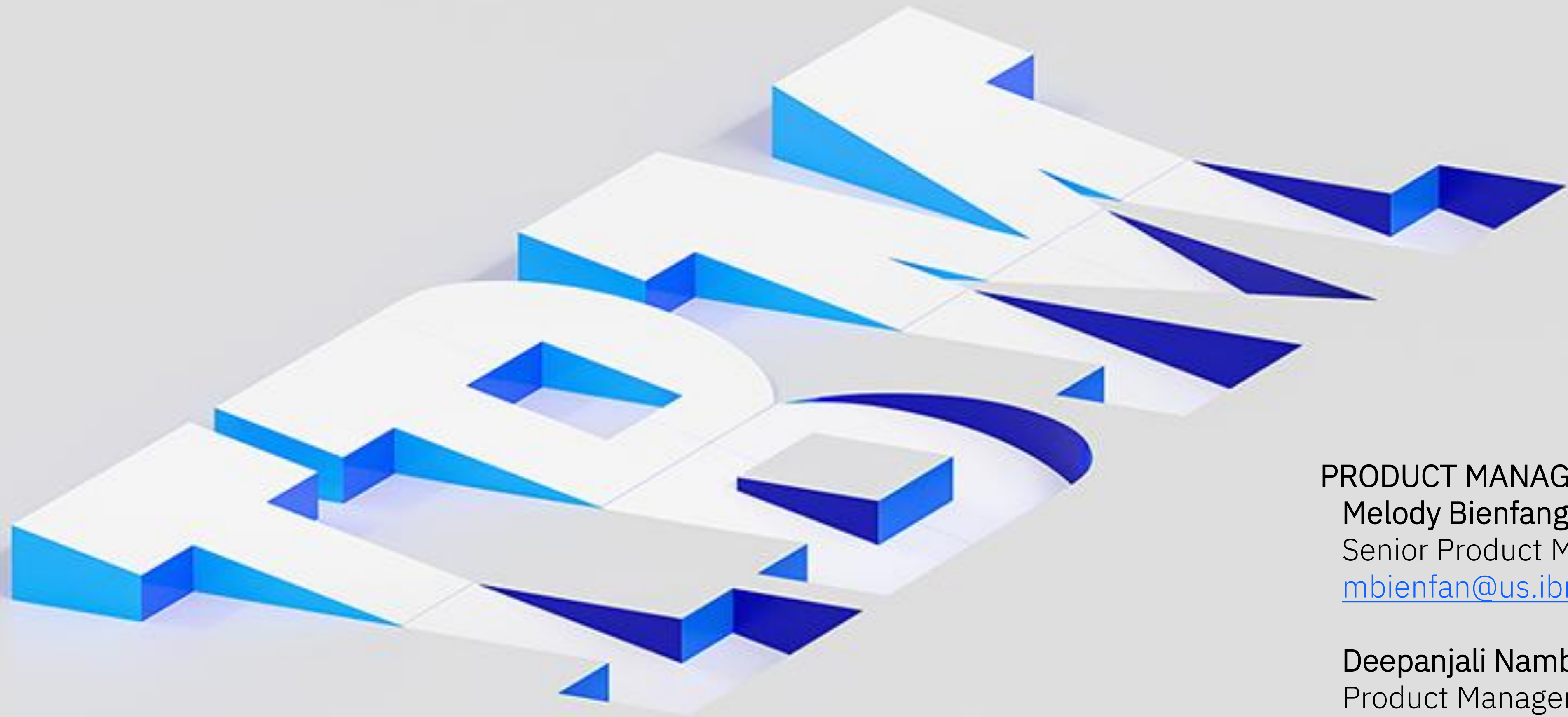


IBM Maximo IT

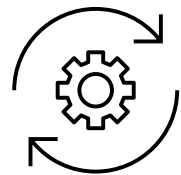
a MAS add-on product



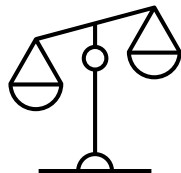
PRODUCT MANAGEMENT
Melody Bienfang
Senior Product Manager
mbienfan@us.ibm.com

