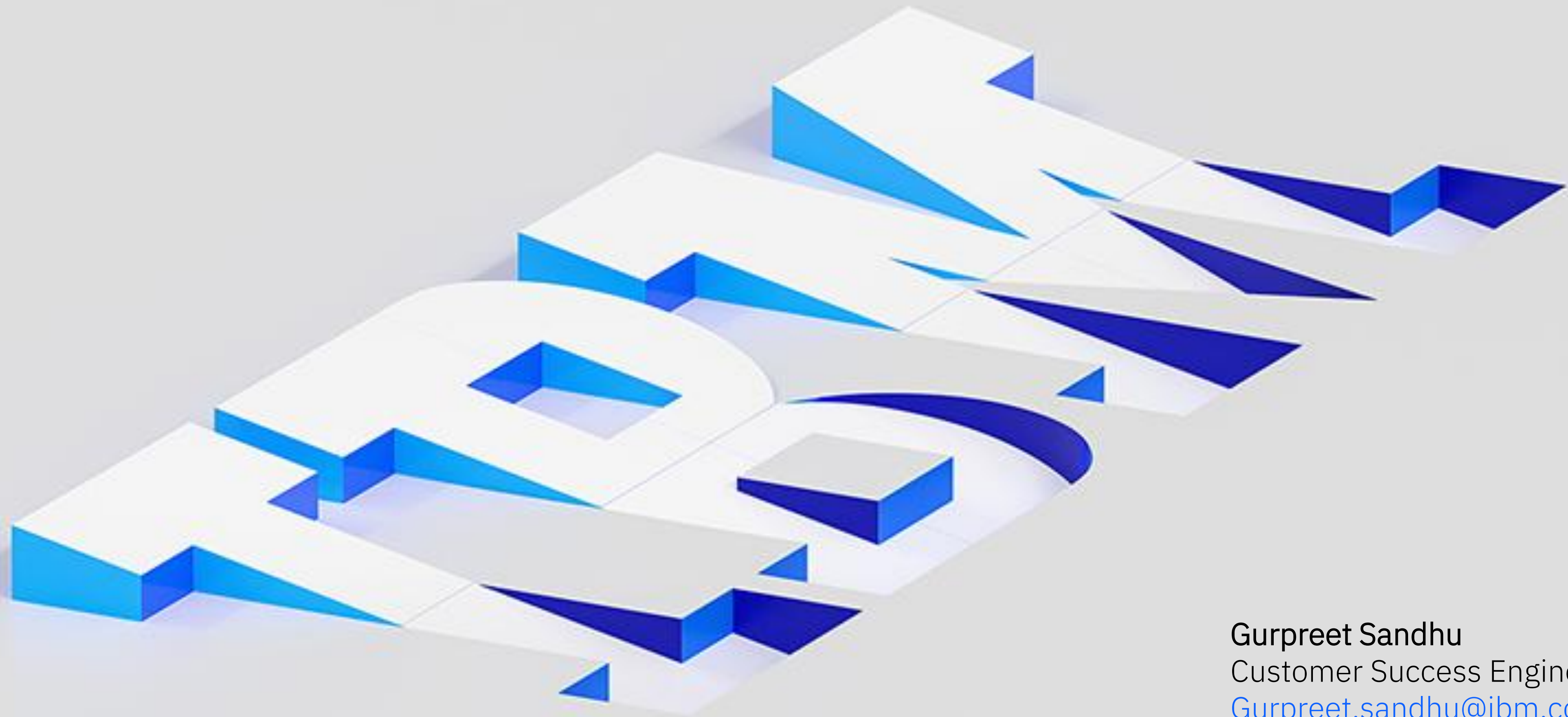


IBM Maximo IT

a MAS add-on product

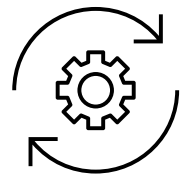


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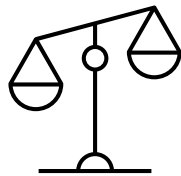
Agenda

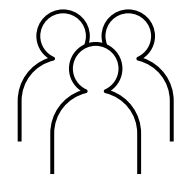
- Overview of Maximo IT
- IT Assets
- AI in Maximo IT
- Demo
- Version 9.2 Updates
- Takeaways/Recap

