

# *IBM Maximo IT*

*a MAS add-on product*

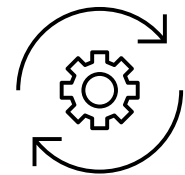


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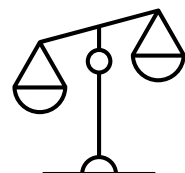
# IBM Asset Lifecycle Management



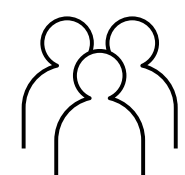
Optimize the lifespan of assets



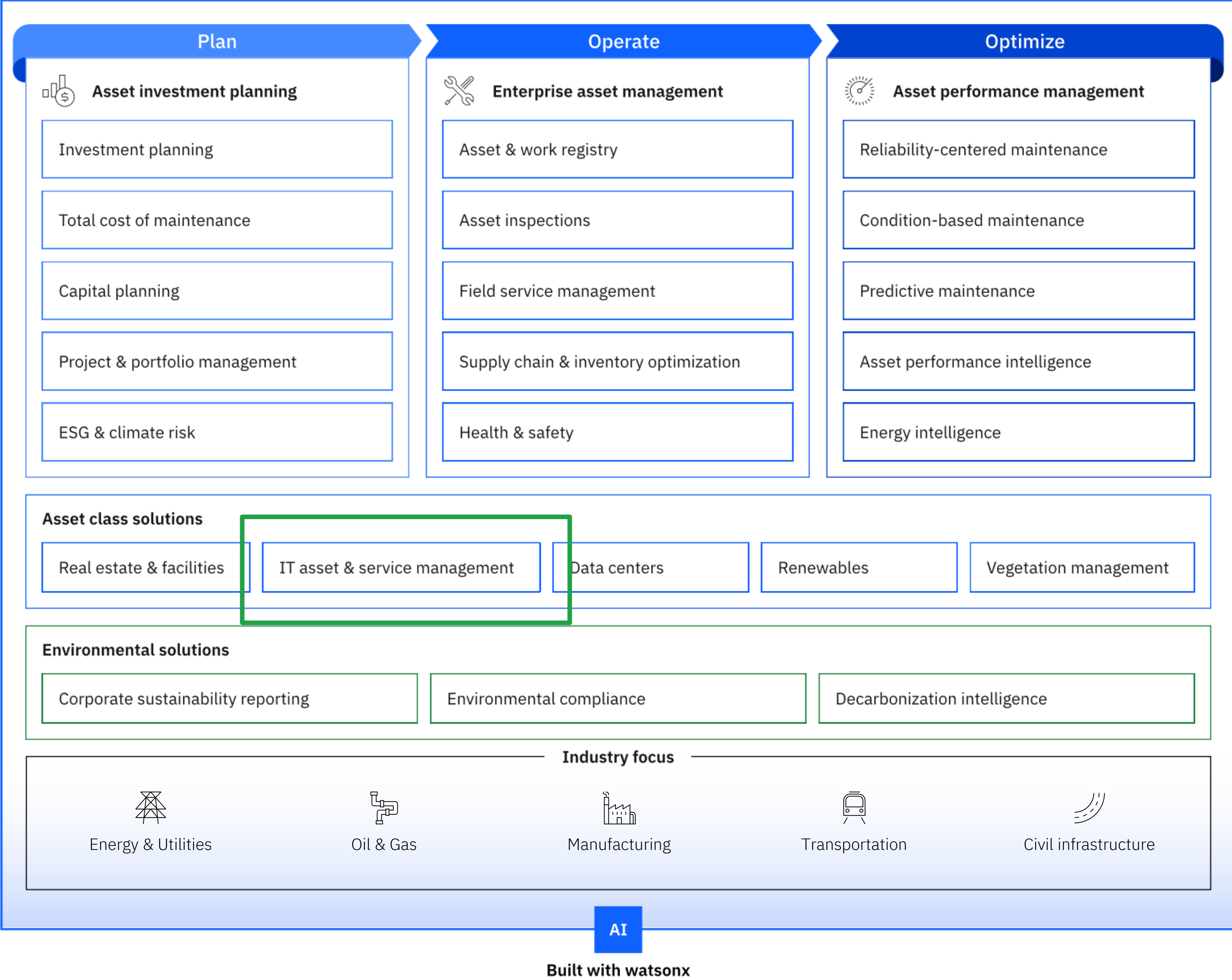
Ensure system and service reliability, increase productivity