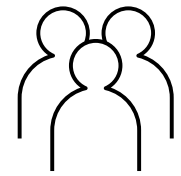
Deepanjali Nambiar
Product Manager
deepanjali.nambiar@ibm.com

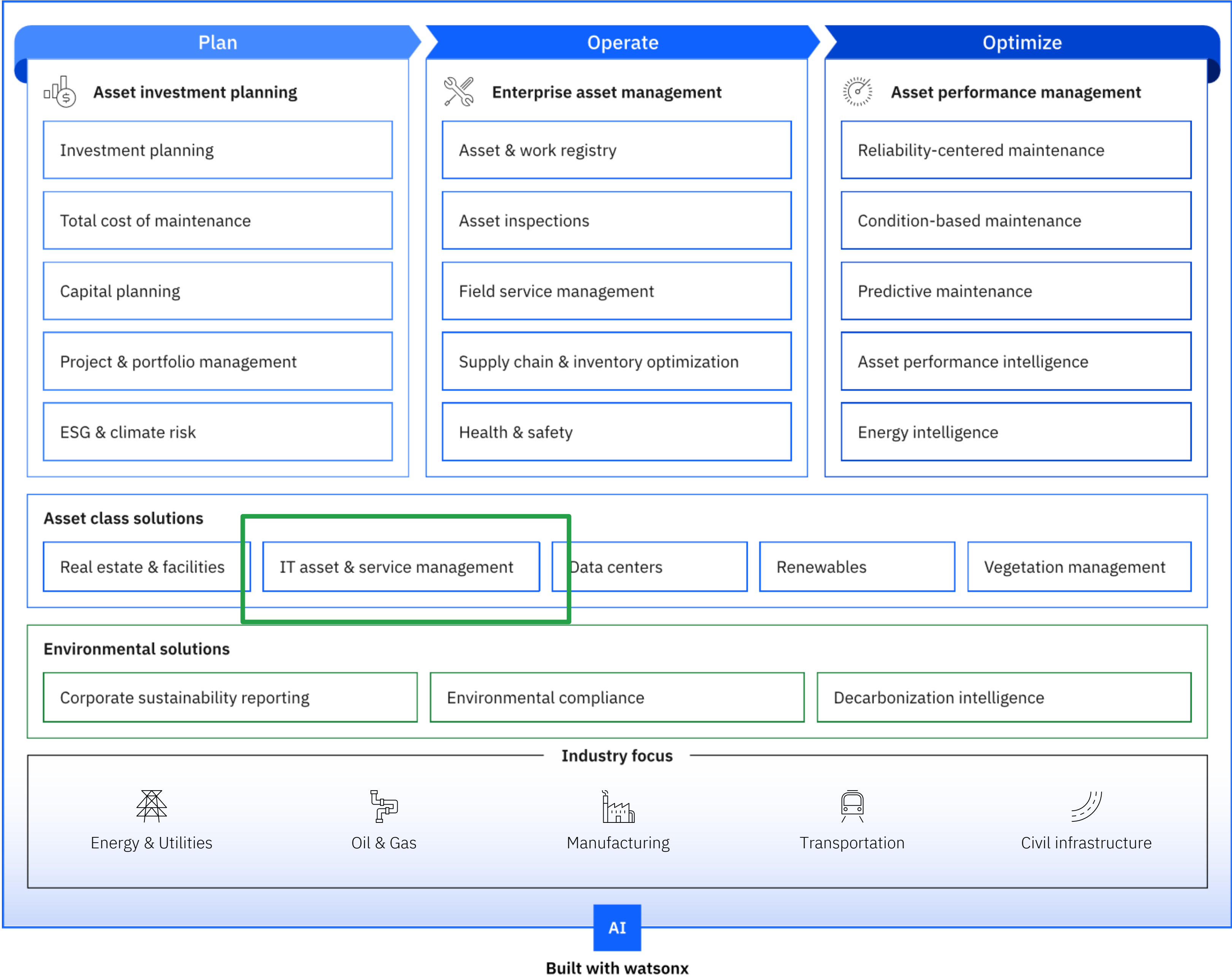
IBM Asset Lifecycle Management

 Optimize the lifespan of assets

 Ensure system and service reliability, increase productivity

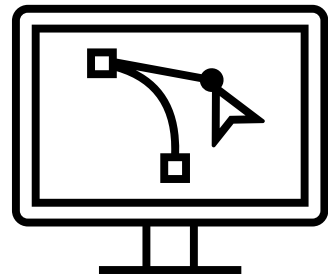
 Manage risk associated with availability and sustainability

 Increase workforce productivity



IBM Maximo – IT

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