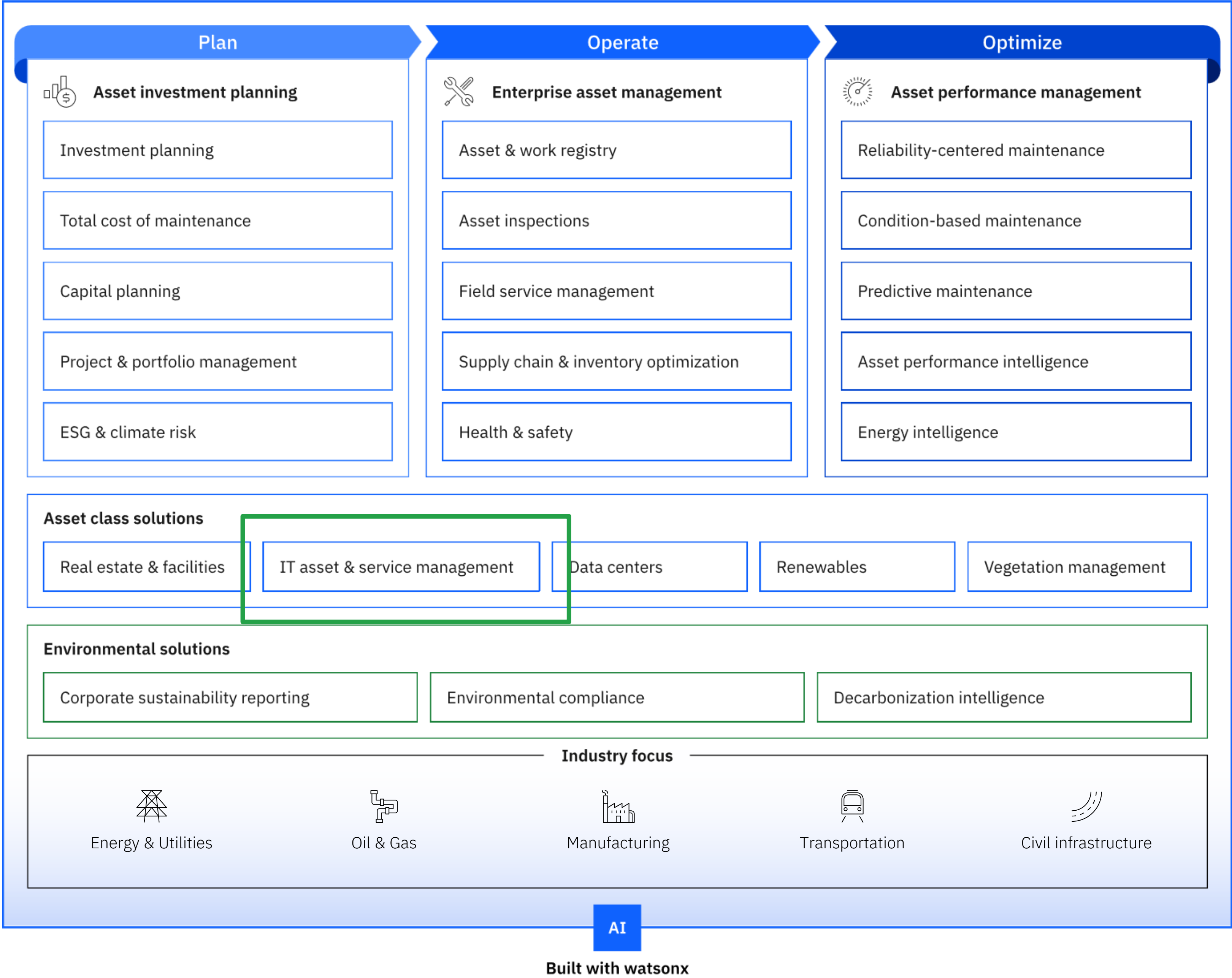
IBM Asset Lifecycle Management

 Optimize the lifespan of assets

 Ensure system and service reliability, increase productivity

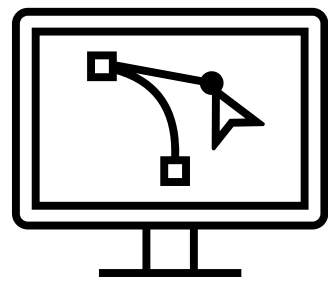
 Manage risk associated with availability and sustainability

