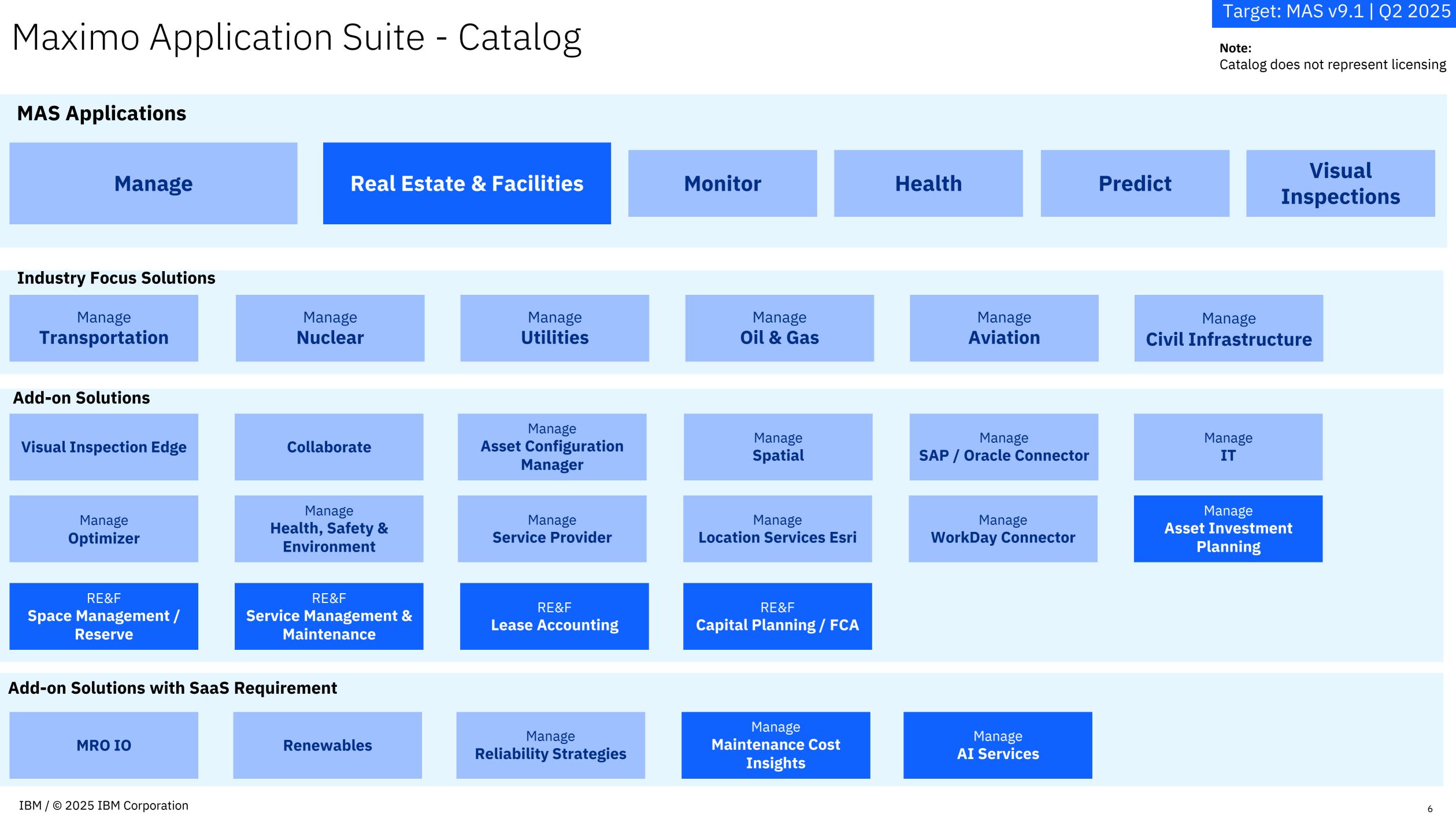
- Project manager
- Space planner
- Reservation coordinator
- Real estate strategist
- Lease administrator
- Lease accountant



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anagement			e & Facilities	
		Intelligent A	Asset Management	
5	∽		Q	
alth) View of Assets	Predict Predictive Fai	lures	Visual Inspection AI-Powered Insights	
Mobility and Dashboards	Intuitive and	Modernized		
Scheduling and dispatching So dashboards	ervice requests	Work execution	Issues and transfers/ receipts	
Operational dashboard	Asset audits	Inspections	Inventory countbooks	
dustry Solutions & Add-on	's Accelerate	e time to value		
ty strategies afety and environment e optimization IT	 Real Estate and Fa Lease manage Space manage Capital plann 	jement gement		E
Agents and Alerts AI	and Analytical	Insights		
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IBM Maximo Application Suite Product roadmap highlights

June 2025 Planned deliverables (MAS 9.1)

Plan

Management

Asset investment planning

Maximize utilization and minimize emissions of renewable assets

Integration of Maximo for Real Estate and Facilities powered by TRIRIGA

Generative AI: Empower MAS users with watsonX, delivering actionable AI insights and automation..

Operate

Optimize

Cross MAS Dashboards; improved user security, guest user support, Java 17, Support for Power/Z, Instrumentation and

Field Service Management: Expanded assignment and crew support; drag and drop; customizable dashboard;

Mobile: Expand support for assignments, rotating assets, asset auditing, finding WO's; UX; Scalability

GenAI assistant for Work Order Intelligence (WO Similarity)

MVI adoption of watsonX to improve training, usage, and TTV

Evolve to watsonX technologies to improve TTV, capabilities, asset class coverage, and UX.

Reliability Strategies: watsonX support for FMEA creation; expanded integration.

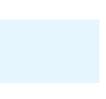
Integration of MRO-iO into MAS

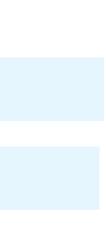
Total Cost Maintenance

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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