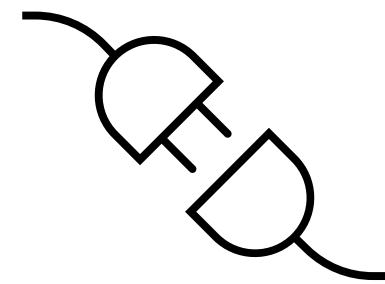


Service Visibility for Faster, More Reliable Operations

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

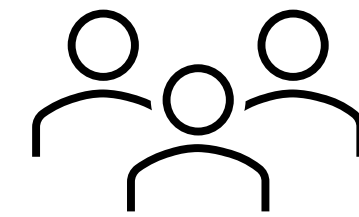


Connect IT and OT for Smarter Operations

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





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

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.



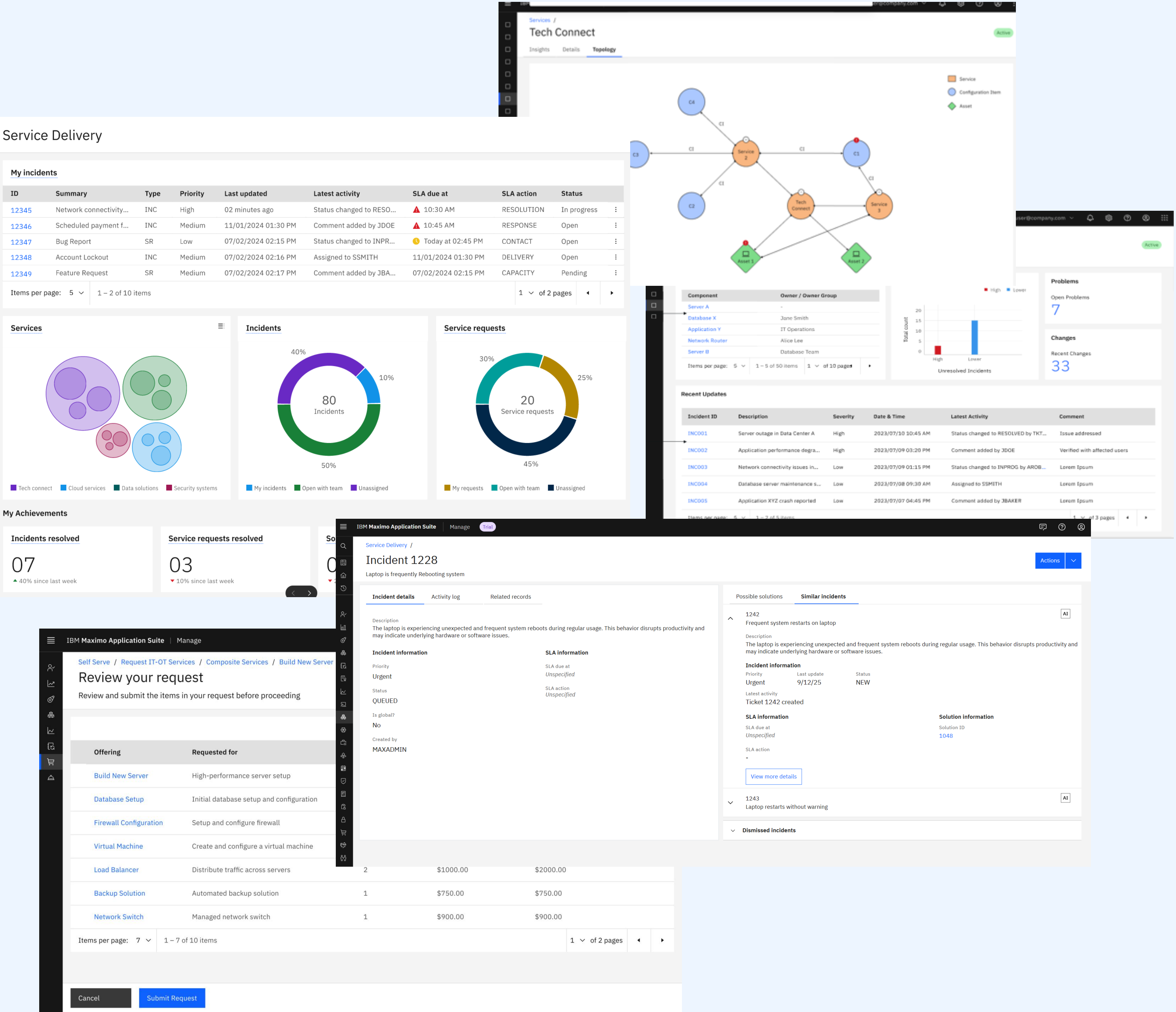
“Always on” services for people productivity