 Increase workforce productivity



IBM Maximo – IT

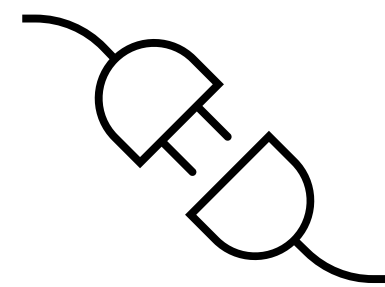
Unlock always-on service reliability with unified IT and OT operations powered by AI



Service Visibility for Faster, More Reliable Operations

Faster, AI-assisted root-cause analysis

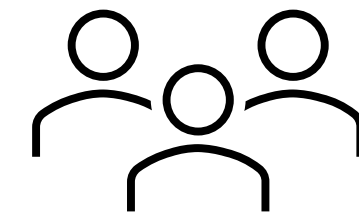
Higher service availability and proactive insights



Connect IT and OT for Smarter Operations

Unified visibility across IT and OT environments

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

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

- Customer Review

We are highly rated by our customers!

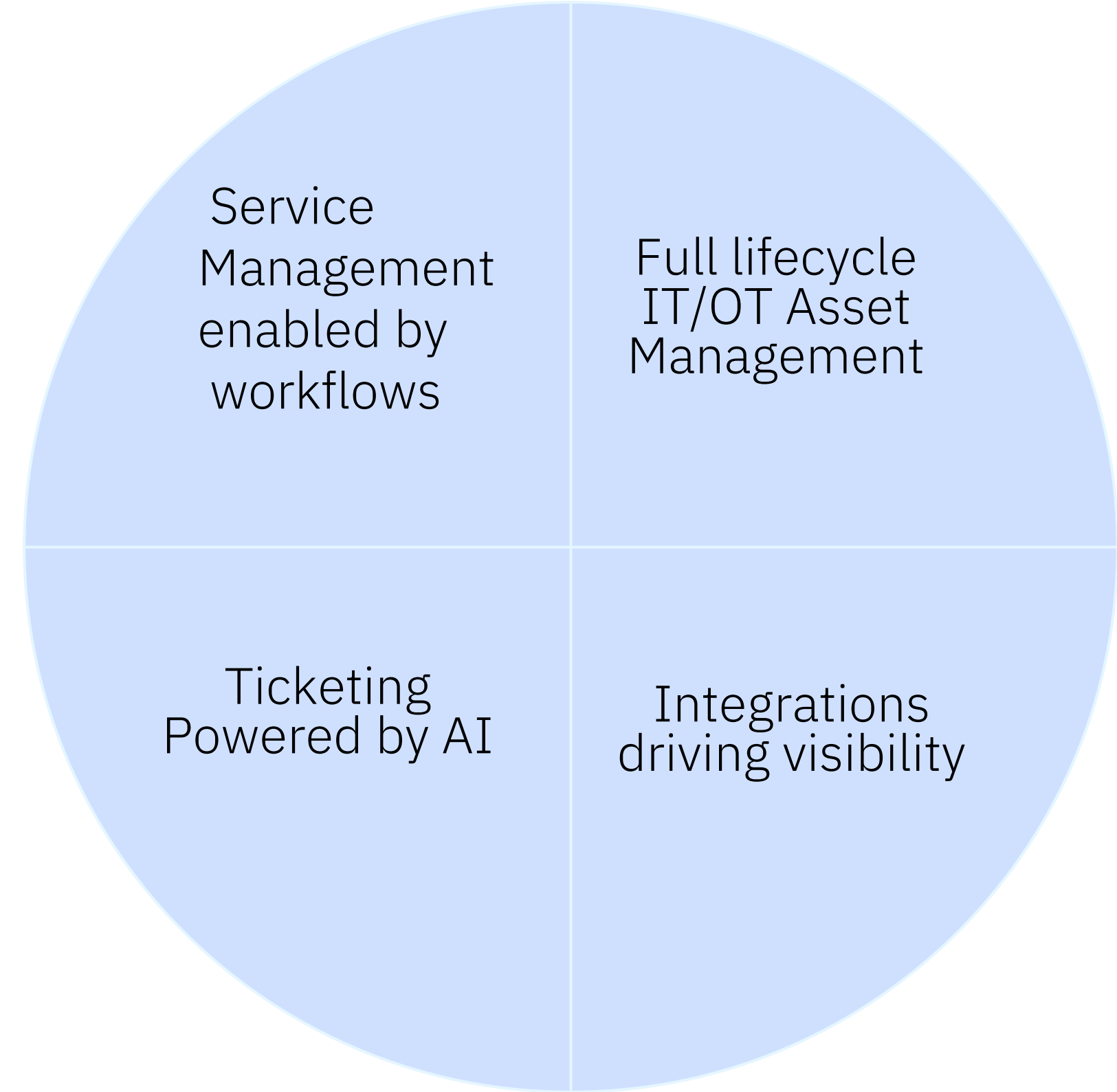
Infotech

<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



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



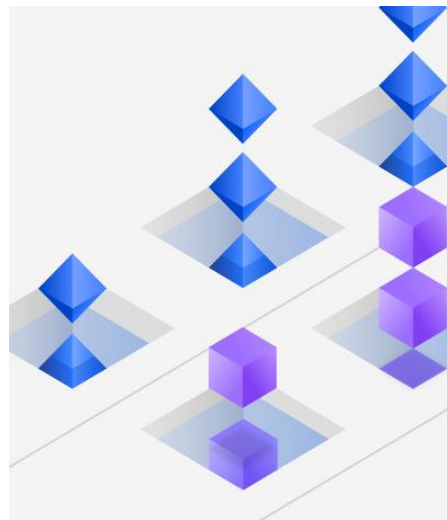
What are IT Assets?

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!

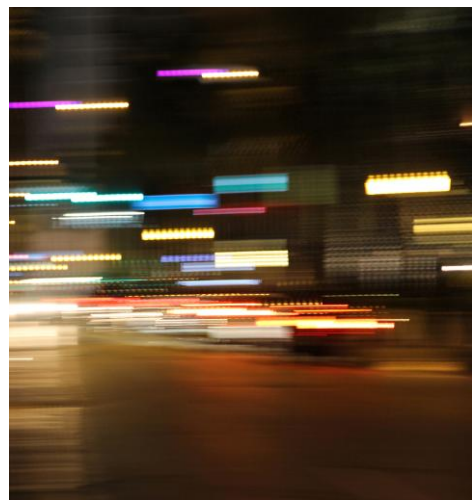
Maximo IT unleashes AI to deliver business value



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

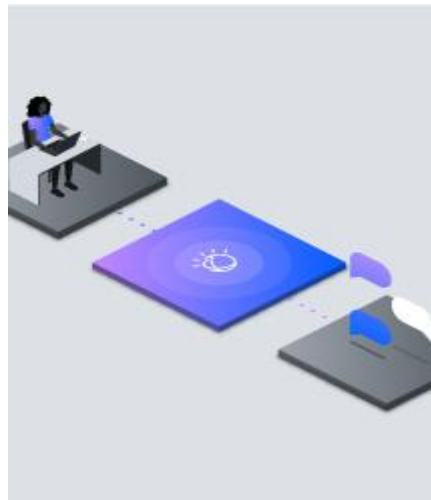
[Self Serve](#)



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](#)

