

Maximo Application Suite

IBM Update



IBM software is always better when we listen to our users

Maximo Manage Ideas in 9.2

Automation & Integration

- Inject dynamic parameters into invocation endpoints—no scripting required
- Queue emails when the SMTP server is unavailable
- Route mobile users to the MAS mobile bundle

Controls & Configuration

- Prevent deletion of attributes with launch points (or auto-remove them when attributes are deleted)
- Enable time zone processing rules at organization and site levels
- Option to disable auto-population of asset from location

Operations & Inventory

- Default work order descriptions from job plans (PM-generated WOs)
- Support end-of-month due date calculations
- Display rotating asset numbers in inventory transactions
- Require storeroom selection when choosing rotating assets on work order actuals
- Prioritize bin allocation over asset selection in inventory usage auto-split

For MAS 9.2

Tally is estimate and subject to change as release is finalized

224



Ideas delivered in MAS 9.2

1,192



Votes cast by users across ideas

49

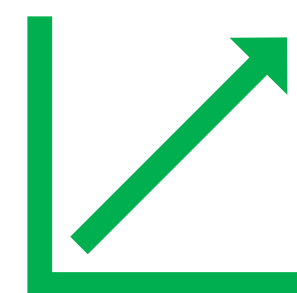


Highest single vote count for an idea

+30%

+4%

-20%



Growth compared to MAS v9.1



Users submit, review and vote on ideas
<http://ideas.ibm.com>

The daily reality:

You are under pressure to do more, faster, with less



The cost of unplanned downtime is soaring.

02x

increase in hourly costs of downtime since 2019¹
From a cost standpoint, failure is no longer an option.



Run to failure & preventive maintenance still dominate.

56%

either run assets to failure or practice traditional, time-based preventive maintenance²
OEM guidance and budget constraints limit maintenance maturity.



Workforce turnover is eroding critical expertise.

92%

knowledge is lost from turnover³
Businesses are losing experienced technicians to turnover and retirement, and most do not consistently capture knowledge to train incoming workers.



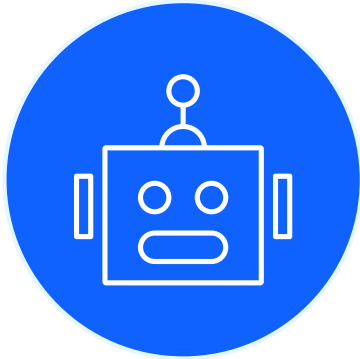
Data is still fragmented and difficult to act on at scale.

85%

operators struggle with poor quality, fragmented data⁴
Workers spend a third of the day searching for information, wasting time and resulting in slower, less confident decision-making.

Maximo 9.2:

Turning Asset Data into Action with AI Across Operations

 AI Deployment	 Asset Intelligence	 Field Execution	 Safety and Compliance	 Document Intelligence
Accelerate work across operational systems with agentic AI	Automate diagnostics and act on asset insights	Bring intelligence into field execution	Integrate safety and environmental compliance to daily work	Turn documents into operational intelligence .
NFI or Lead solution				
Model Context Protocol (MCP / Maximo AI)	Condition Insight (APM)	Maximo Assistant on Mobile (FSM)	Health, Safety and Environment (HSE)	Lease Abstraction (MREF).
Supporting capabilities				
– Agents/skills – Ecosystem extensibility	– Maximo Assistant – Strategic insights combining FMEAs, meters, and alerts	– What-if analysis for FSM schedule optimization using natural language – MVI on Mobile	– Mobile inspections – Incident intelligence – Emissions integration – AI-incident classification	– Retrieval-Augmented Generation (RAG) foundation

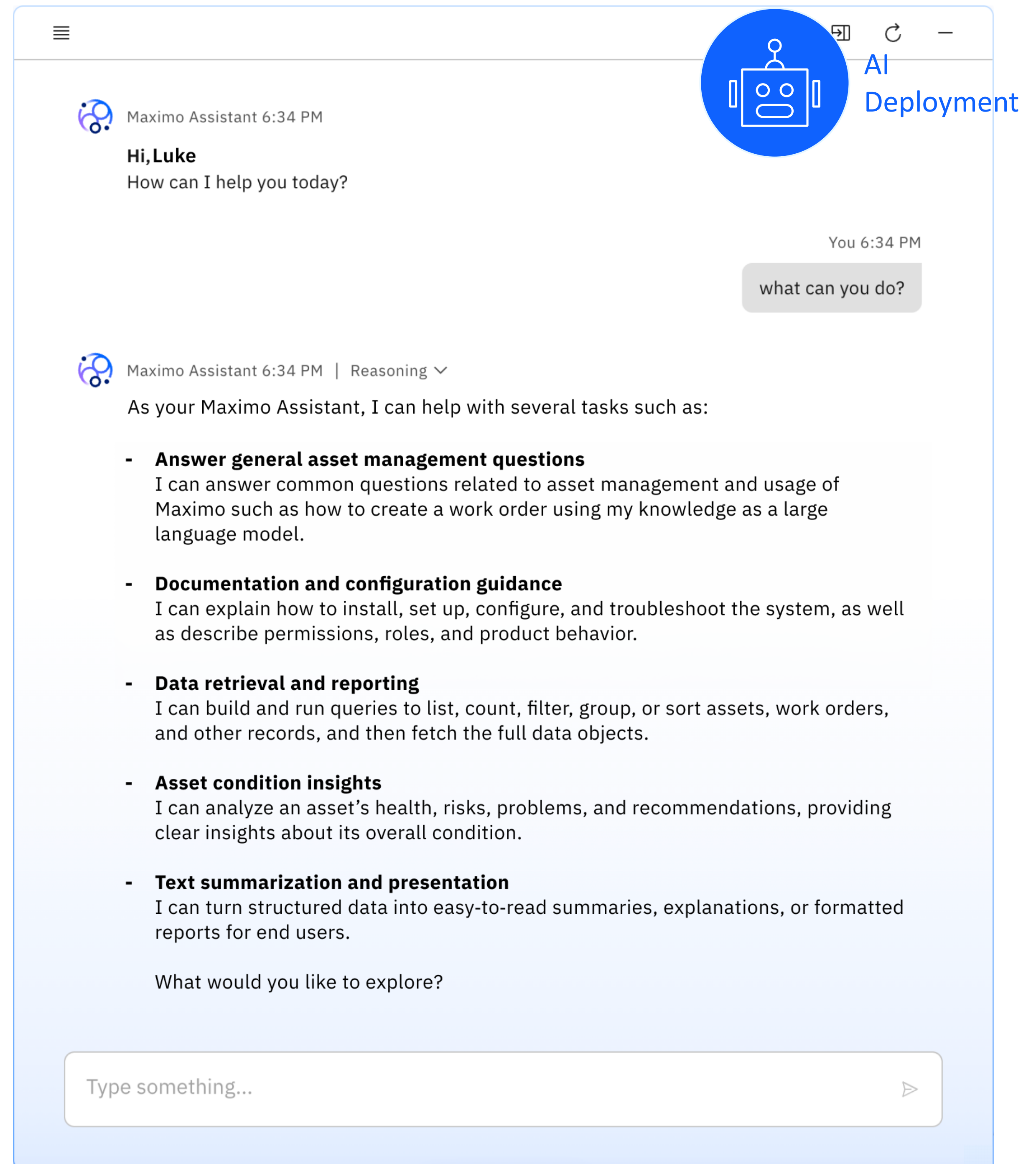


What if you had your very own **agentic AI Assistant** working for you?