Ensure people productivity through Service availability

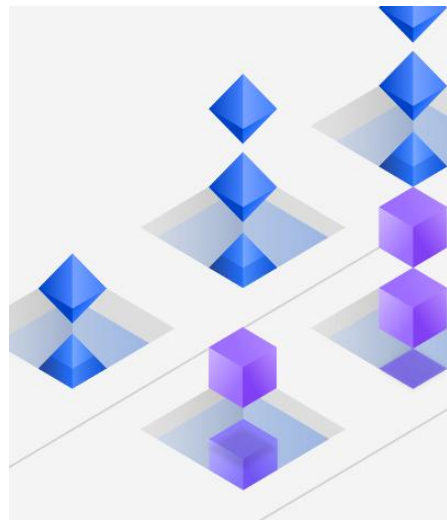
- Every employee today depends on IT assets, applications, and systems to perform daily business operations.
- Even the smallest outages are disruptive and costly.
- With AI and a focus on **service reliability**, IT assets are **dependable** and “always on”.

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**



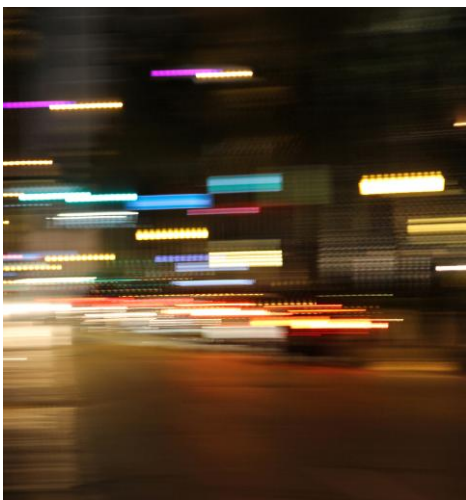
Maximo IT unleashes AI to deliver business value



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

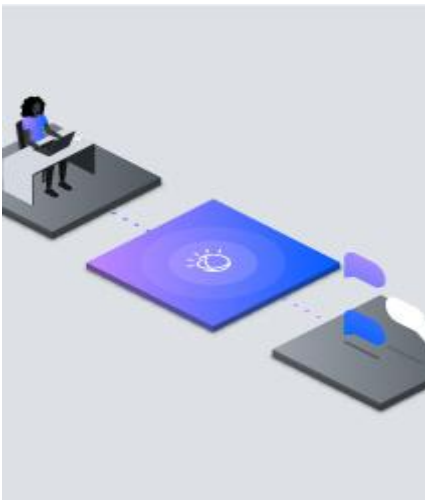
[Self Serve](#)