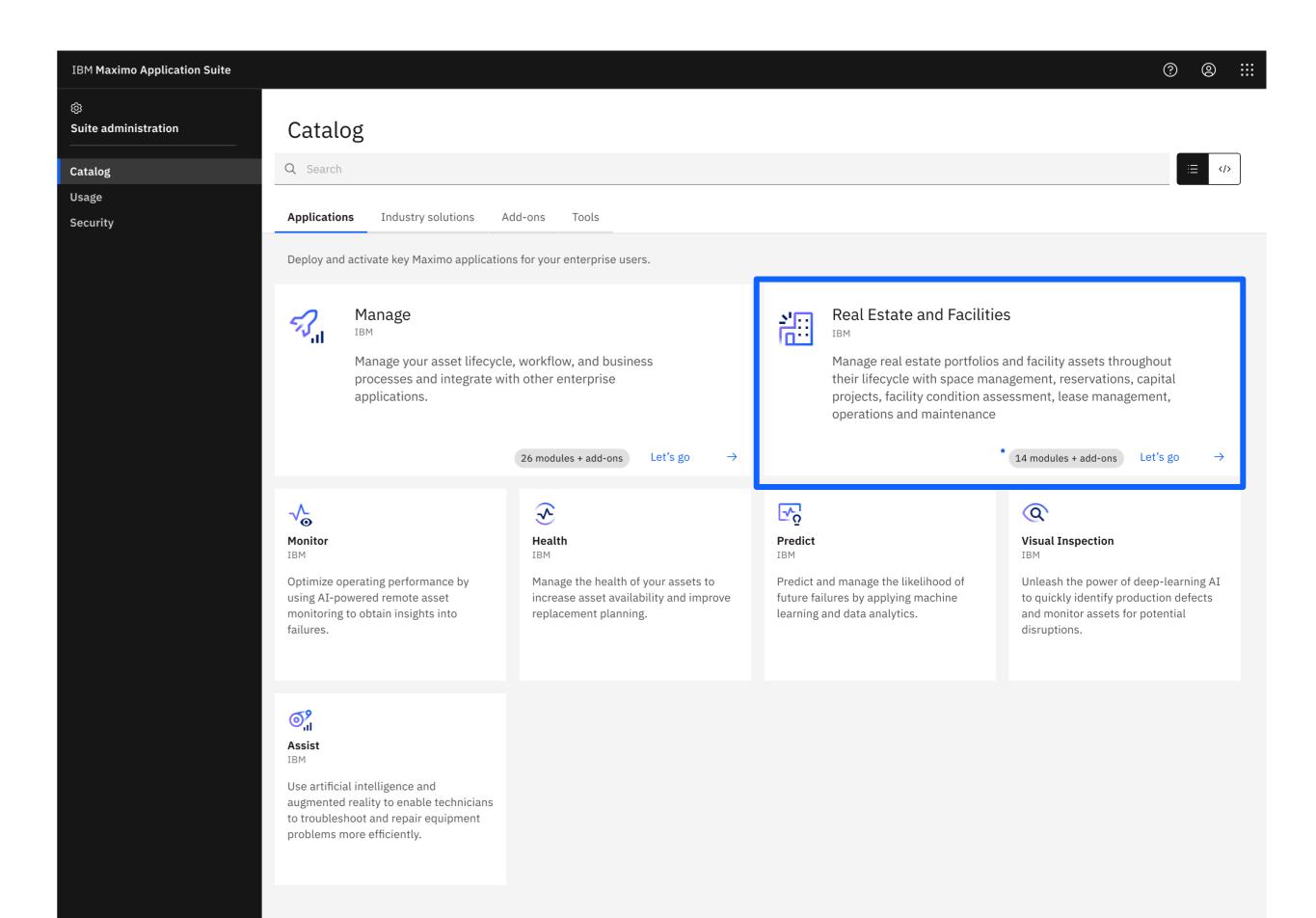
- Optimize space with dynamic planning, real-time insights, and occupant services.