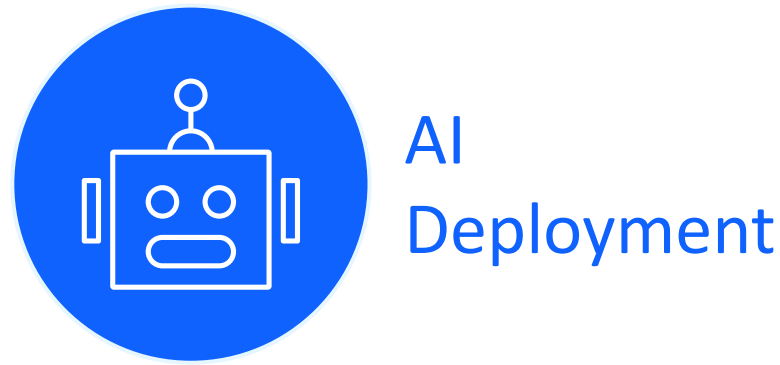
It doesn't need to eat

It doesn't need to sleep

And it's ensuring your team is making the most of Maximo **24x7x365**



Maximo 9.2 makes this “what-if” a reality



Capability	What is it?	Value to Customer	Technology
Maximo Assistant	Conversational interface	Explains what’s going on with your assets when you ask so you don’t need to guess. Brings recommendations grounded in context	Agentic AI (Supervisor Agent)
Supervisor Agent Supports Maximo Assistant	AI that decides how the Assistant responds	Coordinates information across Maximo and surfaces it via the Assistant	Agentic AI
Embedded Agents Condition Insights, Reliability Advisor, Alert Insights, NL2OSLC, Admin Assistant, Lease Abstraction, IT Ticket Summarization...	Digital helpers solving problems in context	Work in the background to identify issues and opportunities while guiding the user’s next steps	Agentic AI
Tools Built Across Maximo	Capabilities that perform a single task	Necessary to complete work	Other forms of AI or business logic
Retrieval Augmented Generation (RAG)	AI data retrieval technology	Enables quick access to key information	Agentic AI
MCP Server	Gateway enabling users to bring third-party agents to Maximo	Directs specialists to solve problems that need support	API Framework

Maximo MCP Server enables customers to **extend Maximo** by bringing external AI with control and flexibility

MCP is the 'USB-C' standard for AI communication across systems

Think of MCP as the operating system for AI in your company:

- Without MCP → AI gives isolated answers
- With MCP → AI can access data, follow rules, and take action across systems

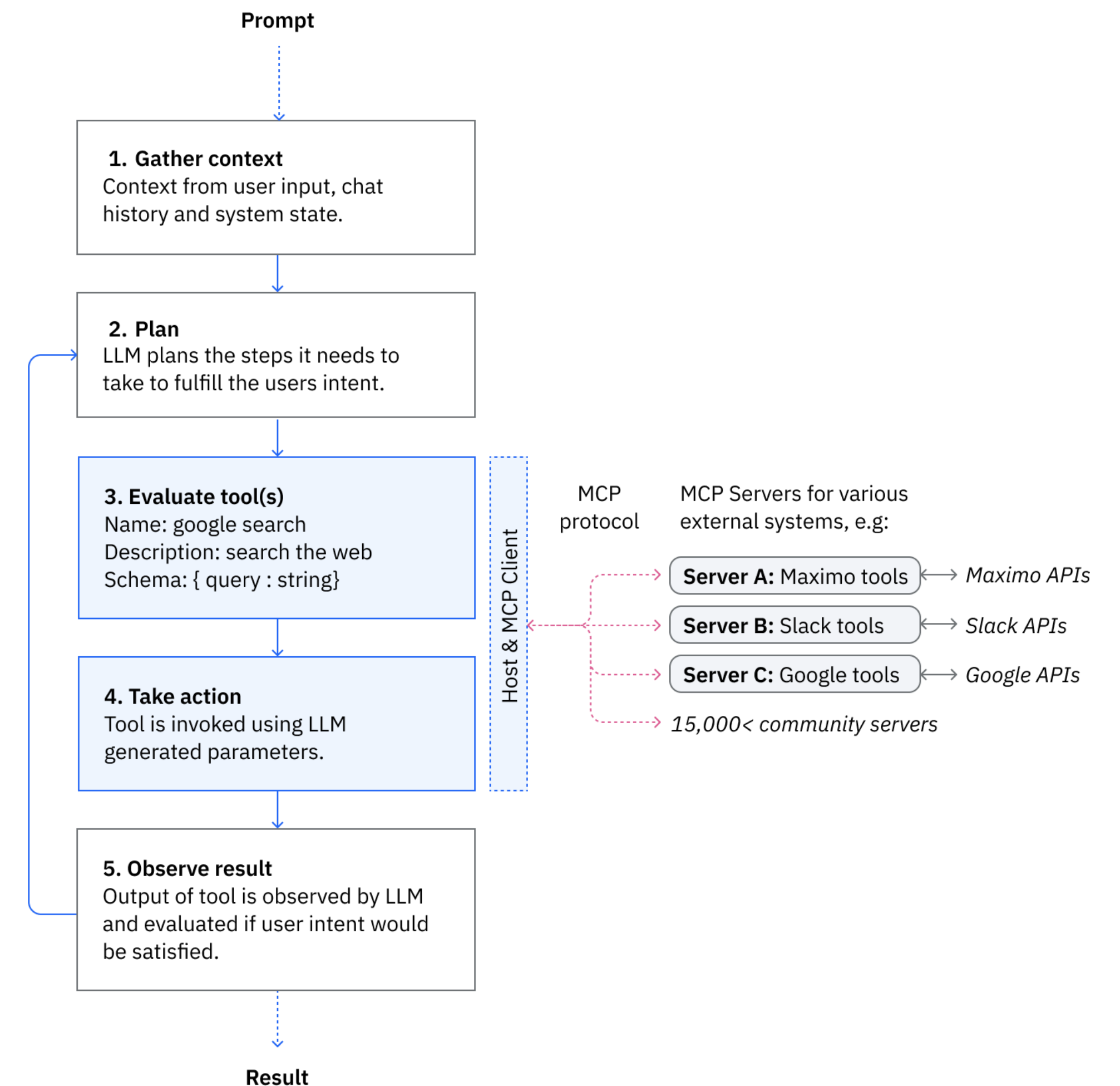
Trusted, governed AI—built into Maximo.