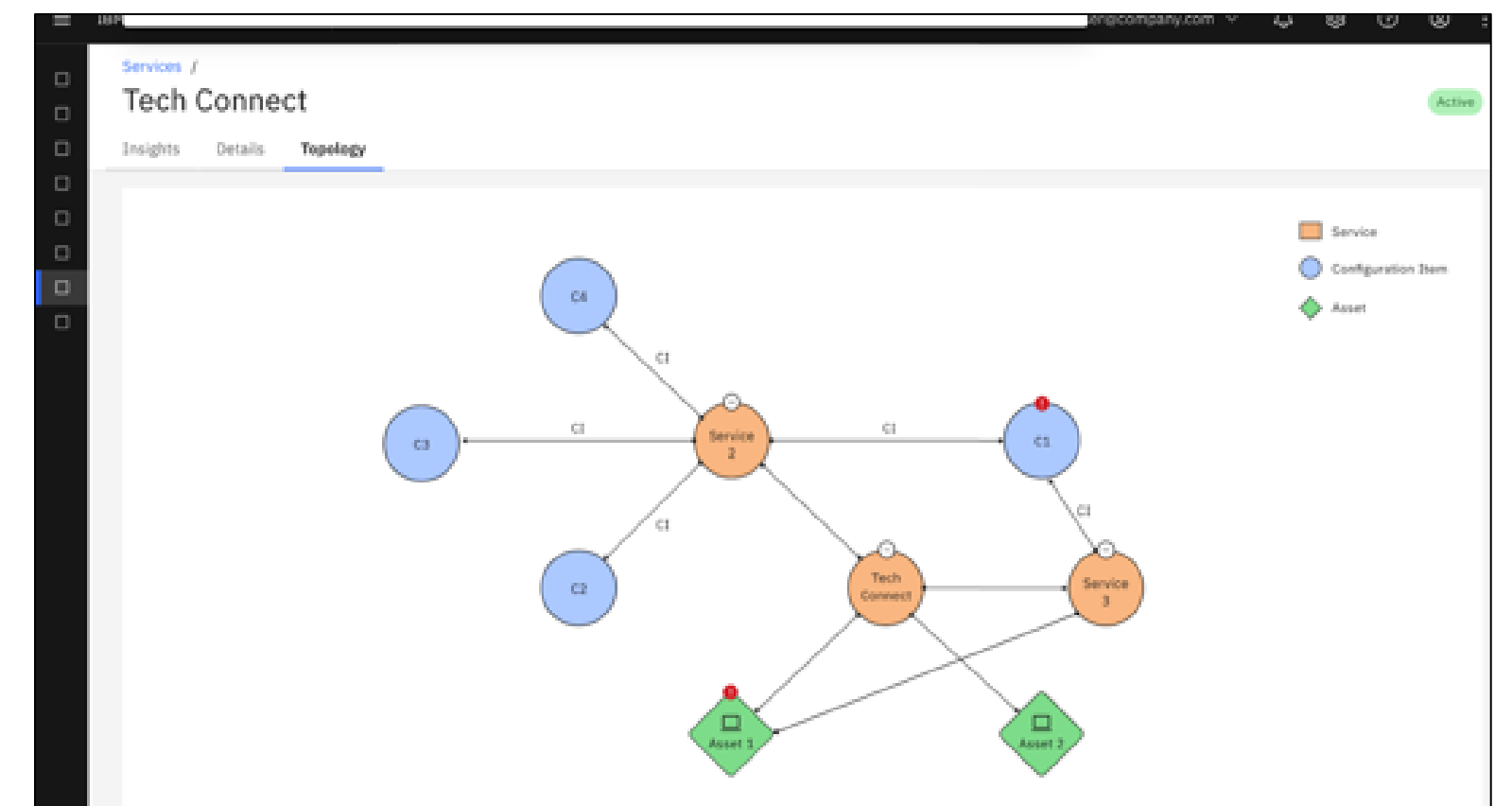