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

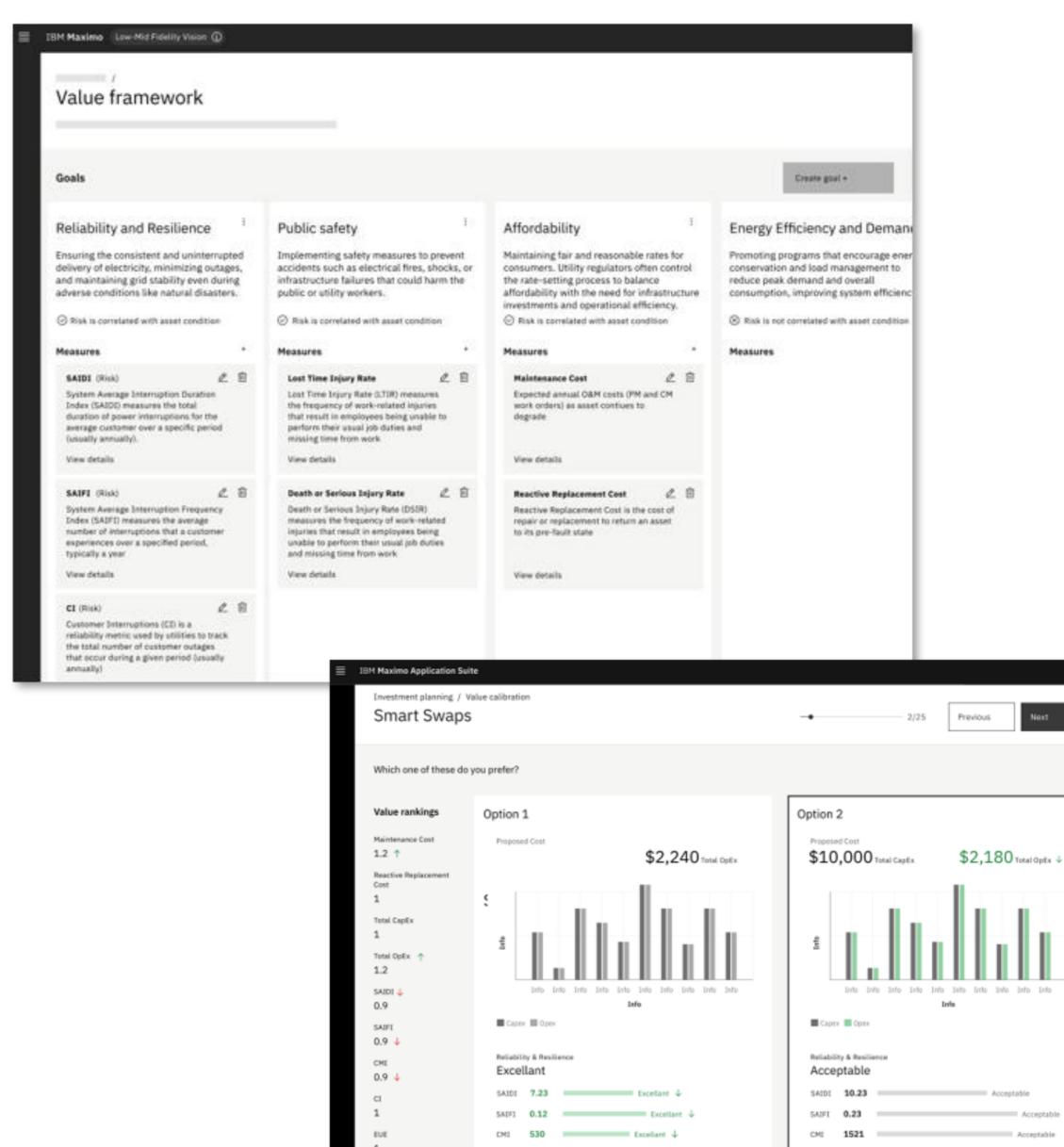




Asset Investment Planning

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

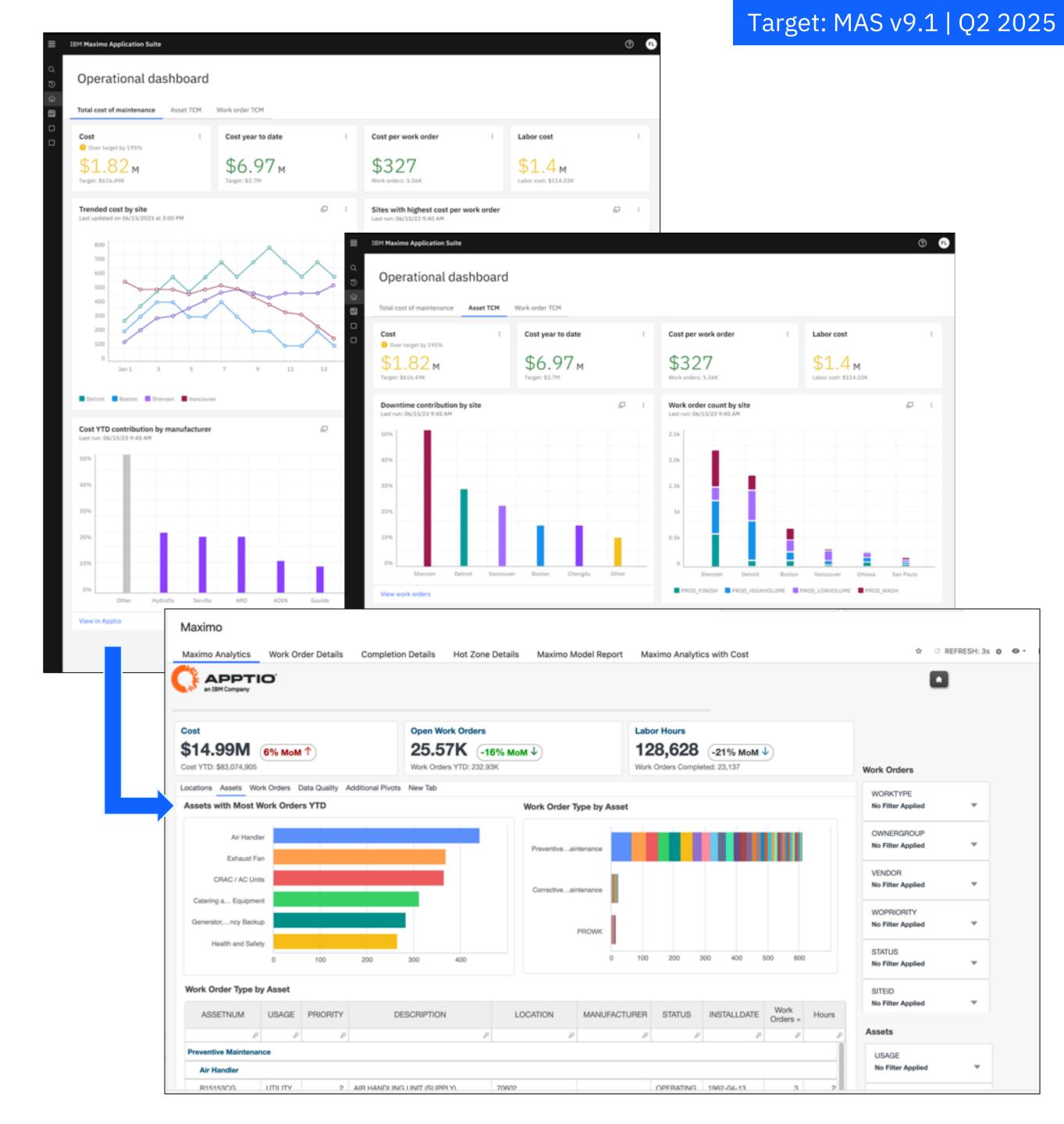




Maximo Maintenance Cost Insights Powered by IBM Apptio

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



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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

BM Maximo Application Suite		Take a tour		Exit pro	ototype >	< ?	1	
Users / LUKEF			User 20 of 4	49 🔹 🕨	Q	20		
1. Identity & authentication 2. Access & license								
Created on 01 April 2020 14:04	Created by mas-superuser							
1.1. Identity								
The information that is required to identify the user.								
User ID LUKEF	Display name Luke Firth							
Username lukefirth@ibm.com	2.2. Security grou		need. After the user is crea	ated, you ca	n define 1	the specifi	c permissions	
Person ID Not specified	for their access in the inc					-		
Owner	Q Search							
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You can choose when to deactivate the account for the user can activate the account.	TEXASSITE	Texas Site	-	No		2		0
Deactivate on date Disabled	VIEQHQ	View headquarters	-	Yes		1		0
	MGRAPPROVAL	Manager approvals	-	No		1		0
User details	EVERYONE	All Maximo Users	-	No		0		0
The accordion component delivers large amounts of conten	PERSONALCON	Personal configurat	-	No		1		0
Title First name Mr. Luke	PURCHREQ	Purchase requestor	-	No		2		0
	SDMGR	Service desk mana	-	No		1		1
	TOOLMGR	Tool manager	-	No		1		0
	TECHNICIAN	Technician	-	No		1		0

1 – 10 of 10 items

2.3. Administrative and Real Estate and Facilities Management access

For users that need administration access, you can set their administration priviliges

Suite	adm	ninis	stra	tio
None	e.			

Real estate and facilities managemen Limited

2.4. License summary

authorized user

This user

Premium

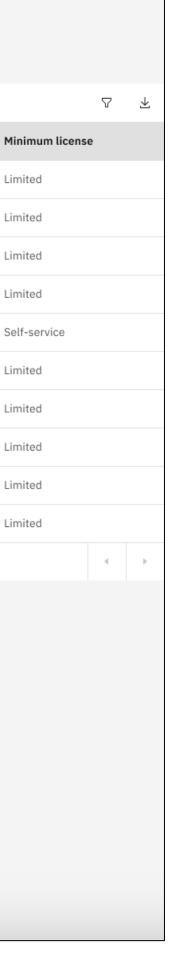
Explanation

10 Security groups

- 5 Unique modules with edit
- 1 Solution
- Limited access to RE&FM Limited minimum license from apps
- Authorized access type

5 AppPoints are reserved

No suite administrative access



Limited

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New User Application

MAS Application Framework

New User Application

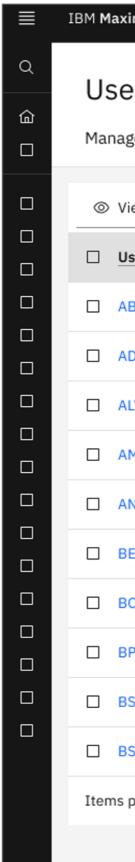
 MAS user app and Manage user apps are now merged into one

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



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ADAMS	ADAMS	adams.j@a	acme.com <u>A</u>	uthorized	Base use			Active			:
ALVIN	ALVIN	h.alvin@a	cme.com <u>C</u>	Concurrent	Limited u	ser		Inactive			:
AMAN	AMAN	amanda@	acme.com <u>C</u>	Concurrent	Base use			Active			:
ANDY BETHUNE BOUDREAU BPILLA BSTFORD BSTWILSO s per page: 100 \	2.3. Additional Ac For users that need admining System configuration Real estate and facilities ma Limited IoT role User	nistration acces	s, you can set their ey management	r administration privi							
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New Security Group Application

MAS Application Framework

Create/Update Security Groups

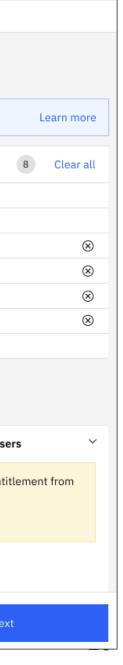
- Manage access to suite applications and capabilities (includes Monitor, MVI)
- Set permissions for read, save, create, and delete actions

Summary Card

- View summary of granted permissions and applications.
- See impact on entitlement and user count.
- Changes take effect upon saving.

