

# Maximo Application Suite

## IBM Product Update



July 2025

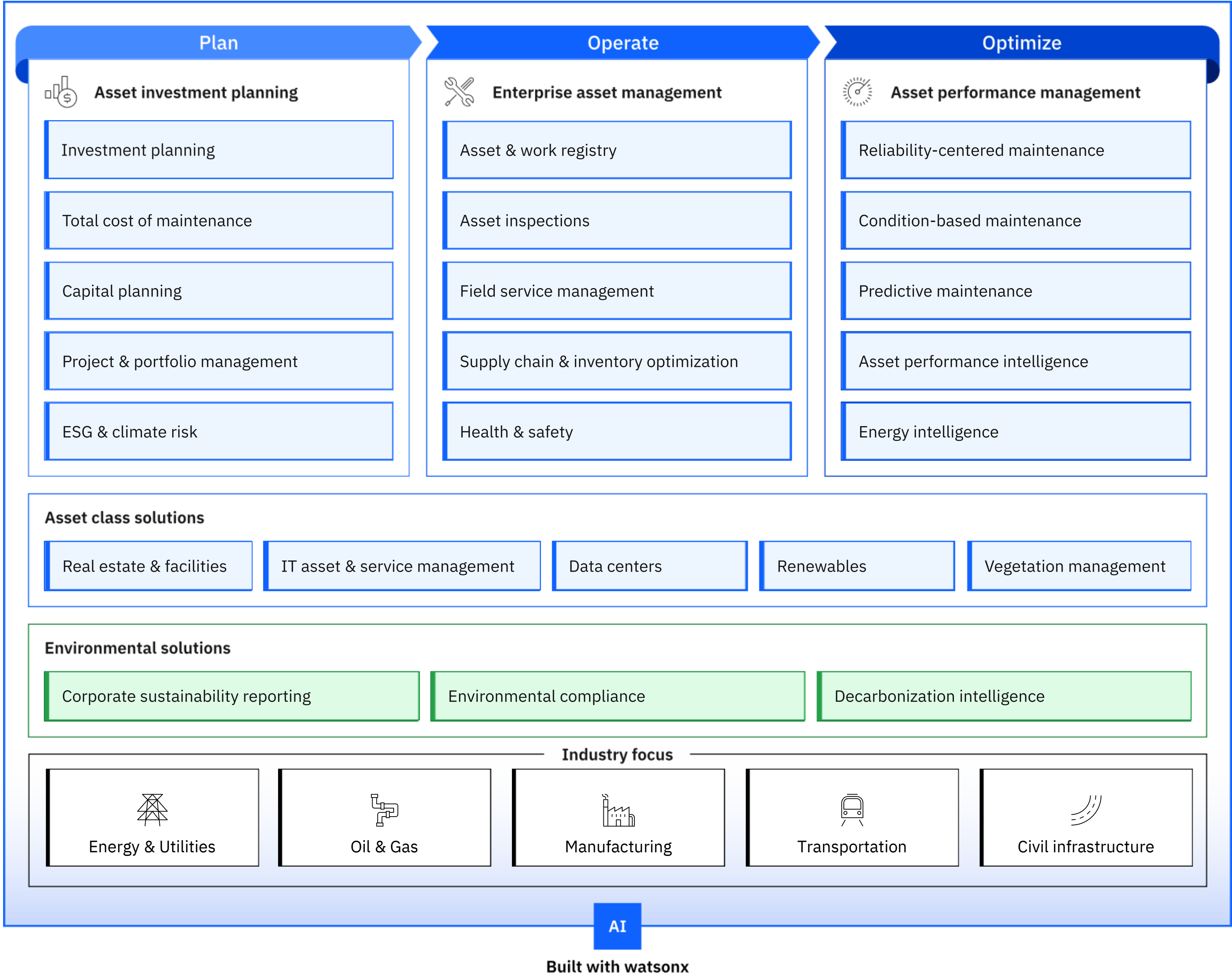


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- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.
- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice 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.

# Advance your asset management with IBM asset lifecycle management solutions

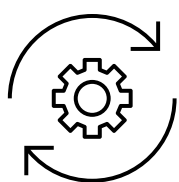
**Maximo Application Suite**  
An integrated asset lifecycle management software that unifies your asset operations.



# Introducing Maximo Application Suite 9.1

Generally Available June 24, 2025

[Announcement](#)



Extend the lifespan of [assets](#).

Empowering Users with AI

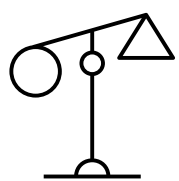
*Maximo Assistant*



Reduce maintenance and [operations costs](#).

Support for additional ALM processes

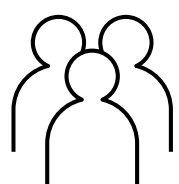
*Maximo Asset Investment Planning*



Manage [risk](#) associated with availability and sustainability.

Adding Asset Class coverage

*Maximo Real Estate and Facilities*



Increase [workforce productivity](#).

MAXIMO EAM Customers can upgrade to 9.1 directly from 7.6.0.10 or 7.6.1.2 or 7.6.1.3



# Maximo Application Suite - Catalog

**Note:**  
Catalog does not represent licensing

## MAS Applications

Manage

Real Estate & Facilities

Monitor

Health

Predict

Visual Inspections

## Industry Focus Solutions

Manage  
Transportation

Manage  
Nuclear

Manage  
Utilities

Manage  
Oil & Gas

Manage  
Aviation

Manage  
Civil Infrastructure

## 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

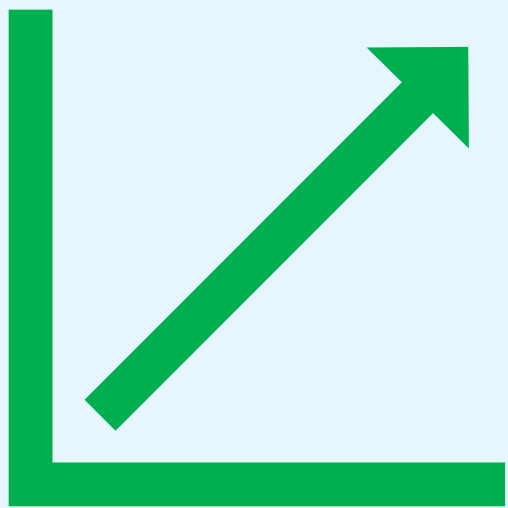
Manage  
Maintenance Cost  
Insights

Manage  
AI Services

IBM software is better when we hear from our users

Users submit, review and vote on ideas

<http://ideas.ibm.com>



Growth compared to MAS v9.0

For MAS 9.1

173

 Ideas delivered in MAS 9.1

- 39 Platform
- 28 Manage
- 79 Mobile
- 19 Spatial
- 08 Other

193%

1,142

✓ Votes cast by users across ideas

- Top Ideas:
- MAS Platform - Disable “Welcome” Emails in MAS
  - Manage - [Inventory Counting] Display additional data to help the Storeroom Clerk identify Items
  - Manage - Guest Accounts Provisioning in MAS - For external "users" Service Request Creation
  - Maximo Mobile - Technician (RBA) - Enter Premium Pay Hours on Labor transactions

187%

63

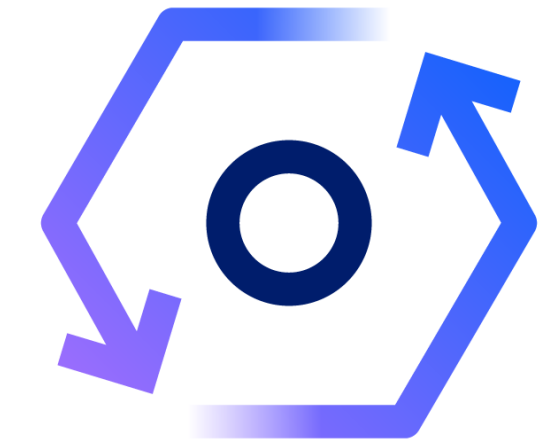
 Highest upvote count for a single idea

"Log out" user option for MAS system administrators

40%

# Maximo Application Suite 9.1

## GA Targeted Q2 2025



### Unify MAS for ALM

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

### Enhanced processes with embedded AI

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

### Extending MAS for ALM

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

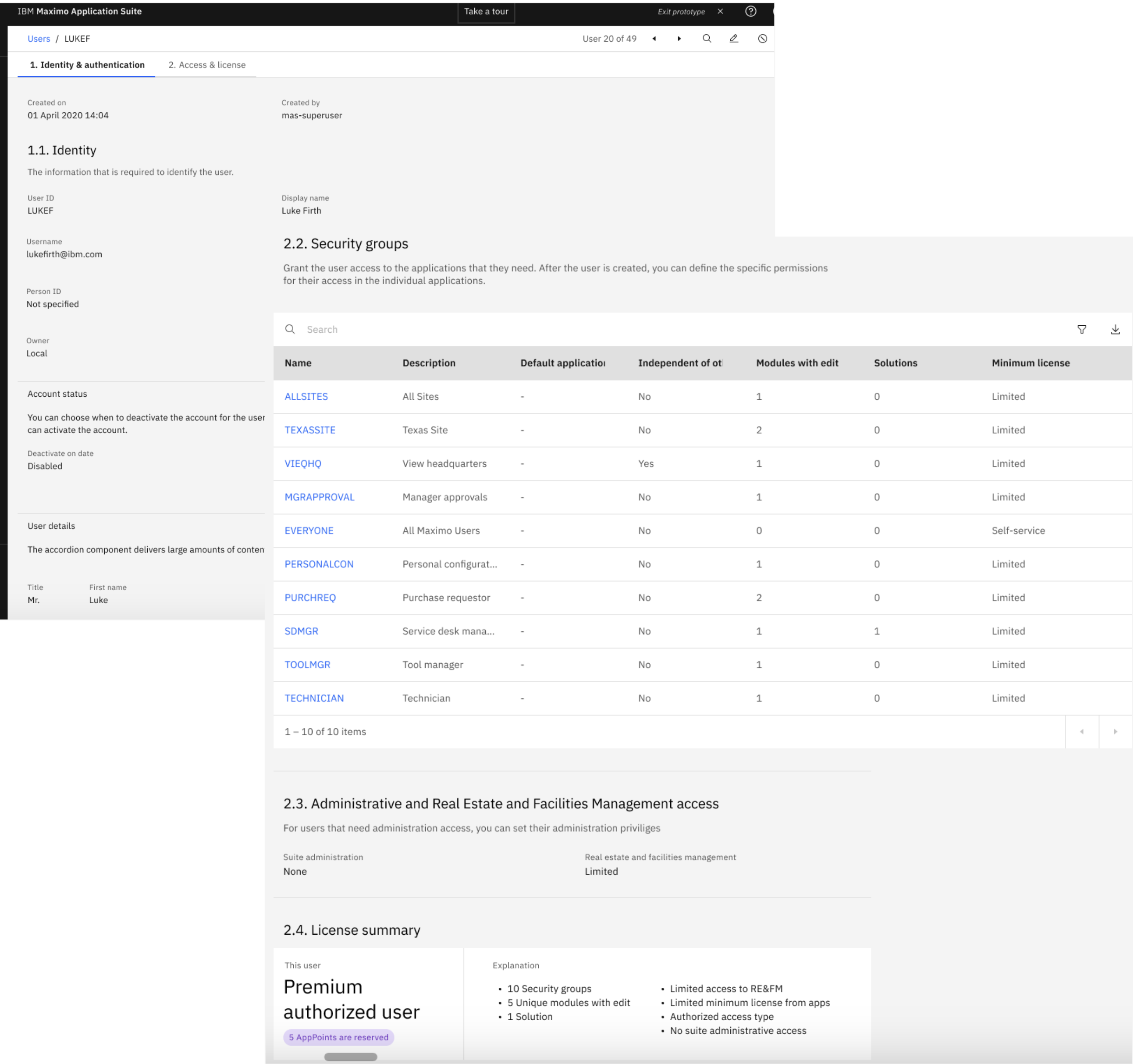
# MAS 9.1 with Manage

## 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



# Unified navigation

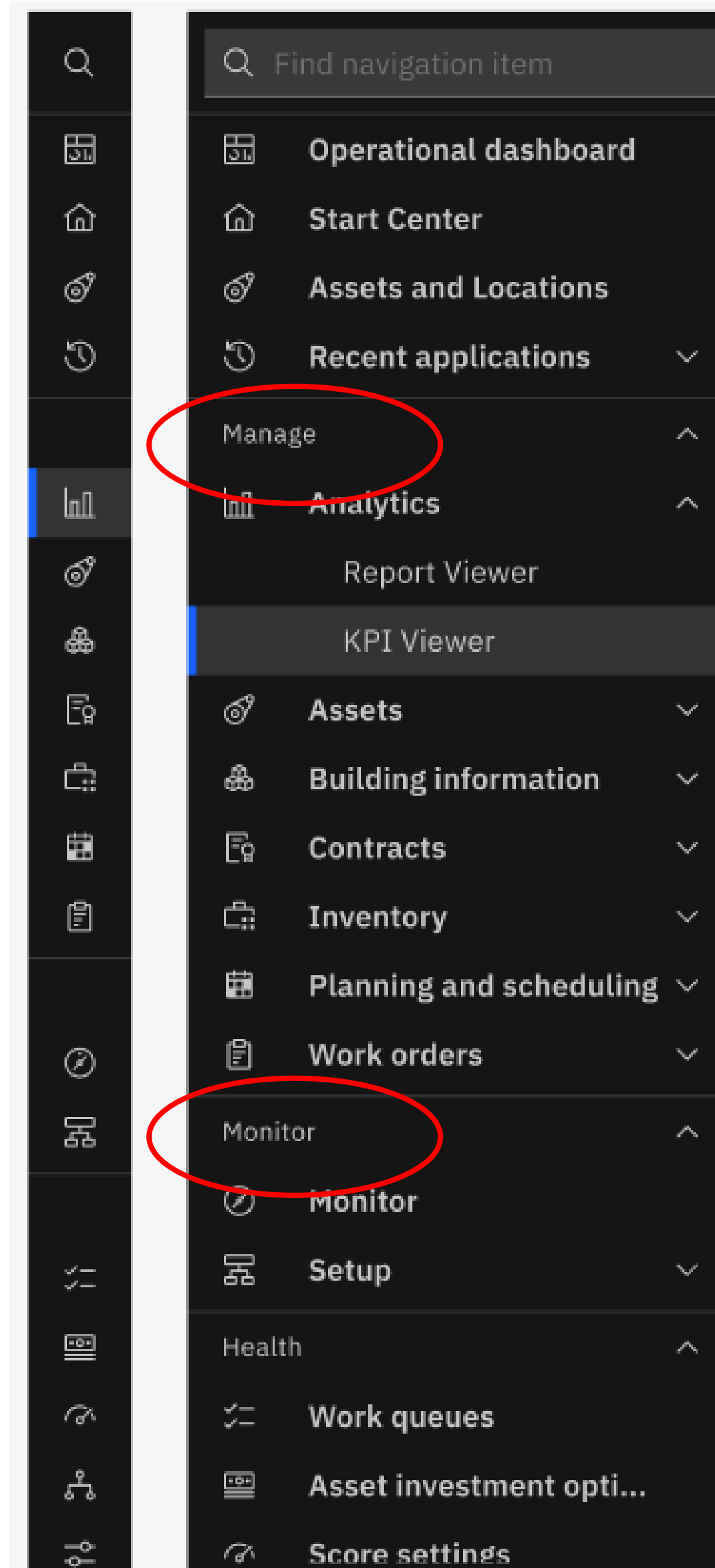
## Current MAS v9.0

- 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





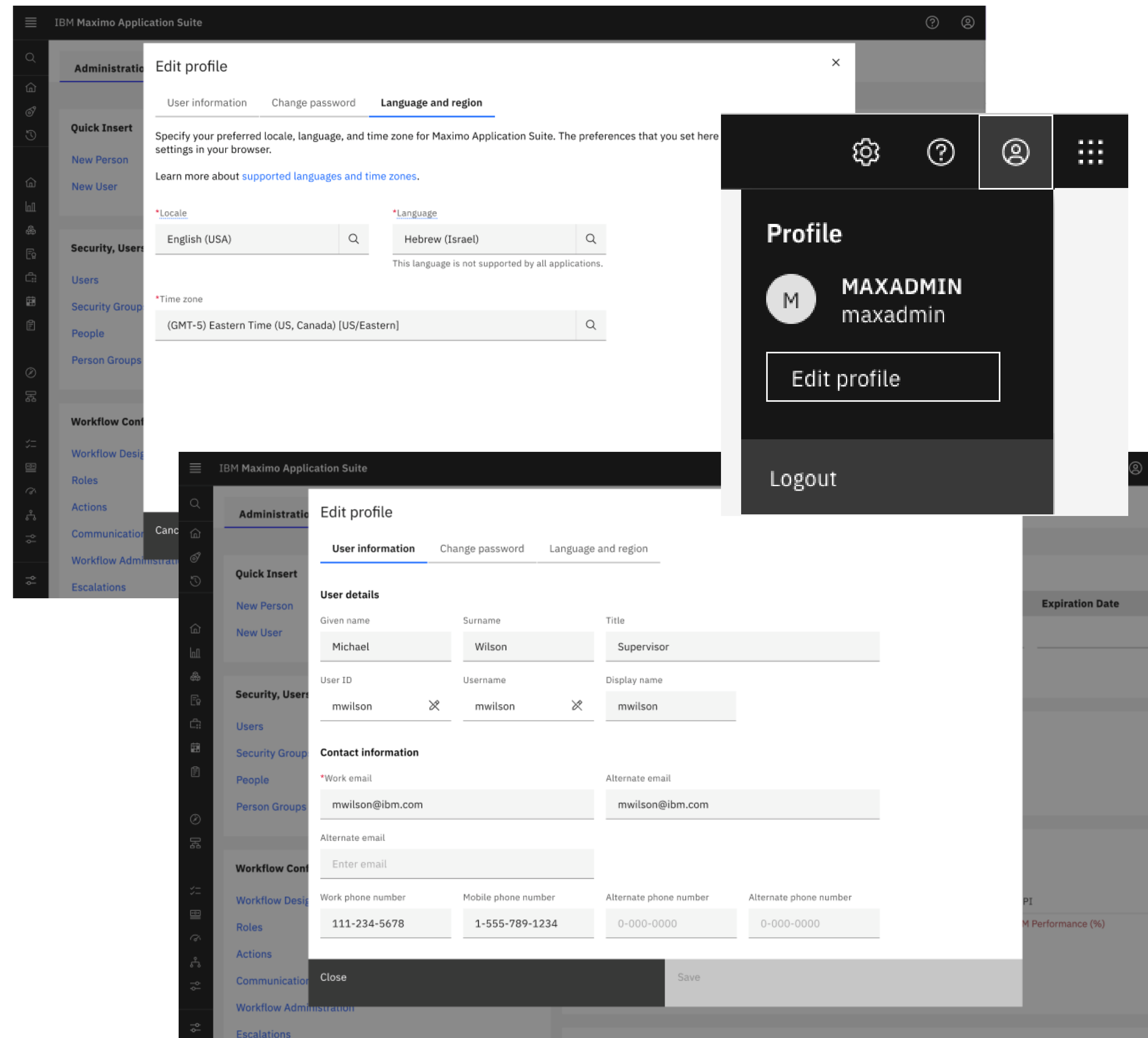
# User profile

## 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



# New User Application

## 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

IBM Maximo Application Suite

Take a tour

Exit prototype

FL

Users

Manage your suite users, their entitlements, and access rights.

