

# IBM Update - Maximo Application Suite

The IBM logo is rendered in a large, white, 3D-style font. The letters are blocky and have a slight shadow underneath, giving them a three-dimensional appearance. The logo is centered horizontally on the slide.

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Las Vegas Maximo User Group  
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# Transformative Trends

Cloud



Industrial  
Revolution 4.0



Sustainability



Talent Scarcity

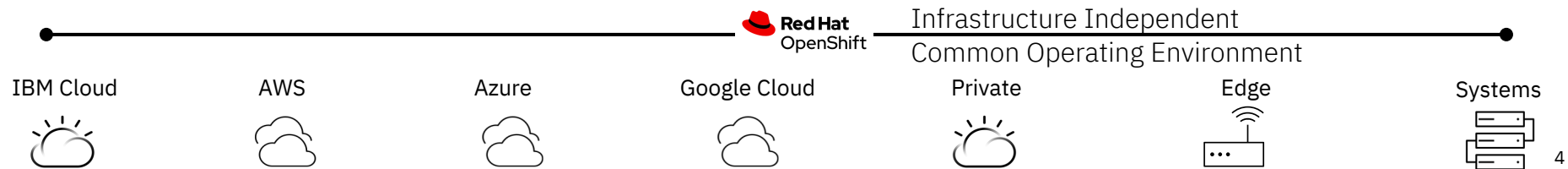
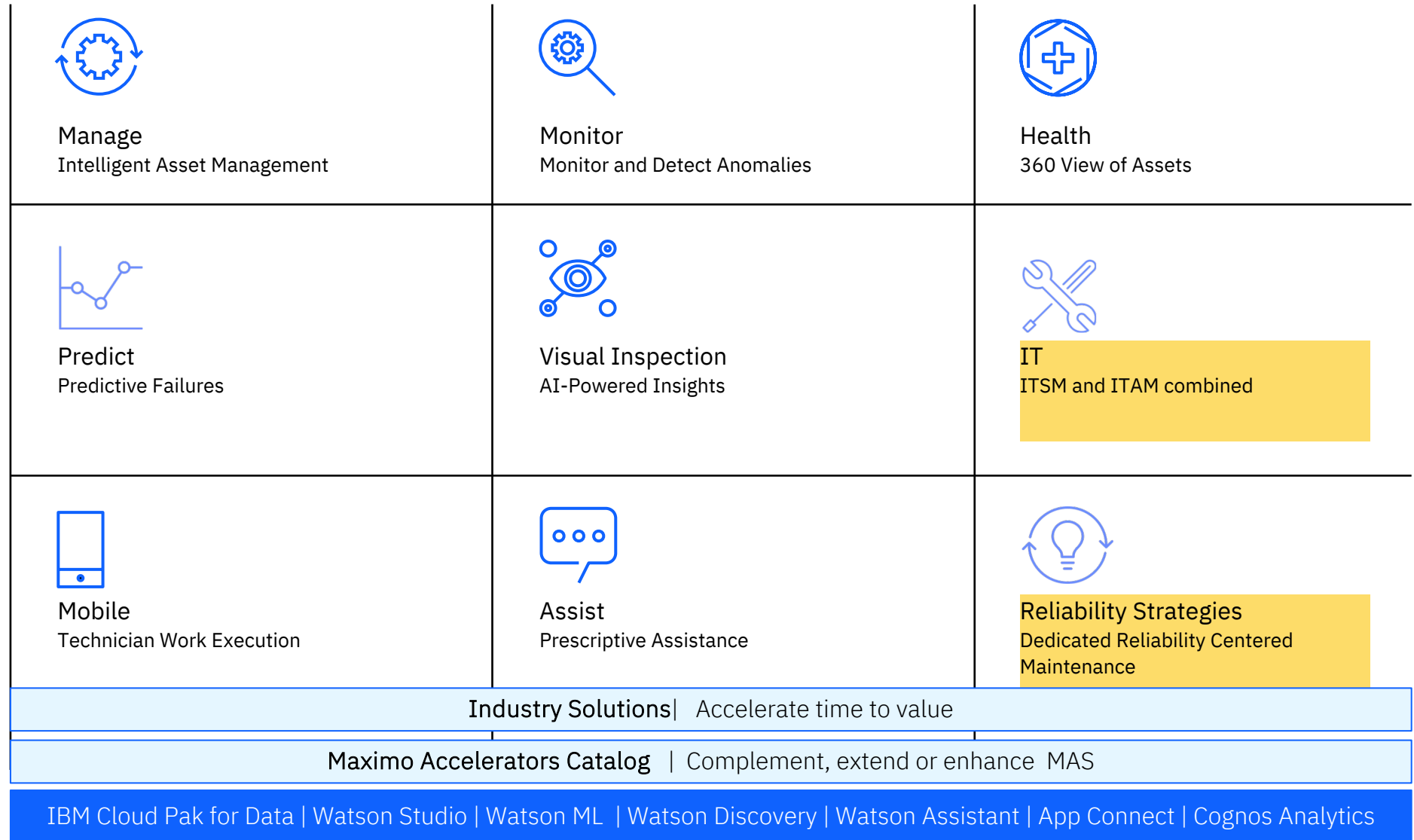


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# Maximo Application Suite

Best-of-class capabilities to provide complete view of your assets addressing the needs of key personas in your organization.

- Technicians
- Technician Supervisor
- Asset Maintenance Manager
- Plant Manager
- Fleet Manager
- Operations Manager
- Reliability Engineer
- Quality Manager
- Planners / Schedulers
- Dispatchers
- Purchasing Managers





# What's the Buzz about MAS 8.11?



[Learn more on the 8.11 launch Seismic Page](#)

## NEW Tiered SaaS Offerings

- **SaaS Essentials:** Two offerings; Maintenance Essentials (manage /health / reliability strategies /mobile ) and Inspections Essentials (MVI)
- **Standard:** Full MAS Suite with Standard Practices (Today's MAS SaaS)
- **Premium:** Tailored configs for complex deployments (alternative to MAS Dedicated)

**New, low-cost entry points that easily scale to Standard**

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- A dedicated Reliability Centered Maintenance (RCM) application with included content library
- Pre-Built Strategies for 800+ Asset Types, based on 25 years of large-scale RCM studies
- Includes 58,000+ Failure Modes and 5,000+ PM Tasks with step-by-step instructions

**Reduce PMs by up to 50%**

## NEW Accelerator Marketplace

- Online marketplace accessed through the Maximo Application Suite
- Downloadable EAM & APM applications and content from IBM & partners
- Content, configurations, dashboards, attachments, model templates
- Scripts and code patterns

**Improved time to value for MAS customers**

## NEW Maximo IT

- Empowering seamless IT/OT collaboration & Service Management across the enterprise
- Integrated process and automation driven UX
- Visualize & understand condition of IT/OT assets
- Respond & resolve problems faster

**IT/OT convergence into single operations model**

## ENHANCED Manage

- FISMA Readiness
- New Dashboards: Operations, Dispatching, Scheduling.
- Maximo Civil Infrastructure enhancements

**Increase operational efficiencies to improve response time and lower costs.**

## ENHANCED Mobile

- Maps including indoor, powered by ESRI. Classify and edit asset specifications in offline mode
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**Empowering the technician – improving first time fix rates and reducing waste**

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- New workflow design & automation
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# MAS Deployment Options

Deployment	Availability	Procure	Provision & Operate	Client Benefits
<b>On Premise</b> Customer Managed	Now	Client purchases MAS from IBM Client provides infrastructure	Client provisions, manages, and operates full stack	<ul style="list-style-type: none"> <li>Maximum operational flexibility</li> </ul>
<b>Hyperscalers</b> Customer Managed	Now AWS Azure	BYOL Client purchases software from IBM and infrastructure from Hyperscalers	Client runs IBM-provided automation scripts to deploy MAS on Hyperscalers' cloud  Client manages and operates both software and infrastructure	<ul style="list-style-type: none"> <li>Simplifies procurement and deployment</li> <li>Allows client to select their Hyperscalers</li> <li>Flexibility for clients to manage and operate their environment</li> </ul>
	Now AWS Azure	Paid (Marketplace listing) Client purchases software and infrastructure from Hyperscalers		
<b>SaaS Editions</b> - Essentials - Standard - Premium IBM SSG Managed	Now  AWS	Client purchase single part (includes software, infrastructure, and operations) from <u>either</u> std IBM sales/channels or AWS Marketplace	IBM provisions, manages, and operates Client's MAS environment on AWS Cloud using IBM's AWS cloud account	<ul style="list-style-type: none"> <li>Reduced time-to-value</li> <li>Reduced operational costs</li> <li>Allows clients to focus on business priorities</li> <li>Different editions to meet specific requirements</li> </ul>
<b>Dedicated (Managed Service)</b> IBM Consulting Managed	Now  Any	Client purchases software and managed service (including infrastructure) from IBM	IBM provisions, manages, and operates Client's MAS environment on IBM account	<ul style="list-style-type: none"> <li>Provides more flexibility, than SaaS, to customize environment</li> <li>Provides more operational flexibility than SaaS</li> </ul>