Manage risk associated with availability and sustainability

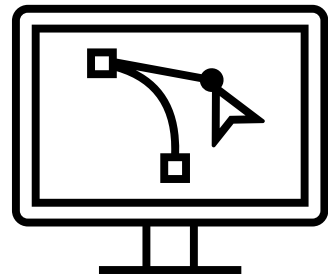


Increase workforce productivity



# IBM Maximo – IT

Unlock always-on service reliability with unified IT and OT operations powered by AI

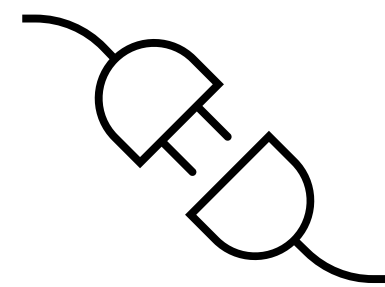


## Service Visibility for Faster, More Reliable Operations

Faster, AI-assisted root-cause analysis

Higher service availability and proactive insights through a unified view of service health

Improved operational resilience across IT and OT

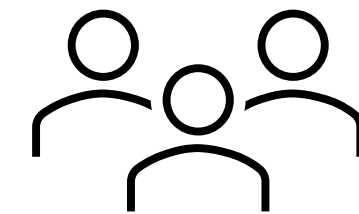


## Connect IT and OT for Smarter Operations

Unified visibility across IT and OT environments

Faster, more coordinated service restoration

Consistent reliability across mission-critical systems



## Transform ITSM with LLM-Driven, Agentic Automation

Automated ticket clustering and AI-based assignment

Faster MTTR through agentic AI summarization, recommended solutions, and automated knowledge creation

Higher reliability through incident clustering and deeper root-cause insights

“The versatility of the product stands out, seamlessly unifying IT service management with robust control features for comprehensive and efficient solution.”

- Customer Review

# “Always on” services for people productivity

**We are highly rated by our customers!**

Infotech

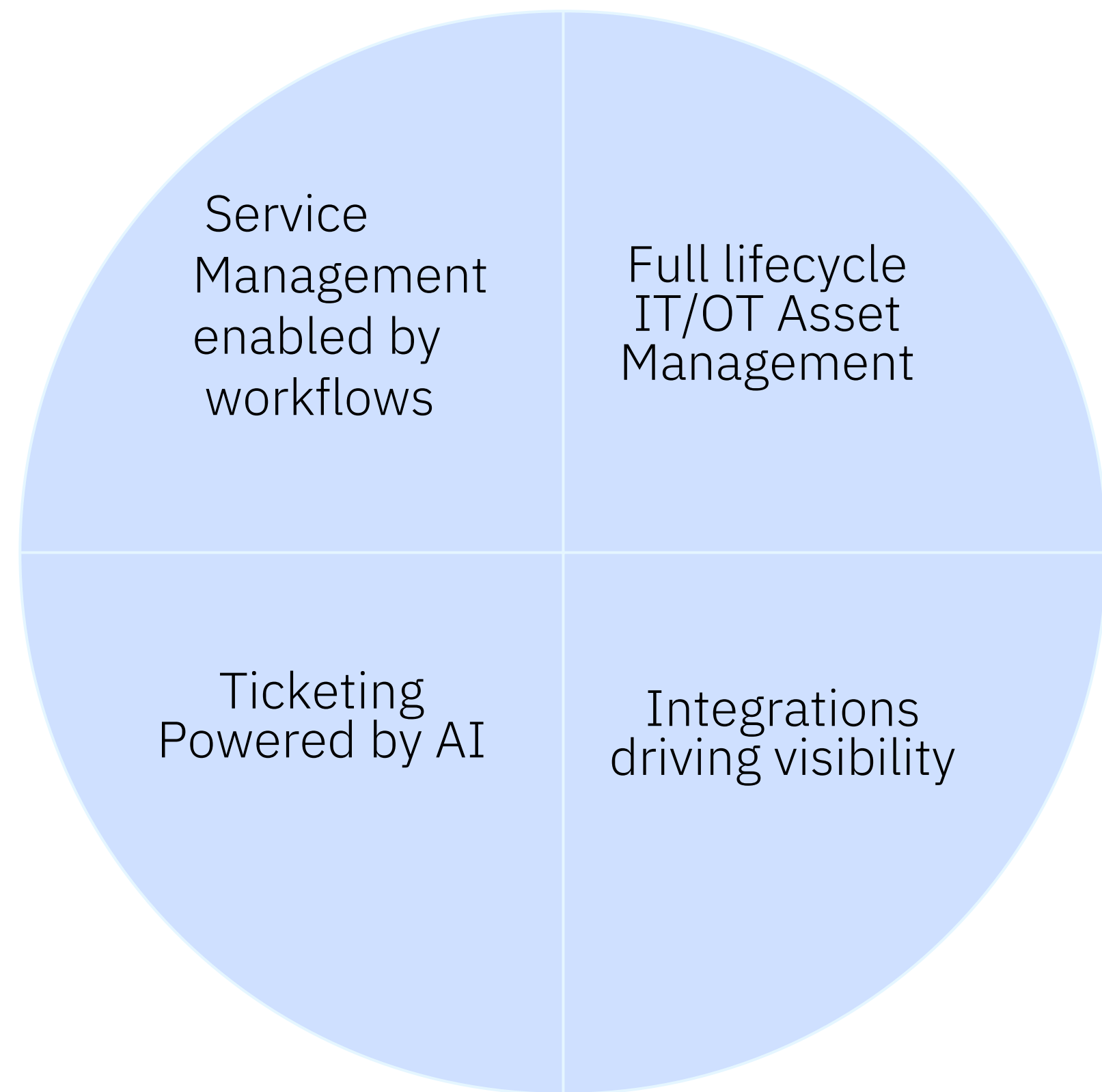
<https://www.infotech.com/software-reviews/categories/it-service-management-enterprise>