MCP connects every AI experience to your data and workflows

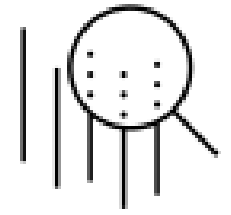
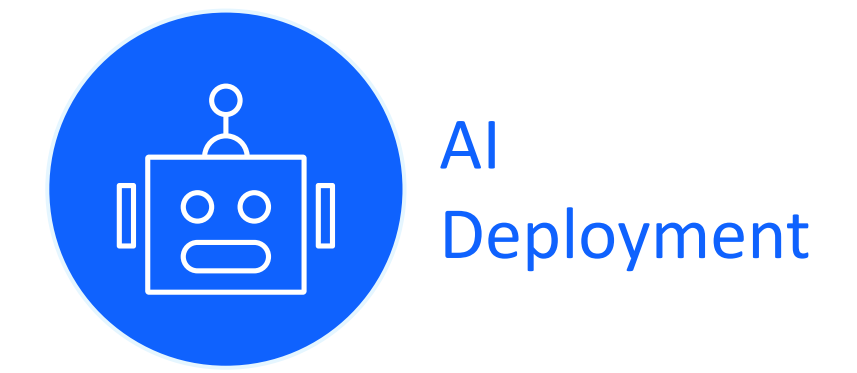
Extend when ready:

- Orchestrate work across systems
- Scale across assets and data
- Reuse and evolve AI capabilities

Start with built-in AI. Add your own agents over time. Multiply value



AI in ALM spans a wide range of use cases and asset classes



Condition Intelligence ^{9.2}

Get snapshots of asset condition, alert causes and recommended actions



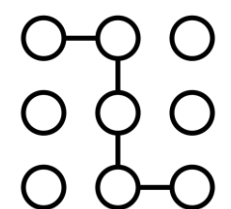
Strategy Acceleration ^{9.2, 9.1}

Generate FMEAs, action plans and match strategies to assets, fast



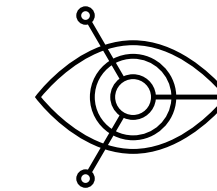
Work Intelligence ^{9.1}

Recommend work order problem codes and classifications while finding similar



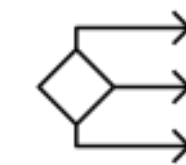
Planning Optimization ^{9.1}

Optimize planning, scheduling, and dispatching for long term success



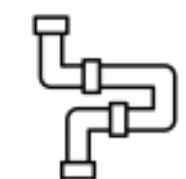
Visual Inspection ^{9.1}

Create powerful inspection models with a fraction of the effort



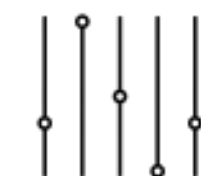
Knowledge Acquisition ^{9.2}

Extract lease information in minutes, not hours



Ticket Management ^{9.2}

Triage and classify incidents, alerts, and other tickets with recommendations

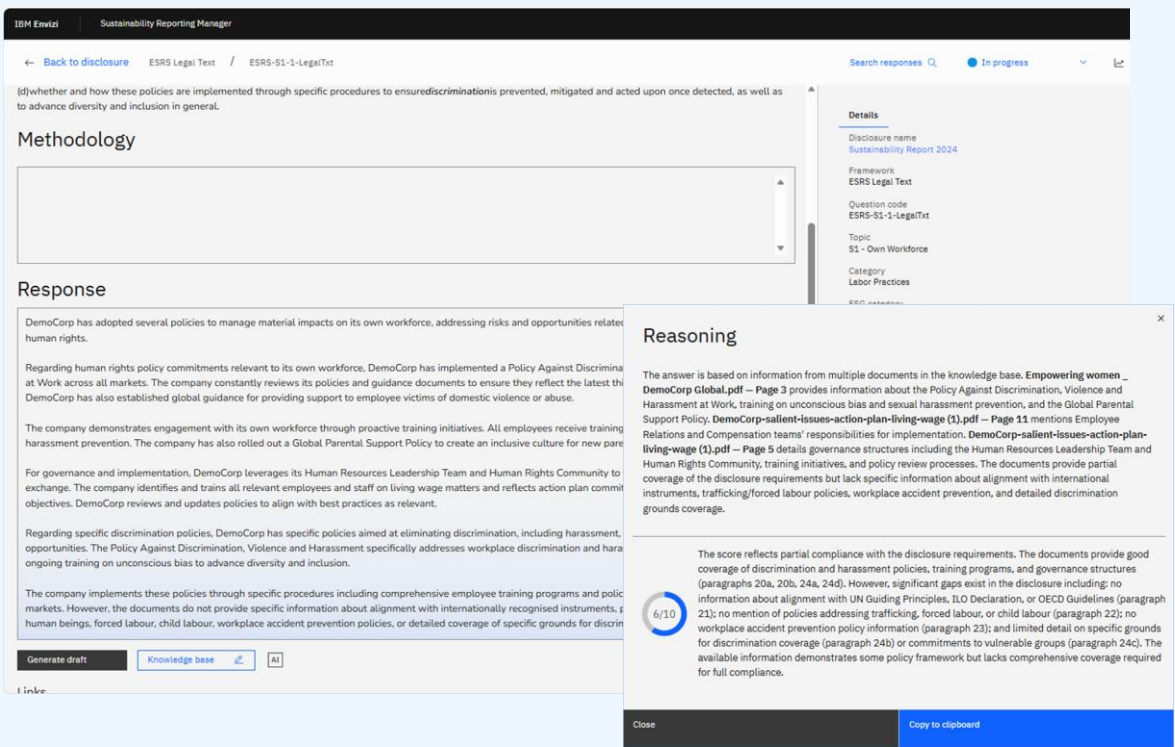
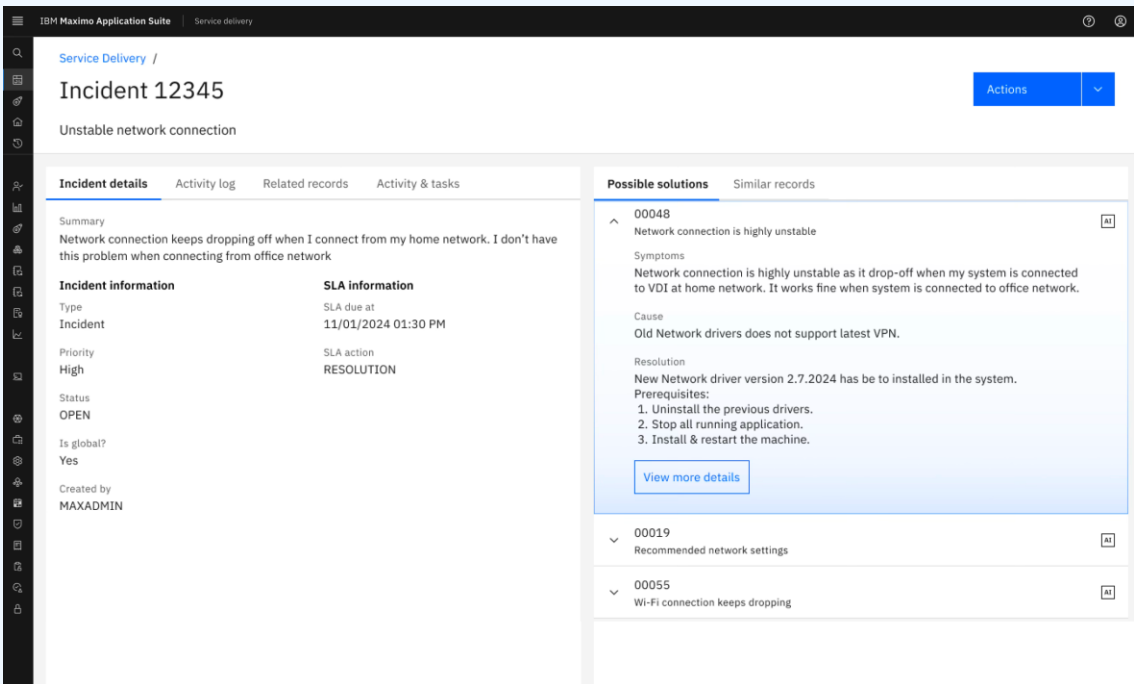
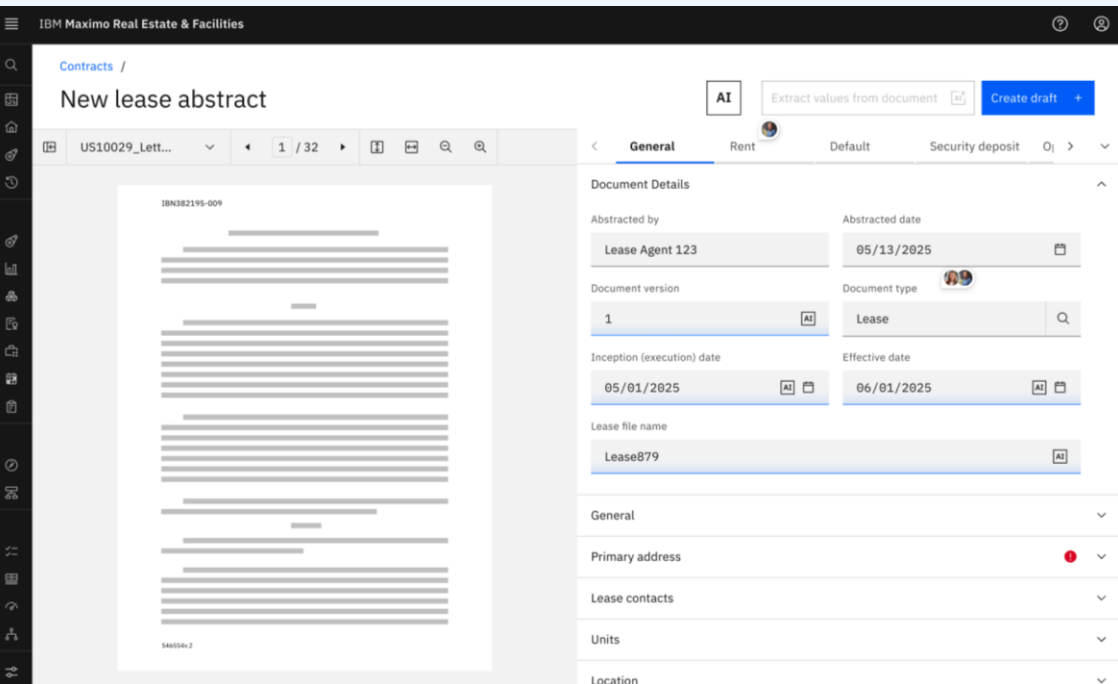