# MAS SaaS Editions

## Essentials

### Maximo Maintenance Essentials Manage + Mobile + Health + Reliability Strategies

- 1 environment
- Up to 25 users
- Up to 100 work orders / hour
- Up to 1,000 health scores / hour
- Scheduler included

- Add'l purchase options
- Max of 1 add'l environment
  - Up to 25 add'l users

OR

### Maximo Inspection Essentials Visual Inspection

- Capacity to train 1 model at a time
- Up to 2 deployed models
- Up to 5 client devices
- Up to 10K inferences / hour
- Up to 500 GB storage

- Add'l purchase options
- None

## Standard

### Full MAS Suite with Standard Operational Practices (Today's MAS SaaS Offering)

- Select from any MAS application or combination of applications
- Purchase multiple non-production environments; R/W access to non-prod environments is included by request
- Purchase any capacity of functionality (e.g., Users, Scores/Inferences, I/O Points, etc.)
- Select from preferred AWS regions (US, Canada, Germany or Australia)
- Most Manage Industry Solutions & Add-ons are available; some require additional AppPoints

- Add'l purchase options
- Non-production environments
  - Read-only production DB replica
  - Scheduler Optimizer
  - Allow Listing<sup>2</sup>

## Premium

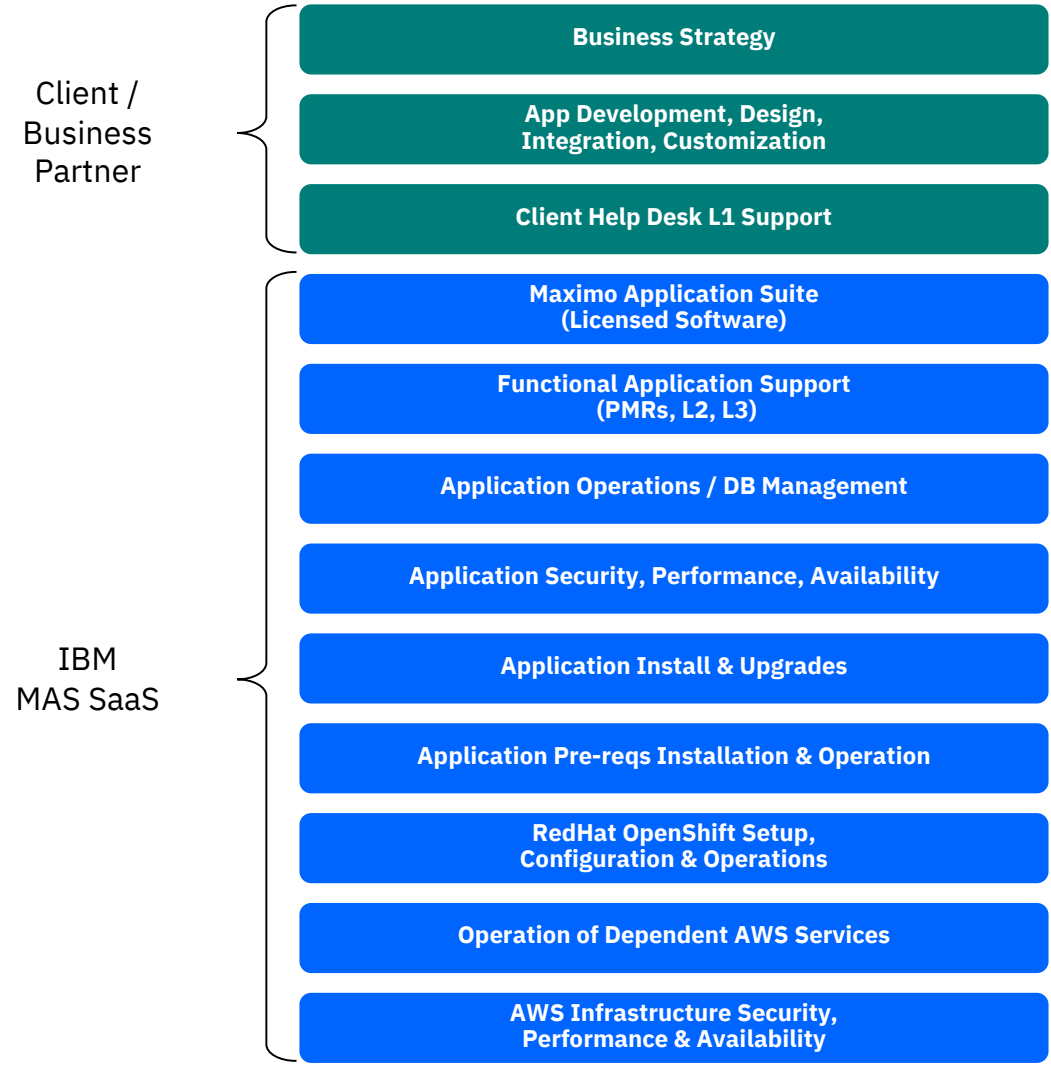
### Full MAS Suite with Custom Operational Options

- Flexible scheduling of upgrades (within limits, excluding updates & security items)
- Support for multiple VPNs
- Deployment validations for regulated industries
- Assigned communication coordinator
- Back up retention of up to 1 year

- Add'l purchase options
- Extended upgrade schedules
  - Extended data retention periods<sup>1</sup>
  - Multi-Workspaces<sup>1</sup>
  - Enhanced Disaster Recovery
  - Choice of any AWS data center that offers necessary services<sup>1</sup>
  - Oracle<sup>1</sup> or SQL Server database
  - Direct (Private) Connect

<sup>1</sup> Future availability

# MAS SaaS Operational View



## IBM's MAS SaaS Responsibilities

IBM provides application knowledge and the entire stack, including the management, operations & maintenance of the Application Suite

- Configuration & set up of all applications & dependencies
- LDAP, SSO & SAML configuration
- Set up of database, users & other infrastructure
- Set up & configuration of networking, security, HTTP/SSL & VPN
- Application & middleware patches & upgrades
- Ongoing security compliance to meet IBM internal (ITSS) & external (ISO, SOC) penetration & vulnerability testing
- 24/7 on call, reporting, etc.
- Monitoring of all client environments 24/7, including processor utilization, memory usage, storage, network, firewall, etc.
- Disaster recovery & backup/restore support & services

# MAS SaaS Service Comparison<sup>1,2</sup>

- Included ■
- Additional Purchase □
- Future Included ►
- Future Add'l Purchase ▷
- Not Available —

Feature	Essentials	Standard	Premium
<b>Purchasing</b>			
Software	■ <sup>3</sup>	■	■
Infrastructure	■	■	■
Non-production Environments	□ <sup>4</sup>	□	□
<b>Provisioning</b>			
Cloud Provider	AWS	AWS	AWS
Choice of Data Center	—	From Preferred List ■	From Preferred List ■ / ▷ <sup>5</sup>
Choice of Database	—	—	▷
Production Database Access	—	□ <sup>6</sup>	□ <sup>6</sup>
Non-production Database Access	■ <sup>7</sup>	■ <sup>7</sup>	■ <sup>7</sup>
Add-ons & Industry Solutions	Limited	■ / □	■ / □
VPN Connectivity to Client	■	■	■
Network Connection Options (Allow Listing)	—	▷	►
Multiple VPNs	—	—	■
Direct Connect	—	—	▷
Bare Metal Servers	—	—	▷
<b>Capabilities</b>			
Schedule Optimizer	—	□	■
Cognos SaaS	—	—	▷
Multiple Workspaces	—	—	▷

<sup>1</sup> Subject to change  
<sup>2</sup> Availability of features will vary. Not all will be available at initial release.  
<sup>3</sup> One application only  
<sup>4</sup> Maximum of one  
<sup>5</sup> Data center must support services required by MAS SaaS  
<sup>6</sup> Read-only via replica  
<sup>7</sup> Read/Write

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Feature	Essentials	Standard	Premium
<b>Integration</b>			
SAP & Oracle Adaptors	—	■	■
AppConnect SaaS	—	▷	▶ <sup>8</sup>
Integration via MIF	■	■	■
Automation Scripting via MaxAdmin user	■	■	■
Certified Third-party Java / Python code	—	—	▷
Security Integrations (SIEM Support)	—	—	▷
<b>Operations</b>			
Self-Service Portal	■	■	■
ISO 27001 & SOC2 Compliance	ISO 27001 ■ / SOC2 ▶	ISO 27001 ■ / SOC2 ▶	ISO 27001 ■ / SOC 2 ▶
Update & Upgrade Scheduling	Fixed	Standard <sup>9</sup>	Flexible <sup>10</sup> ■ / Extended <sup>11</sup> □
SLA	High Availability	High Availability	High Availability
Disaster Recovery	Standard	Standard	Reduced RPO & RTO ▷
Multi-Site Support	—	—	▷
Multi-Zone Support	—	—	▷
Point-in-time Application Recovery	—	—	▷
Extended Data Retention	—	—	▷
Assigned Personnel	—	—	□
Regional Support Exclusions	—	—	▷
Customized terms (SOW)	—	—	—