Gartner Peer Insights

<https://www.gartner.com/reviews/product/ibm-maximo-it>

# IBM Maximo IT

No matter how you stack it, Maximo IT is solving complex service management scenarios across domains



<b>Services</b> Construct of IT or OT Services and how they impact or deliver value to the overall business		
<b>IT Assets</b> Inventory, license, financial, and contract management	<b>Service Requests</b> Single point of entry for handling incidents and requests	<b>Configuration</b> Management and traceability of every aspect of a configuration
<b>Procurement</b> Creation, management, and routing of requests, purchase orders, and contracts	<b>Incidents</b> Restore normal service operation as quickly as possible	<b>Change</b> Standardized procedures for efficient handling of all changes
<b>Financial &amp; Licenses</b> Usage accounting and chargeback, investment planning, auditable license T&Cs	<b>Problems</b> Resolve root causes of incidents to minimize impact and prevent recurrence	<b>Release</b> Verifies license, test and version status of services or assets introduced into the infrastructure



## What are IT Assets?

- Is your technician carrying a mobile device for rapid response?
- Have you enabled your technicians to carry iPad to do work away from their standard deck?
- Do the services you deliver have software assisting in the process or processing?
- Is your Maximo running on a server and supported by IT?

### IT assets include, but are not limited to

- Laptops, desktops and everything that runs on them and they connect to
- Cloud systems
- Mobile devices
- iPads
- Servers
- Back up batteries
- Software
- Applications
- Certificates (like ssl)
- Network routers
- Hubs
- Robotic instruments
- Mobile apps

**Maximo IT can track all of them!**

# IT Asset and Service Management: the foundation for smarter, faster, and more resilient systems and people

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## **Everywhere**

IT is now in everything we do! IT assets of all kinds enable businesses to deliver reliable systems, drive innovation, and ensure productivity.

## **Always On**

Services, applications, and digital items used by all of us today must be available when we need them. Always on systems are driven by IT ensuring everything we use daily is ON.

## **Productivity**

Ensuring IT assets are enabling people to be productive in their jobs is vital to driving revenue.

## **Reliability**

IT is the framework and core to ensuring that businesses can drive revenue and deliver reliable services internally and externally. We live and work on technology assets all day, everyday.



# “Always on” services for people productivity

## Ensure people productivity through Service availability

- Every employee today depends on IT assets, applications, and systems to perform daily business operations.
- Even the smallest outages are disruptive and costly.
- With AI and a focus on service reliability, IT assets are dependable and “always on”.