View: Default view

Search

Create user

User ID	Person	Username	Access type	Entitlement	Status
ABBY	ABBY	abby@acme.com	Authorized	Base user	Active
ADAMS	ADAMS	adams.j@acme.com	Authorized	Base user	Active
ALVIN	ALVIN	h.alvin@acme.com	Concurrent	Limited user	Inactive
AMAN	AMAN	amanda@acme.com	Concurrent	Base user	Active
ANDY					
BETHUNE					
BOUDREAU					
BPILLA					
BSTFORD					
BSTWILSO					

Items per page: 100

2.3. Additional Access

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

☐ System configuration

☐ API key management

☐ IDP management

Real estate and facilities management

Limited

IoT role

User

2.4. License summary

This user

Premium authorized user

5 AppPoints will be reserved

Explanation

- 10 Security groups
- 5 Unique modules with edit
- 1 Solution

- Authorized access type
- Limited access to RE&FM
- Limited minimum license from apps
- No suite administrative access

1

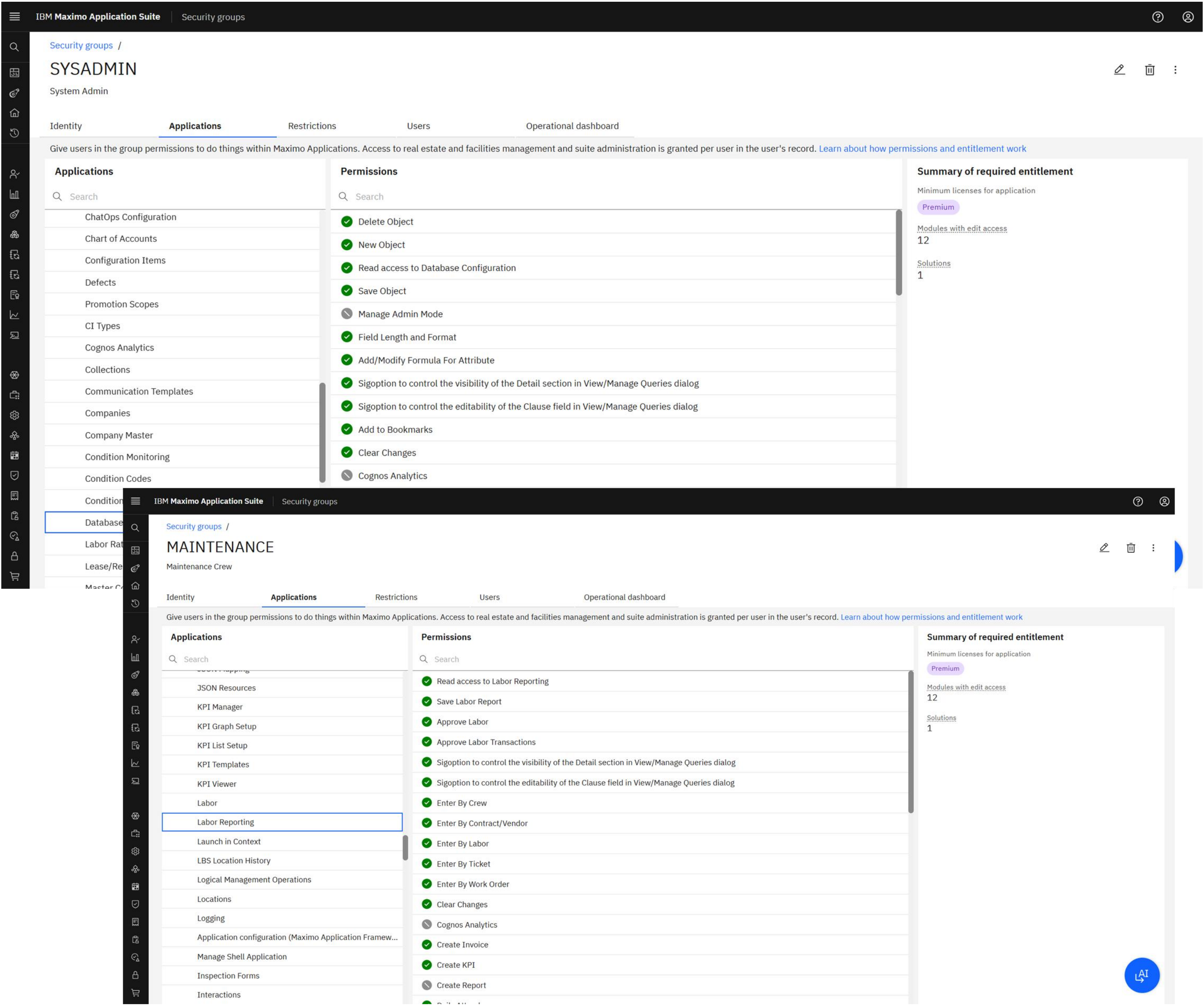
# New Security Group Application

## 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.

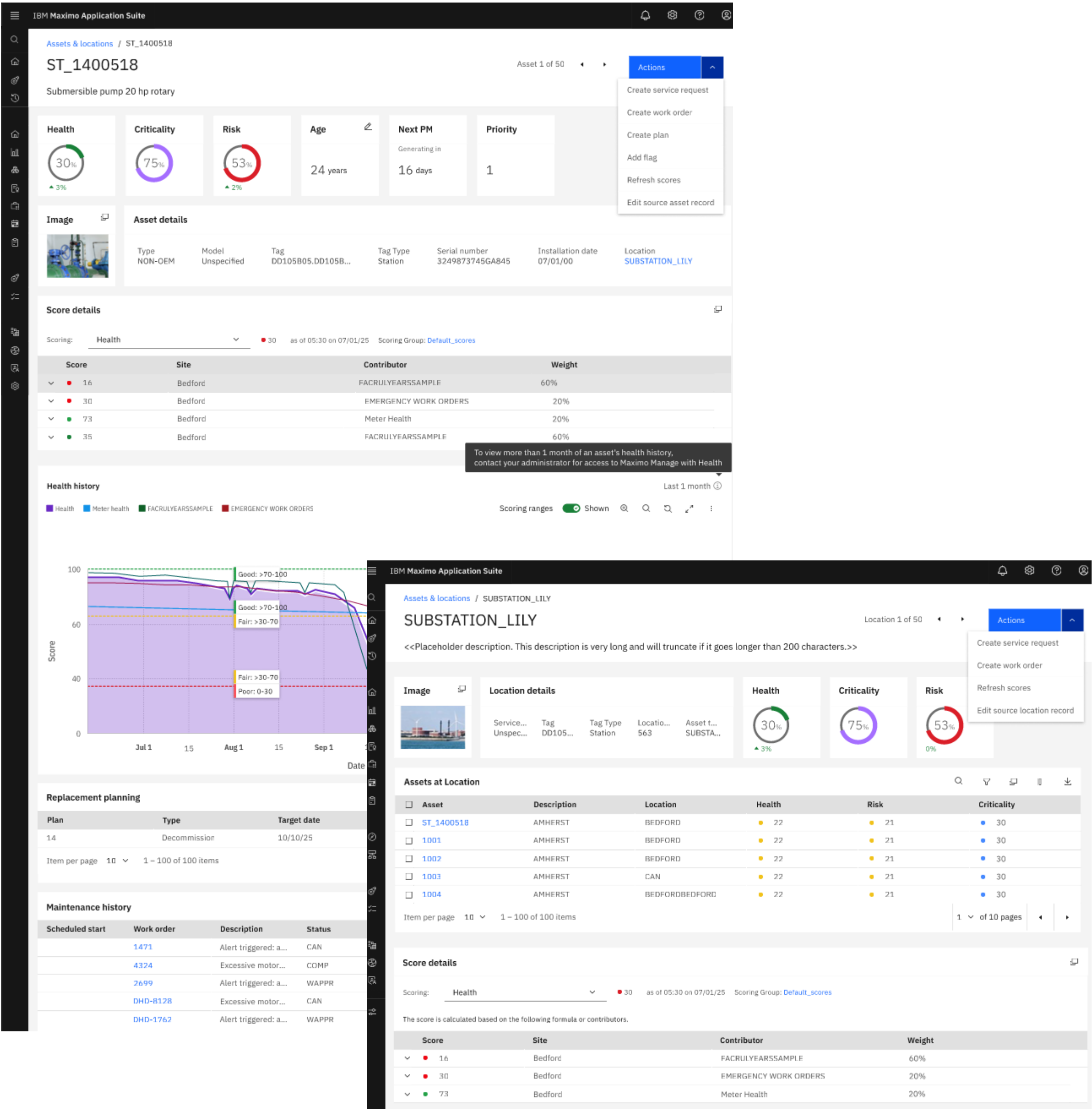




# MAS dashboard updates

## Unified MAS Dashboards

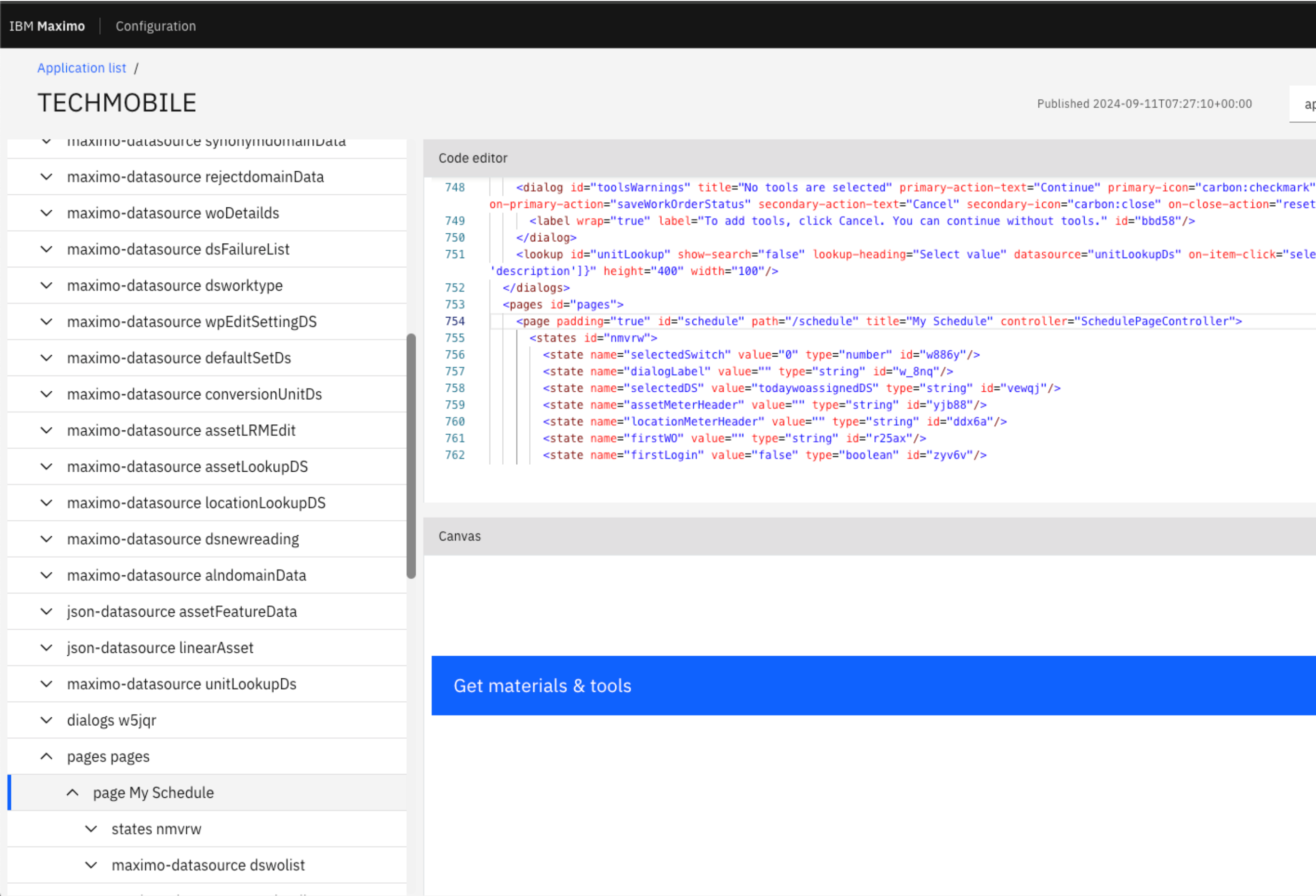
- Consolidate data from Monitor, Health, and Manage.
- Display asset, operational, maintenance, and supply chain data.
- Streamline access with consistent hierarchies and authentication.
- Integrate with AI Assistants and watsonX.
- Enhanced configuration and builder capabilities.



# 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.



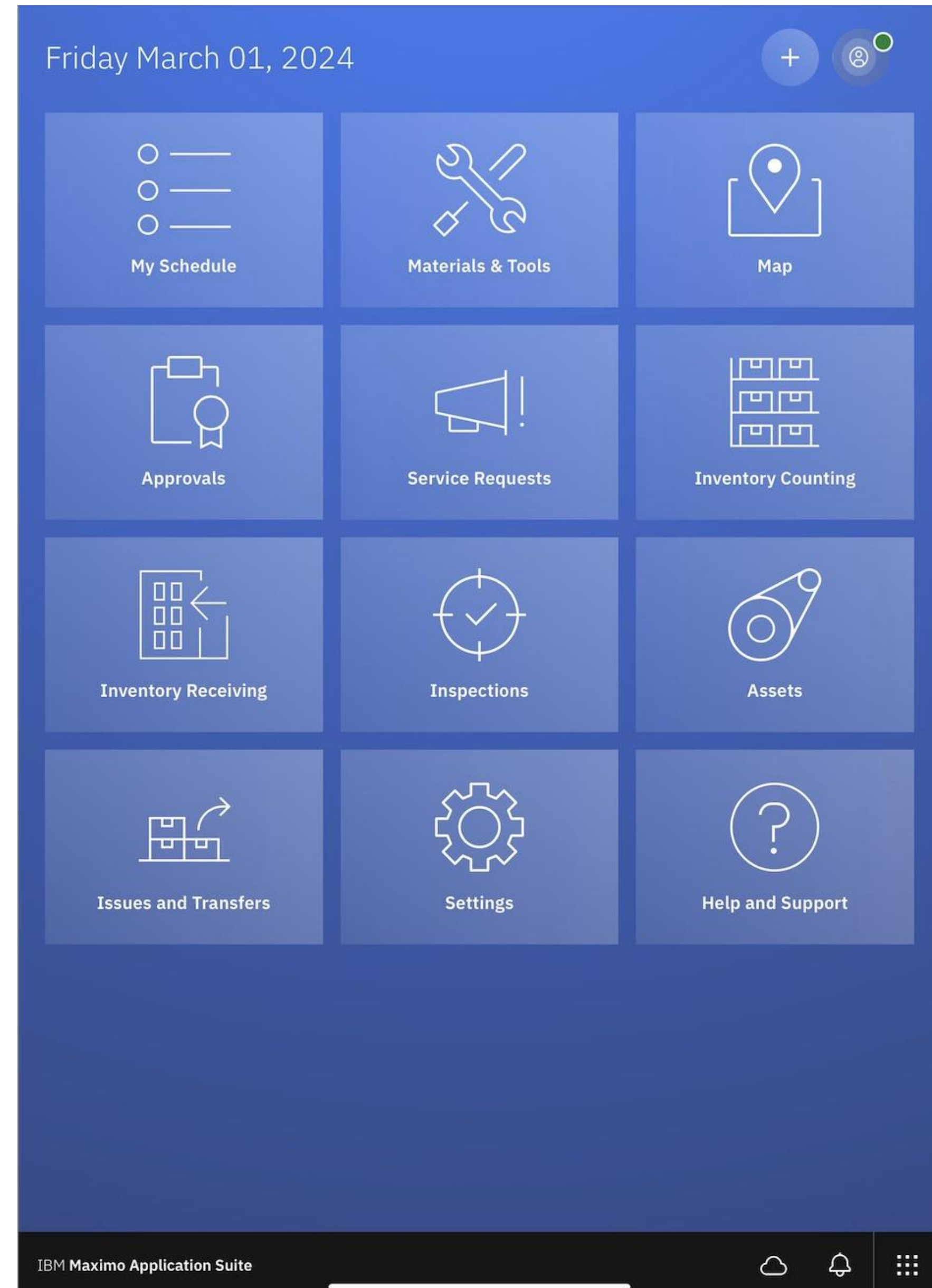


# Maximo Mobile

## 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
  - Administer settings and queries
- Extended push notification support with background data sync
- NEW Incident Reporter application



# Maximo Mobile Inspections

- Ability to set an owner
- Batch support when launching from Technician
- UX and Performance Enhancements
- Always enabled filter options
- Indentation and contrast review
- Attachment support on questions
- eSig support on status change
- Online search of results
- Copy questions between forms

The image displays two overlapping mobile application screens from the Maximo Mobile Inspections interface.

The background screen is titled "Create inspection" and features a "Continue" button in the top right corner. It is organized into four main sections:

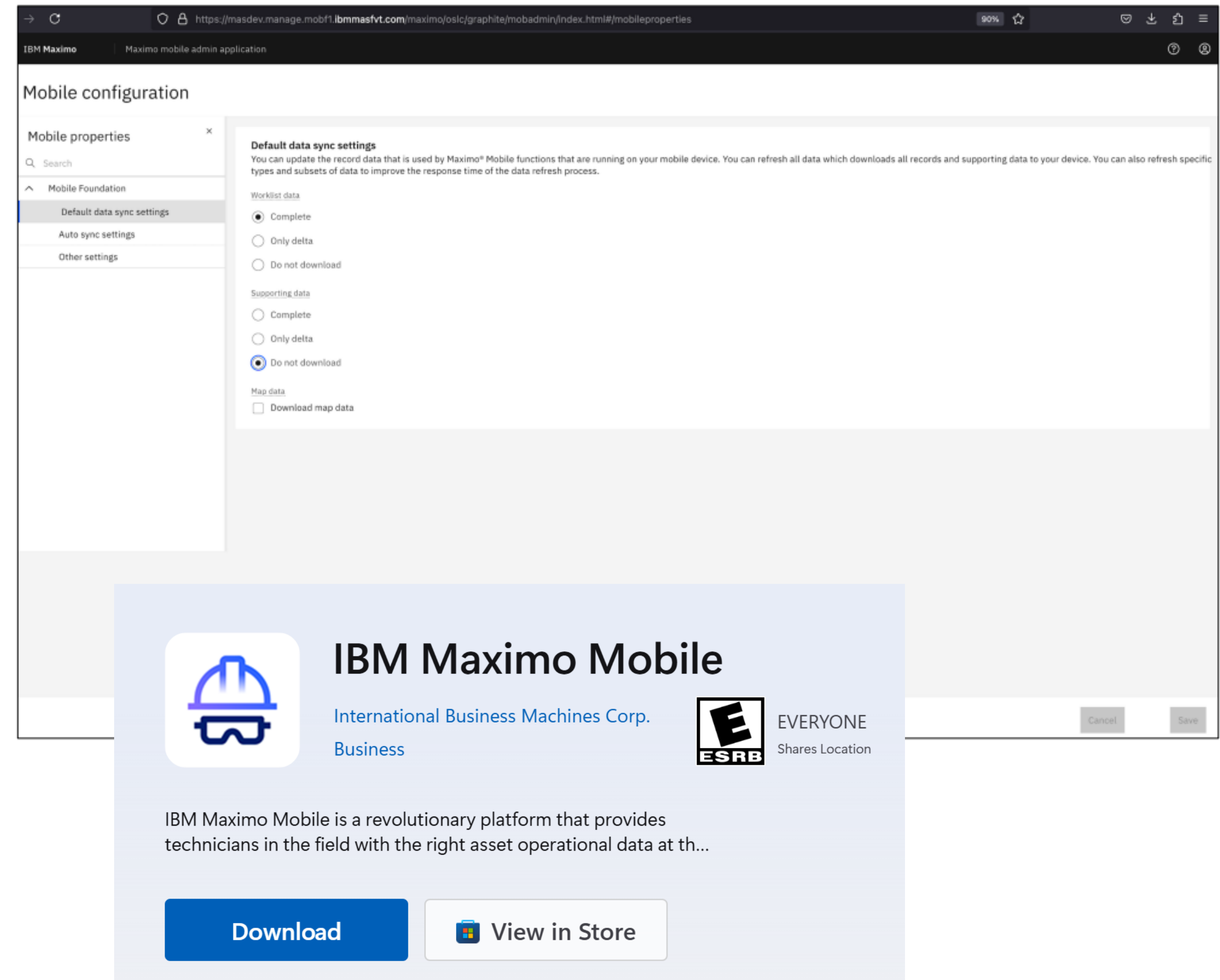
- Select asset or location:** Contains two options: "Asset" (Select an asset) and "Location" (Select a location), each with a right-pointing chevron.
- Inspection form template:** Contains one option: "Inspection form" (Select a template) with a right-pointing chevron.
- Inspection Assignment:** Contains two options: "Assign to" (Select a person) and "Assign to person group" (Select a group), each with a right-pointing chevron.

The foreground screen shows a detailed view of an inspection item titled "11430 Centrifugal Pump 100GPM/60FT HD". At the top, it has a status bar with "All", "To Do", "Done", and "Required" filters, and a progress indicator "0 required of 38". The main content area is divided into sections:

- 1. General:** A section header with an expand/collapse arrow.
- 1.1. 10 - Paint:** A sub-section header with an expand/collapse arrow.
- Years?:** A question with a minus (-) and plus (+) button for range selection.
- At least one selection is required:** A requirement note.
- Selections:** Six radio button options labeled 1 through 6, arranged in two rows of three.