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		art of the users profile instead of through security groups.	Learn me
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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

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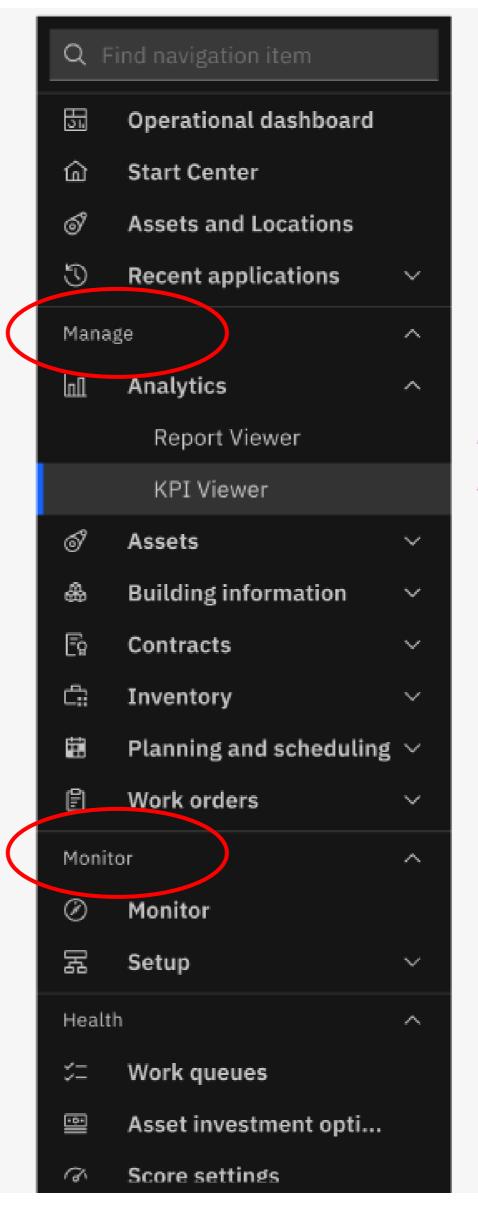
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Full Suite



MAS App
Module
Application
Application (Current)

Manage only, 2 modules

	Q	Find navigation item
1	命	Start Center
)	Q	Recent applications
7	Ä	Self service
]	¢.	Work Orders



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

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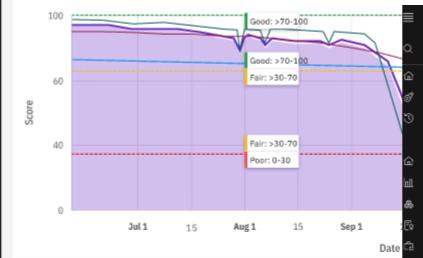


MAS dashboard updates

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.

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Replacement planning

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Item per page 10 v 1	– 100 of 100 items	

Maintenance history

Scheduled start	Work order	Description	Status
	1471	Alert triggered: a	CAN
	4324	Excessive motor	COMP
	2699	Alert triggered: a	WAPPR
	DHD-8128	Excessive motor	CAN
	DHD-1762	Alert triggered: a	WAPPR

IBM Maximo Appl	ication Suite						4 ®
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1004	AMHERS	5T	BEDFORDBEDFORD	• 22	• 21		• 30
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Bedford

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EMERGENCY WORK ORDERS

Meter Health

20%

20%





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Application list / \sim

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 autoinstalled.
 - Requires persistent storage.

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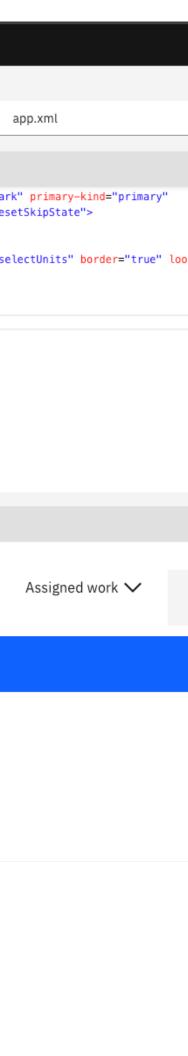
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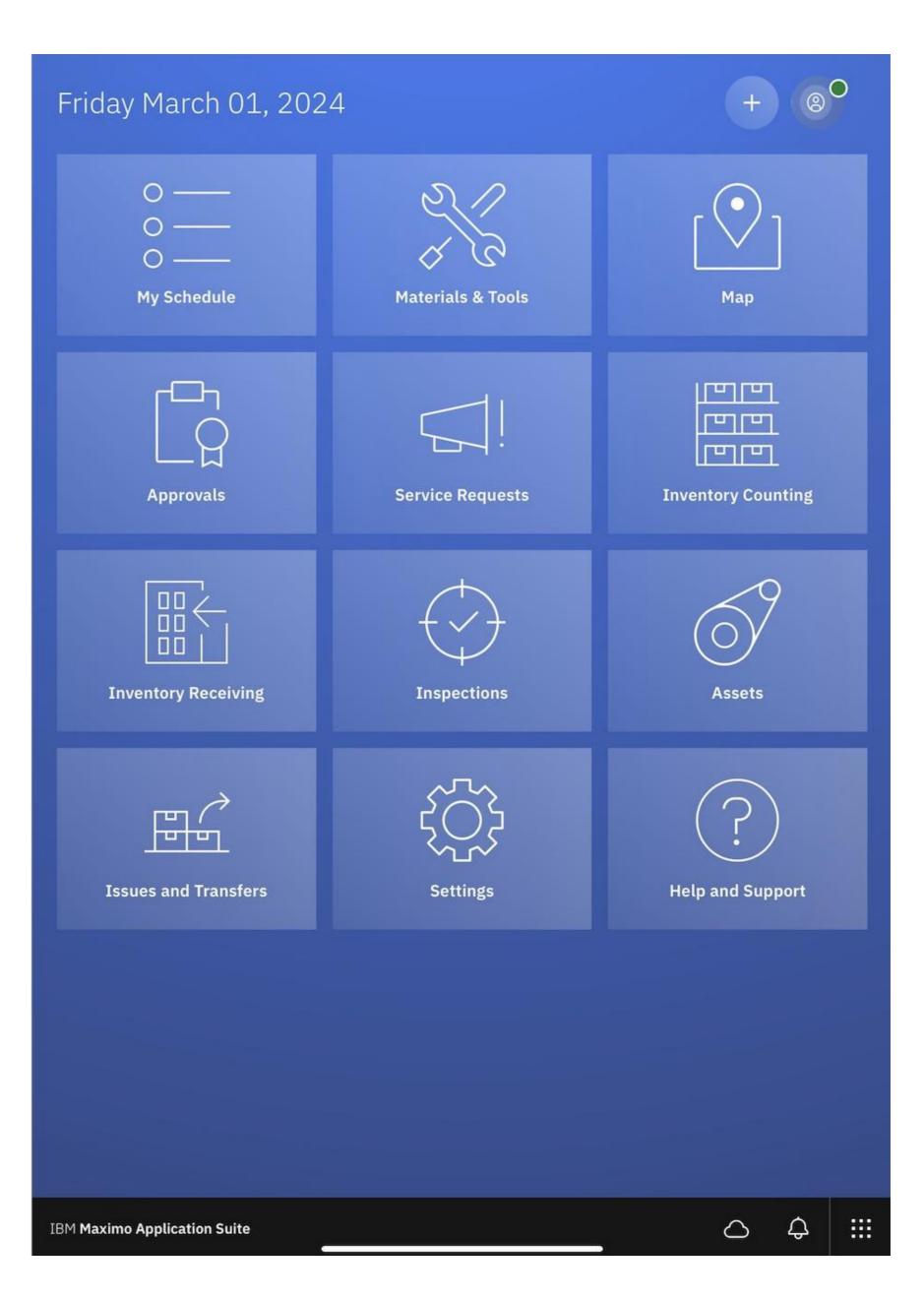




Maximo Mobile Highlights for v9.1

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

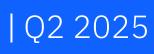
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Incident events	>
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Location	>
Asset	>
Impacted people	>
Action taken	>
Attachments	>