## Empower agility, availability, and faster issue resolution

- Issues experienced in IT services are complex and intertwined.
- Increased visibility and AI summarization creates secure and reliable systems and proactive IT services



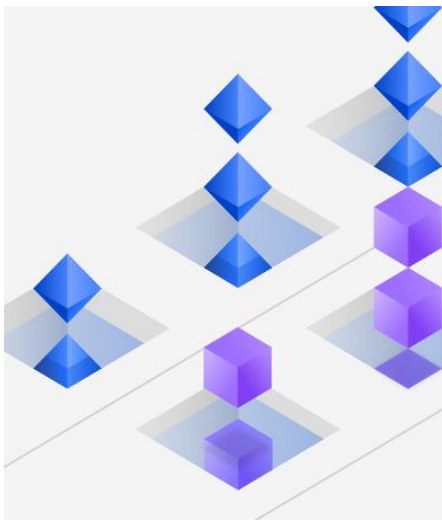
The collage displays several key features of the IBM Maximo Application Suite:

- Service Delivery Dashboard:** Shows a network topology diagram for 'Tech Connect' and a table of incidents.
 

ID	Summary	Type	Priority	Last updated	Latest activity	SLA due at	SLA action	Status
12345	Network connectivity...	INC	High	02 minutes ago	Status changed to RESO...	10:30 AM	RESOLUTION	In progress
12346	Scheduled payment f...	INC	Medium	11/01/2024 01:30 PM	Comment added by JDOE	10:45 AM	RESPONSE	Open
12347	Bug Report	SR	Low	07/02/2024 02:15 PM	Status changed to INPR...	Today at 02:45 PM	CONTACT	Open
12348	Account Lockout	INC	Medium	07/02/2024 02:16 PM	Assigned to SSMITH	11/01/2024 01:30 PM	DELIVERY	Open
12349	Feature Request	SR	Medium	07/02/2024 02:17 PM	Comment added by JBA...	07/02/2024 02:15 PM	CAPACITY	Pending
- Incident Details (Incident 1228):** Shows a laptop frequently rebooting system with incident details, activity log, and related records. It includes fields for priority (Urgent), status (QUEUED), and SLA information.
- Request Review:** A 'Review your request' screen showing a list of offerings and requested services.
 

Offering	Requested for	Quantity	Unit Price	Total Price
Build New Server	High-performance server setup	2	\$1000.00	\$2000.00
Database Setup	Initial database setup and configuration	1	\$750.00	\$750.00
Firewall Configuration	Setup and configure firewall	1	\$900.00	\$900.00
Virtual Machine	Create and configure a virtual machine	-	-	-
Load Balancer	Distribute traffic across servers	-	-	-
Backup Solution	Automated backup solution	1	\$750.00	\$750.00
Network Switch	Managed network switch	1	\$900.00	\$900.00
- Analytics and Reports:** Includes donut charts for 'Incidents' (80 total) and 'Service requests' (20 total), categorized by status like 'Open with team', 'Unassigned', and 'My requests'. It also features a 'Recent Updates' table and a 'Problems' summary.

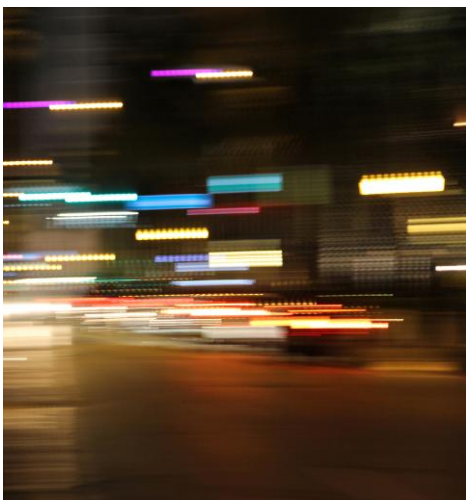
# Maximo IT unleashes AI to deliver business value



## Chatbot based self help

- User empowerment for self-resolution of common issues
- Reduce ticket volume for reallocating resources to complex problems
- Improved user experience and operational efficiency through informed responses

[Self Serve](#)



## Ticket & Solution recommendations

- Instant context for agents through similar ticket clusters
- Enhanced resolution speed through related solution references
- Increased agent efficiency and service consistency

[AI ticketing and solutions](#)



## Smart Ticket Assignment

- Lightning-fast, AI-driven ticket routing to experts
- Error-free, automated resource allocation
- Enhanced productivity and service efficiency

[Solutioning and Ticketing with AI](#)



## Knowledge Agent

- Eliminate tedious knowledge creation with AI based Knowledge Agent
- Automatically create solution documents in knowledge base from resolved tickets
- Robust knowledge base helps reduce tickets and speed up incident resolution