Actions & Automation ^{9.2}

Act on objects with simple commands, or leverage scripts for advanced workflows

Leverage embedded AI across Asset Classes

AI in ALM transforms decision-making for a wide range of organizational needs



Real Estate and Facilities

37% of tasks in real estate can be automated by AI^[1]

- Lease abstraction
- Space optimization
- Real estate optimization

IT

50% of tickets can be deflected with conversational AI self-help^[2]

- Conversational self-help
- Solution recommendations
- Smart ticket assignment

Renewables

37% of all legacy systems for renewable assets will be replaced by AI-enhanced platforms by 2027^[3]

- AI-powered loss bucketing
- Recommendation engine
- Drone vision analytics

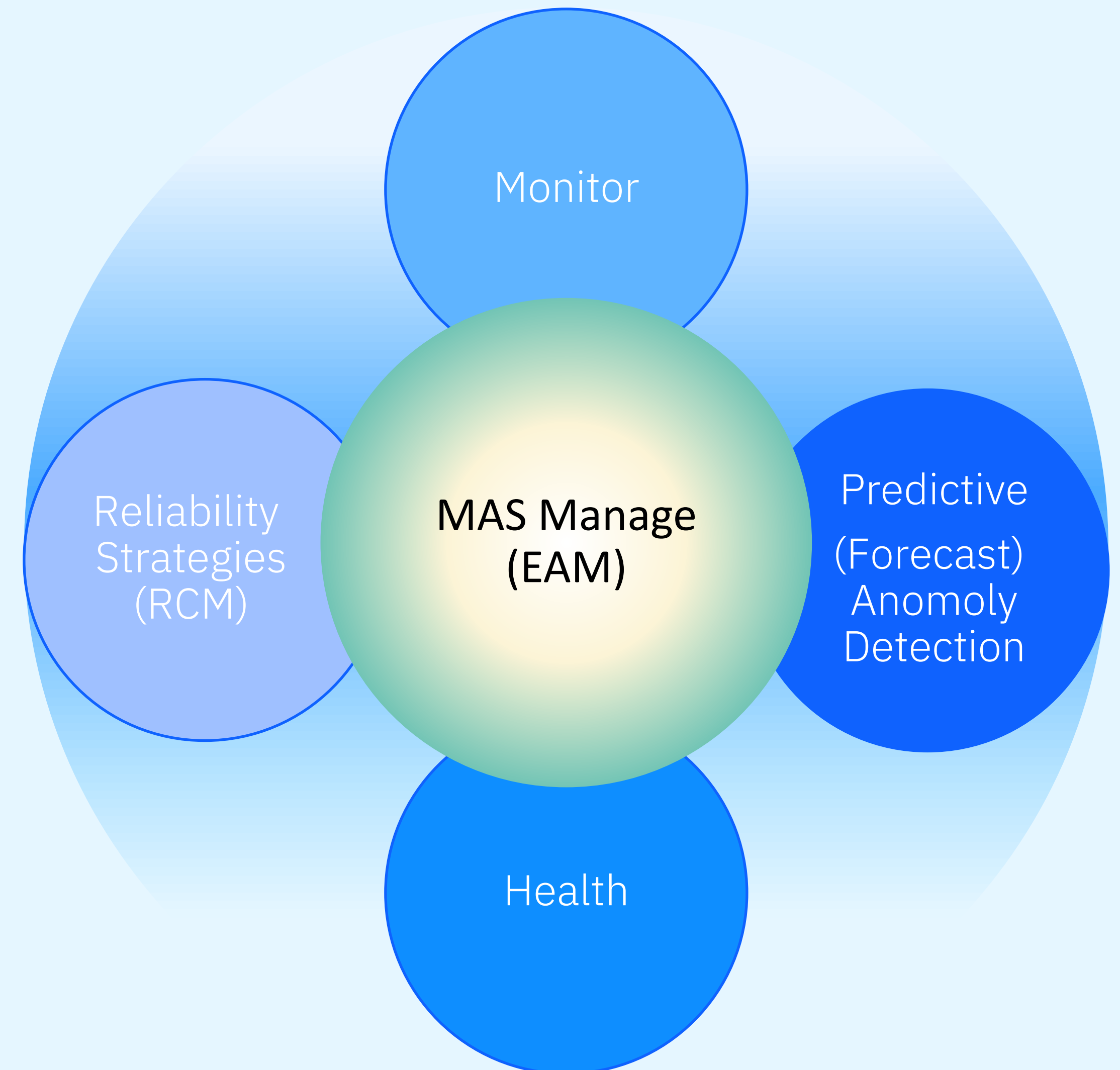
Environmental

93% of organizations have generated sustainability related ROI from AI^[4]

- ESG response generator
- Scope 3 data categorization
- Utility bill data extraction