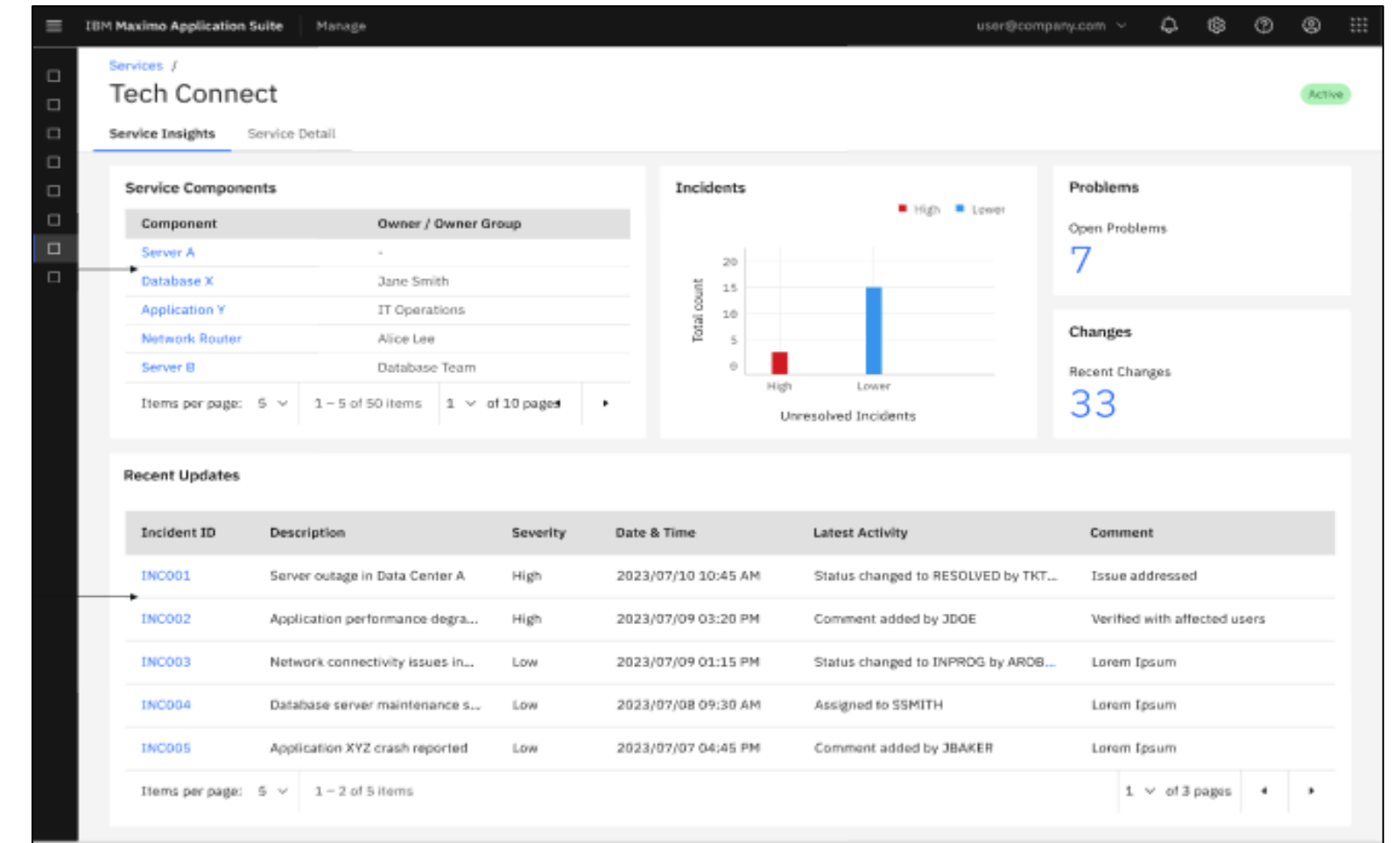
DEMO