# Maximo Mobile Platform Enhancements

- Centralized Mobile Admin app
- Auto synchronization of data on login
- Review preloaded db Generation
- Ability to manage Timezone settings
- Performance Enhancements
  - Image library size reduction
  - Delta sync of Transactional records
- Ability to share device without device authentication
- Microsoft App Store Support
- Date filtering support





# Maximo Mobile Incident Reporter

## Incident Reporter

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

<

Create incident report

Submit ✓

Incident details

Incident summary - problem detected

Incident events

Address

Location

Asset

Impacted people

Action taken

Attachments

Summary

Incident summary - problem detected

Details

More detailed information about the facts that happened

Reported date and time

3/9/25

12:03

AM

PM

Affected date and time

2/25/25

12:04

AM

PM

Category

MAJOR

Type

Safety observation type

Lookup

×

Incident Event

Event type

ENVIRONMENTAL

Event category

MINOR

Safety observation type

Emission type

AIR

Emission category

VENT

Emission impact

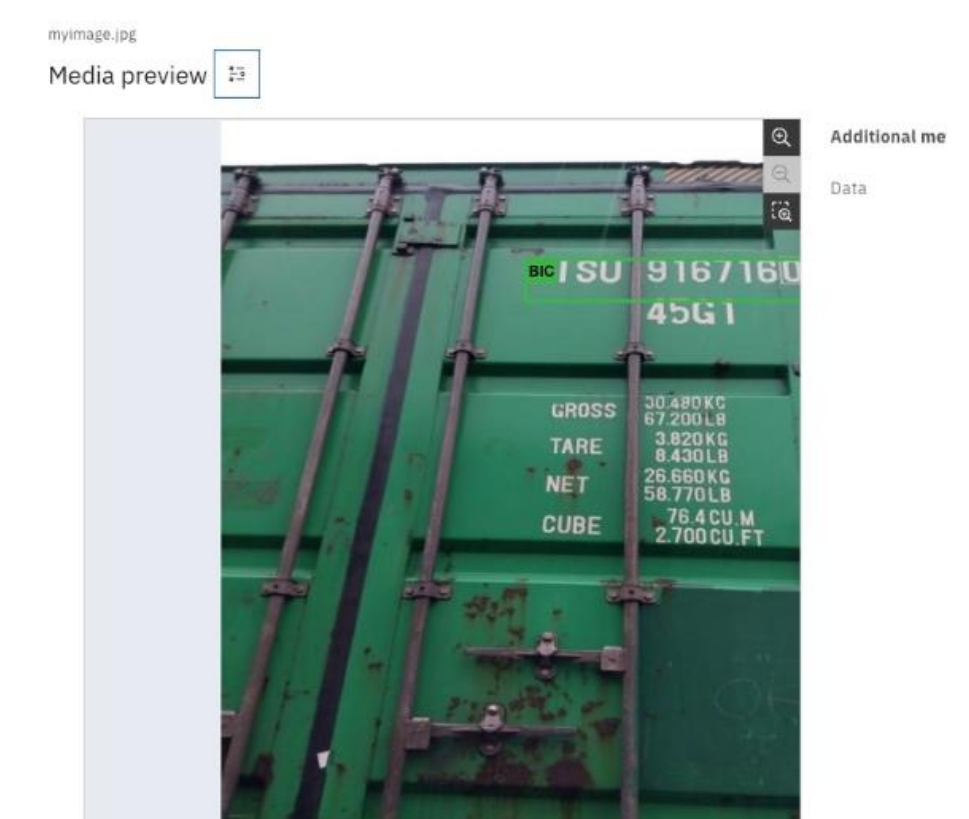
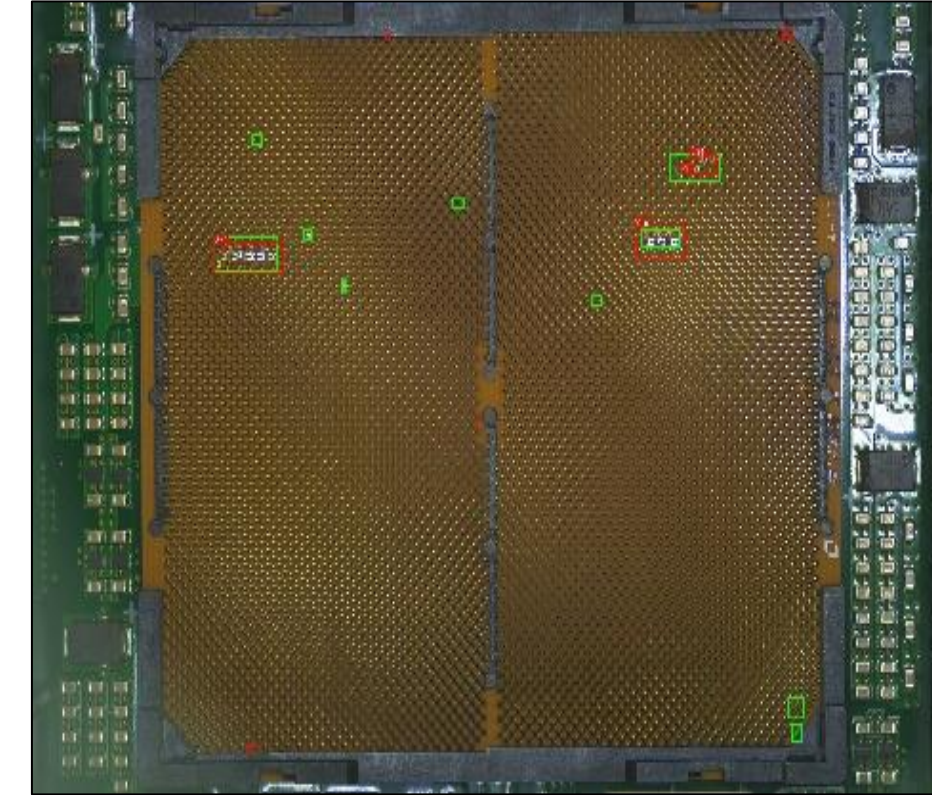
DIRECT-CONT

Lookup



# MAS – Visual Inspection 9.1

- Visual Prompting (Labeling Assistance & Finetuning)
  - Overcome customers cold-start problem by enabling them to build computer vision models from as little as a single image and cut out lengthy labelling tasks and training hours (> 10x faster model readiness)
- Foundation Models
  - Allows a pre-trained base model and adjusting it to customer specific needs, increasing efficiency and reducing development time and costs
- Fine-tuning for Foundation Models
  - Enable customers to build domain specific foundation models (e.g., Concrete, Rail, GeoFM) with reduced amount of annotations
- OCR (for Edge)
  - MVI Edge will soon incorporate OCR (Optical Character Recognition) functionality, designed to identify and extract text directly from images captured during visual inspections. This tool will automate registration and analysis tasks.
- Edge Improvements
  - SSO (Single sign-on), aligned with MVI and MAS.
  - A cleaner interface: fewer steps to perform the same actions.
  - Synchronization of templates across a network of Edge devices.
  - Running models in CPU mode.

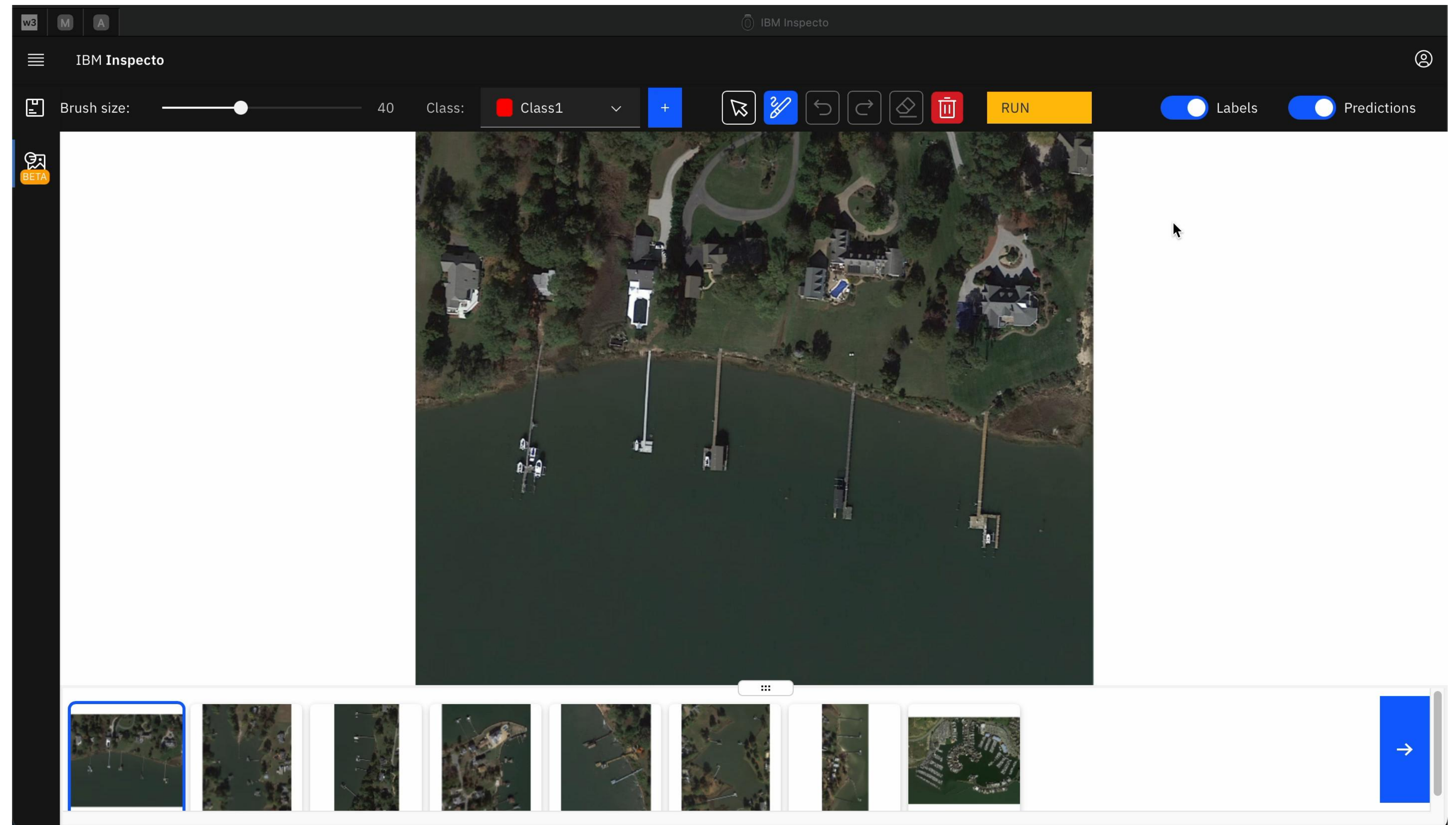




# Visual Prompting

## New in MAS v9.1

- Moving from the classic labeling + training + deployment paradigm to the new faster and more scalable prompt-tuning + deployment approach.
- Provides intelligent labeling and fine-tuning of Foundation Models in seconds, just painting.

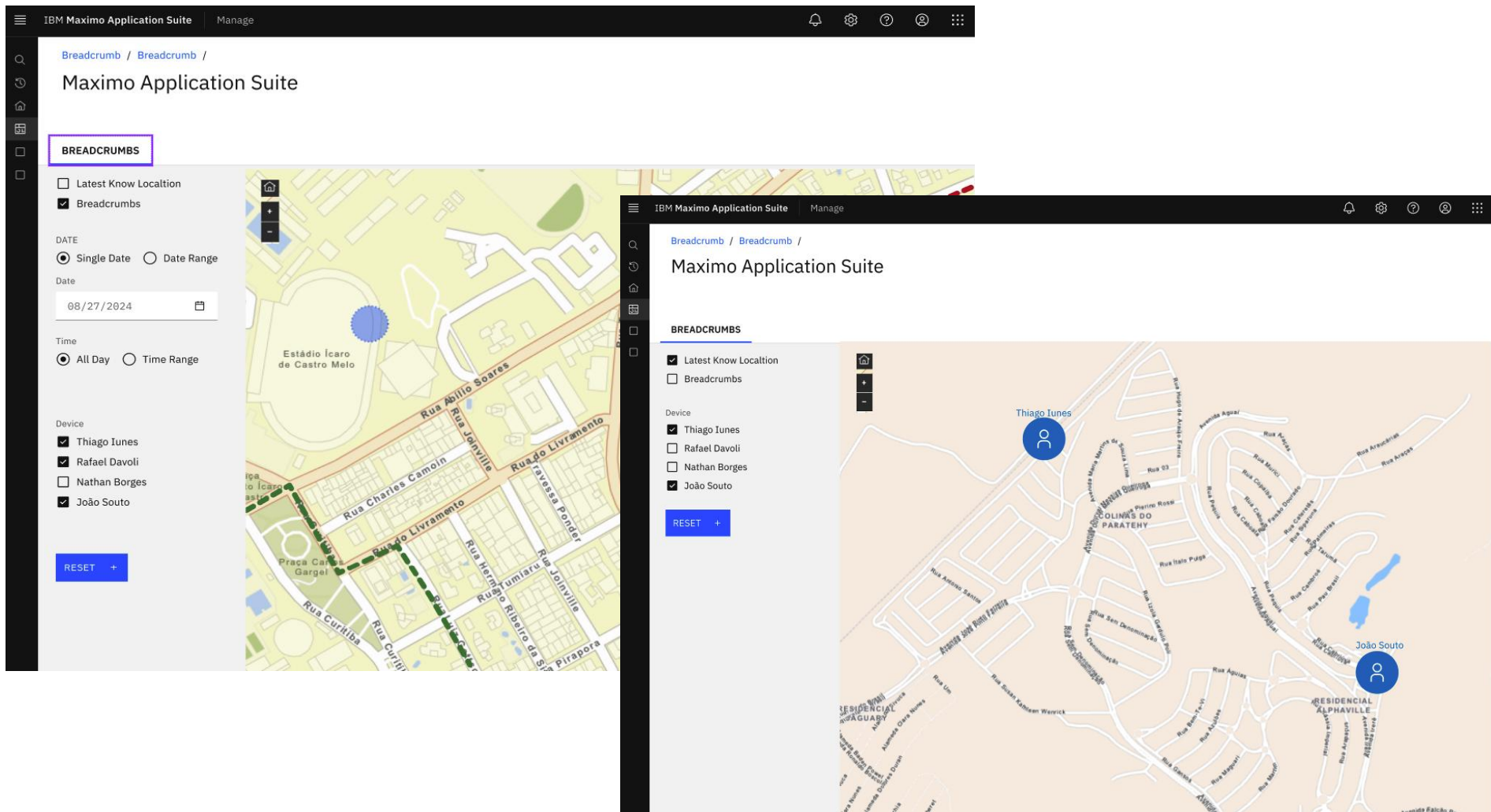




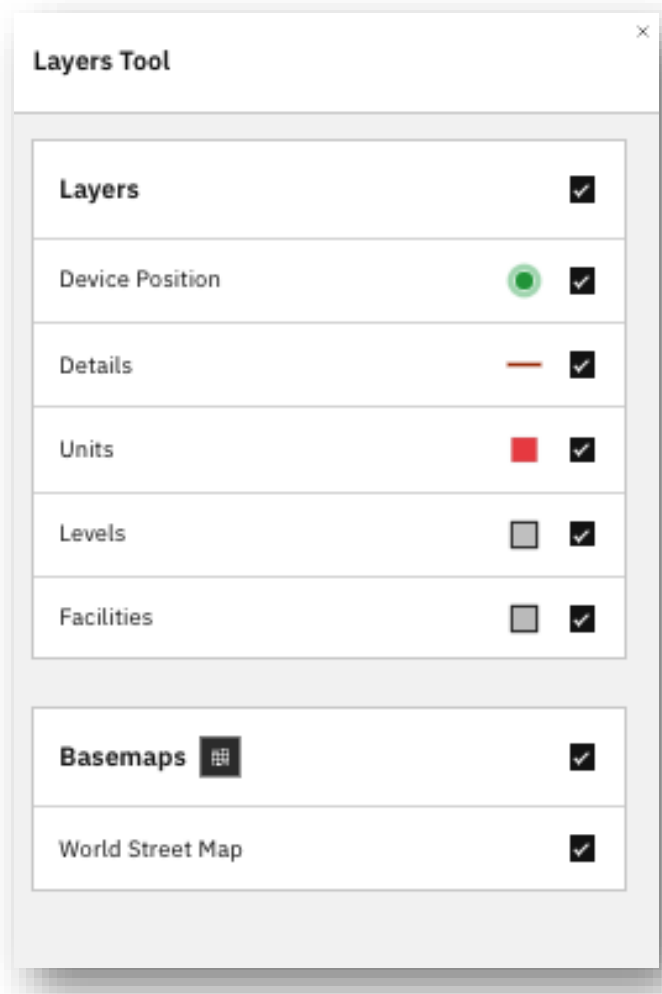
# MAS – Spatial 9.1 improvements

- Breadcrumbs - Breadcrumbs allow administrators and supervisors to track technicians' whereabouts when they are out on a job, provide quicker response times to requests, increase safety precautions, reduce liability, boost day-to-day efficiency, and plan for future work.
- Geofencing - The geofencing and real-time tracking tools will provide critical geographic awareness, trigger necessary events, and deliver timely notifications to ensure smooth and efficient field operations.
- Search Tool - This means that you can easily search for Maximo objects, such as work orders or assets, based on their attributes. Selecting a search item will be highlighted and centered on the map for quick reference. This enhancement makes searching and visualizing data much more convenient for users across all applications.
- Dynamic Map Layer Update Tool - helps customers access real-time data easily and improves using the application interaction.
- Point and Line Symbology Editor - A visual tool for creating and editing representations (pins, etc) Empowers users to customize and enhance the symbology of objects, elevating the visual experience and efficiency in data representation.
- Integration Configuration Wizard – simplify the setup process for synchronizing data between Maximo and ArcGIS. The tool will guide administrators through the necessary steps, streamlining the configuration process and ensuring all required information is provided efficiently.
- Synch Report – empowering users with enhanced monitoring, analysis, and reporting capabilities, facilitating deeper insights into synchronization processes and efficient issue identification.

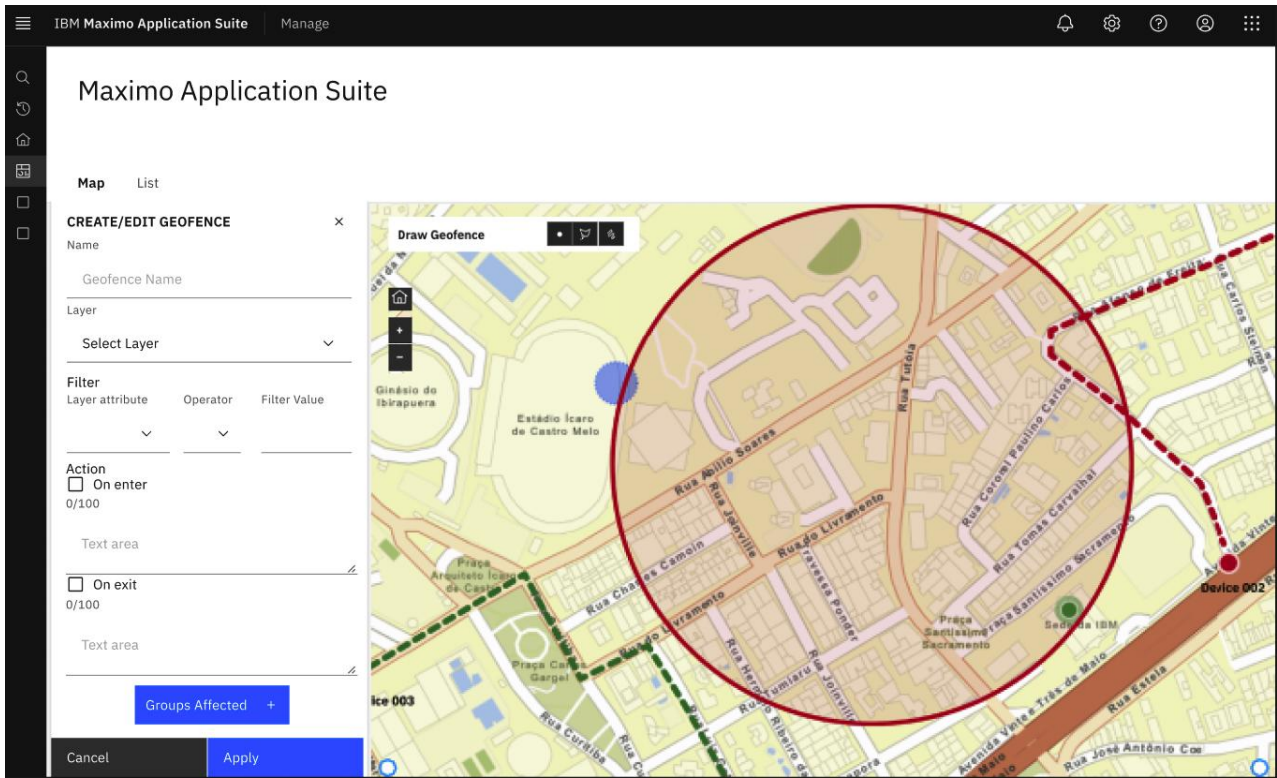
## Breadcrumbs



## Refresh Map Layer



## Geofencing





# Field Service Management & Capacity Planning

Continue to improve efficiency and effectiveness of critical resource utilization