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<sup>2</sup> Availability of features will vary. Not all will be available at initial release.  
<sup>8</sup> Deployed for no additional AppPoints only for clients who require it.  
<sup>9</sup> Non-prod first, followed 30 days later by Production  
<sup>10</sup> Up to 6 months, excluding updates & security items  
<sup>11</sup> Greater than 6 months & LTS available, excluding updates & security items



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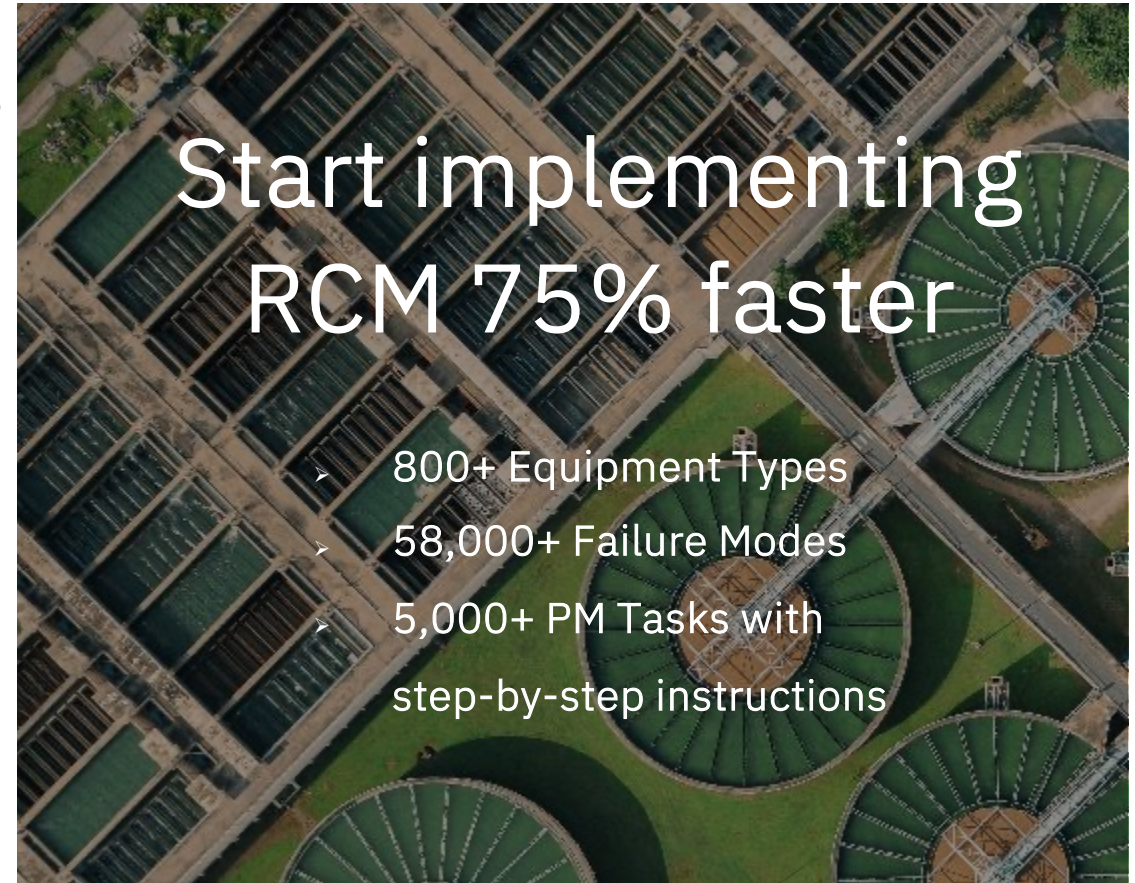
# Reliability Strategies *help accelerate achieving RCM goals*

A dedicated RCM/FMEA app with included content library. Together, it's a game-changer.

Reliability Strategies **App**  
**Manage add-on\***



Reliability Strategy  
**Library\*** (Accelerator)



## Start implementing RCM 75% faster

- 800+ Equipment Types
- 58,000+ Failure Modes
- 5,000+ PM Tasks with step-by-step instructions

\*Reliability Strategies can be deployed for existing Manage users ***without any additional AppPoints.***

\*The Reliability Strategy Library ***does not require any additional AppPoints.***

# An Application Purpose-Built for RCM

With rapid time to value, the solution makes it fast and easy to create and optimize reliability strategies

## FMEA Viewer With 8.11

For reviewing equipment failure mechanisms in the Reliability Strategy Library

## Reliability Strategy Composer With 8.11

Rapidly builds Reliability Strategies with corresponding PMs and Job Plan tasks using the Reliability Strategy Library

## Reliability Strategy Builder Upcoming release

Edit or add to the Reliability Strategy Library

## Reliability Strategy Optimizer Upcoming release

For optimizing PM's for both reliability and cost

## Conditioned Based Maintenance with Advanced Analytics Upcoming release

Drive condition-based maintenance further into the asset base with failure mode/parameter coupled machine learning libraries

The screenshot displays the IBM Maximo Application Suite interface for managing preventative maintenance. The main content area is titled 'FMEA' and shows details for a specific failure mechanism. The left sidebar lists components and failure modes, with 'Misalignment from rubbing at bearing, seal, impeller or wear rings' selected. The right pane provides detailed information about this failure mechanism, including its name, stressors, wear out time, functional failure mode, repair time, and discovery opportunities. A table at the bottom right shows the effectiveness of various PM tasks in mitigating this failure.

Task	Effectiveness
Performance trend	High
Refurbishment	High
Operator rounds	Moderate

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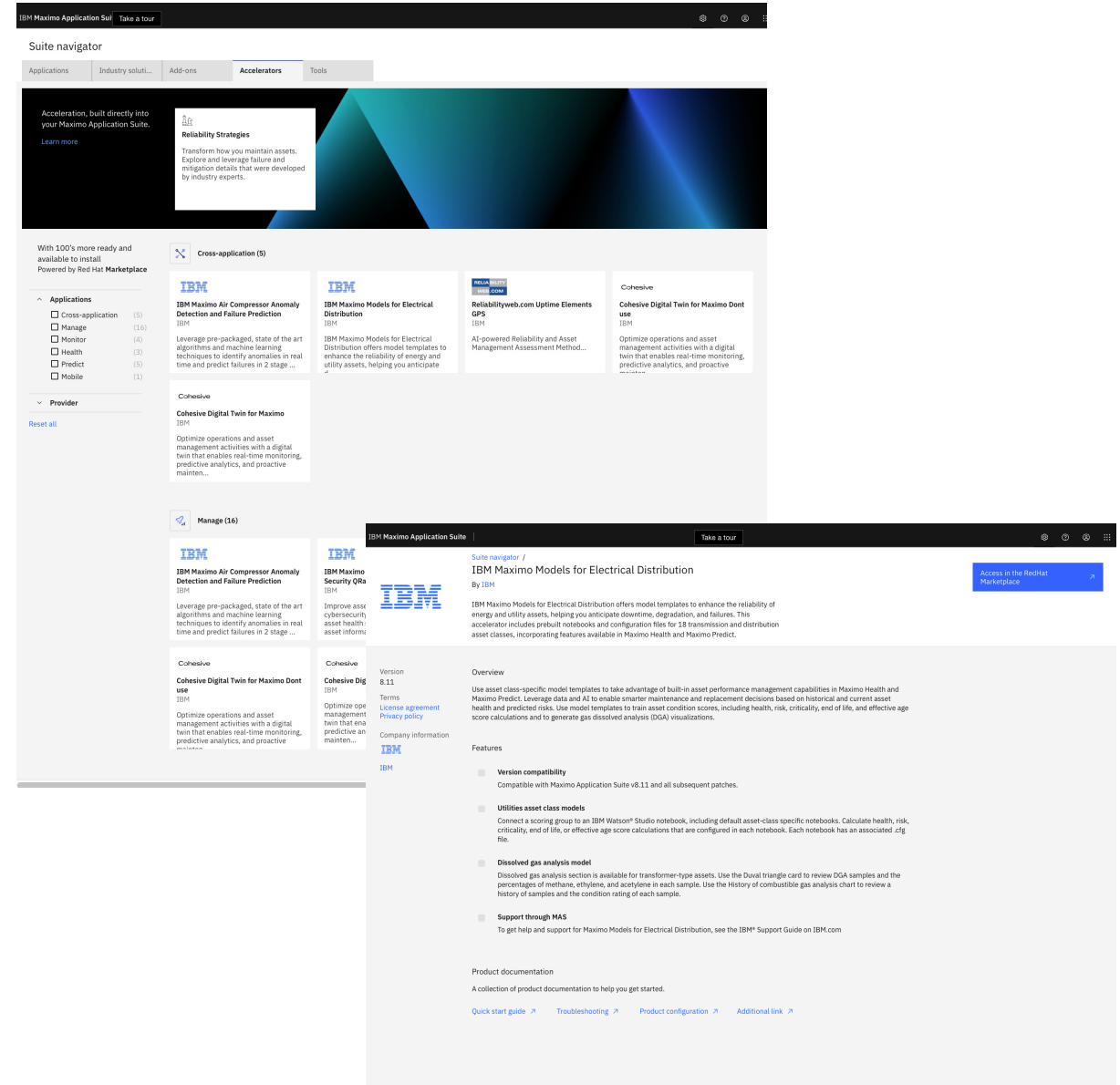
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# Accelerator Catalog

Provides customers access to a range of accelerators offered by both IBM and the Maximo Ecosystem

- Content, configurations, dashboards, attachments, model templates
- Scripts and code patterns
- New applications built on and for the Maximo Application Suite
- Integrations
- And much more....