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>



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

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	⋮
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	⋮

Items per page: 5 1 – 2 of 10 items1 of 2 pages

Services

Incidents

Service requests

My Achievements

Incidents resolved

07
▲ 40% since last week

Service requests resolved

03
▼ 10% since last week

Solutions created

03
▼ 25% since last week

SLA performance

92.6 %
no change

IBM Maximo Application Suite | Manage

Self Serve / Request IT-OT Services / Composite Services / Build New Server /

Review your request

Review and submit the items in your request before proceeding

Offering	Requested for	Quantity	One-Time Unit Price	Recurring Unit Price
Build New Server	High-performance server setup	1	\$2000.00	\$2000.00
Database Setup	Initial database setup and configuration	1	\$1500.00	\$1500.00
Firewall Configuration	Setup and configure firewall	1	\$1200.00	\$1200.00
Virtual Machine	Create and configure a virtual machine	1	\$1000.00	\$1000.00
Load Balancer	Distribute traffic across servers	2	\$1000.00	\$2000.00
Backup Solution	Automated backup solution	1	\$750.00	\$750.00
Network Switch	Managed network switch	1	\$900.00	\$900.00

Items per page: 7 1 – 7 of 10 items1 of 2 pages

Cancel Submit Request

Recap of Maximo IT

Maximo IT

- On-Premise or SaaS
- MAS add-on
- Better asset visibility
- Reduced operational silos

Cost Savings with Maximo IT

- Reduced Downtime
- Boosted Productivity with AI
- Exceptional User Experiences
- Faster Root Cause Analysis



Thank You

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Access the Maximo IT click-through [demo](#) here