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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

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Maximo Application Suite 9.1 GA Targeted Q2 2025

Extending MAS for ALM

Unify MAS for ALM

- Real Estate and Facilities (TRIRIGA)
- Asset Investment Planning
- Maintenance Cost Insights fkjdk

- 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





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

IBM Asset Lifecycle Management / © 2025 IBM Corporation

Optimize: Reduced unplanned outages, improved uptime, smarter CapEx/OpEx decisions

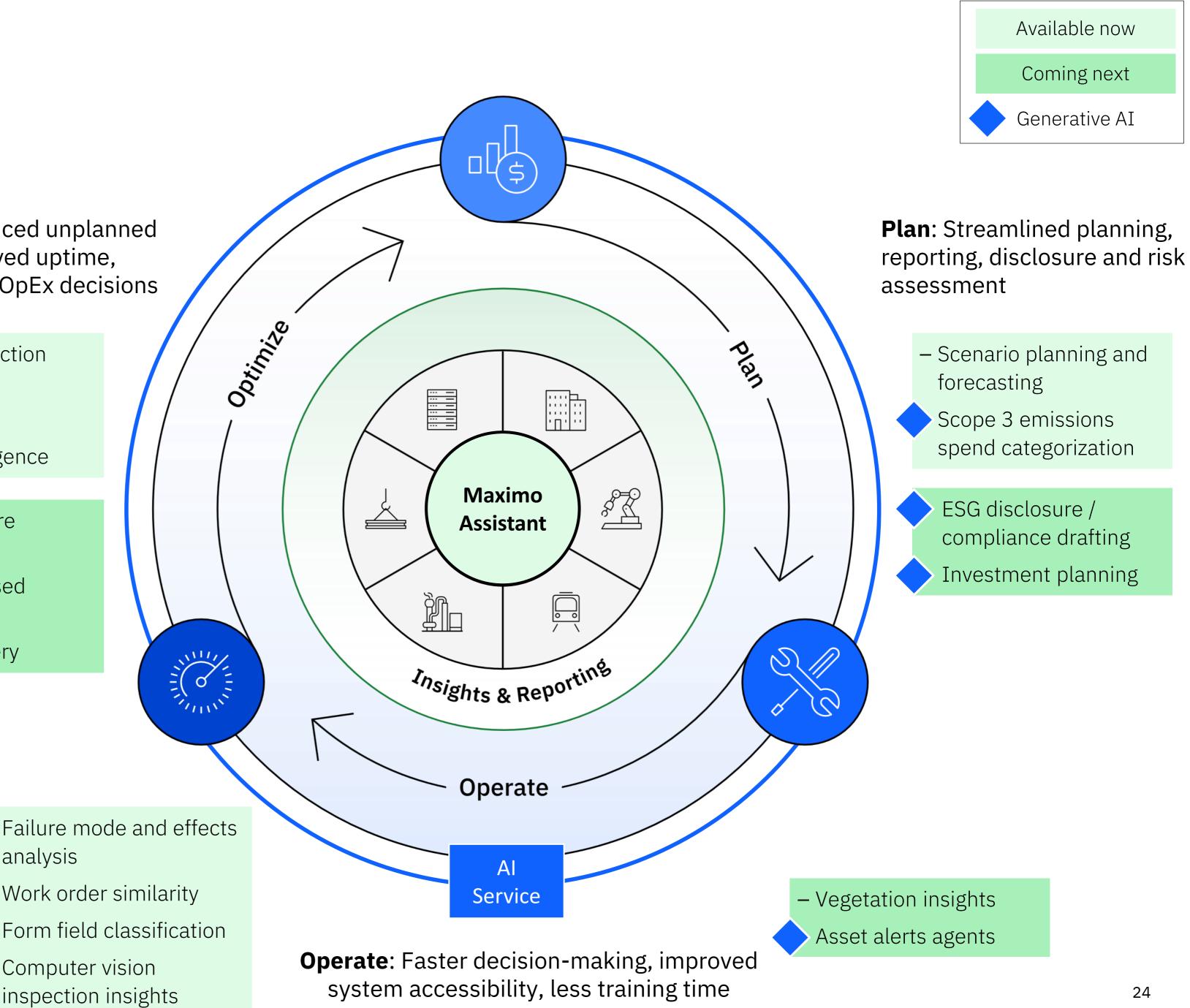
- Anomaly detection
- Performance intelligence
- Energy intelligence
- Outage / failure prediction
- Condition-based maintenance
- Lease discovery

analysis

Work order similarity

- Computer vision

inspection insights



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

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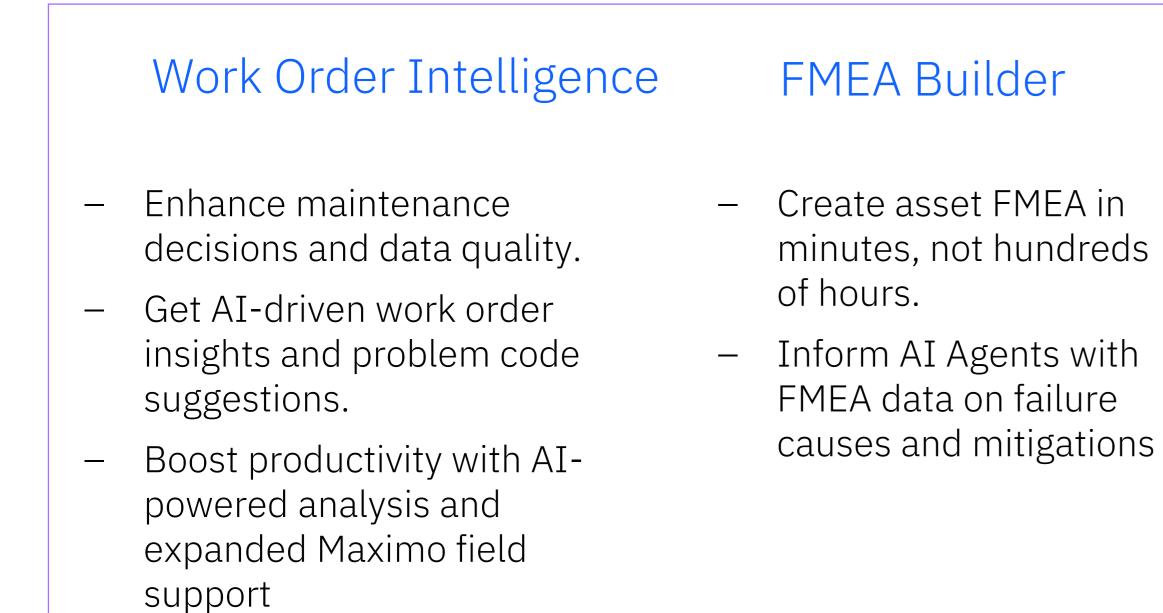
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Integrated AI experiences that deliver immediate value, increase productivity and seamlessly scale.

Part of the MAS 9.1 GA



Maximo Assistant

- Boost productivity with conversational AI.
- Accessible from anywhere ____ in Manage.
- Interactive results in a dynamic UI.

Intelligent CBM

More Coming Soon!

- AI agents automate tasks and collaborate with each other.
- Agents generate smart alerts, insights, and execute workflows.