## Dispatching

- Assignment – Full Lifecycle
- Gantt View Improvements
- Additional Map Support
  - Routes
  - Destination Travel Matrix
  - Assignments
- Emergency Workflow (Crew)
- Qualifications (Crew)

## Scheduling

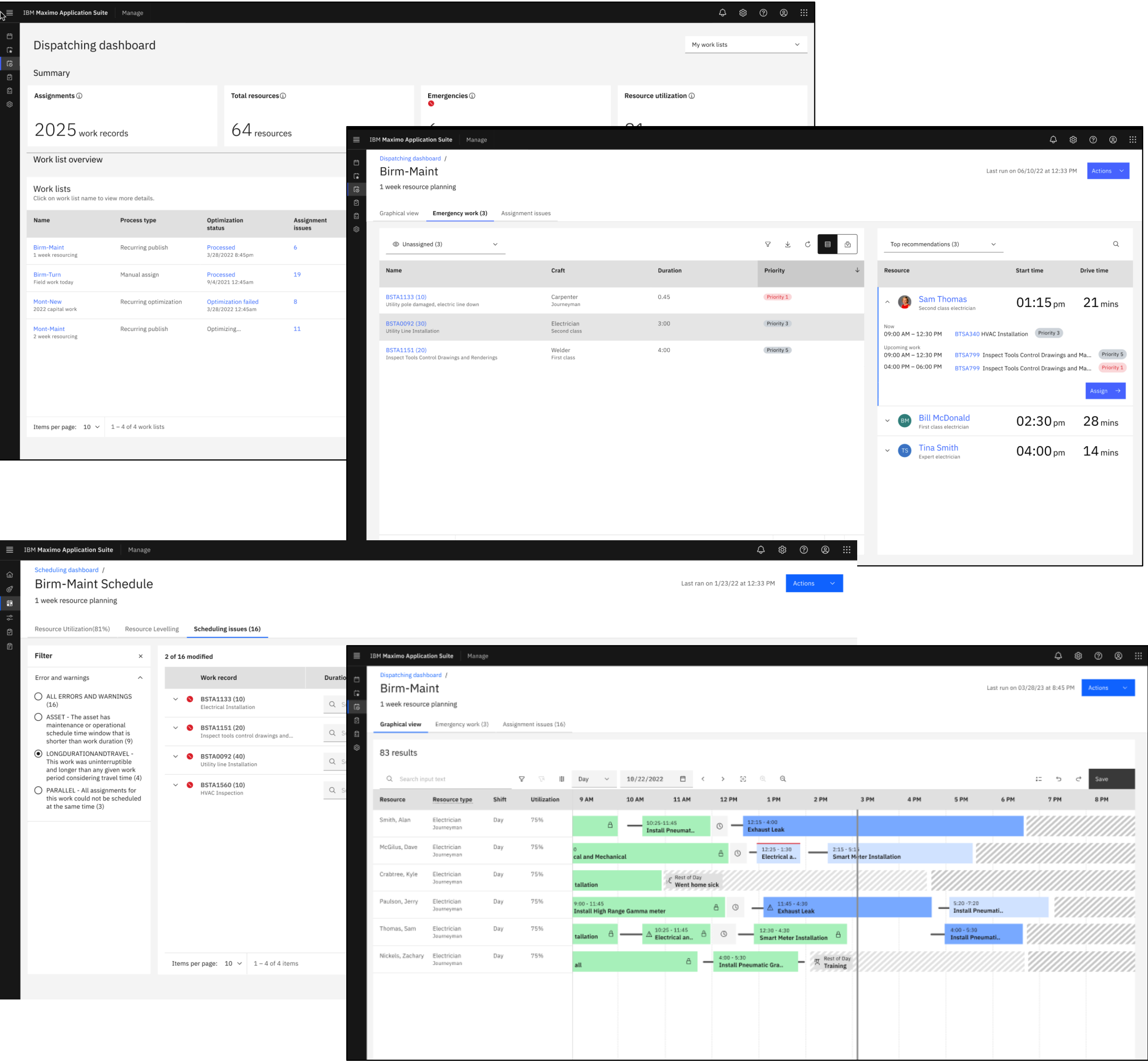
- Drag/Drop Resource Levelling

## Planning

- Dashboard – Compliance KPIs, Forecast Costs

## Optimizer

- Optional Overtime
- New Large Scheduling Algorithm



# IBM Maximo Inventory Optimization

## IBM Software as a Service (SaaS)

- Continuously optimizes MRO spare parts inventory
- Recommendations based on prescriptive analytics and optimization algorithms
- Rule-based criticality
- Consolidated data visibility enables new insights and actions
- Equipment visibility
- Process and workflow automation
- Highly configurable

## Customer Data

- Integrates with ERP/EAM
- Certified connectors

Available as multitenant SaaS solution on IBM cloud



## Benefits

- Inventory Cost - Up to 40%-time reduction
- Inventory Analysis - Up to 40%-time reduction
- Asset Downtime (unplanned) - Up to 50% reduction
- Service Level - Up to 25% improvement
- Maintenance Budget - Up to 35% savings
- Implementation (typical) - 3 to 6 months

ROI less than 12 months

# What Maximo IT is delivering in 9.1

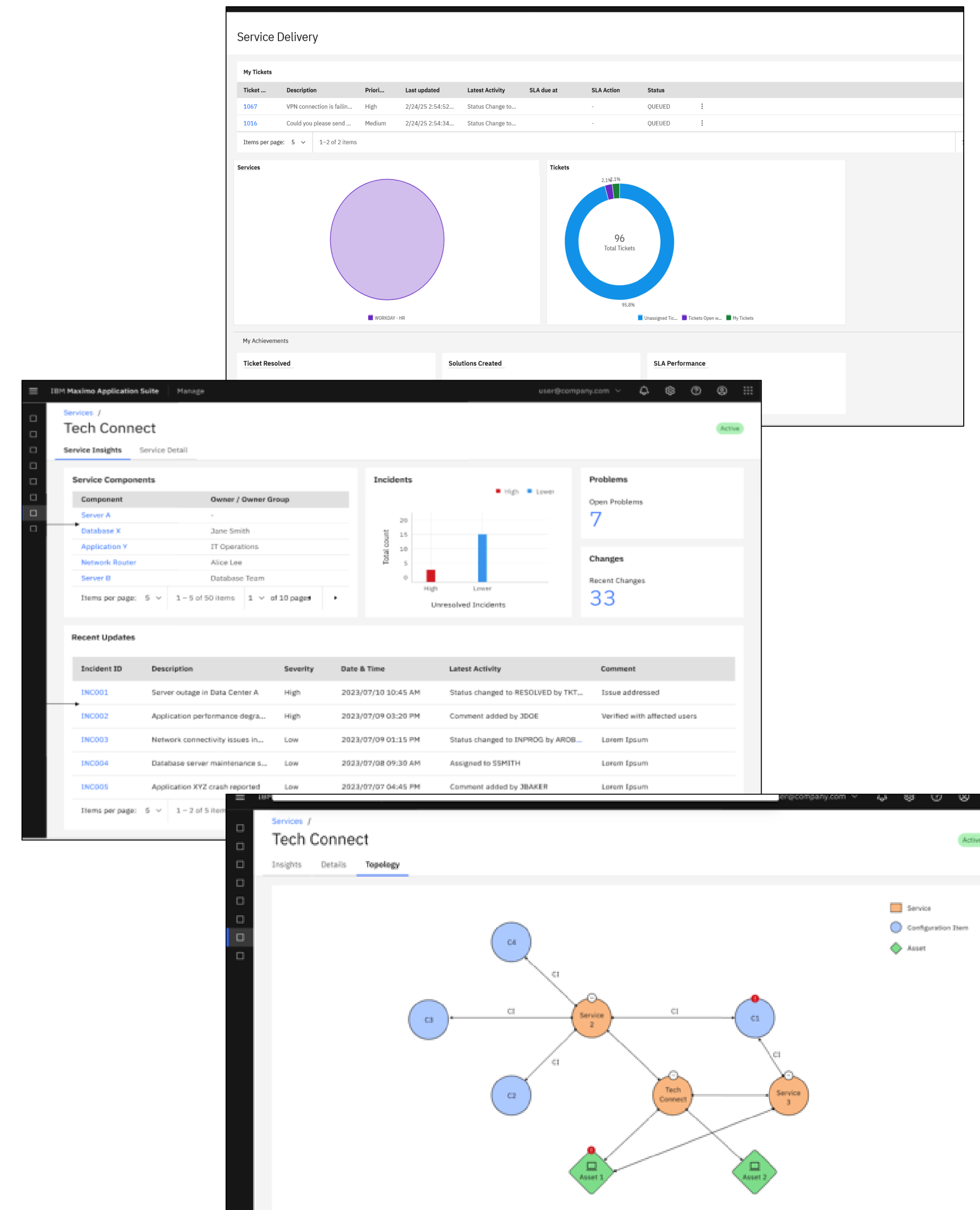
Customer enhancements, Sales demand, Market driven Features

## User Capabilities Modernized

- Enhanced Self Serve
  - View assets assigned to me, raise tickets faster and know when asset is up for refresh, without asking
  - Quick Approvals for Managers or any role, improve efficiency of process and user satisfaction
- Service Delivery
  - Deliver intelligent, activities-based workspace for SRE (site reliability engineer) & Agents, driving faster ticket resolution and data driven actions
- Incident improve speed of resolution – AI enabled
  - Recommend ownership for similar incidents
  - Show and recommend possible solutions and similar incidents –faster work output (reduced ticket churn)
- Service Topology
  - Visually show what a service is comprised of-aiding in quicker root cause analysis
  - Effectively displays service availability and value
  - Data driven decisions
  - Extends Service View and Insights, improved user experience
- Extend Chat Ops, Swarm functions with incidents, through integrations of Teams and Slack

## Integrations and collaboration

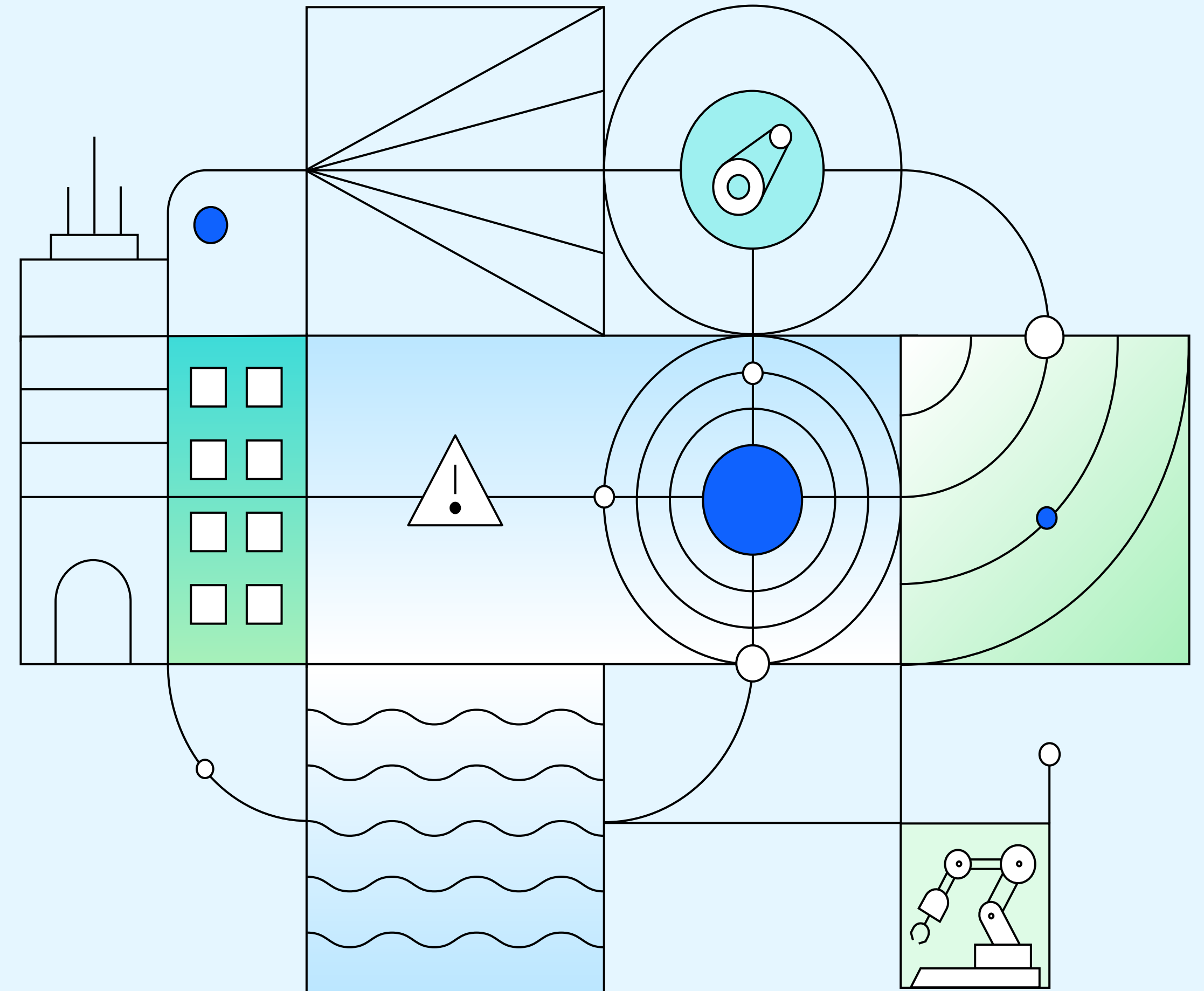
- Asset discovery for OT, IT and IOT leveraging security alert software – delivers on IT/OT convergence
- Enhanced Topology shows service stability and reliability through visualization, of alerts, security vulnerabilities
  - Actionable data, reduces silos, enhances collaboration





# MAS APM Capabilities

- ✓ **Built on Maximo (MAS Manage):** APM is integrated throughout the suite for a closed-loop experience; from Strategy to data-driven work management.
- ✓ **Asset Health:** Analyze asset performance at scale, track performance targets, drill into operational data, identify optimization opportunities with 360° views of asset health, risk, and performance data. Take actions to drive continuous maintenance improvements.
- ✓ **Asset Strategies:** Align maintenance strategies with business objectives faster through pre-built RCM strategies, completed with FMEAs, mitigations, and optimized maintenance practices.
- ✓ **Asset Monitoring:** Visualize assets and investigate alarms in real time. Ingest and analyze asset data from the field using IoT sensors, PLCs, SCADA, protocol-specific connectors, or the built-in device library with 1600+ pre-configured device partners.
- ✓ **Predictive Anomaly detection:** analytical models to identify anomalies, forecast failures, and generate alerts and data-driven work orders.



# Asset Strategies

MAS Reliability Strategy Library (RSL) is a comprehensive reliability knowledge base built by domain and industry experts.

- Based on RCM principles
- Derived from large-scale studies involving multiple corporations and SME’s over decades
- Rapidly reduce time and effort to implement RCM processes complete with FMEAs, mitigations, and optimized maintenance practices.

Customize strategies that best align with your business objectives

- FMEA Builder
- Composable and reusable FMEAs can be applied across multiple operating contexts and criticality.

25

years of data collection

32,000+

years of professional industry experience

58,000+

failure mechanisms spanning all known operating contexts

5,000+

preventive maintenance tasks and intervals organized by operating context

800+

critical equipment types covered

UP TO

20

%

reduction in maintenance costs

*Compared to traditional PM*

UP TO

75%

Faster than traditional RCM

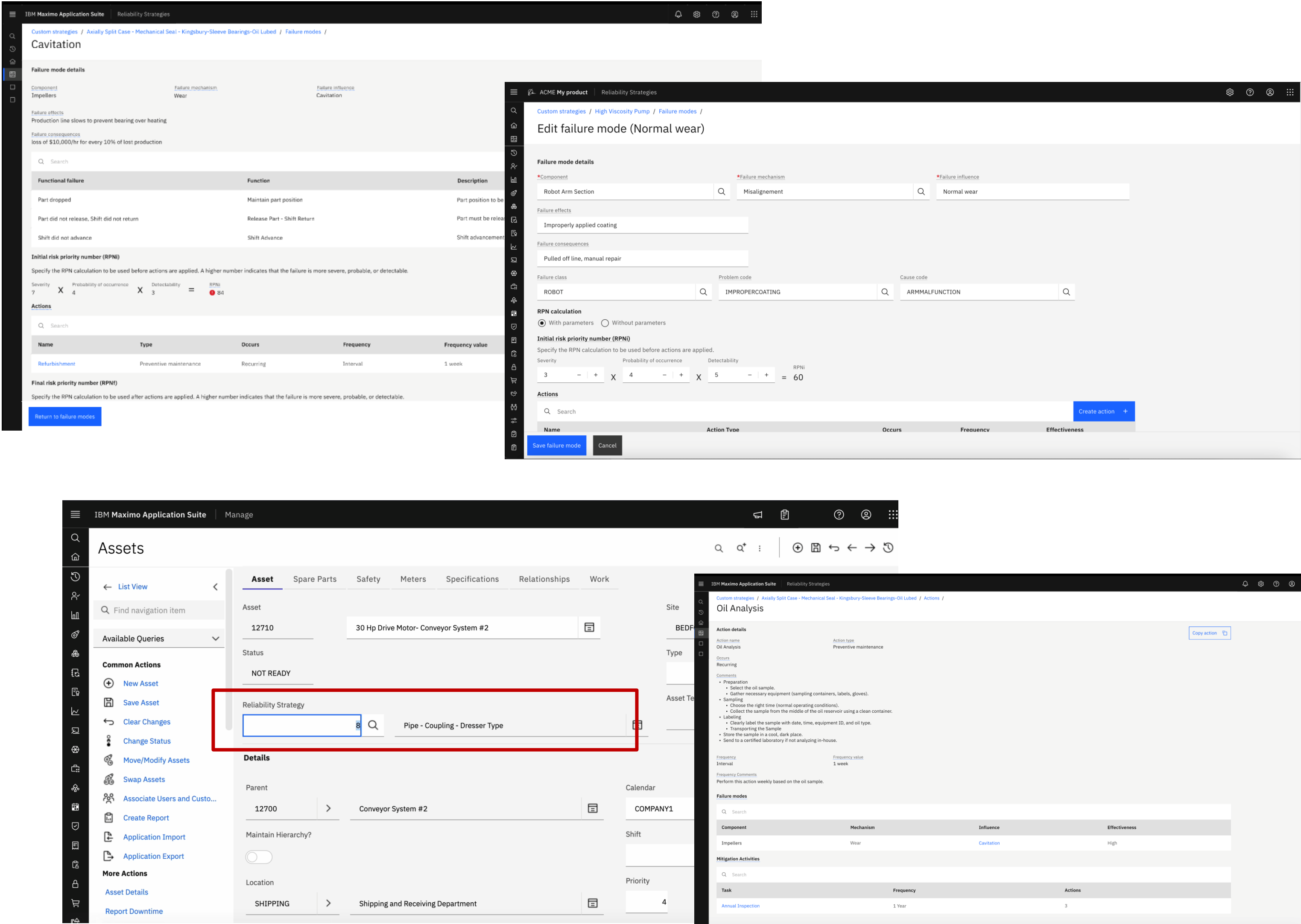
# Reliability Strategies

## Improved Linkage to Manage

- Identification of Functions and Functional Failures and Linkage to Failure Modes
- Integration with Asset Type and Classifications
- Integration with Failure Classification (Problem and Cause)
- Integration between Asset and assigned Reliability Strategy

### Create Mitigating Activities

- Develop Job Plan content from within Reliability Strategies
- Recommend PM Intervals
- Linked back to failure modes that the Job Plan addresses



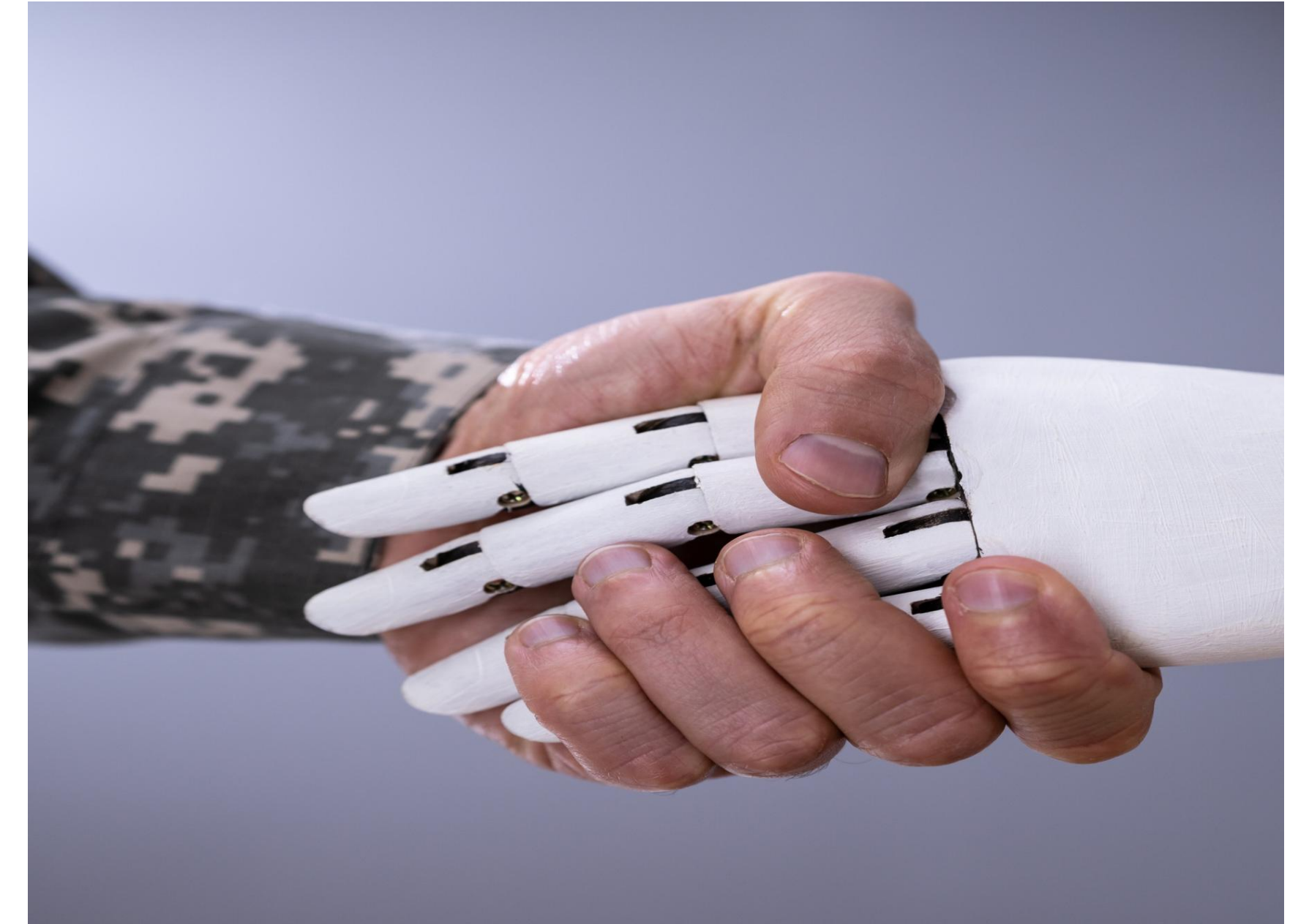



# FMEA Builder using the MAS AI Service

Think of the FMEA Builder as a highly trained personal assistant, like one hundred 30-year veterans, to help you develop failure modes.