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](#)

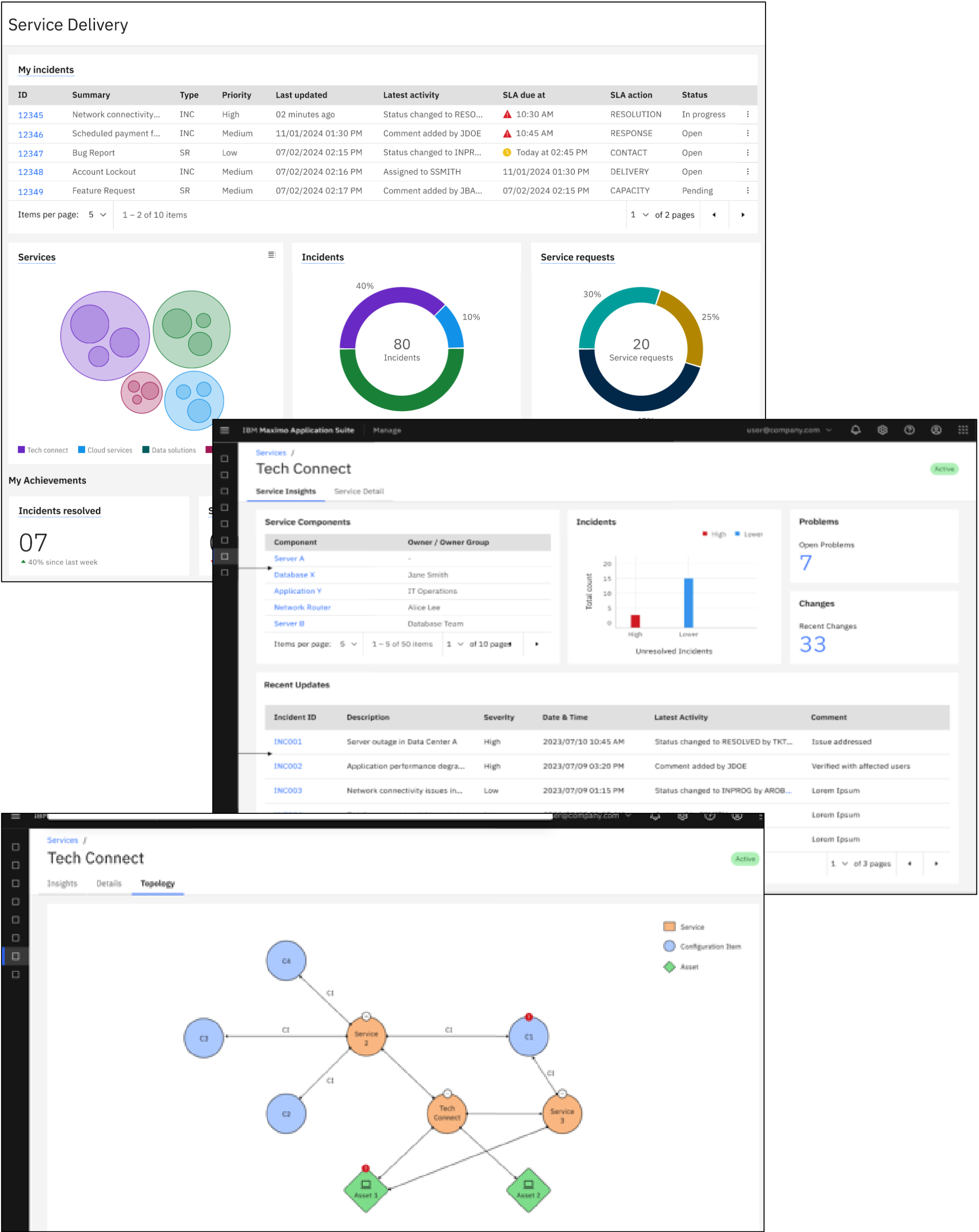
DEMO

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>



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