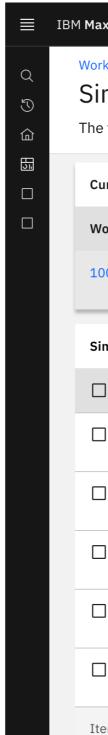


AI powered - Similarity

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



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IBM Maximo Application Suite Manage

Work orders / 1004 / Similar work orders

Similar work orders

The following work orders are similar to work order 1004.

Current work order										101
Work Order D	Description	Location	Asset	S	Status	Scheduled start	Site			
1004 G	Generator Overhaul	BR300	11300	A	APPR	3/30/25 3:00 PM	BEDFORD			
Similar work orders									Y	101
Work Order	Description	Location	Asset	\uparrow	Status	Scheduled start	Site		Similarity score	AI
1384	Relocate Guard	BR300	11300		APPR	3/30/25 3:00 PM	BEDFORD		92%	
1477	Rebuild Feedwater	BR300	11300		WAPPR	5/23/25 12:00 PM	BEDFORD		87%	
1006	Generator Overhaul	BPM3100	13140		INPRR	6/17/25 3:00 PM	BEDFORD		79%	
1285	Feedwater Pump	BR230	11230		WAPPR	4/15/25 3:00 PM	BEDFORD		68%	
1370	Paint Guard Rail	BR200	BR200		WAPPR	4/07/25 3:00 PM	BEDFORD		64%	
ltems per page: 100 🗸	1–5 of 5 items							1 ~ of 2	L pages 4	•









IBM TechXchange Community

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

IBM Asset & Facilities Management

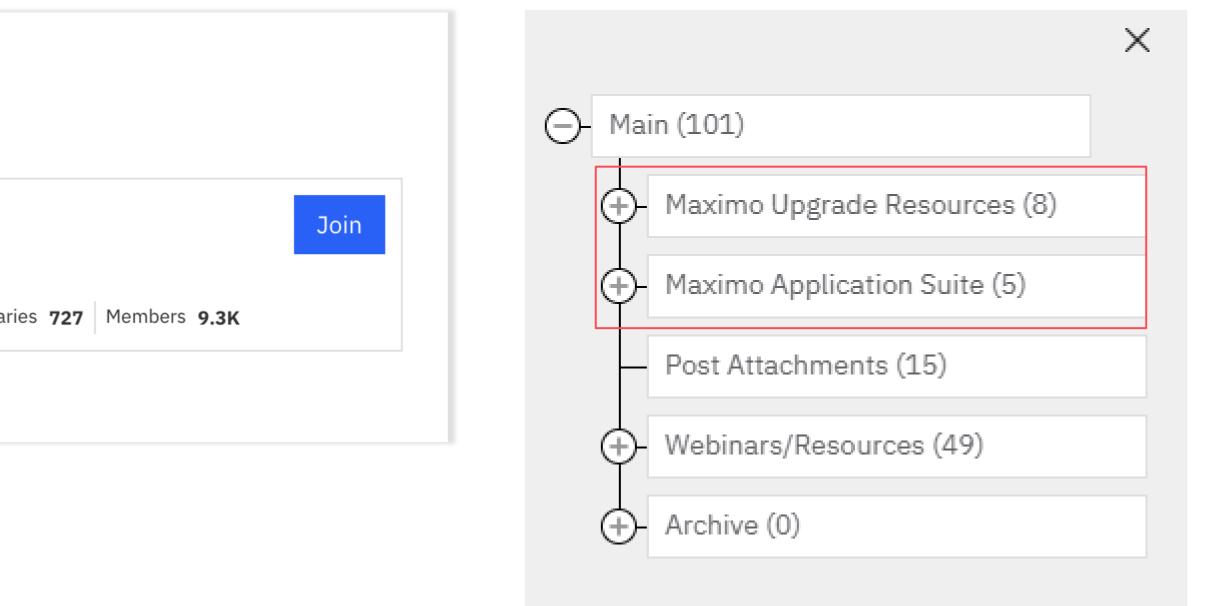
Your destination for peer and expert insights to help unlock the power of data with AI and Asset & Facilities Management to advance your digital reinvention.

Join and participate in the Maximo Community HERE

laximo Groups		
IBM Maximo Product Updates	Request to Join	Maximo
Discussions 0 Libraries 0 Members 2	Discussions 8.9K	

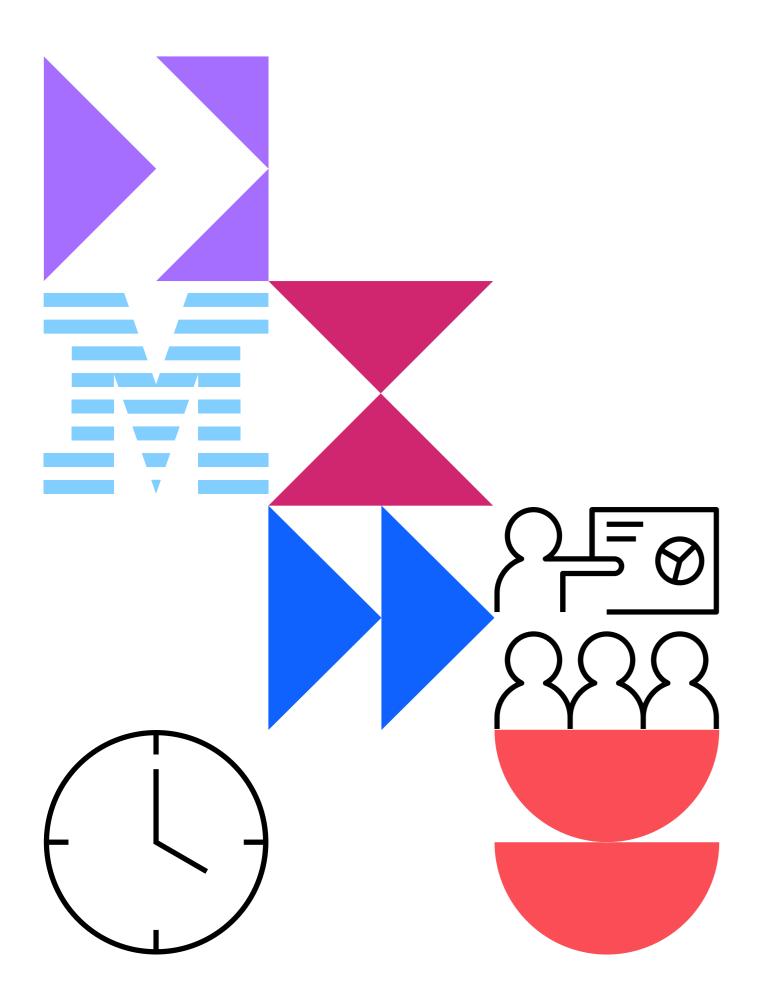


Scan to Join the Product Updates Group





Your experience drives the future



Partner with us!

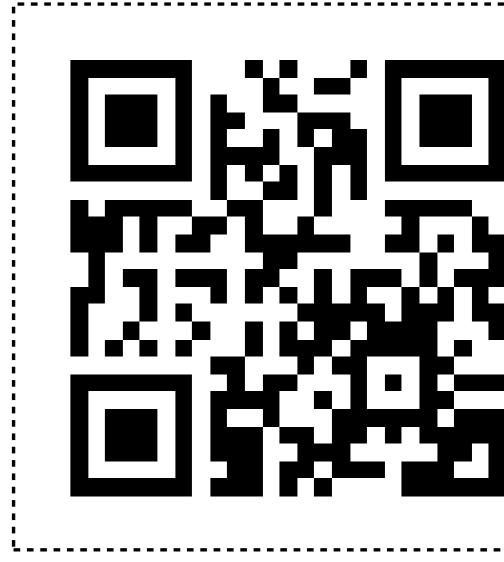
- teams
- provide feedback.
- development.