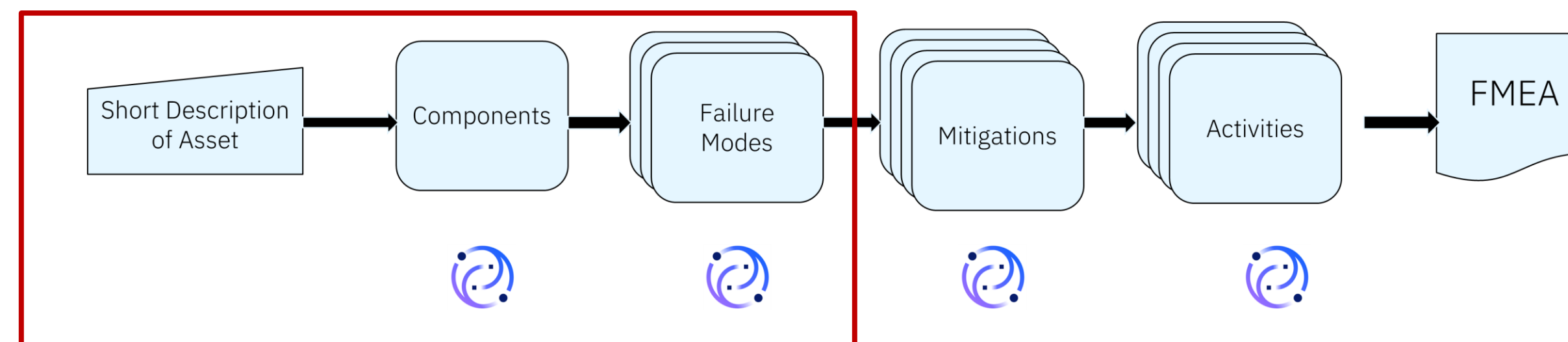
MAS SaaS and on-prem versions will include the MAS AI Service

- Required to use any GenAI capabilities in MAS
- Does not require a separate watsonX subscription
- Covered under the single pool of AppPoints



 User-guided creation of FMEAs,  
step by step with generative AI.

9.1



# What's new in Health and Monitor - APM 9.1

**Unified Asset & Location Dashboard with Scalable Intelligence:** A 360° view of asset and location performance—featuring hierarchy navigation, condition scoring, meters, and history—integrated with analytics, intelligent work queues, and responsive design to support advanced health insights and predictive maintenance.

## Condition Based Maintenance (CBM) with out-of-the-box integration with MAS Manage and Health

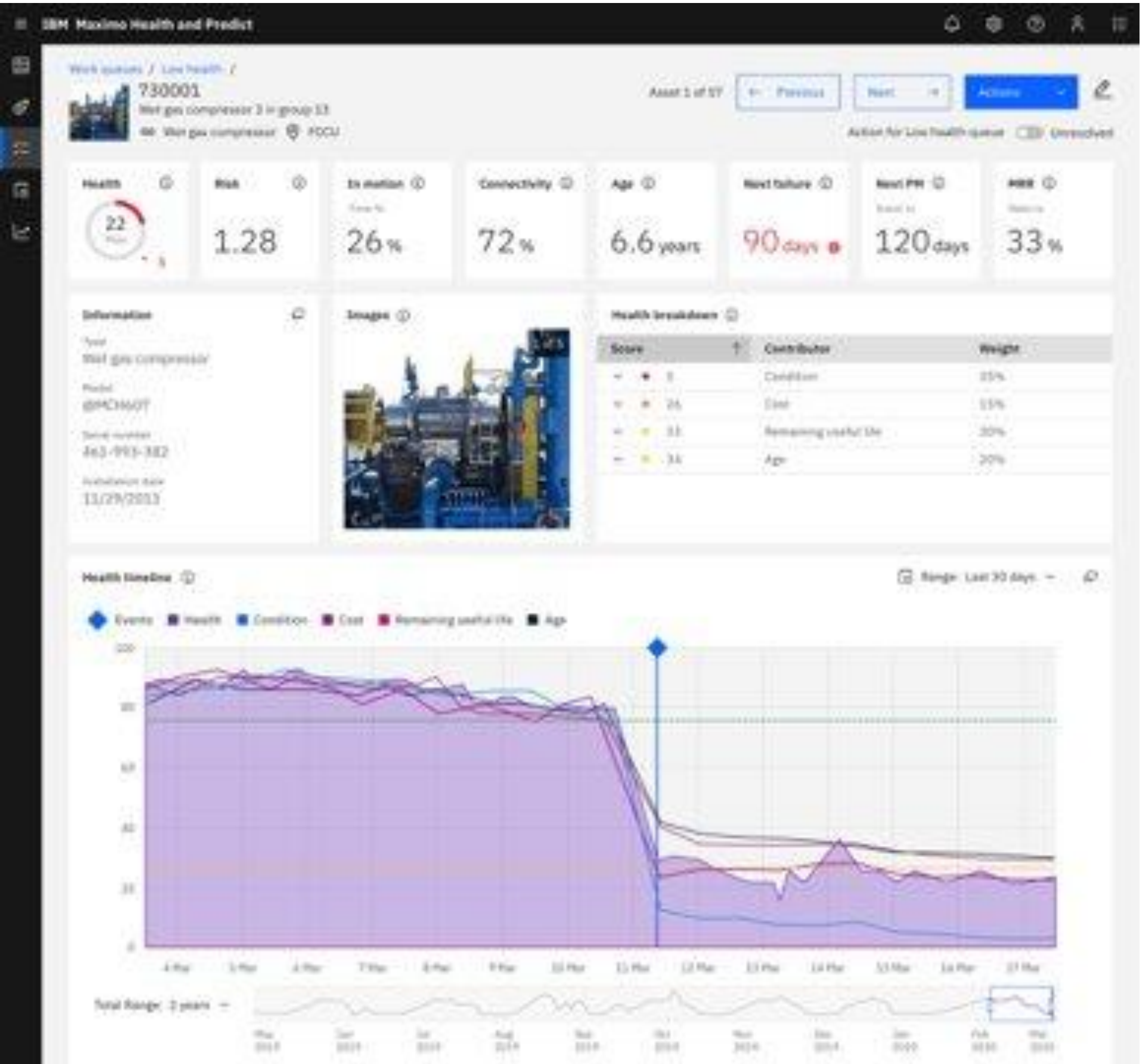
Seamlessly share data across MAS applications through Asset and Location Meters to enable CBM. Unified user experience without manual integrations through a shared Asset and Location Hierarchy, Common Navigation, Common User Management across MAS apps.

## New AVEVA PI Connector

Seamlessly ingest real-time and historical SCADA data from Aveva PI into MAS Monitor for centralized visibility.

## Add your own Device to the Monitor Device Library

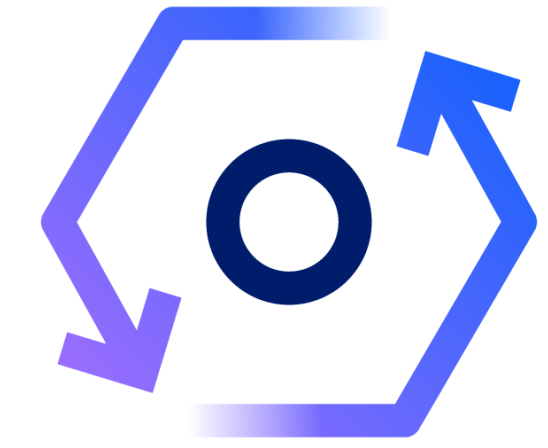
Modbus, MTConnect, BACnet/IP, Ethernet/IP, JSON/HTTP, OPC-UA





# Maximo Application Suite 9.1

## GA Targeted Q2 2025



### Unify MAS for ALM

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

### Enhanced processes with embedded AI

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

### Extending MAS for ALM

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



# Purpose Built, watsonx Embedded AI Use Cases

## Work Order Intelligence



Automate work order process flow with advisory infused AI

## Maximo Assistant



On-demand insights and guided actions from complex, unstructured data at scale.  
Tabular results directly integrated into Maximo user/navigation interface

## Reliability FMEA Builder



Build FMEA and asset maintenance strategies in a faction of the time

## Intelligent Workflows (Automated CBM)



Multi-modal AI agents, condition summary, smart alerts, forecasting, automated WOs generation

# WO Intelligence

## Multi-Classfier

*Recommendations using watsonx*

Problem codes are recommended based on WO details to assist with existing challenges with poor quality (or missing) work order data, impacting effective maintenance prioritization decisions as well as time spent on review and approval.

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

Available in MAS 9.0

Work orders /

Summary

Description

Compressor pump vibrations at high operational load

Enter a short description of what the work order is for.

Hide long description

Edit Insert Format

↓ B I U ↺ sans-serif 12pt

🔗 🖼️ 🔍 🌐 📄 📑 📊 📈 📉 📉 📉 📉 📉

Work type

CM

Priority

1

Reported by

Edward Smith

Owned by

Edward Smith

Asset and location

Asset

11430

Location

BR430

Failure class

PUMP

Problem code

HIGHPRES

Select problem code

Search

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

Items per page: 10 1 – 5 of 5 items 1 of 10 pages

Cancel OK



# WO Intelligence - Select WO's that will be used for Training

Work orders /

Unable to start the equipment

4 of 124

Actions

Work order WO\_TRAIN10

Status

WAPPR

7/19/24 11:56:46 am

WMATL

APPR

WSCH

INPRG

COMP

Summary

Plans

Related records

Workflow assignments

Work log

Communication log

Summary

Corrective Maintenance

Used for training AI model

Reported by

MAXADMIN

Scheduled start

Unspecified

Target start

Unspecified

Failure class

CE

Classification

Unspecified

Parent work order

Unspecified

Owned by

Select

Scheduled finish

Unspecified

Target finish

Unspecified

Problem code

FTS

Class description

Unspecified

GL account

Unspecified

Attachments

0 files

History

1 update

Asset and location

Remove from AI training model

Create follow-up work order

Create work order

Start workflow

Change status

Select owner or owner group

View source record



# AI powered - Similarity

Configurable to indicate which attributes should be used to identify duplicate/similar WO records.

Helping with a variety of use cases:

- Improve ticket close rates by referencing records that have issues/problems that match the current condition.
- Assign/manage work in groups to streamline resource usage.
- Consolidate duplicate work to streamline resolution.
- Identify patterns of repeated incidents/work to identify bad actors or potential training requirements.

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 <span>AI</span>
<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

# Similarity Tracking Configuration

IBM Maximo Application Suite

AI configuration

Summary /

WOSIMILARITY

WO Similarity

WOSIMILARITY configuration is inactive.

Target for

Object structure

MXAPIWODETAIL

Explainability content

Explainability content is meant to provide information about the AI model's output.

The following content is available from the AI icon, which is accessible from the AI icon that is located near the model's output.

The following work orders have been found to have a high similarity with your current work order.

Note that PM work orders are excluded because of their repetitive nature.

Similarity configuration is set by your administrator in the AI configuration application.

Current settings are:

Features: description, description\_longdescription

Date Field: changedate

Maximum records: 10

Similarity threshold: 70%

Setting argument values

Updating AI configuration argument values

Key	Description	Type	Default	Value
features	Fields that are compared to determine how similar records are.	string		description,d
date_field	A date field in records that is used to determine similarity.	string		changedate
max_similarity_records	The maximum number of similar records that can be returned.	integer	10	
similarity_threshold	The minimum similarity score that records must have to be included.	integer	70	75
history_days	The maximum age in days of records that can be included for inferencing. This value is calculated from the base record's date field value.	integer	30	
retention_days	The maximum age in days from the current date for records that can be included for training. This value is calculated from the base record's date field value.	integer	90	

Cancel

Save

Edit AI configuration

Training invoke channel

AIWOSIMILARITYCFG

Training filter

WOSIMILARITYCFGFILTER

Inference invoke channel

AIWOSIMILARITYINF

Inference filter

WOSIMILARITYINFFILTER

Additional details for AI explained

The following content is available in the Additional details section of the AI explained dialog box, which is accessible from the AI icon that is located near the model's output. Specify any information that you think is relevant to your users and that will enable them to understand the model's output.

The following work orders have been found to have a high similarity with your current work order.

Note that PM work orders are excluded because of their repetitive nature.

Similarity configuration is set by your administrator in the AI configuration application.

Current settings are:

Features: description, description\_longdescription

Date Field: changedate

Maximum records: 10

Similarity threshold: 75%

History days: 30

Retention days: 90

Cancel

Save

# Maximo AI Assistant

## Content Retrieval

- Quickly find and display hidden, relevant information from unstructured texts and data sets across all integrated Maximo systems using natural language prompts. Initial support for WO/SR/Assets.

## Calculations

- Perform calculations based on natural language (i.e. Count, Sum, Max/Min, Frequencies) to support further analysis

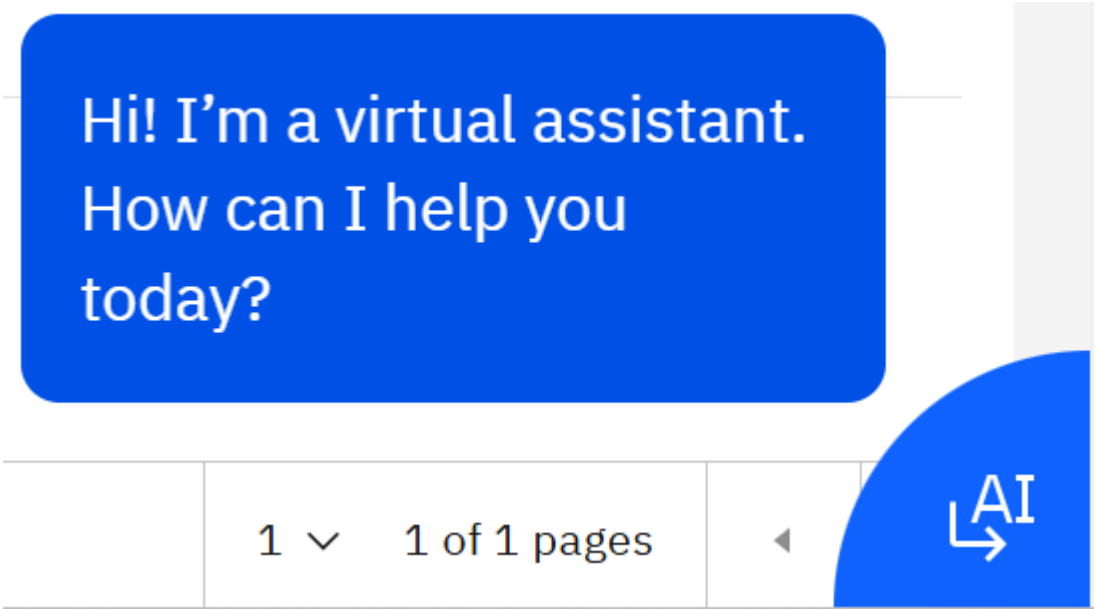
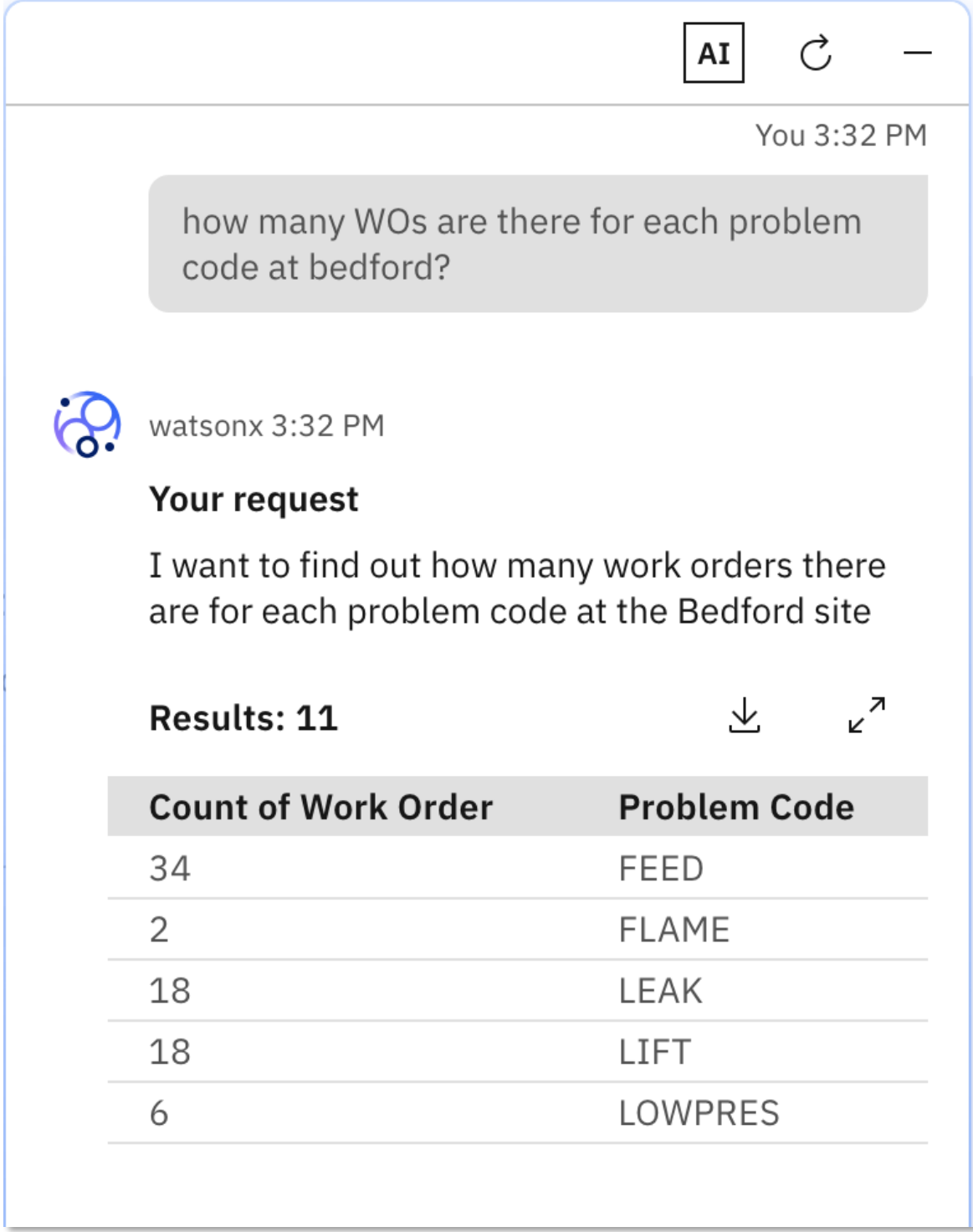
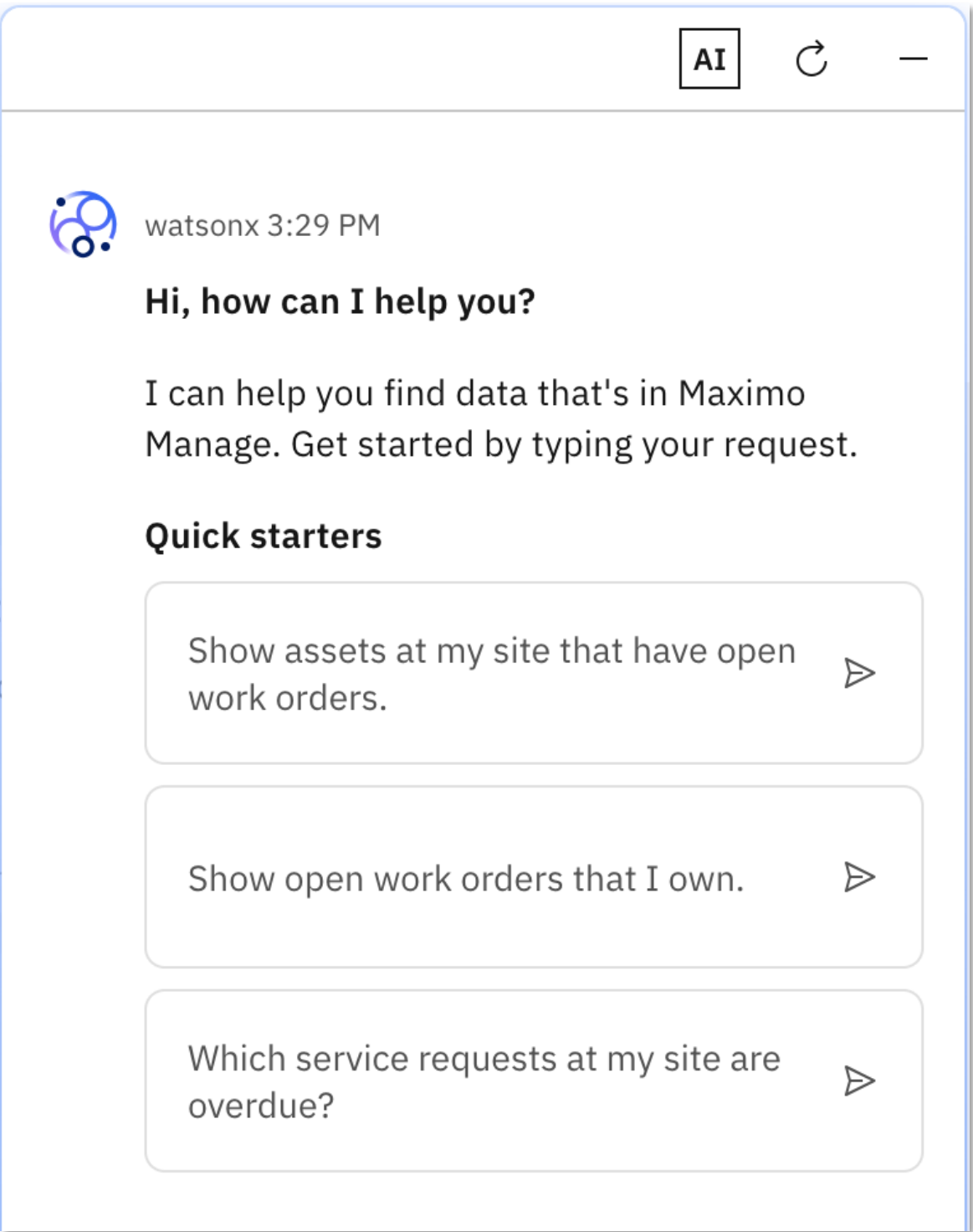
## FUTURE (9.1+)