[Explore the Maximo Marketplace](#)





# Accelerators in onboarding process



## Workflow Delegate

Select a single person to receive all records that are sent to you via workflow in Maximo.



## Easy Reporting

With EAM EasyReporting, reports for IBM Maximo can be designed in Word or Excel and run directly out of IBM Maximo.



## EAM FlexCalendar

Integrated, easy to deploy Add-On and a revolutionary new way of visualizing data in Maximo. The Add-On also allows you to create calendar links which users can subscribe to in their standard Mailing tools like Microsoft Outlook.



## IX TWIN

Customized digital twin asset creation, support, and management



## Uptime Elements GPS

Ai-powered Reliability and Asset Management Assessment Service Delivery based on Reliability Web's Uptime Elements

## VARIS

### Varis

Marketplace that integrates with Maximo Application Suite



## IBM Maximo Detection and Prediction for Air Compressors



## IBM Environmental Intelligence Suite integration for Maximo Spatial Assets



## IBM Maximo Models for Electric Distribution

Model templates to enhance the reliability of energy and utility assets. With predictive capabilities, it enables you to anticipate downtime, degradation, and failures, ensuring the delivery of safe...

With more partner and IBM solutions coming soon

IBM Research



Cohesive



IBM Security

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# Maximo IT

Available in  
MAS 8.11

## What it can do for your business

- Maximo IT provides the IT service management (ITSM) and Asset Management needed to simplify support of users and infrastructures.
- Adds capabilities to support IT/OT convergence
- Helps to reduce costs and increase satisfaction through self-service, automated service management and integrated, best practice-based service desk capabilities and IT Asset Management processes.
- Leverage your investment and knowledge of Maximo/MAS Manage

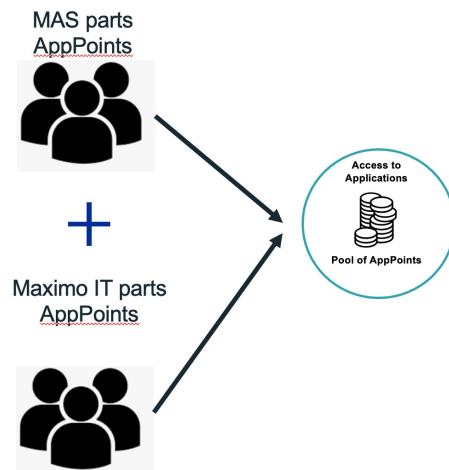


# Maximo IT

## New Add-on to MAS Manage

### Maximo IT

- Complete functionality of IBM Control Desk 7.6.1.5 (ITSM, ITAM)
- Modernized Graphite Self Service, replaces Service Portal
- Integration Foundation
  - Slack – Chatops, Swarm
  - Jira - Devops
  - ManageIQ - Cloud



## How Entitled

- “Purchased” add-on to MAS
  - MAS is pre-req for Maximo IT
- New Parts for Maximo IT = AppPoints
  - Align with MAS parts (Perpetual, STL, Monthly), S&S
  - Must be purchased to have access and use
  - Trade up/Upgrade parts available for Existing ICD customers
- Users align to MAS types
  - IT users can be flagged using the Manage User Type field and Application Security
- Deployed as add-on to Manage
- Retain Value of the Suite
  - Flexibility to use expanded MAS functionality (Monitor, Health, etc)



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# MAS Dashboard

## Operational dashboard

Last updated on 2/1/2022 at 3:30 PM

Refresh KPIs manually or schedule refreshes in KPI Manager.

### Overdue emergency work

Over target by 3

**4** work orders

▲ 5% from last refresh

### PM work orders overdue

On target

**6** work orders

▲ 7% from last refresh

### PM performance

On target

**95 %**

▲ 7% from last refresh

### Work orders waiting approval

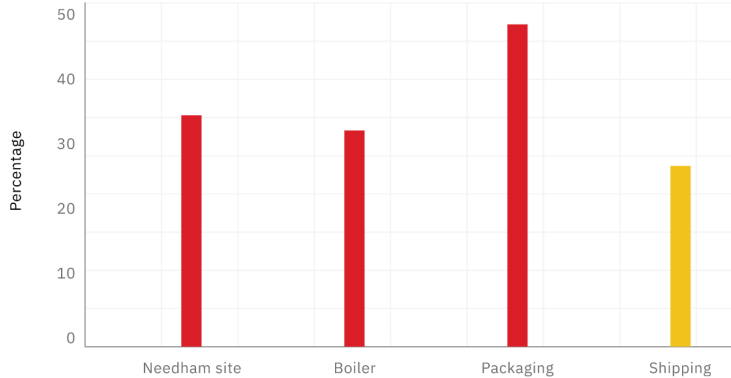
Under target by 12

**25** work orders

▲ 20% from last refresh

### PCT of corrective or emergency WOs by department

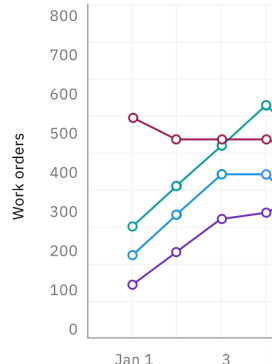
Last run: 1/26/23 9:40 AM



On target Caution Alert

### Safety critical backlog

Last updated on 01/12/2023 at 3:00 PM



Unplanned Planned Overdue

### Favorites

- Work Orders
- Workflow Assignments

### Quick actions

- Create work order
- Work Orders

### Workflow assignments due soon

Last updated 3 hours ago

[Operational Dashboard Overview](#)

IBM Maximo Application Suite | Manage

### Work orders

Emergent work for Bedford and Chelmsford

Work order	Description	Location	Asset	Status	Target start	Priority
EM 1000	Relocate Guard Rails Around	Location 1	11120	Approved	2021-09-08 14:00	P1
EM 1001	Pump replacement	Location 1		Waiting on approval	2021-09-08 14:00	P1
CM 1002	12 Month Service on Shipping Dept #1	Location 2	11348	Waiting on approval	2021-09-08 14:00	P2
EM 1003	Rebuild Feedwater Pump	Location 1	11327	Approved	2021-09-08 14:00	P1
PM 1004	Check for Plumbing Problem	Location 2	2020			
EM 1005	Generator Overhaul	Location 1	43987			
EM 1006	Electric Cart Tune-Up	Location 1				
EM 1007	Feedwater Pump Services	Location 1				
EM 1008	Packaging Mach Elevator & Drainpan	Location 1				
EM 1009	Repair Damaged Conduit Feeding	Location 1				