MAS APM capabilities

- **Built on Maximo (MAS Manage):** APM is integrated across the suite for a closed loop from strategy to work execution.
- **Health:** Analyze asset performance at scale with 360° views of health, risk, and performance—spotting optimization opportunities and driving continuous improvement.
- **Reliability Strategies:** Align maintenance to business goals faster with pre-built RCM strategies, including FMEAs and mitigations.
- **Monitor:** Visualize assets and alarms in real time. Ingest field data via IoT sensors, PLCs, SCADA, connectors, or a library of 1,600+ pre-configured devices.
- **Predictive Anomaly Detection:** Use analytical models to detect anomalies, forecast failures, and trigger data-driven work orders

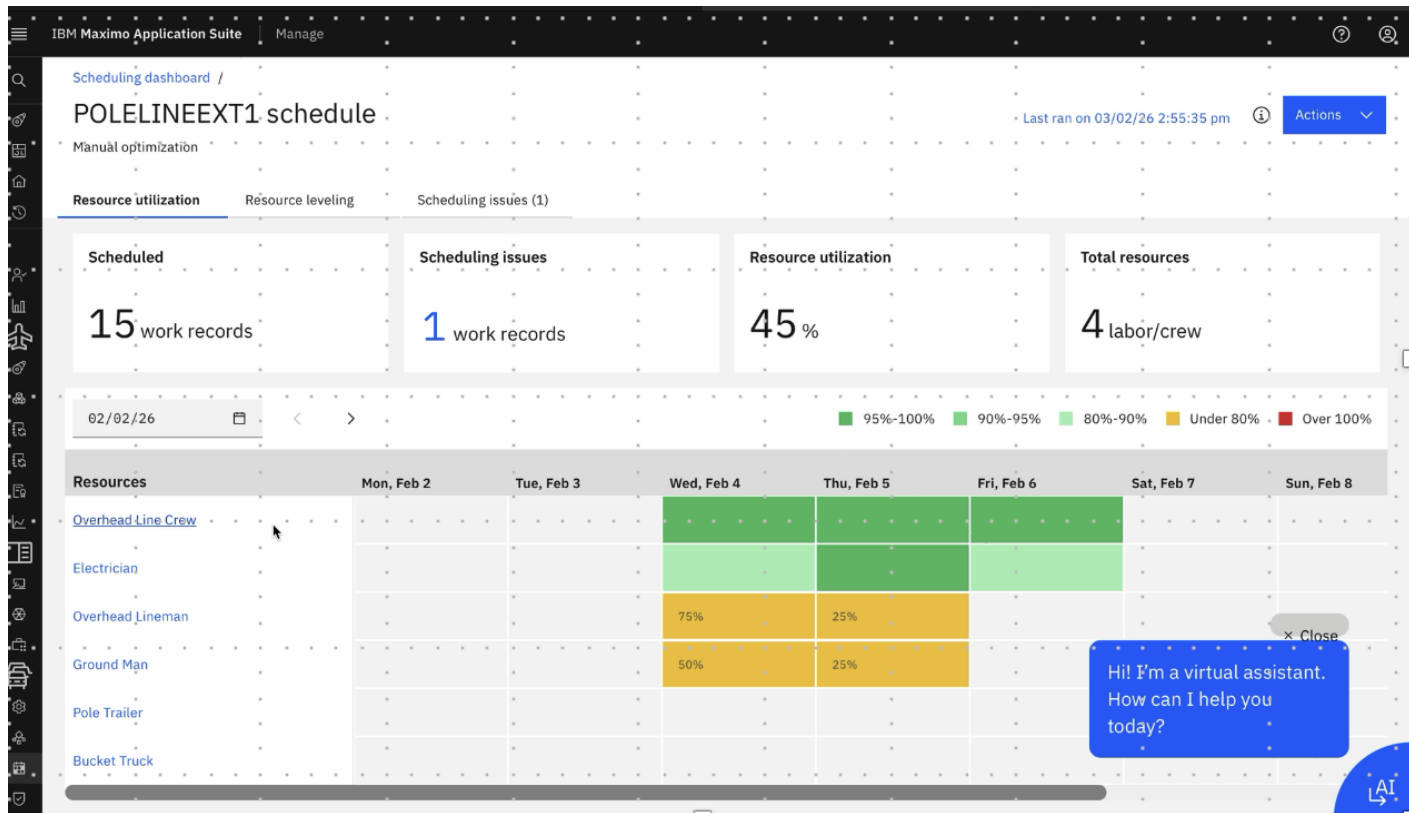


FSM 9.2 –Smart and intelligent field execution



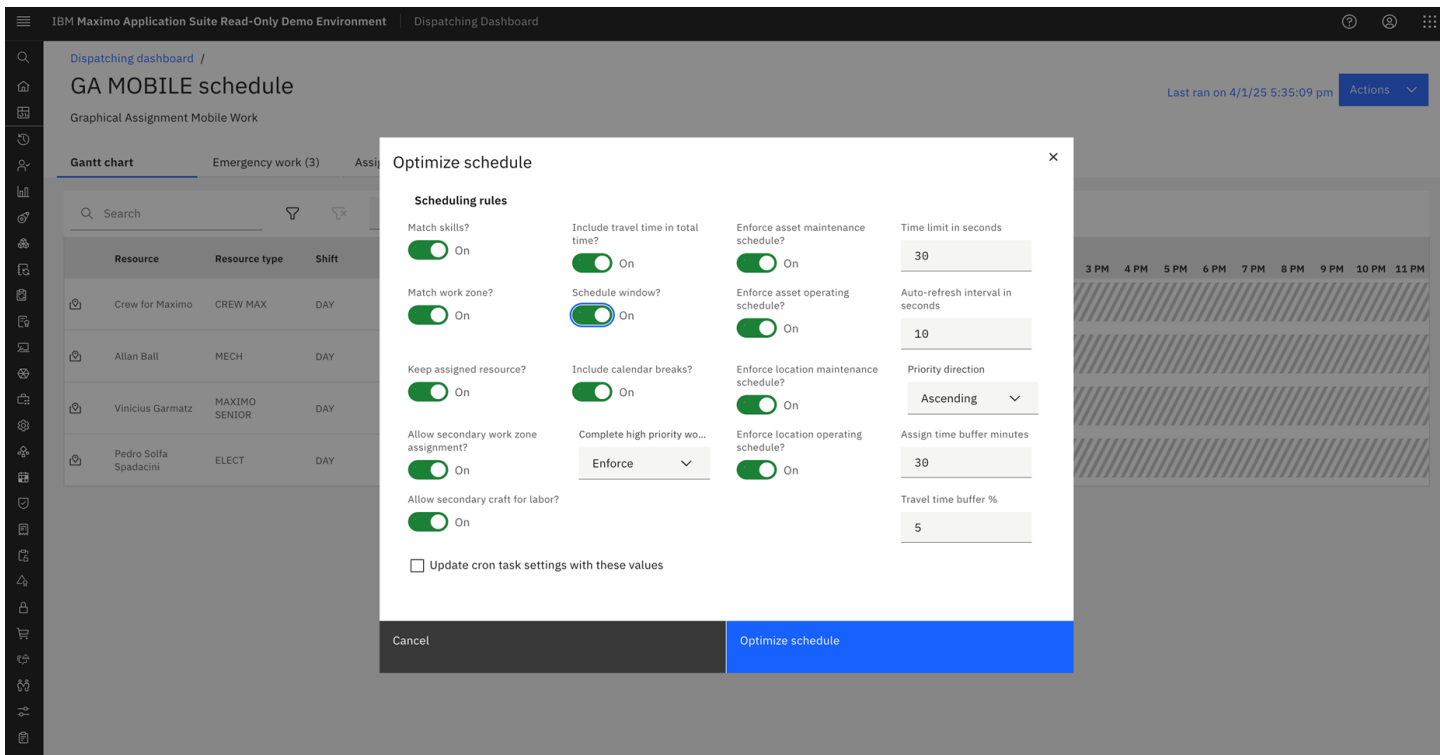
Scheduling, dispatching & planning

Modern dashboards, real-time tech visibility, planning compliance, shift & crew management