### Summarizations

- Capture key points and overviews by transforming large amounts of domain-specific texts and data into summaries

### Workflow Automation

- Automatically recommend and guide the execution of next steps related to human-entered tasks and goals







# Operational dashboard

Page last updated: 4/24/25 10:11:52 am

Maintenance Manager

Maintenance Manager Public

## Overdue Emergency Work

Under target by 2.00

0 work orders

0% from last refresh

## Overdue PM Work

Under target by 5.00

0 work orders

0% from last refresh

## PM Performance

Under target by 95.00

0 %

0% from last refresh

## Health of Assets for PM Work

Under target by 90.00

0

0% from last refresh

## Selected KPI comparison

Last updated on 4/24/25 10:11:54 am



## Safety critical backlog

Last updated on 4/24/25 10:11:54 am



No results found

## Favorites

Favorites subtitle

Work Orders

Scheduling Dashboard

Work Order Tracking

Service Requests

Quick Reporting

## Quick actions

Create work order

Work Order Tracking

Create service request

Service Requests

Create purchase request

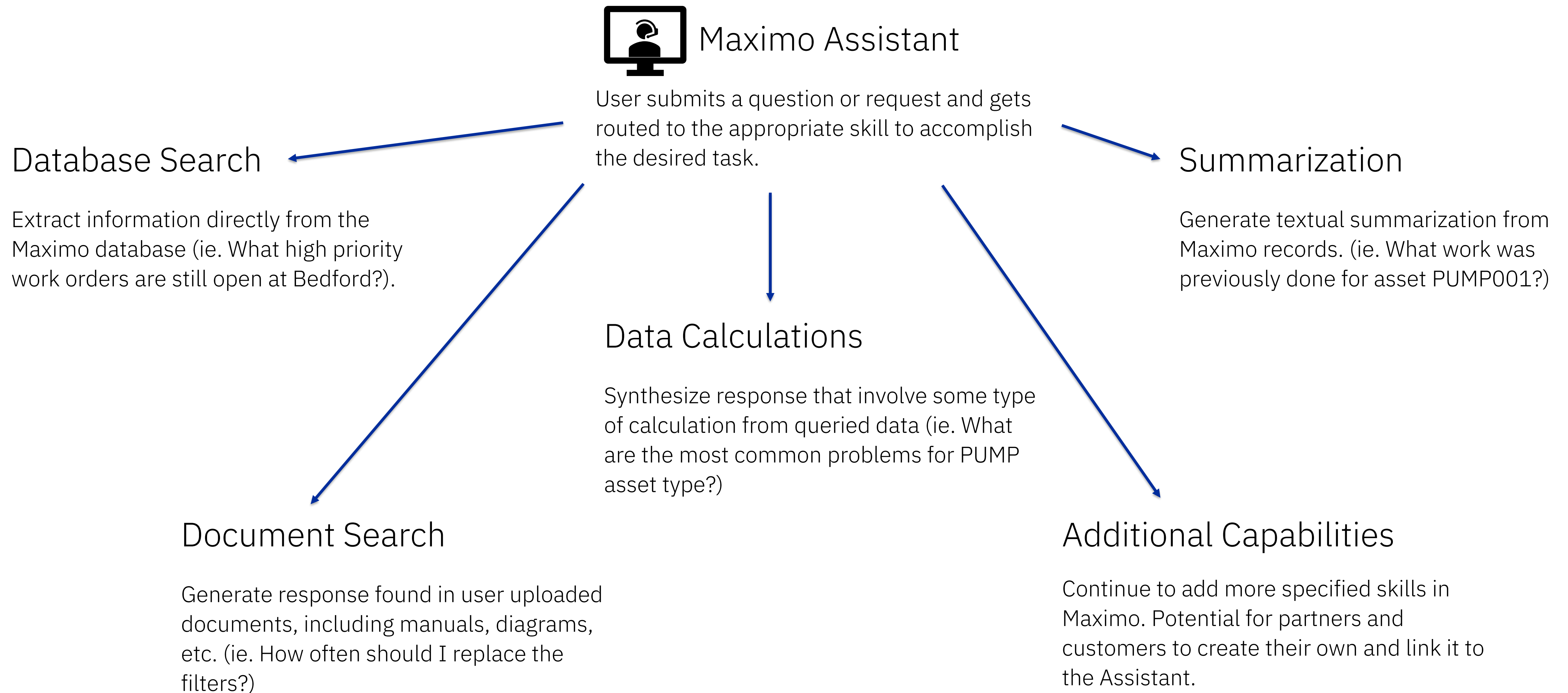
Purchase Requisitions

## Workflow assignments due soon

Assignment	Due Date
No results found	

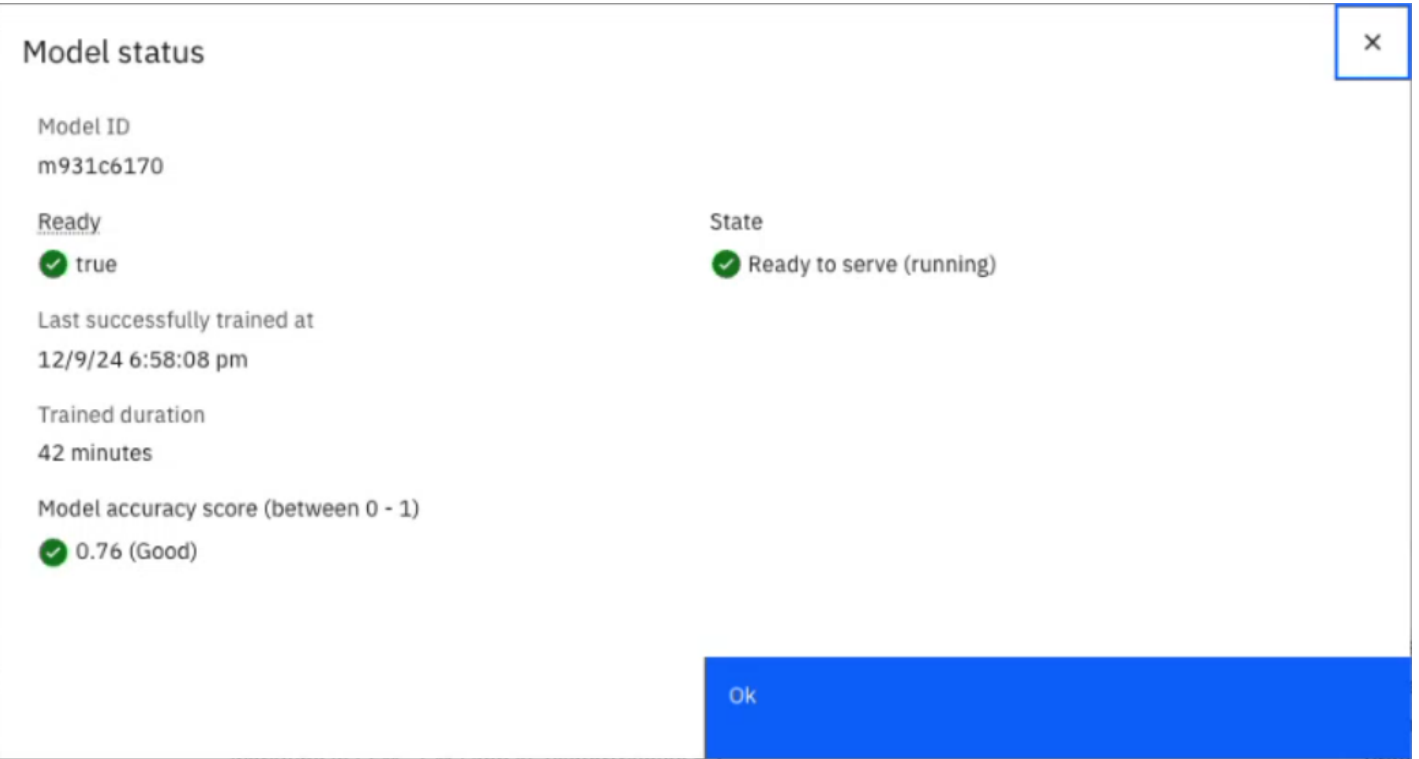
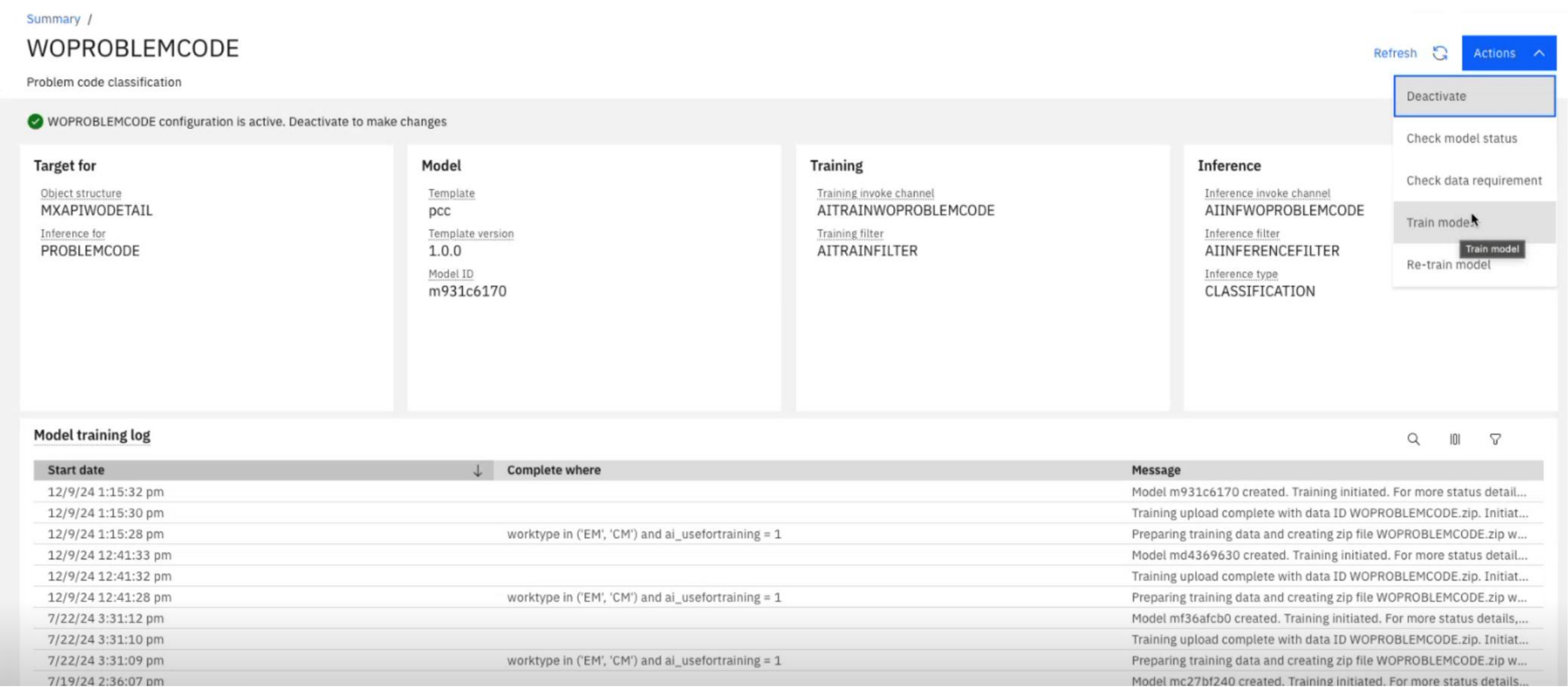
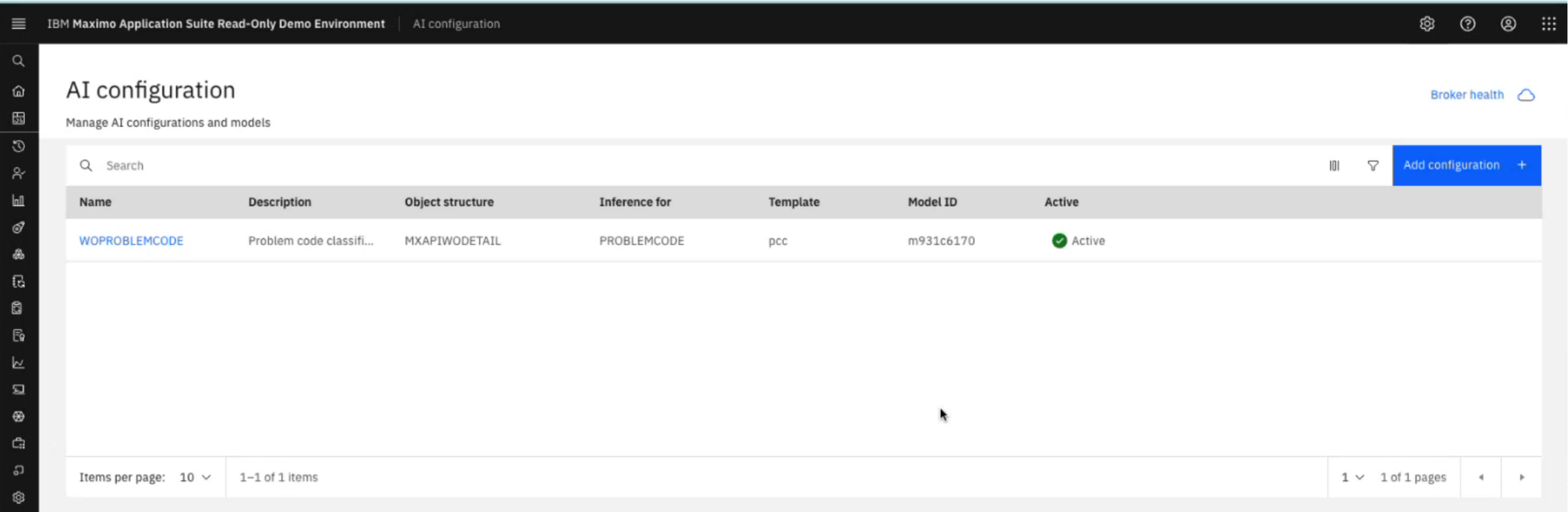


# Maximo Assistant is comprised of many features



# AI Configuration

New application where AI models are managed.  
WOPROBLEMCODE Model OOTB template for identifying problem code on WO's.

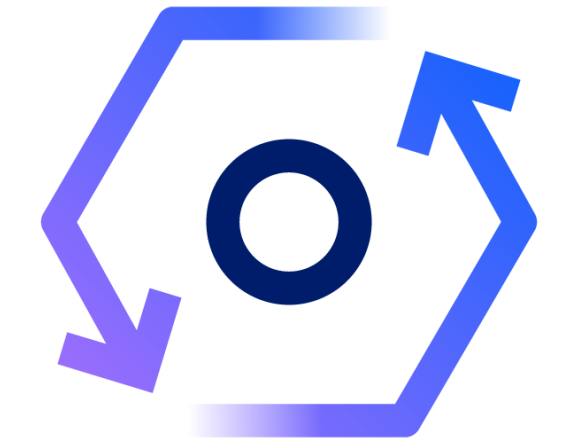


–Information on when the model was last trained.