[AI Agents for Maximo IT](#)



## Summarization Agent

- Ticket summarization, fast tracks hand offs between agents, for any reason
- Automatically summarize the ticket to catch up or spot something new that may have come in since the ticket was last responded to
- Easily review ticket for creating knowledge, informing user of progress or management of impact to business

[Tools for Maximo IT](#)

# What's new in Maximo IT 9.2

## New Applications

- **Software Asset Management:**

Track software licenses, monitor installations, and maintain accurate entitlement records to improve compliance and visibility

- **Offerings Creation:**

Simplified interface to design, configure, and publish service catalog offerings, enabling faster rollout of services

## Enhancements

- **Service Bundling (Self Serve):**

Submit multiple service requests in a single transaction, reducing repetitive submissions and improving efficiency

- **Reliability Tab (Service View):**

Gain visibility into service performance and operational insights to support better decision-making

## Integration

- **IBM MaaS360 Integration:**

Enable automated asset discovery and synchronization of managed devices to improve asset visibility and strengthen service workflows

The screenshot displays the IBM Maximo IT 9.2 interface, divided into three main sections:

- Service Delivery Dashboard:** Located at the top right, it features a table of incidents and three donut charts. The incidents table lists items with columns for ID, Summary, Type, Priority, Last updated, Latest activity, SLA due at, SLA action, and Status. The charts show: 'Services with issues' (bubbles), 'Incidents' (80 total, 40% purple, 10% blue, 50% green), and 'Service requests' (20 total, 30% teal, 25% yellow, 45% dark blue).
- Review license details:** A central panel showing a progress bar and details for a 'Figma Enterprise License'. It includes sections for General information, License details, and Software, with a table listing software items like Figma, Oracle DB, Adobe Photoshop, Jira, and Zoom.
- Self-Serve / Request IT-OT Services / Composite Services / Build New Server / Review your request:** A bottom panel showing a list of service offerings with columns for Offering, Requested for, Quantity, One-Time Unit Price, and Recurring Unit Price. A green notification states 'Item added to your request'.

# DEMO

## Click-through Demo

<https://www.ibm.com/resources/digital-innovation/demos/IBM-Maximo-IT-demo>

## Interactive Demo

<https://demo-now.techzone.ibm.com/psl/5lh05az?g=cmkw4bf9i000004ib5rz2a7xs&s=0>

**Service Delivery**

**My Incidents**

ID	Summary	Type	Priority	Last updated	Latest activity	SLA due at	SLA action	Status
12345	Network connectivity...	INC	High	02 minutes ago	Status changed to RESO...	10:30 AM	RESOLUTION	In progress
12346	Scheduled payment f...	INC	Medium	11/01/2024 01:30 PM	Comment added by JDOE	10:45 AM	RESPONSE	Open
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Items per page: 5 | 1 - 2 of 10 items | 1 of 2 pages

**Services** | **Incidents** | **Service requests**

80 Incidents | 20 Service requests

**My Achievements**

Incidents resolved: 07  
40% since last week

**Tech Connect**

**Service Components**

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

**Incidents**

Total count: 20  
Unresolved Incidents: High (2), Lower (18)

**Problems**: 7 Open Problems  
**Changes**: 33 Recent Changes

**Recent Updates**

Incident ID	Description	Severity	Date & Time	Latest Activity	Comment
INC001	Server outage in Data Center A	High	2023/07/10 10:45 AM	Status changed to RESOLVED by TKT...	Issue addressed
INC002	Application performance degra...	High	2023/07/09 03:20 PM	Comment added by JDOE	Verified with affected users
INC003	Network connectivity issues in...	Low	2023/07/09 01:15 PM	Status changed to INPROG by AROB...	Lorem Ipsum

**Tech Connect**

**Topology**

Service, Configuration Item, Asset

# Why Deploy Maximo IT

## One Suite

Comprehensive Enterprise Service Management for all asset types

## Deployment

Customer managed, On-cloud or on-premise

## Preserve your investment

Utilize your existing Maximo Application Suite infrastructure and configurations

## PinkVerify Certified

Broad industry certification to meet your complex ITSM and ITAM needs

[Learn more](#)

## Business Continuity

Manage IT/OT Service Availability from a single pane

## Industry Add-ons

Coordinate maintenance and management for a broad range of asset classes across verticals



# Thank You

- Contact your IBM seller
- Access the Maximo IT click-through [demo](#) here