IBM Maximo Graphite | Reference Application

### Datasource Table

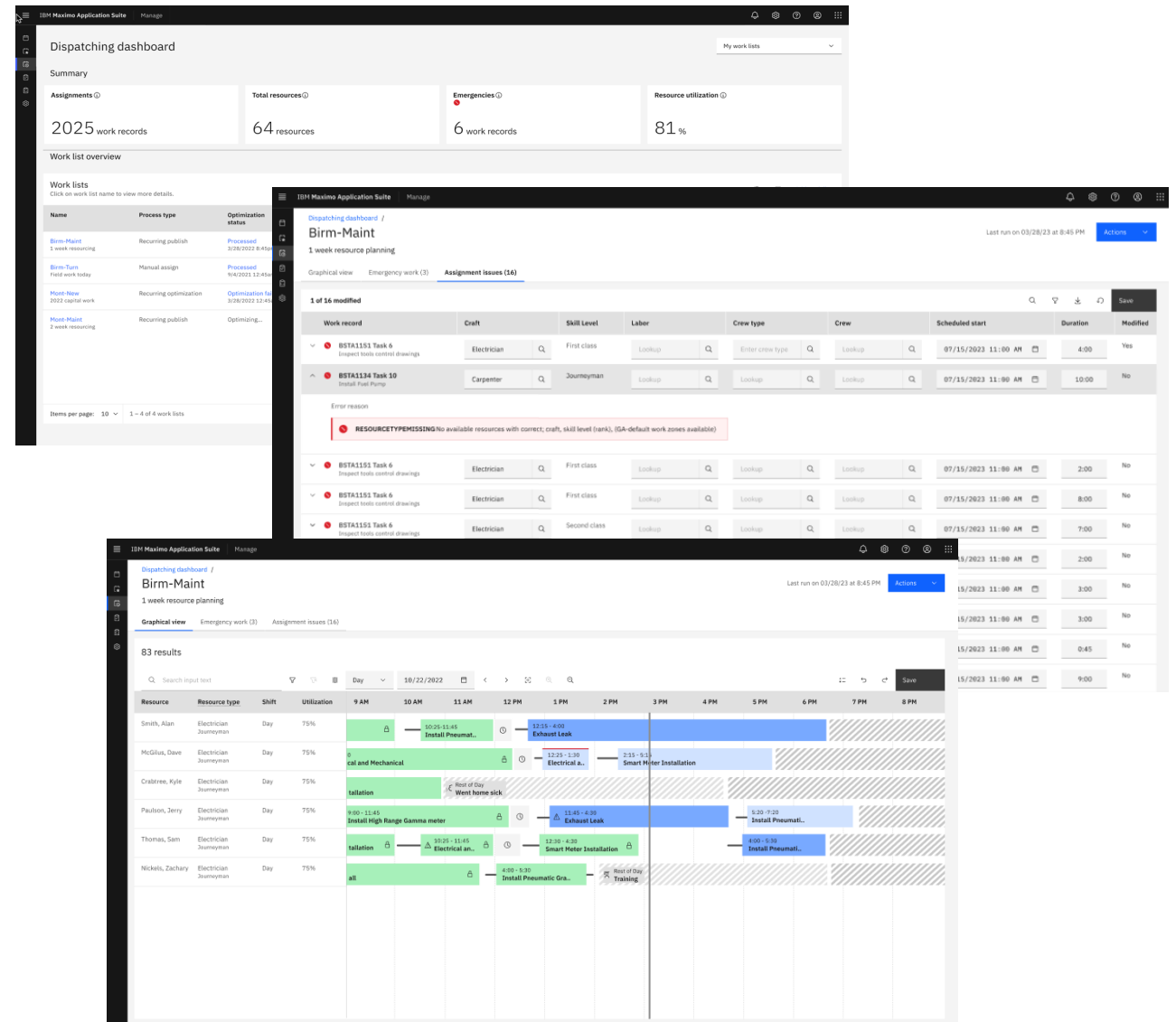
Results: 100

Work order	Location	Created Date
WONUM0002	WOTITLE 0002	L0002
WONUM0003	WOTITLE 0003	A0003

# Modernized Experience: Dispatching Dashboard

The dashboard is a holistic view of schedules, based on Optimization KPI's, indicating areas requiring dispatcher's attention with direct navigation to exception workflows.

- Rule based optimization can be initiated by the user or scheduled as specific times using configurable parameters. The results of the optimized assignments are presented as KPIs in graphical timeline or map
- Timeline interactive view allows the dispatcher to monitor work status as the day progresses and indicates areas requiring attention
- Assignment issues list work records with errors or warnings in a table view that allows the user to directly fix inline and then re-run optimization and check new results.

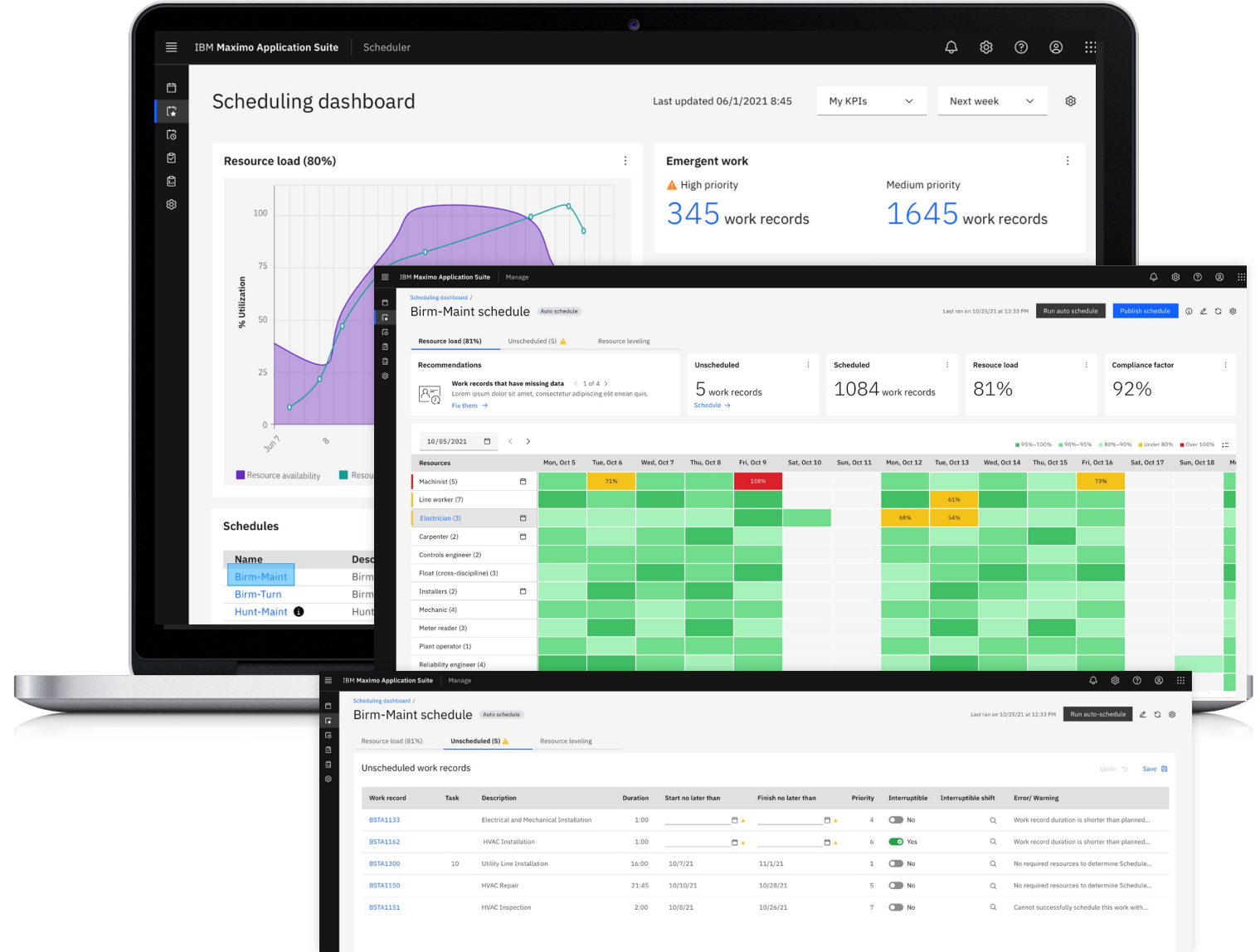


# Scheduling Dashboard

## Role Based Application

The dashboard is a holistic view of schedules, indicating areas requiring scheduler's attention with navigation to detailed schedule.

- Optimization initiated by the scheduler or at specific times using configurable parameters. The results of the optimized schedules are shown by resource load and resource levelling.
- Resource load and availability is presented as a heatmap, clearly indicating areas of concern
- Resource levelling provides the user with an interactive graphical view
- Unscheduled work records are listed with the errors or warnings in a table that allows the user to fix inline
- Ability to bring work into the schedule from a backlog
- Compliance reporting with configurable metrics
- Leverages existing objects and methods of core applications. Ability to navigate to classic applications for details and additional modifications when necessary



# What we are investing in: Integrate and Expand MAS

**Notable callout**  
 Unify MAS through utilization of the right function at the right time via cross-product user experiences

<b>Inspections</b> Reduce the cost of your inspections up to 75%, while increasing frequency by 50%	<b>Maintenance</b> Achieve first-time fix rates >90%, improve productivity 44%* and reduce truck rolls 25%	<b>Reliability</b> Extend asset life 20%+, reduce downtime up to 43%*, and reduce cost 20%
<p>Improve scalability and stability of MVI while easing the training of base models.</p> <p>Support deployments through introduction of MVI In A Box packaged hardware and software solution</p> <p>Improve stability of Maximo Mobile Inspections and address customer Ideas</p>	<p>Maximo EAM → Maximo Manage</p> <p>Improve stability and provide Maximo Mobile support for remaining Inventory and Calibration capabilities.</p> <p>Extend MAS Dashboards through usage of asset health and risk, investment scenarios, schedule awareness, operational data flow.</p> <p>Extend field service management through a modernized and optimization driven dispatching solution.</p> <p>Expand usage of location data for work planning and execution.</p>	<p>Single focused Maximo Health product.</p> <p>Extend utilization of operational conditions to Operations Managers and Asset Managers via refactoring and modularizing the Operator user experience.</p> <p>Expand reliability engineer effectiveness through introduction of Mean Time Between Failure (MTBF) modeling, and comparison of active and future asset investment trends</p> <p>Increase the operational data available to reliability engineers via Omnio connectors</p>

**Accelerators and Integrations:** 20% increase in customer lifetime value by meeting a diverse set of customer needs through ecosystem offerings

Bring an **Accelerator Catalog** as a marketplace for offerings and content that accelerates TTV for MAS, Seed catalog Accelerator content from IBM within the catalog: Extend Maximo Civil Infrastructure, **Introduce Maximo IT within MAS**

**Delivery, Install, Upgrade, Manage:** Provide MAS via the environment of choice and optimize the migration plus management for that environment.