 Shape the product roadmap through collaboration with Product and Design

Get early access to new features and

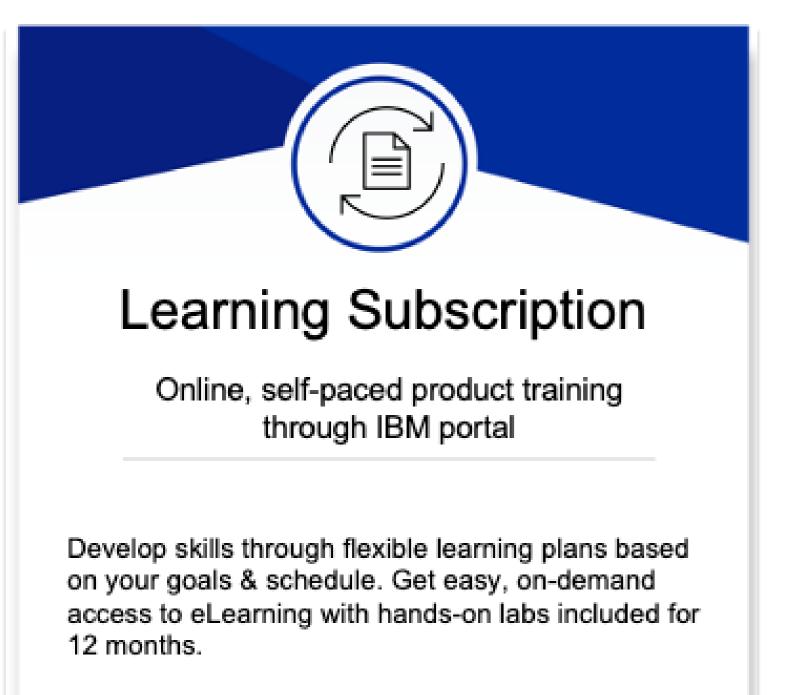
- Share your goals, challenges, and insights to inform product

Become apart of IBM's User Engagement Program.



Scan the code to join!





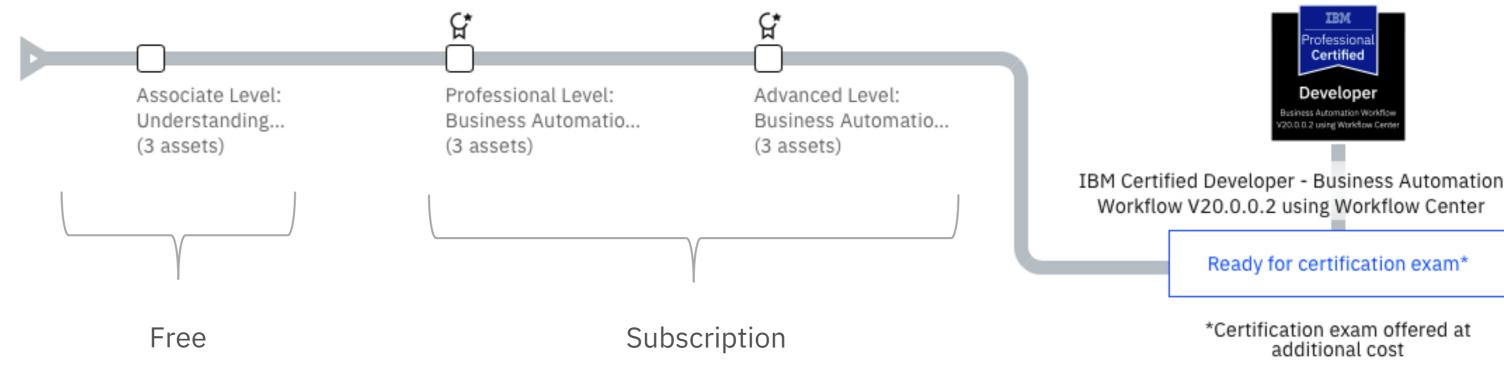
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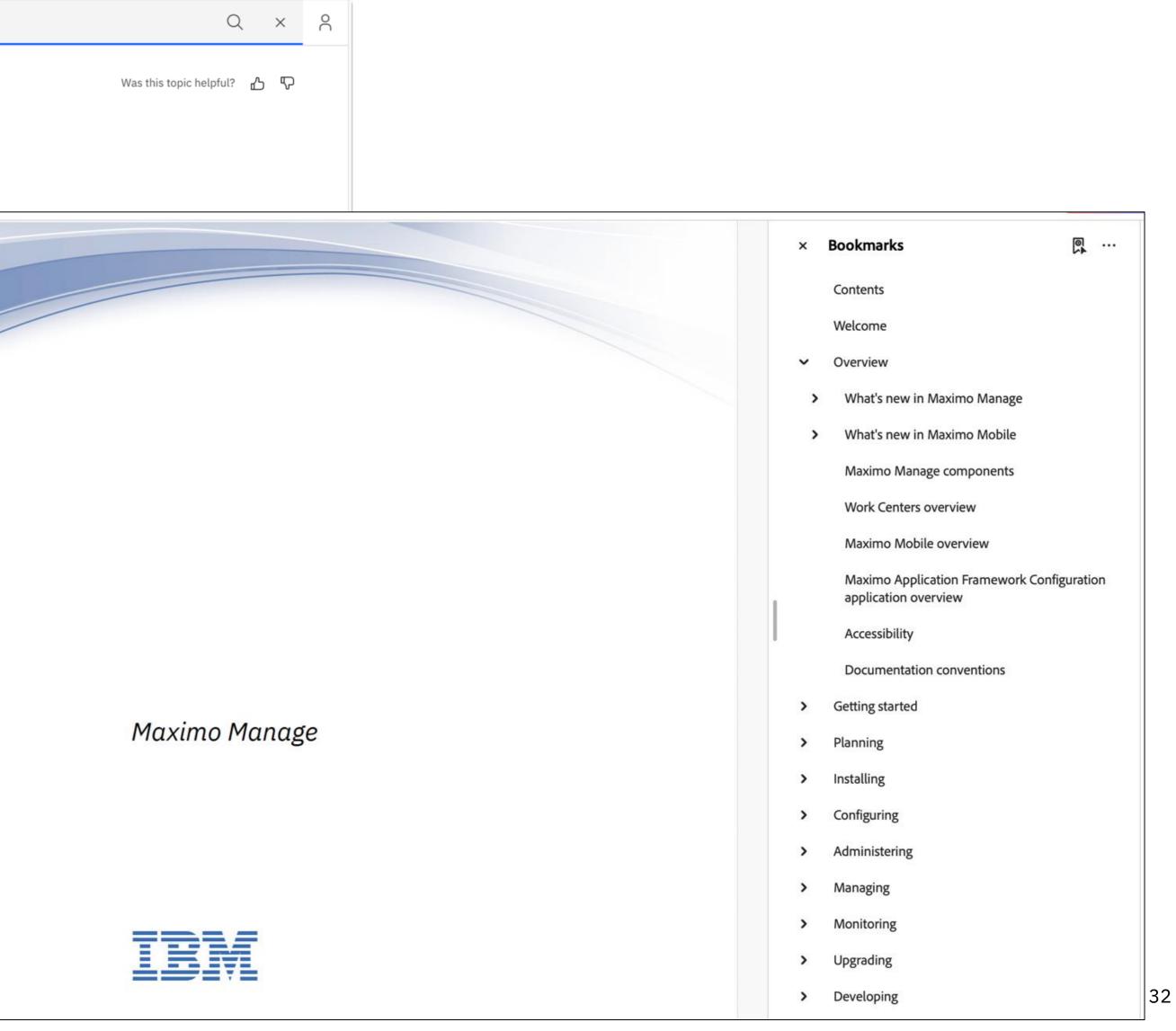
Where to find more on What's New for Manage...