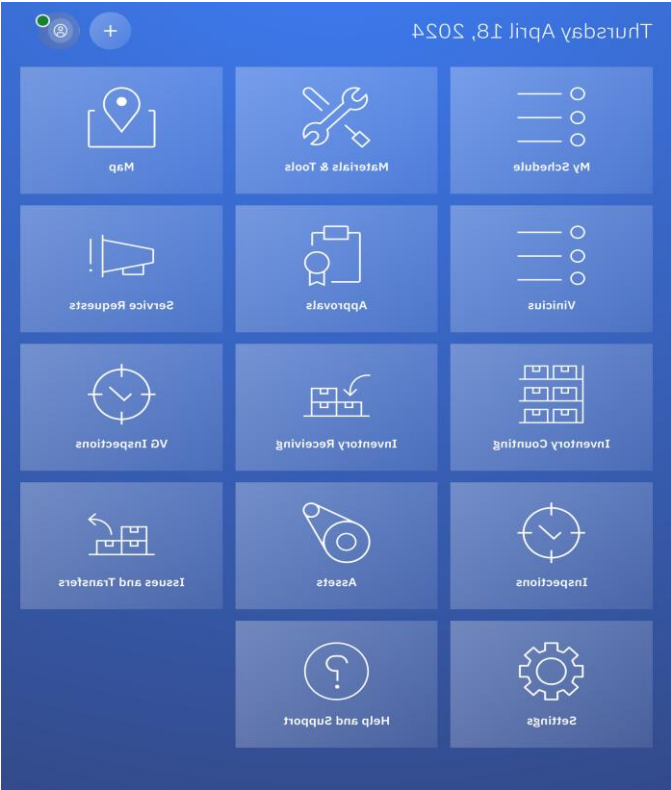
Optimizer

Inventory-aware optimization, conversational what-if analysis, security hardening, elastic scaling, and unified MAS navigation



Mobile

Maximo Assistant, MVI quality inspection, location management, enhanced inspection & inventory, crew management, and calibration



Key highlights

GenAI powered

Faster panning

Enhances reliability and security

Reduced response time

Better decisions making

More user friendly

Maximo Mobile provides intelligence in the field



Maximo Assistant

Natural language queries on mobile — find WOs & records without navigation

Technician

Full mobile work execution — Added crew assignment, **location management, material requisition eliminating desktop dependency**

Supervisor / Crew Management

Full crew support, Crew workorder visibility, time entry, approvals and **crew makeup adjustments directly from module**

Platform & Performance

Faster login & sync, background sync, BLE, biometric eSig, centralized properties, proactive admin tooling

MVI

Embedded AI photo inspection for defect detection with support for offline as **MVI models run locally in Mobile.**

Inventory

End-to-end storeroom on mobile: receive, issue, return items and tools, cycle count with scanning & live WO lookup

Enhanced Calibration

Audit-ready enhanced mobile calibration for Life Sciences, Aviation, Nuclear & Utilities including view calibration uncertainty fields

Inspections

Added Formula responses, geolocation, scan-to-populate, comments, site-level config & security controls

Maximo Health, Safety and Environment has been enhanced



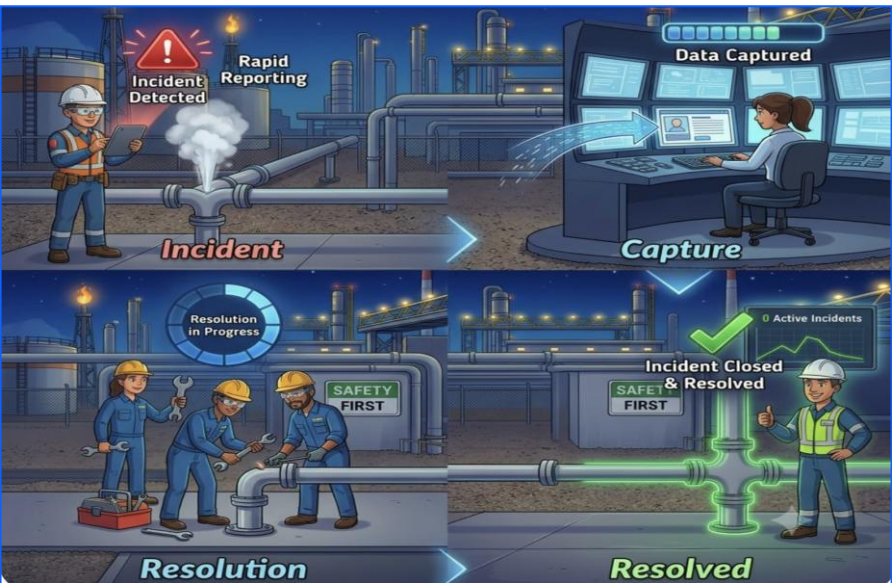
Control of work



Unifies permits, risk assessments, and isolations into one workflow for safer high-risk work

- Prevents high-risk incident
- Improves workforce safety
- Reduces downtime from unsafe work stoppages

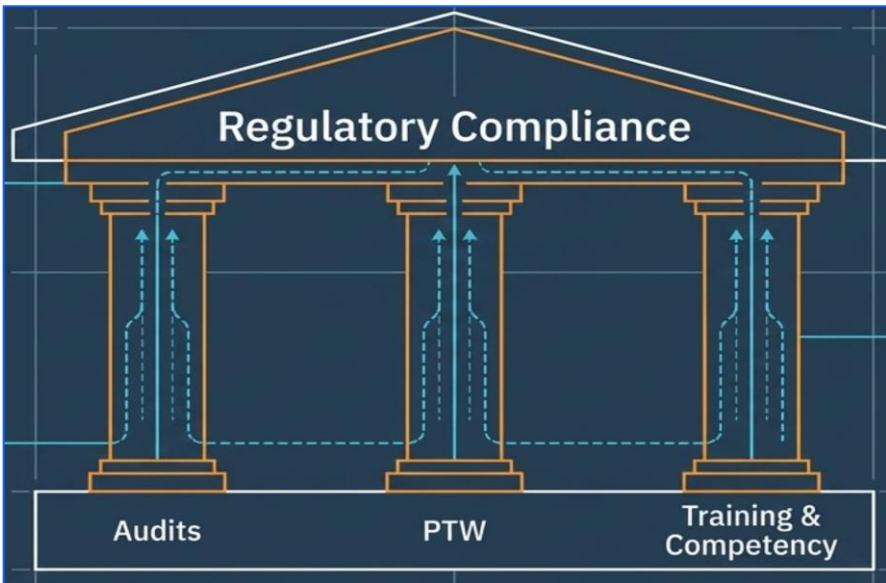
Incident management



Captures incidents in real time and speeds investigation and resolution—reducing recurrence and improving safety

- Reduces incident recurrence
- Improves response time
- Lowers operational disruption and penalties