Improved development and delivery of MAS through integrated CI/CD pipeline for continuous build, test, integration and deployment, Improve product upgrades in support of continuous delivery to our customers, Improve install and management via Operator and SRE Maturity, Federal Readiness.

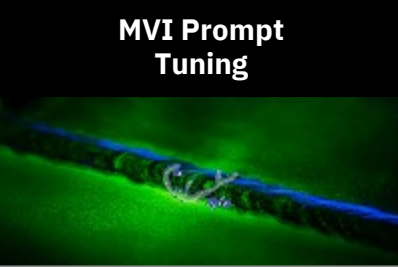


# Embedding AI Intelligence into Maximo processes



### MVI Anomaly Detection

- Maximo Visual Inspection is currently based primarily on open-sourced convolutional neural network models. These models can lack accuracy for “Few-Shot” anomaly detection.
- We are building a transformer-based foundation model that will fill these gaps



### MVI Prompt Tuning

- Maximo Visual Inspection uses the classic ML pattern of labeling data, training the model and deploying the model to provide capabilities.
- We are using foundation models and prompt-tuning to dramatically reduce the effort required to effectively train the model



### Assist: Technician Assistant

- Technicians have a difficult task diagnosing and fixing issues across a wide array of equipment.
- IBM is using an AI assistant trained on service manuals and previous work orders to help technicians easily access the latest asset service info and generate repair workflows.



### Health: Time series prediction & anomaly

- There is a wide variety of sensors and asset behaviors that must be analyzed to understand an asset’s health
- We are using AI to create sensor-level models from a single foundation model trained on a small sample of sensor data. This allows us to capture the complexity with much less effort.



### Failure Mode Understanding

- Often the quality of the failure data available for reliability analysis is inadequate. Understanding how assets fail is crucial for effective preventative maintenance.
- Maximo is building an AI model to classify asset failure modes derived from work order data.



### Work Order Automation

- Enabling the automatic processing of work order through business flows based on recognizable patterns can save valuable time over manual review.
- Maximo is building both ML and generative foundation models to provide automated recommendations to assist users in managing work order process flow.



### Ticket Automation

- Enabling the automatic processing of work order through business flows based on recognizable patterns can save valuable time over manual review.
- Maximo is building both ML and generative foundation models to provide automated recommendations to assist users in managing work order process flow.



### MAS Onboarding Assistant

- Maximo Application Suite is a complex product that needs integration with other client systems
- We are training an LLM model to help answer questions that arise in its implementation that can guide clients and answer questions about costs, effort and risks.

WO Intelligence

# What's the Buzz about MAS 8.11?



[Learn more on the 8.11 launch Seismic Page](#)

## NEW Tiered SaaS Offerings

- **SaaS Essentials:** Two offerings; Maintenance Essentials (manage /health / reliability strategies /mobile ) and Inspections Essentials (MVI)
- **Standard:** Full MAS Suite with Standard Practices (Today's MAS SaaS)
- **Premium:** Tailored configs for complex deployments (alternative to MAS Dedicated)

**New, low-cost entry points that easily scale to Standard**

## NEW Reliability Strategies

- A dedicated Reliability Centered Maintenance (RCM) application with included content library
- Pre-Built Strategies for 800+ Asset Types, based on 25 years of large-scale RCM studies
- Includes 58,000+ Failure Modes and 5,000+ PM Tasks with step-by-step instructions

**Reduce PMs by up to 50%**

## NEW Accelerator Marketplace

- Online marketplace accessed through the Maximo Application Suite
- Downloadable EAM & APM applications and content from IBM & partners
- Content, configurations, dashboards, attachments, model templates
- Scripts and code patterns

**Improved time to value for MAS customers**

## NEW Maximo IT

- Empowering seamless IT/OT collaboration & Service Management across the enterprise
- Integrated process and automation driven UX
- Visualize & understand condition of IT/OT assets
- Respond & resolve problems faster

**IT/OT convergence into single operations model**

## ENHANCED Manage

- FISMA Readiness
- New Dashboards: Operations, Dispatching, Scheduling.
- Maximo Civil Infrastructure enhancements

**Increase operational efficiencies to improve response time and lower costs.**

## ENHANCED Mobile

- Maps including indoor, powered by ESRI. Classify and edit asset specifications in offline mode
- Inspections with integrated computer vision capabilities
- Inventory ready – count, receive and issue materials

**Empowering the technician – improving first time fix rates and reducing waste**

## ENHANCED Monitor

- Library of pre-configured connectors
- Covers the most common industrial data sources
- New workflow design & automation
- Easy to use point & click interface