# Maximo Application Suite 9.1

## GA Targeted Q2 2025



### Unify MAS for ALM

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

### Enhanced processes with embedded AI

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

### Extending MAS for ALM

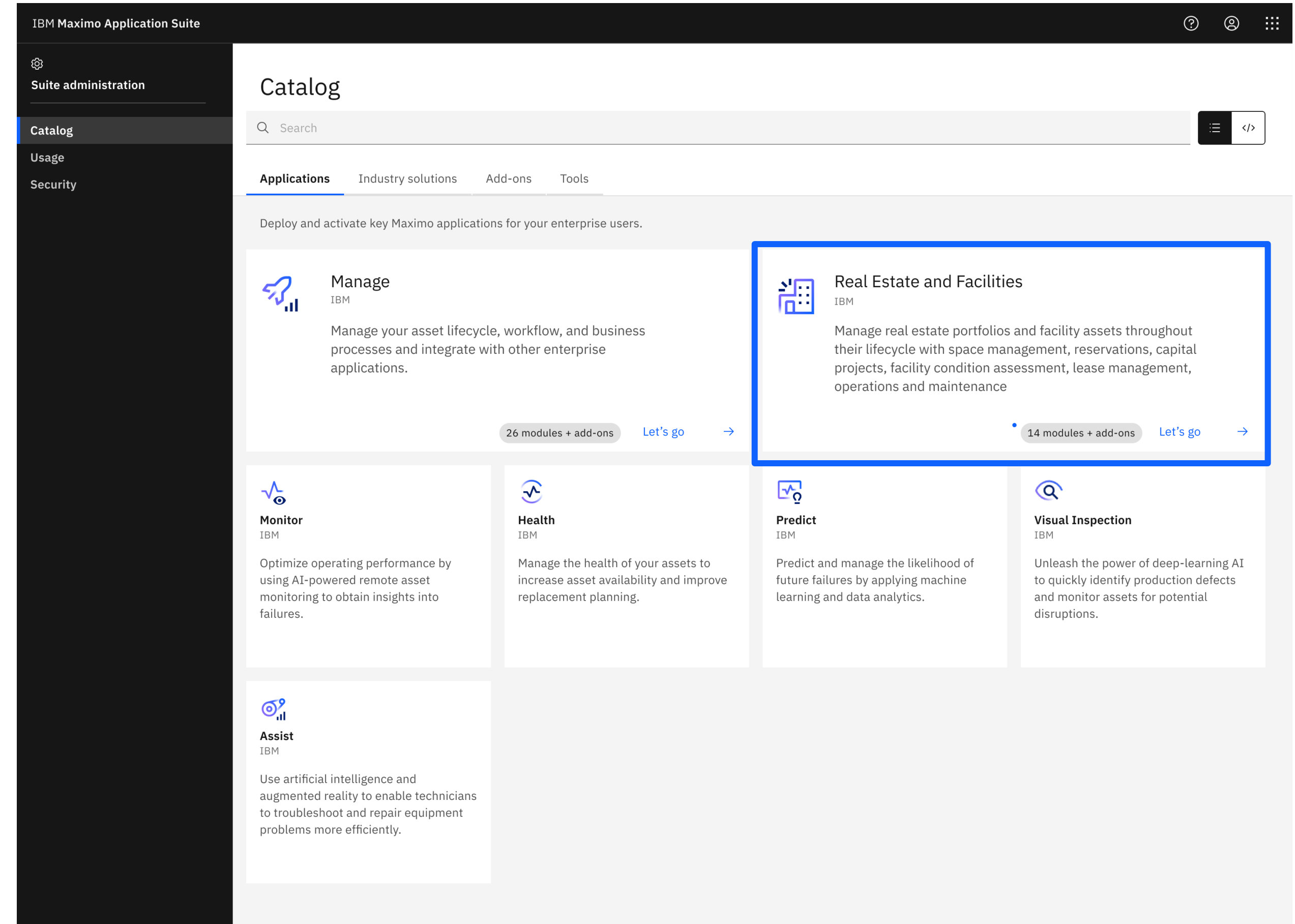
- Real Estate and Facilities (TRIRIGA)
- Asset Investment Planning
- Maintenance Cost Insights powered by Apptio

# 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

[DEMO VIDEO](#) – Real Estate Consolidation / Lease



# Asset Investment Planning

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

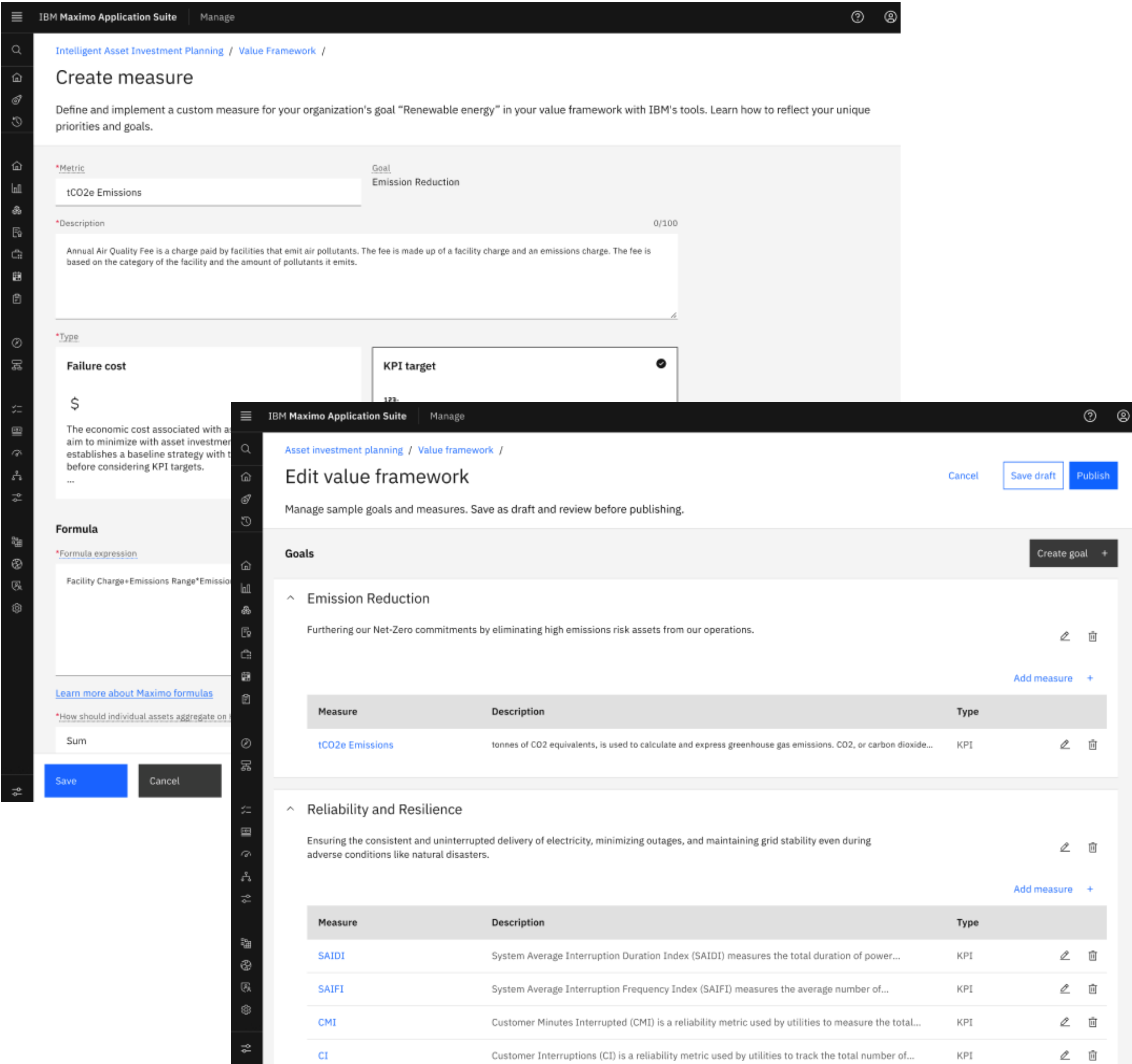
## Capabilities:

- Built-in optimizer to quickly recommend intervention schedules
- Multi-scenario generation to give users valuable execution options
- Integrated into Maximo Application Suite
- Value Framework to manage failure costs and KPI impacts
- Self-service experience to get started quickly

## Benefits:

- **Improved Capital Planning** Faster, more accurate modeling of investment strategies.
- **Increased Operational Efficiency** Alignment across maintenance and capital planning objectives
- **Reduced Costs & Avoided Failures** Identifies the best timing for asset replacements and major interventions.

[DEMO VIDEO](#)







# Asset investment planning

Optimize investment plans for your assets to manage risks and reduce lifecycle costs.

Strategic plan

Value framework

Assets data

Guided experience



## 1. Define value framework

Define goals to optimize investment plans for your assets.

Define value framework



## 2. Prepare assets data

Prepare your assets for optimization by defining lifecycle details and possible intervention impacts.

Prepare asset data



## 3. Create strategic plan

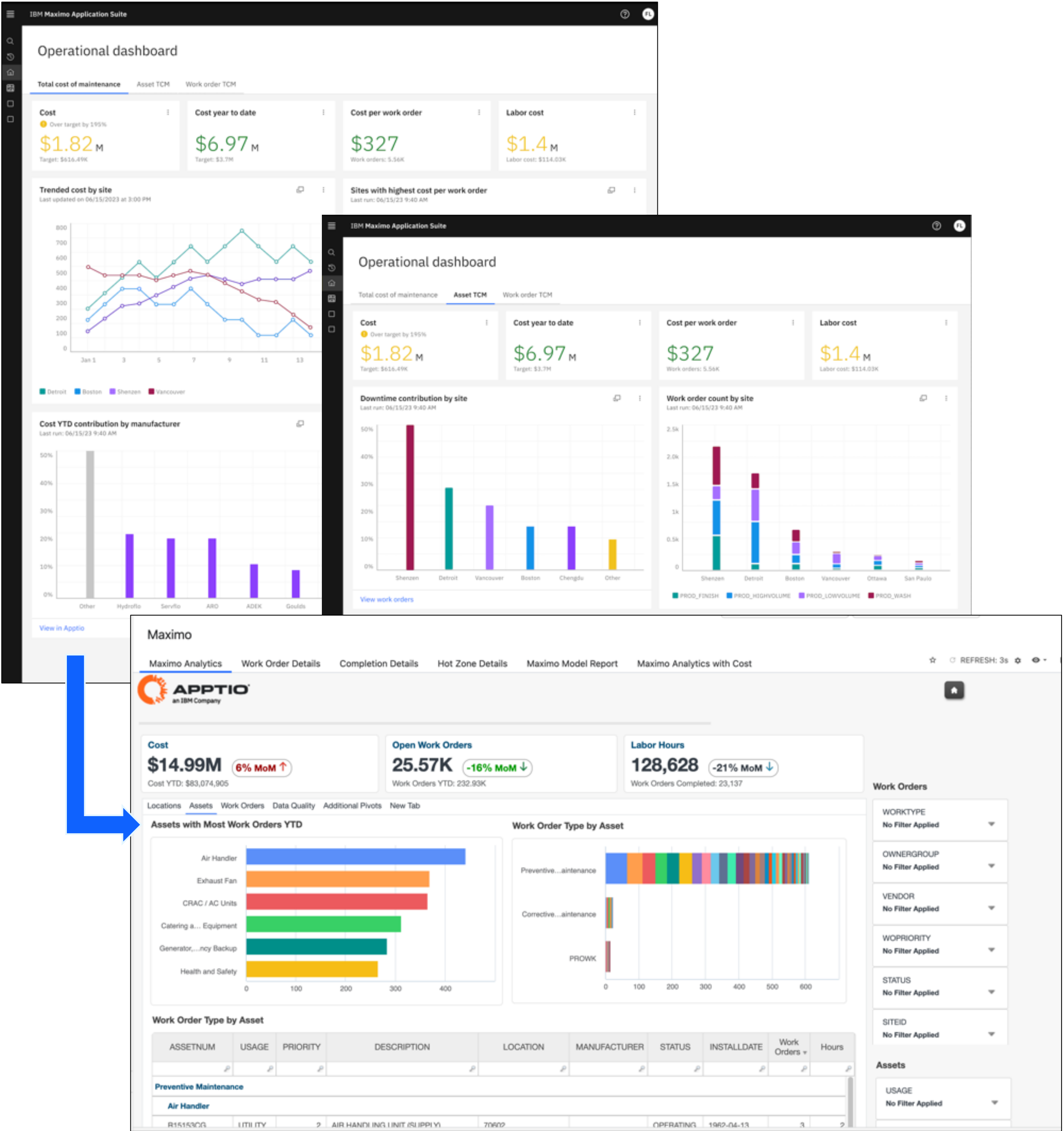
Define the planning horizon and requirements to evaluate scenarios, and select the most effective plan.

Create strategic plan

# Maximo Maintenance Cost Insights Powered by IBM Apptio

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

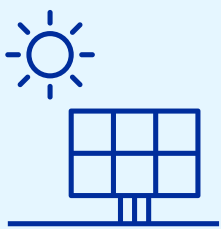
- **New Maximo MCI Dashboard**- View cost data to justify Condition Based Maintenance
- **Identify cost drivers** - Identify areas to cut maintenance costs by optimizing strategies.
- **Cost Models/KPI's** - Pre-built KPIs for analysis by site, asset, work type, and failure code
- **Improve Data Quality** - 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





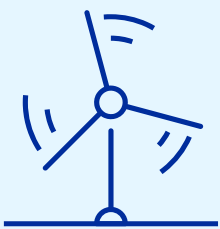
# IBM Maximo Renewables

IBM Maximo Renewables is an AI-powered SaaS platform that [collects plant data](#), [applies data science models](#) to identify [causes for underperformance](#), and suggests [actions to increase generation](#).



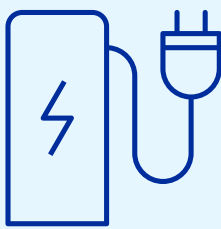
Solar

Utility-scale and Distributed



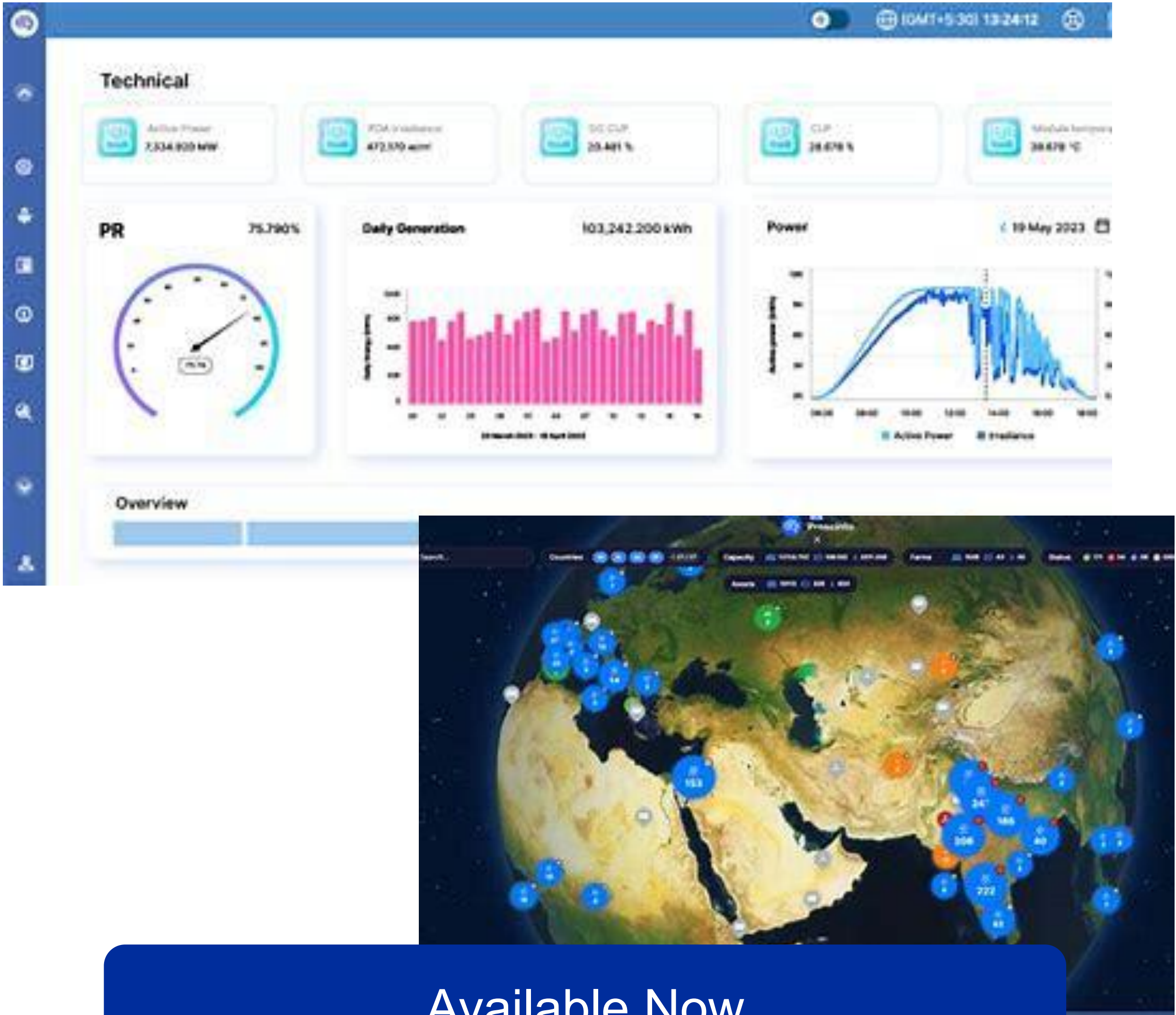
Wind

Supporting all major OEMs



Energy Storage

Supporting multiple chemistries



Available Now



# What's New in MAS 9.1 for Manage

## Field Service Management

- Continue to improve efficiency and effectiveness of critical resource utilization
- **Dispatching**
  - Assignment – Full Lifecycle
  - Assignment – 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 Mobile

- Ability to perform Assignments for work orders and Inspections
- Support for Rotating Asset and Asset auditing
- Enhanced set of options on how Technicians find the correct work order to execute, including online search
- Consolidated functional components on how Technicians find assets, locations and report meter readings
- Centralized Mobile administration
- Administer settings, queries and preloaded database
- Extended push notification support including background data synchronization
- New HSE Incident Reporter app

## Manage

- New MAS level User Application
- New MAS level Security Group Application

## Technical

- Java 17 Update
- BIRT 4.16 support
- Python 2.73 support
- Guest User support
- Oracle 23ai support (9.1.x patch)
- MAS support for IBM unsupported languages (9.1.x patch)

## Spatial

- Breadcrumbs to track technicians' location
- Ability to provide critical geographic awareness, trigger necessary events,
- Search Tool to search for Maximo objects
- Dynamic Map Layer Update Tool to access real-time data easily
- Point and Line Symbolology Editor tool for creating and editing representations (pins, etc.)
- Integration Configuration Wizard to simplify the setup process for synchronizing data between Maximo and ArcGIS.
- Synch Report for monitoring, analysis, and reporting capabilities, facilitating deeper insights into synchronization processes

## Operational Dashboard

- Cross MAS Dashboards – supports consolidated view of data from Monitor, Health and Manage
- Include content from across MAS to provide the full set of asset, operational, maintenance, supply chain data and actions
- Consistent user access and hierarchies to improve efficiency
- Authenticate and go directly to user's dashboard
- Integration with Maximo AI Assistant and watsonx capabilities
- Expand configuration and builder capabilities

## AI

### Work Order Intelligence

- Expanding to support other Maximo form fields using AI and provides new analysis methods to improve productivity.

### Maximo AI Assistant

- User submits a question or request and gets routed to the appropriate skill to accomplish the desired task.

### FMEA Builder

- Reduce creation time of asset FMEA (Failure Mode and Effect Analysis) from 100s of hours to minutes.

### AI Service

- Delivers common components to support AI enabled use cases
- Tracks usage centrally and converts usage into AppPoint consumption

# What's New in MAS 9.1 for Manage - continued

## Reliability Strategies

- Identification of Functions and Functional Failures
  - Linkage to Failure Modes
- Integrations
  - Integration with Asset Type and Classifications
  - Integration with Failure Classification (Problem and Cause)
  - Integration between Asset and assigned Reliability Strategy
- Create Mitigating Activities
  - Develop Job Plan content from within Reliability Strategies
  - Recommend PM Intervals
  - Linked back to failure modes that the Job Plan address

## IT

- Enable AI for improving the speed of incident resolution
- Service Topology added to Service View and Insights
- Extending of ChatOps/swarm functions with incident management, integrating either Microsoft Teams or Slack
- Services & Service View - Name change in left navigation
- New Service Delivery app for easier ticket resolution
- OT integration for creating assets
- Enhanced Self Serve with AI, adding quick approvals for managers, and viewing assets assigned to me

## Asset Investment Planning (NEW)

- New solution designed to help make better decisions regarding an asset's investment strategy.
- Built-in optimizer to quickly recommend intervention schedules
- Multi-scenario generation to give users valuable execution options
- Integrated into Maximo Application Suite
- Value Framework to manage failure costs and KPI impacts
- Self-service experience to get started quickly

## Health

- New dashboard for asset and location
- Historic meter line charts overlayed with condition monitoring thresholds
- Downloadable data as CSV
- Assess condition using historical meter data to diagnose and take corrective actions
- Integrated analytics and work queues highlight assets needing attention or data correction.
- Responsive design supports expanding the dashboard with more advanced Health and Predict features like custom KPIs and predictive maintenance
- Health Asset Investment Optimizer (AIO) is replaced by the new Asset Investment Prioritization (AIP) capability in MAS

## Maintenance Costs Insights (NEW)

- New solution for better visibility into the Total Cost of Maintenance (TCM) including Work Order, Labor, Services, Materials and Tools.
- TCM dashboard to easily view cost data for better insights and analysis Out of the box KPI's for analysis by sites, locations, assets, work types and failure codes
- Solution can launch into IBM Apptio for drilldown into cost data, with ability for deeper analysis

## Civil Infrastructure

- Expand AI offering to cover new Civil discipline
- Enhance Civil Inspector Defect Management experience by capturing GPS position of Defects and displaying on Map
- Create Work Orders from Defects
- Defect Dashboard
- Maximo Data Loader tool to convert IFC to load template format
- 3D viewer consolidation and support for IFC 4v2
- Improve Operational Maps for work order Possession Management



# What's New in MAS 9.1 for Real Estate & Facilities, Monitor, Visual Inspections, Collaborate and Accelerators

## Real Estate & Facilities (NEW)

- Formerly known as TRIRIGA is now part of MAS. Includes Space Management and Reserve, Lease Accounting , Capital Project Planning and Facility Condition Assessment, along with Facility Maintenance.
- Updates to Microsoft Exchange Integration between spaces in MREF with Microsoft Exchange to use the graph subscription API for communication.
- Reservation enhancement for separate generation of a purchase orders for each vendor when multiple catering items are added to a reservation.
- New accessibility mode setting to allow users to default views to a list view.
- Improved default location handling based on users last created reservation. Building ID previously selected is saved as a default.
- Microsoft Teams integrated with Reserve to allow users to easily include a unique Microsoft Teams video call for each meeting created.
- Cross module enhancements to Workplace Services Portal, Locate, Facilities and Drawing manager app.