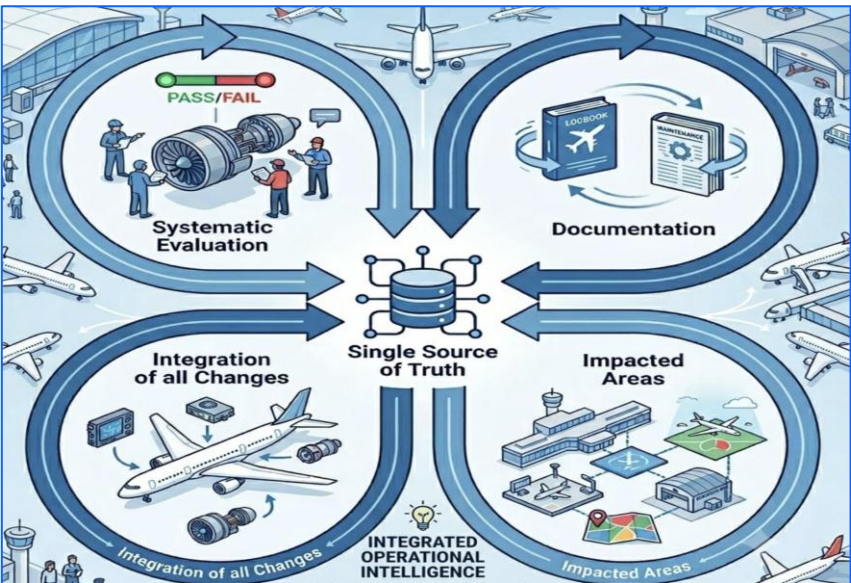
Regulatory compliance



Links regulations to controls, inspections, training, and workflows to keep you continuously audit-ready

- Reduces audit effort
- Ensures continuous compliance
- Avoids penalties and improves governance

Management of change



Brings safety, lessons learned, and impacted areas into one source of truth to evaluate, document, and integrate every change.

- Improves operational reliability
- Ensures safer execution of changes

Environmental and waste

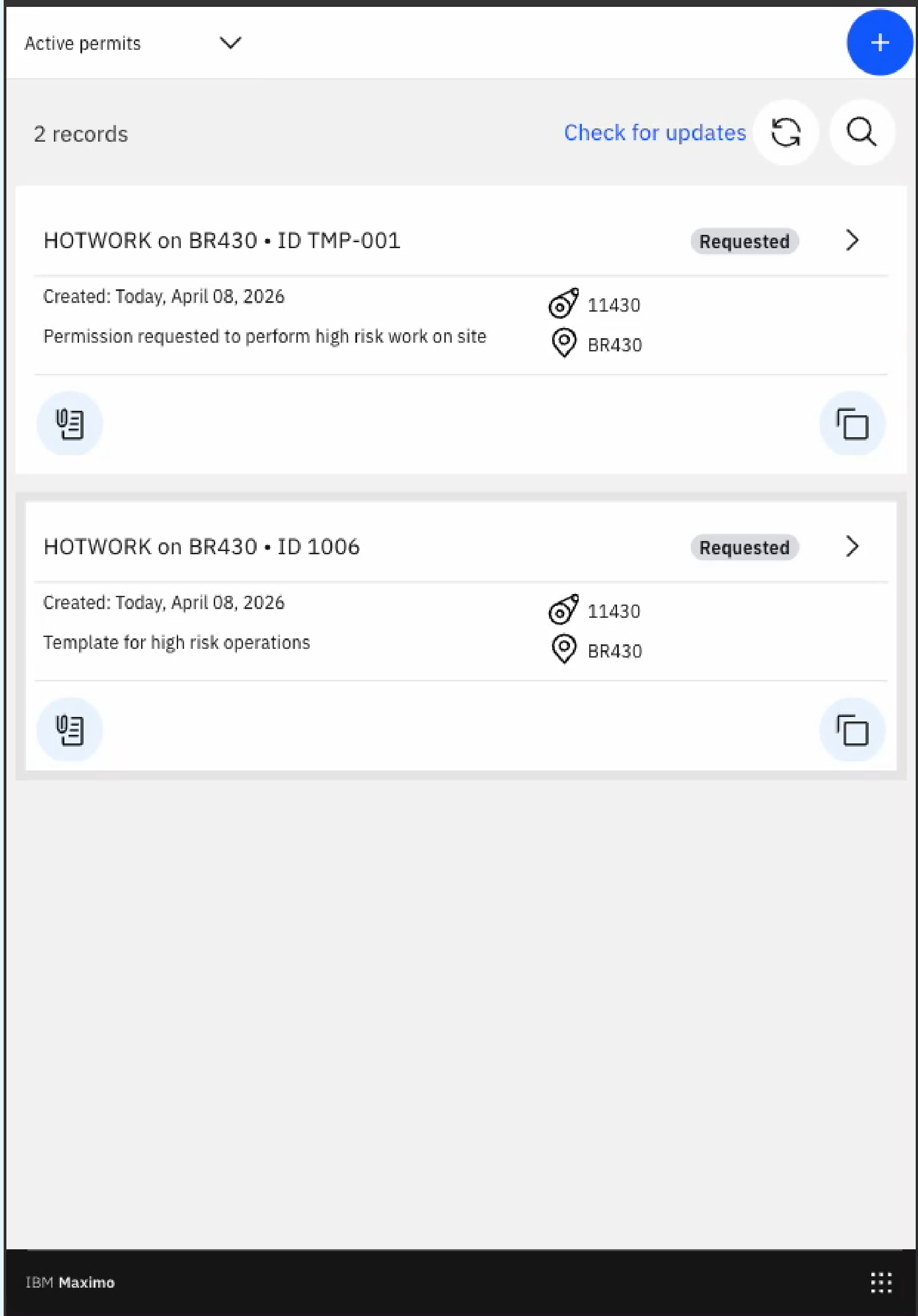


Tracks and optimizes waste and environmental impact while ensuring compliance and improving sustainability

- Optimizes waste cost Assist across
- Decarbonation journey
- Avoids penalties and improves governance