**Removes the connectivity & configuration complexities, driving immediate alerting and monitoring results.**

# Maximo Mobile

## Optimized User Experience



1 application,  
1 role-based interface



Connected  
and disconnected



Trustworthiness: data quality  
is higher, and real-time updates



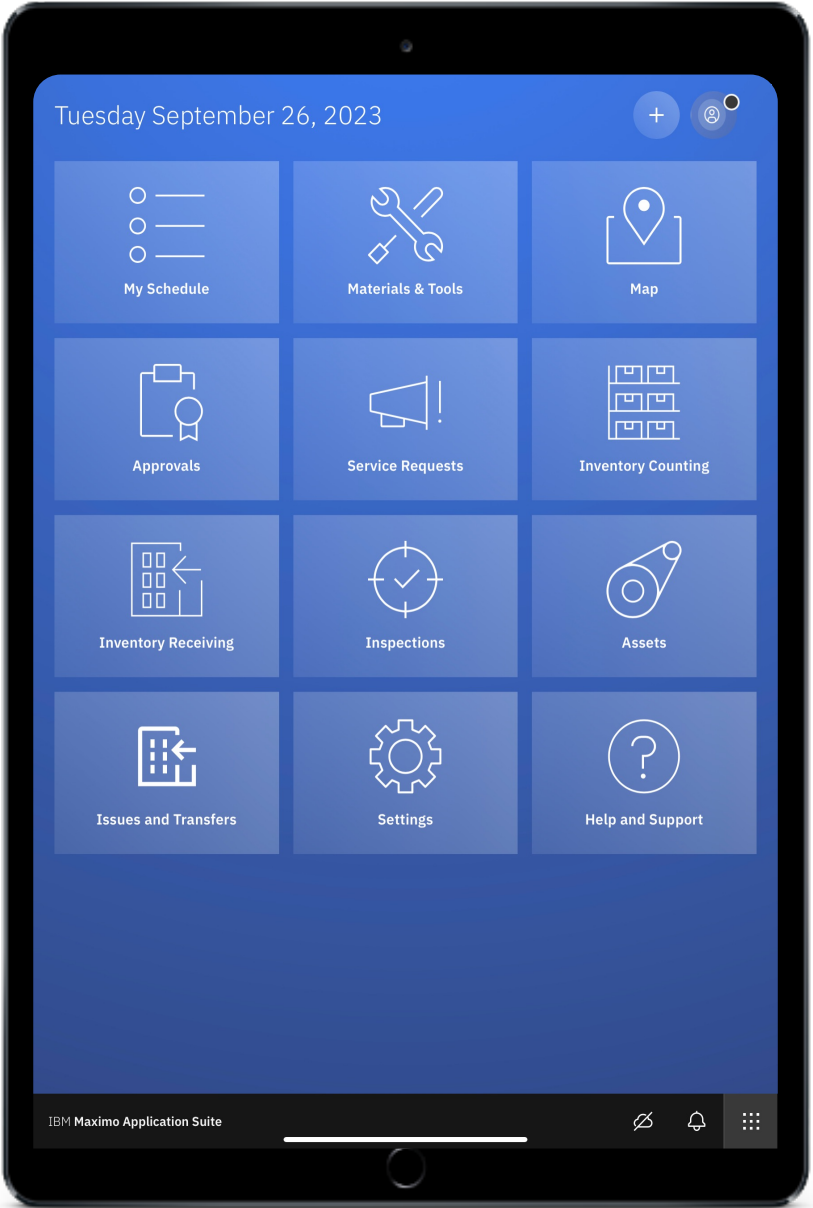
Intelligent forms =  
configurability



iOS, Android, Windows

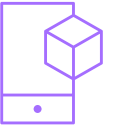


Included as part of MAS  
base license





# Providing Mobile Applications across roles and functions



## Maintenance

## Inventory

### Technician

### Inspections

### Service Request

### Receiving

### Countbooks

### Approvals

### Asset Manager

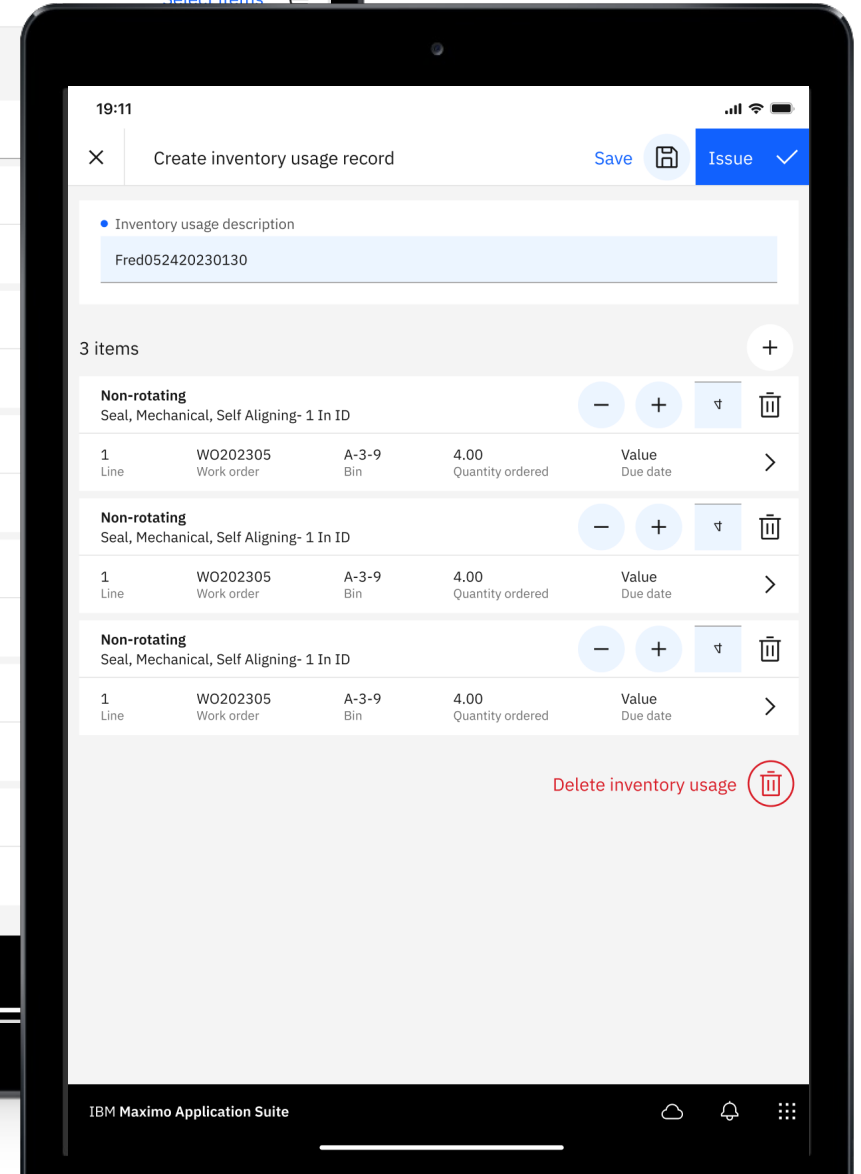
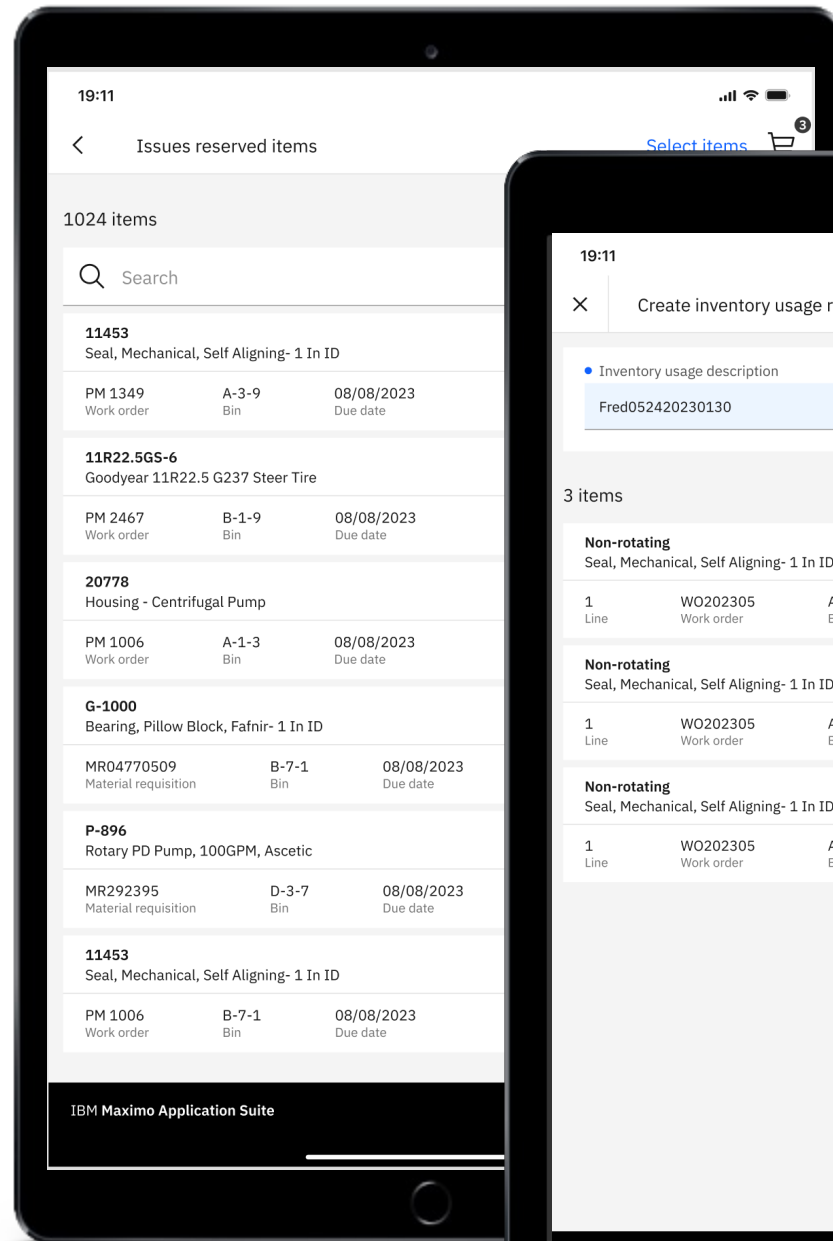
### Issues

Available  
in MAS  
8.11

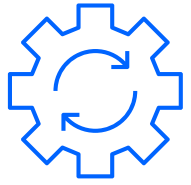
# Issues Mobile Application

Available in  
MAS 8.11

- Issue Reserved Items  
(Work Orders, Material Requisitions)  
to be released in 8.11
- Inventory Usage Records  
(Create, Save, Open, Issue)  
to be released in 8.11
- Issue additional items, Transfers  
(Internal Purchase Orders, Shipments)  
planned for Future Release
- Staging, Returns  
planned for Future Release



# Maps



Esri ArcGIS  
-ArcGIS Online and Enterprise  
-Improvements for large map datasets