## Monitor

- Out-of-the-box CBM integration
- New AVEVA PI Connector
  - Enables SCADA data ingestion.
- Custom Device Onboarding
  - Monitor Device Library supports 1600+ devices via Edge Data Collector (EDC).
  - Users can add their own devices
  - Supports protocols like Modbus, MTConnect, BACnet/IP, Ethernet/IP, JSON/HTTP, and OPC-UA.
- Advanced Analytics & Security in Monitor
  - Create reusable analytics templates
  - Optimized analytic performance
  - Integrated IoT security management

## Visual Inspections

- Visual Prompting (Labeling Assistance & Fine tuning) Foundation Models - pre-trained base model and ability to fine-tune
  - Optical Character Recognition (OCR) for Edge functionality
  - Edge Improvements:
    - SSO (Single sign-on)
    - A cleaner interface: fewer steps to perform the same actions.
- Synchronization of templates across a network of Edge devices.  
Running models in CPU mode.

## Collaborate





- Assist's new name moving forward as Collaborate.

## Accelerators

- Red Hat marketplace is no longer available for MAS accelerators.
- New landing page for [Maximo Accelerators](#)
  - Maximo reliability strategies custom FMEA Loader
  - Maximo Test Automation Framework (9.0)
  - Maximo detection and prediction for air compressors
  - Maximo Cluster Performance Insights
  - Maximo Manage Complex Assets



# Maximo User Groups 2025

Event	Dates	Location	
<a href="#">Facilities Management &amp; Maintenance Users Group (FMMUG)</a>	Jun 3 - 5, (PT)	San Diego, CA, US	
<a href="#">West Mountain Maximo Users Group (WMMUG)</a>	Jun 25 - 26, (MT)	Denver, CO, US <i>US Mint</i>	
Maximo User Forum – A TechXchange Workshop	June 18	Sao Paulo, Brazil	
<a href="#">Southwest Maximo Users Group (SWMUG)</a>	Jul 9 – 10	Houston, TX	
<a href="#">Pacific Maximo Users Group South (PacMUG)</a>	Jul 23 - 24, (CT)	Santa Ana, CA, US	
<a href="#">MaximoWorld</a>	Aug 4 – 7	Phoenix, AZ	
<a href="#">Maximo Utility Working Group (MUWG) Fall</a>	Sept 15 – 18	Denver, CO	
<a href="#">Canada Maximo Users Group Calgary (CanMUG)</a>	Sep 23 - 24, (MT)	Calgary, AB, Canada	
<a href="#">IBM TechXchange 2025</a>	Oct 6 - 9	Orlando, FL	
Maximo Exchange	Oct 15 -16	Paris, FR	
<a href="#">Northeast Maximo User Group (NEMUG) Fall</a>	Nov 5 – 6	Providence, RI	
UK/Ireland Maximo User Group	Nov 25-26	London	
<a href="#">International Maintenance Conference (IMC)</a>	Dec 8 – 11	Marco Island, FL	

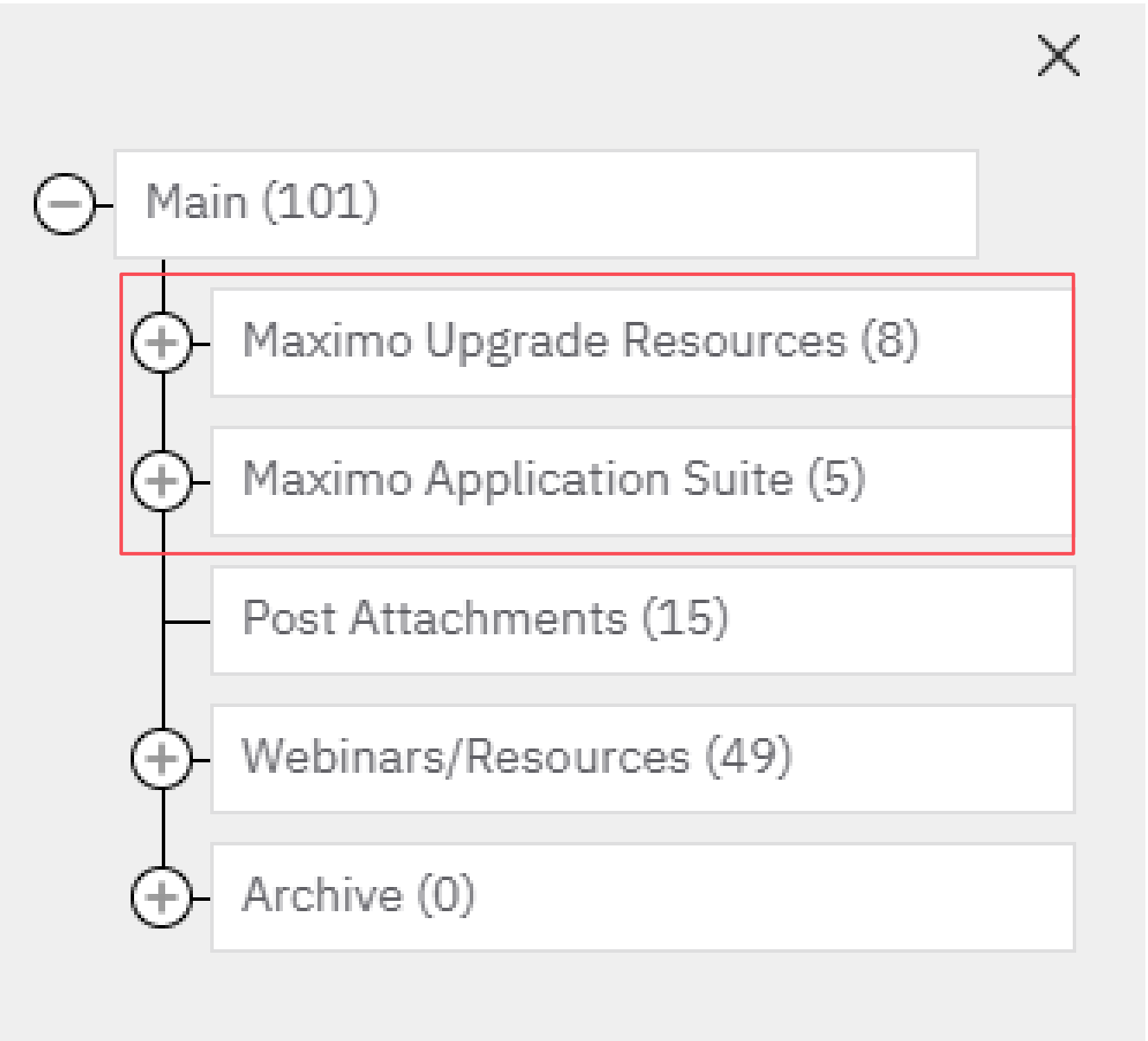
# IBM TechXchange Community

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.

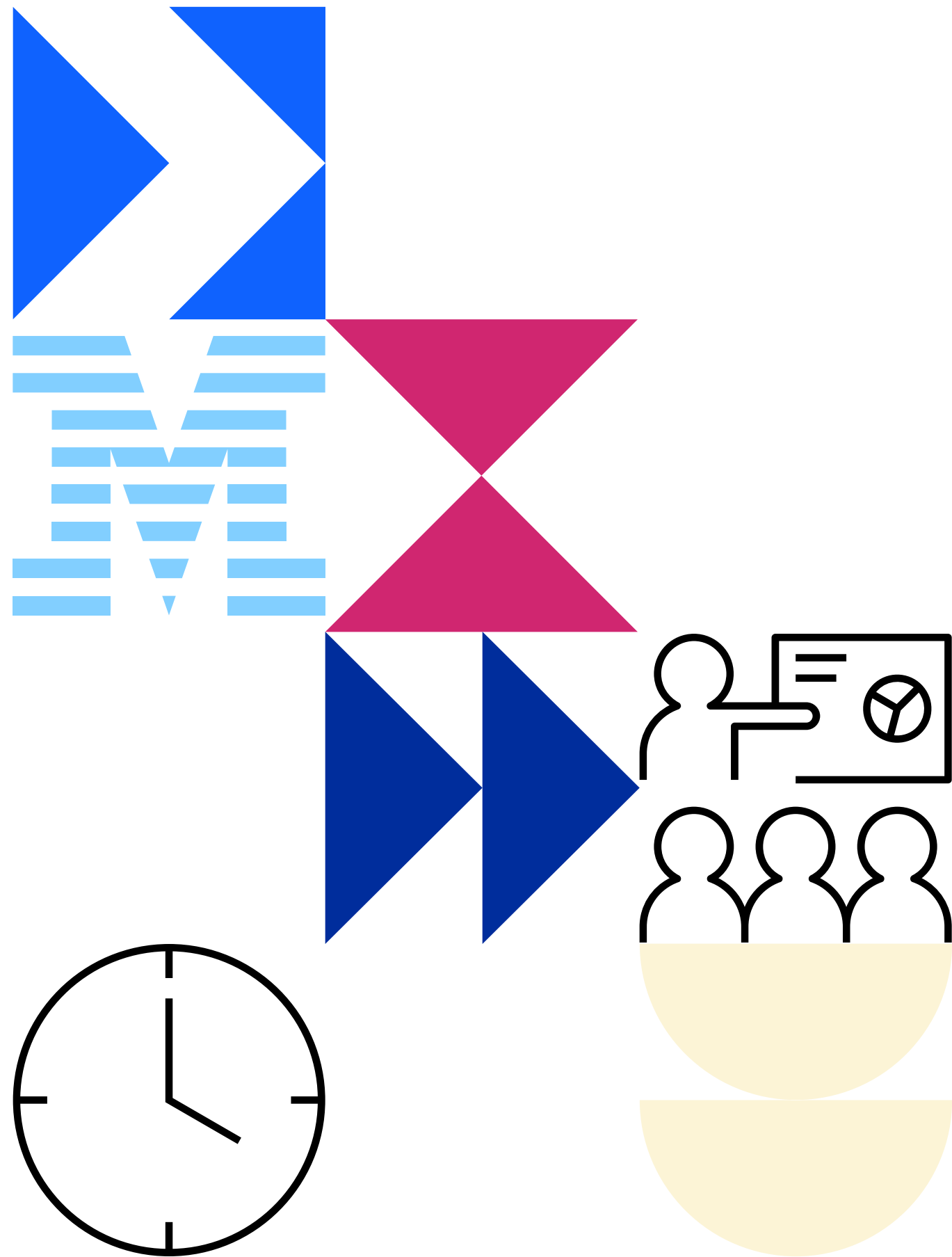
Join and participate in the Maximo Community [HERE](#)



## Maximo Groups

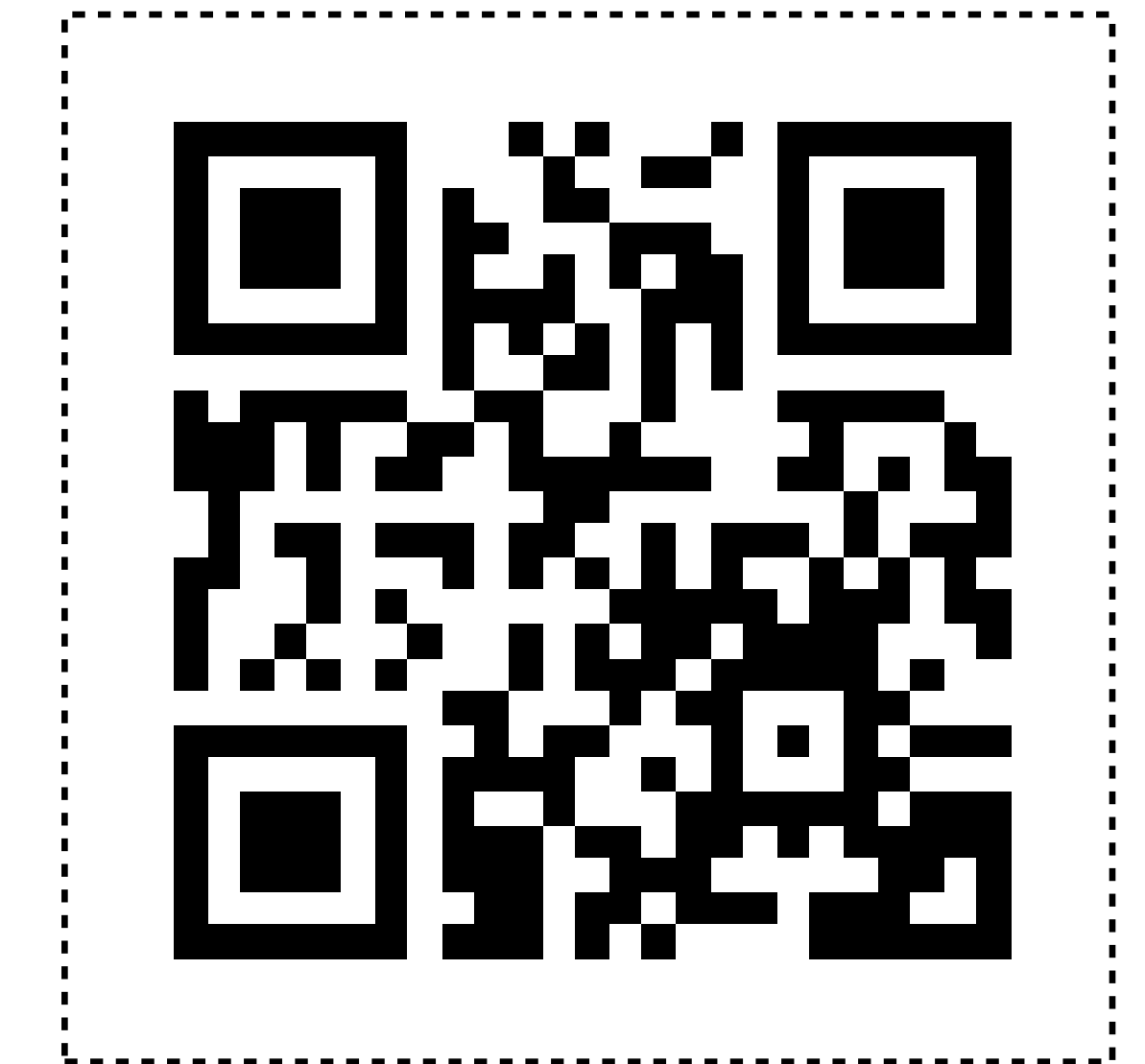
IBM Maximo Product Updates	Request to Join	Maximo	Join
Discussions 0   Libraries 0   Members 21		Discussions 8.9K   Libraries 727   Members 9.3K	

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# Maximo Wednesdays are back!

# IBM TechXchange

Maximo Wednesday:  
Expanding Maximo with  
Asset Performance  
Management through  
Expert Labs (with  
ConEd)

[Register to watch  
replay](#)

Maximo Wednesday -  
Maximo Renewables

[Register to Watch  
replay](#)

Maximo Wednesday -  
MAS Integration  
Framework

**Wed, May 7, 2025**

[Register to Watch  
replay](#)

Maximo Wednesday –  
Visual Inspections

**Wed, May 28, 2025  
9am**

[Register to Watch  
Replay](#)

Maximo Wednesday –  
Maximo IT

**Wed, June 11, 2025  
11am**

[Register to Watch  
Replay](#)

Maximo Wednesday –  
MaximoWorld 2025

**Wed, June 18, 2025  
9am**

[Register to Watch  
Replay](#)

Maximo Wednesday –  
What's New in MAS 9.1

**Wed, June 25, 2025  
11am**

[Register to Watch on  
June 25](#)

Register for events and view replays [HERE](#)

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# Share Your Maximo Experience


Your feedback matters. Help others discover the value of **IBM Maximo Application Suite** by writing a quick review about experience with this product and how it supports your business needs.

As a thank you, you'll receive a **\$25 gift card** from G2—redeemable for options available in your country. **Share your experience now and make your voice count!**

Click here: <https://ibm.biz/BdnF8g>

or Scan the QR Code

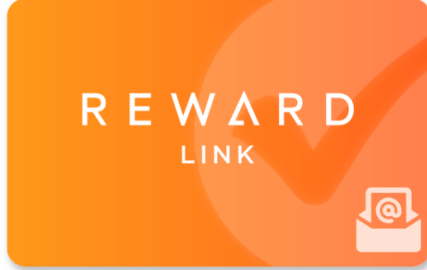




### Share your insights on IBM Maximo Application Suite

Your peers come to G2 to research Enterprise Asset Management (EAM) Software and other business solutions. Adding your perspective on IBM Maximo Application Suite will help others pick the right solution based on real user experiences.

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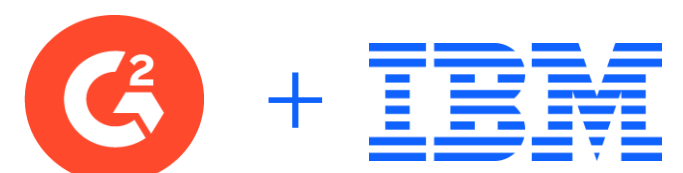
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## Recent IBM Maximo Application Suite Reviews

**ghribi h.**  
Enterprise (> 1000 emp.)  
3/29/2024  
★★★★☆ 4.5 out of 5  
"IBM Maximo Application Suite: A Powerful EAM Solution for Streamlining Asset Managemen"  
Maximo offers a wide range of features, from core functionalities like work order management and asset tracking to more advanced capabilities lik...  
[Read more](#)

**SYED ATIF NASEEM-AMS M.**  
Enterprise (> 1000 emp.)  
10/17/2023  
★★★★★ 5.0 out of 5  
"Asset Integrity Management Through EAM software"  
It can give the outcome by taking the Asset data along with integrate it with field device. Life cycle costing, capex, opex and operational and mai...  
[Read more](#)

**Josh G.**  
Mid-Market (51-1000 emp.)  
7/17/2023  
★★★★☆ 4.0 out of 5  
"IBM Maximo: An Exceptional Asset Management Solution"  
IBM Maximo excels as an asset management solution. Its robust features enable efficient tracking, maintenance, and performance optimization. The cu...  
[Read more](#)





## Share your Experience with Maximo Application Suite to help others and highlight your success

### Outline of the Survey

### Ready to Get Started?

#### FAQ's

How Long does completing the survey take?

**25-30 – minutes**

What kind of questions will be asked?

**Both qualitative and quantitative**

Will my company name be made public?

**NO, only company size and industry are disclosed.**

All the steps through the process

1. Account creation and user registration
2. Your role (radio buttons)
3. Your overall experience (write-in)
4. Critical capabilities assessment (radio buttons)
5. Overall experience comments (write-in)
6. Additional context (write-in)
7. The headline for your review (write-in)
8. Key purchase decision factors (radio buttons)
9. Other vendors considered (checkboxes)
10. Net promoter score (radio buttons)
11. Who invited you to write a review? (drop-down)
12. (Optional) Delivery and execution (radio buttons)
13. (Optional) Additional comments (write-in)

- Set aside at least 20 minutes.
- Register your account with Gartner and confirm your email address, the confirmation mail often ends in spam.
- Have a list of keywords to hand that will set your review apart.
- Remember to go into detail – the lengthier the review, the more likely it is to be accepted.
- Follow this [link](#)

*EITHER If your review is published, you'll receive a \$25 gift card as a token of appreciation.*

*• OR Gartner will donate \$25 to charity for every published review, but only if you follow the dedicated link we'll provide.*

*• OR if you're in the public sector, we can't incentivize you to write a review. Still, you will be making a massive contribution to the community, and your review could be upvoted for being helpful to others*

Thank you