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

Documentation	Search in Version 8.4 and later, and SaaS		
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		 What's new in Maximo Manage 8.3 	
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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

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Maximo IT Patch Releases Maximo IT compatibility with MAS/M components	√ 1anage	 Maximo IT in Maximo Application Suite overview IBM Control Desk is now known as Maximo IT. Maximo IT suite of applications that is built on Red Hat® OpenShift® e What's changed in Maximo IT Maximo IT, earlier known as IBM Control Desk, used to be
What's new in Maximo IT V9.0	ation Cuito	level will now be managed at the suite level.
Installing Maximo IT in Maximo Applica Upgrading from IBM Control Desk 7.6. Maximo IT		 Architecture and deployment models Deployment options for Maximo Application Suite
Configuring	~	One of the major changes while upgrading from IBM Cont to install and configure it.
Getting started with Maximo IT		 Planning your upgrade schedule
Planning	~	Upgrading involves planning, preparing, executing multipl
Software Asset Management and Licen Management	se 🗸	 Planning to upgrade When upgrading from IBM Control Desk to IBM Maximo I[*]
Importing Data	~	and understood before going ahead with the upgrade pro-
Managing IT assets	~	 Performing a fresh installation of Maximo Application S You might want to understand how to install Maximo® Application
Managing configuration items	~	You might want to understand how to install Maximo [®] App installation paths.
Managing IT assets and CIs together, us automation	ising ~	 Creating a Maximo IT/Manage database Before deploying Maximo IT, you must configure your database
Managing changes	~	 Deploying Maximo IT, you must compute your data Deploying Maximo IT with Maximo Manage
Managing Releases	~	You can deploy Maximo Manage by selecting Maximo IT a
Performing administrative tasks	~	 Activating Maximo Manage with IT
Service view and Service Insights	~	In order to use Maximo IT, you must activate Maximo® Ma
Self Serve	~	 Migrating You can migrate all your IBM Control Desk data to Maximo
Working with Service Desk	~	upgrade on a test environment before going to the produc
Warking with Sarving Catalog		

Was this topic helpful?

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ontrol Desk 7.6.1.5 to Maximo IT

n add-on to Maximo Manage and a part of Maximo Application Suite with new and enhanced features.

is one of the many add-ons to the Manage application in Maximo Application Suite. Maximo Application Suite is an integrated environment to provide multi-cloud portability, including support for Hybrid cloud or on-premises deployments.

e an independent product. Now, Maximo IT is a part of Maximo Application Suite. Processes that were managed at the product-

rol Desk to Maximo IT is the migration to Red Hat[®] OpenShift[®] container platform. Maximo Application Suite allow multiple ways

le activities and tasks, and troubleshooting. Planning enough time for all necessary activities helps ease the process.

T, keep a few considerations in mind to help ease the process. All the pre-upgrade tasks and prerequisites must be carefully read cess.

uite

plication Suite from start, as opposed to upgrading from IBM Control Desk. Maximo Application Suite has multiple supported

abase. For fresh database configuration, Maximo Manage database will be configured.

as the add-on during the deployment. Once deployed, Maximo IT will be accessible when you activate Manage.

anage.

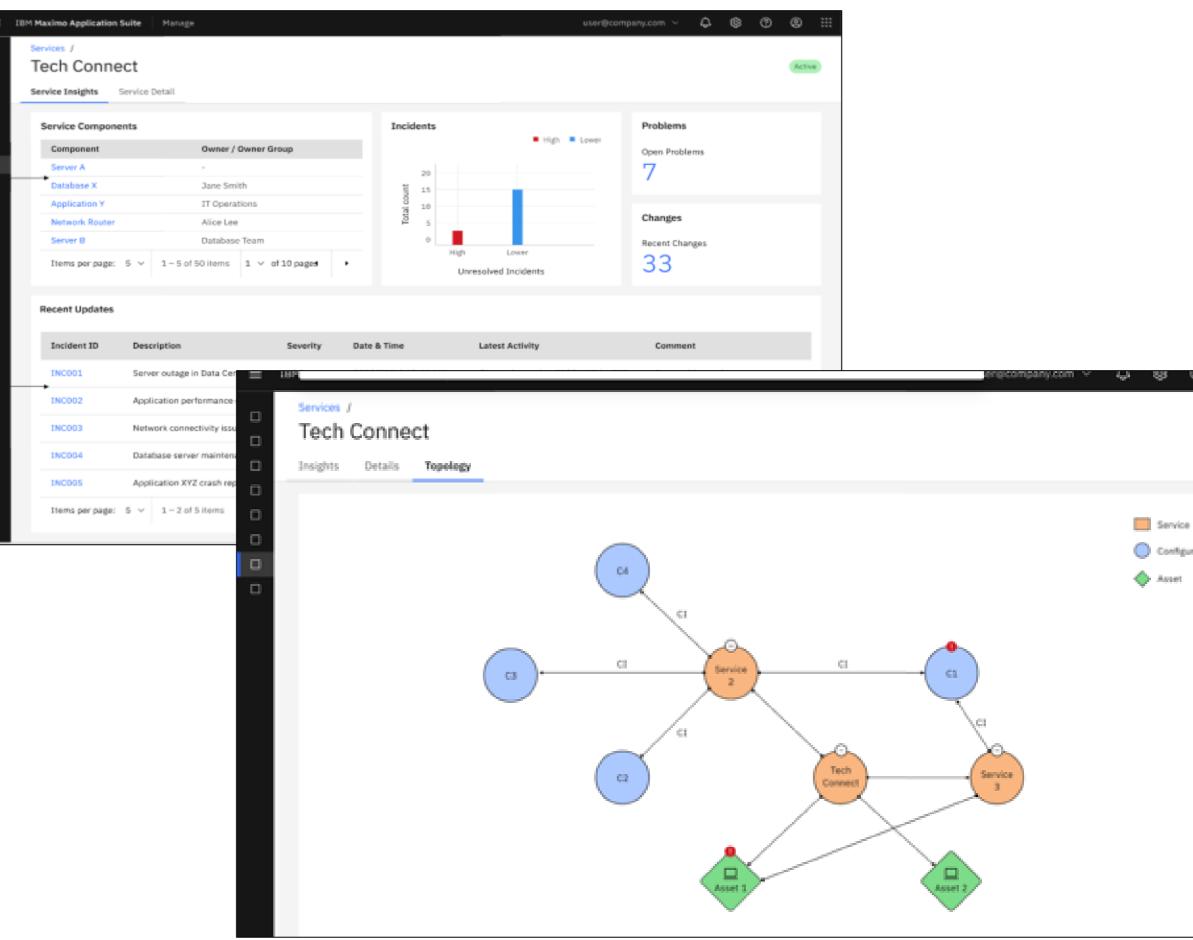
o IT while upgrading. Before starting the upgrade process, make sure you meet all the prerequisites. It is recommended to test the ction environment.

33

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





- 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