Mobile Permit to Work

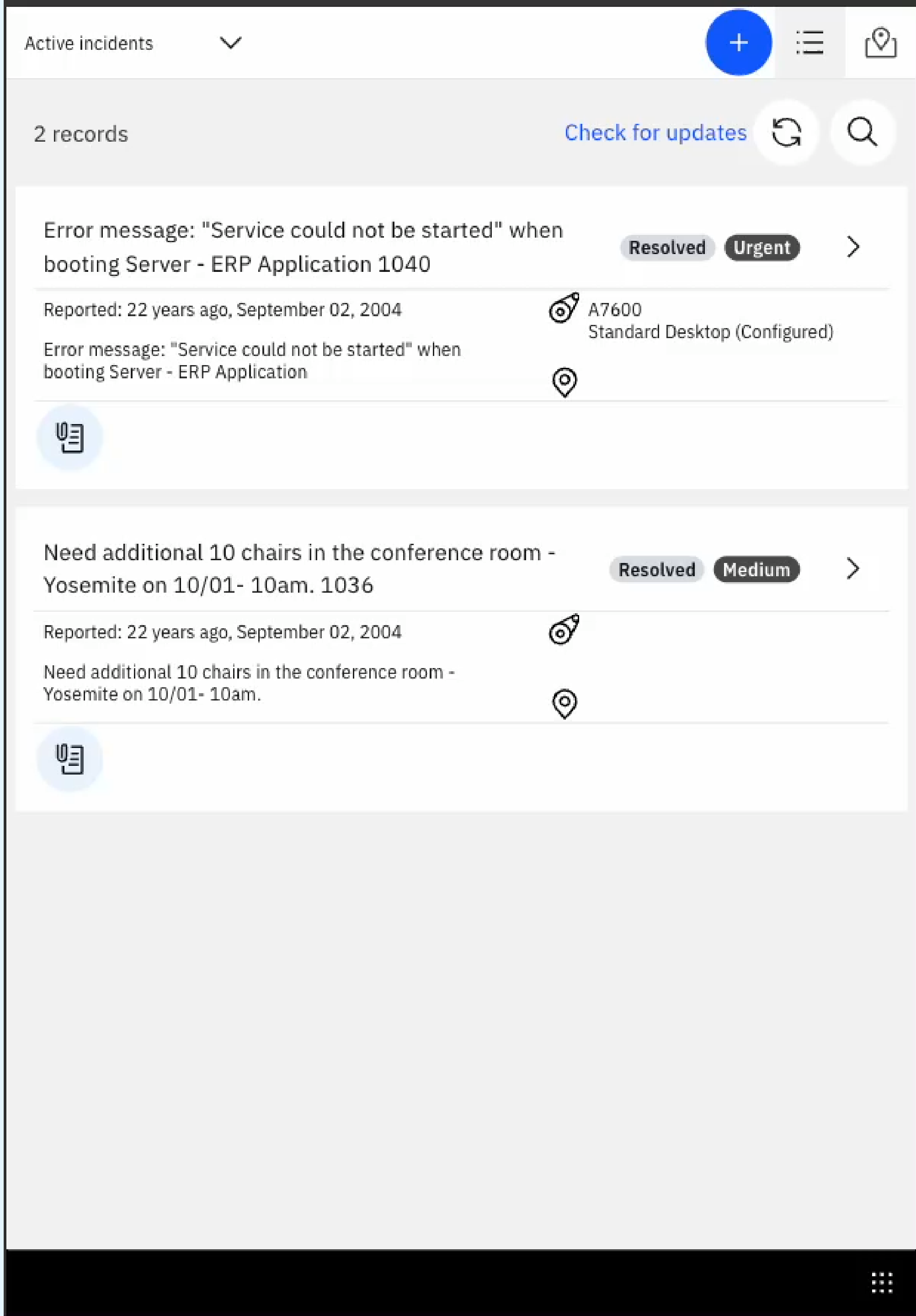
- Permit to Work directly on the mobile menu
- Create new permit request
- Set up templates for common requests as a starting point (edit/modify)



Safety and
Compliance

Mobile Incident Reporter

- Linked to Spatial (Esri) to identify location of incident
- Add related attachments (images, documents)



Safety and Compliance

Lease abstraction is fundamentally a labor cost problem disguised as an operations process



Document
Intelligence

There's a need to reduce audit and compliance overhead, eliminate decision delays and increase strategic value from leasing

\$2-4Bn

annual global spend

on lease abstraction across all methods. The cost problem is industry-wide and structural. Most spend goes to labor, not technology

Source: Crevanta, 2026.

20-40%

extra auditability costs

The real cost is not the abstraction fee. Slower abstraction means slower deal cycles, slower close cycles and reporting

Source: LeaseAI Blog, 2026.

5-15%

human error rate

in manual abstraction at scale. Repetitive data extraction and document review fatigue make manual abstraction problematic.

Source: The Business Research Company, 2026.

From dense contracts to structured data — automatically

Replace slow, costly manual abstraction with AI that captures lease data faster and at scale

- Extracts 100+ fields: clauses, dates, payment schedules
- Multiple documents, one lease
- PDF, Word, and scanned files
- Automated source-document quality checks
- Embedded PDF viewer for side-by-side validation
- English only at this time



Document
Intelligence

IBM Maximo Application Suite | Real Estate and Facilities

Review lease abstract

General Rent Default Security deposit Options > > US100029_Lett... 1 / 32

General

Lease ID: 546543 Status: Draft

Lease name: Lease_051325 AI

Legal name: Legal name AI

Description: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse eleifend faucibus vestibulum. Quisque eget pulvinar ante, eget euismod odio. Vestibulum bibendum augue at tellus viverra cursus. AI

Revision: 1 AI Legacy ID: 354312-B7 AI

Create draft Cancel

IBN382195-009

AI provenance provides users even greater confidence

- Provenance enables users to trace and verify where every AI output originated
- Each extracted field is linked back to its exact source passage
- Enables rapid spot-checking to validate that AI-populated fields are correct



Labels abstracted data as “AI”. If edited manually, the “AI” label is removed

Amount per basis (USD)

2,400	AI	-	+
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- 41 In consideration for the Office Space and Office Services the Client shall pay a monthly service fee of US\$ 2400 (the "Service Fee"). This amount shall be exclusive of VAT or any other tax which may be payable by the Client. that rent is payable in US Dollars at the prevailing exchange rate according to Oanda (or United States Central Bank) on the day of invoicing.

Resource Landing Page

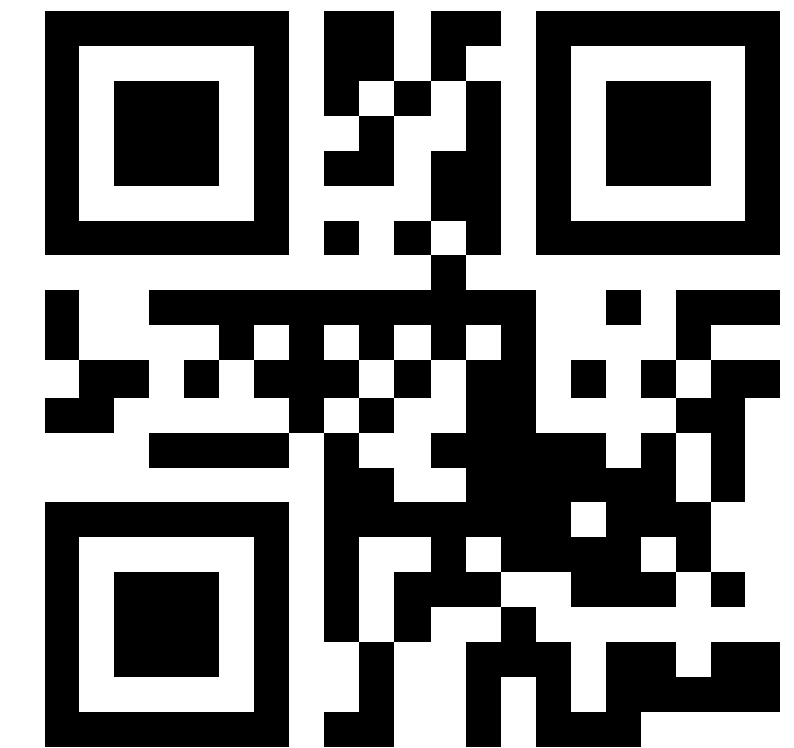
MUG Resource Page



Welcome to the Maximo User Group (MUG) Resource Hub!

This space is designed to help you explore IBM Maximo Application Suite (MAS), connect with the Maximo community, and access the most relevant tools, resources, and insights.

Whether you're evaluating MAS, deepening your expertise, or staying connected with the Maximo ecosystem—everything you need is right here.



<https://ibm.biz/BdpsAw>