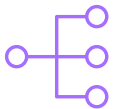
Online and Offline maps



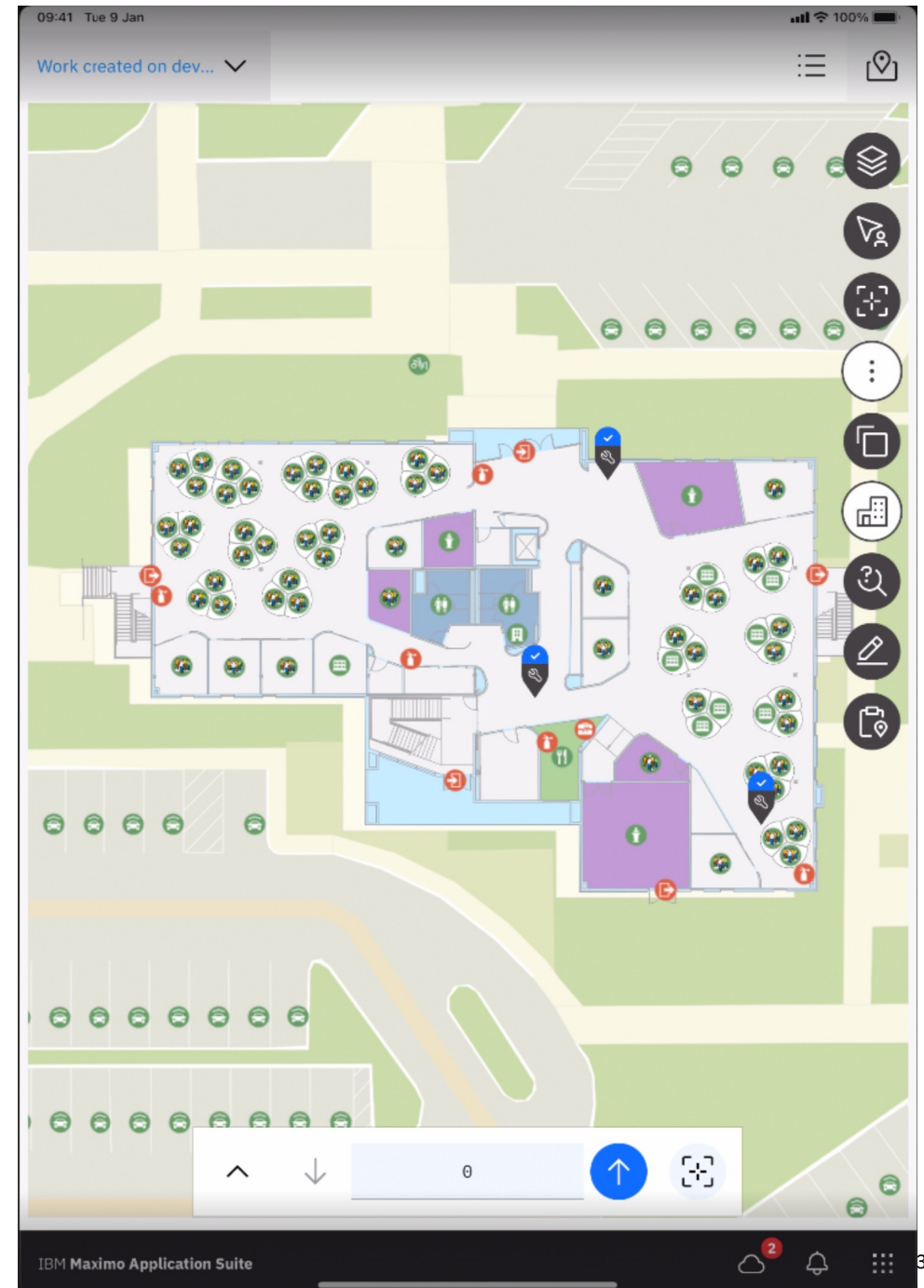
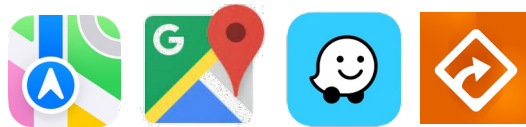
Outdoor and Indoor maps.  
-Indoor Positioning System



Download and Sync capabilities for  
Map data (OTA)



Navigation



# Maximo Assist

Empower technicians to work autonomously by enabling them to obtain AI guidance whenever they need it



Engineering process:  
Root Cause Failure Analysis (RFFA)  
Failure Modes Effects Analysis (FMEA)



Custom training repository



Journals, magazines



Customer service/helpdesk data



Ask expert technician

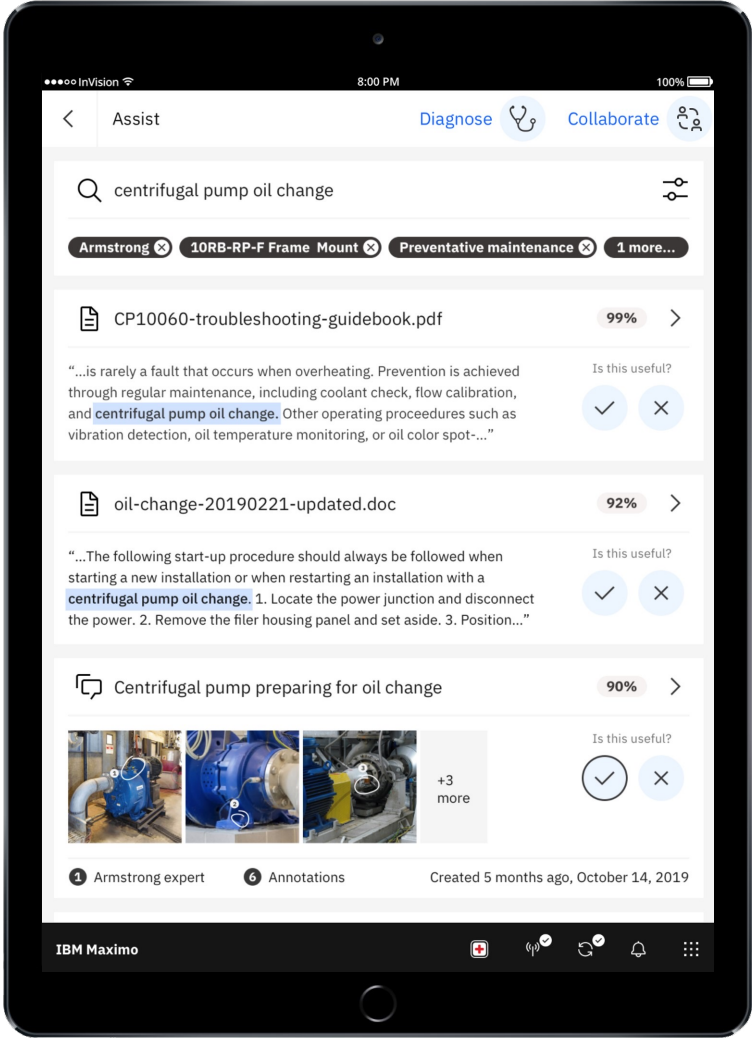
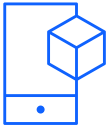


Historical work orders  
(EAM data)



Manufacturer and owner manuals, engineering manuals

**Benefits:** Reduce mean time to repair, boost first time fix rates, improve technician productivity



# Assist Remote Guidance



for additional assistance, whenever you need it, wherever you need it



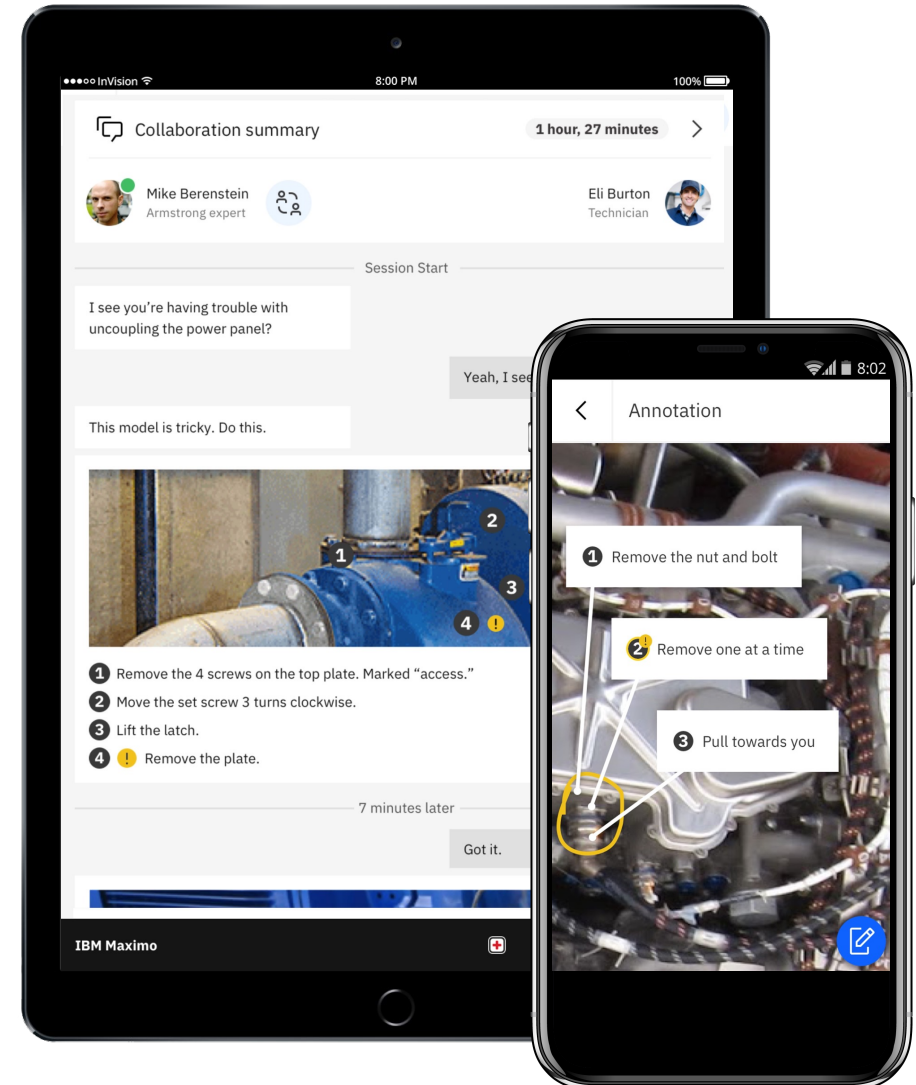
Remote Guidance session history **attached to the Maximo work order** for future reference and added to AI knowledge base



**Capture your expert knowledge** and make it searchable next time a similar incident occurs



Enhance experience for new technicians and help **every technician perform like your best technician**



# Adaptive UI and Configuration of the Maximo Application Framework

Applications that use the new Maximo Application Framework can be configured to add new fields, update labels, or even duplicate an application to make it your own.

Drive Efficiency at Scale



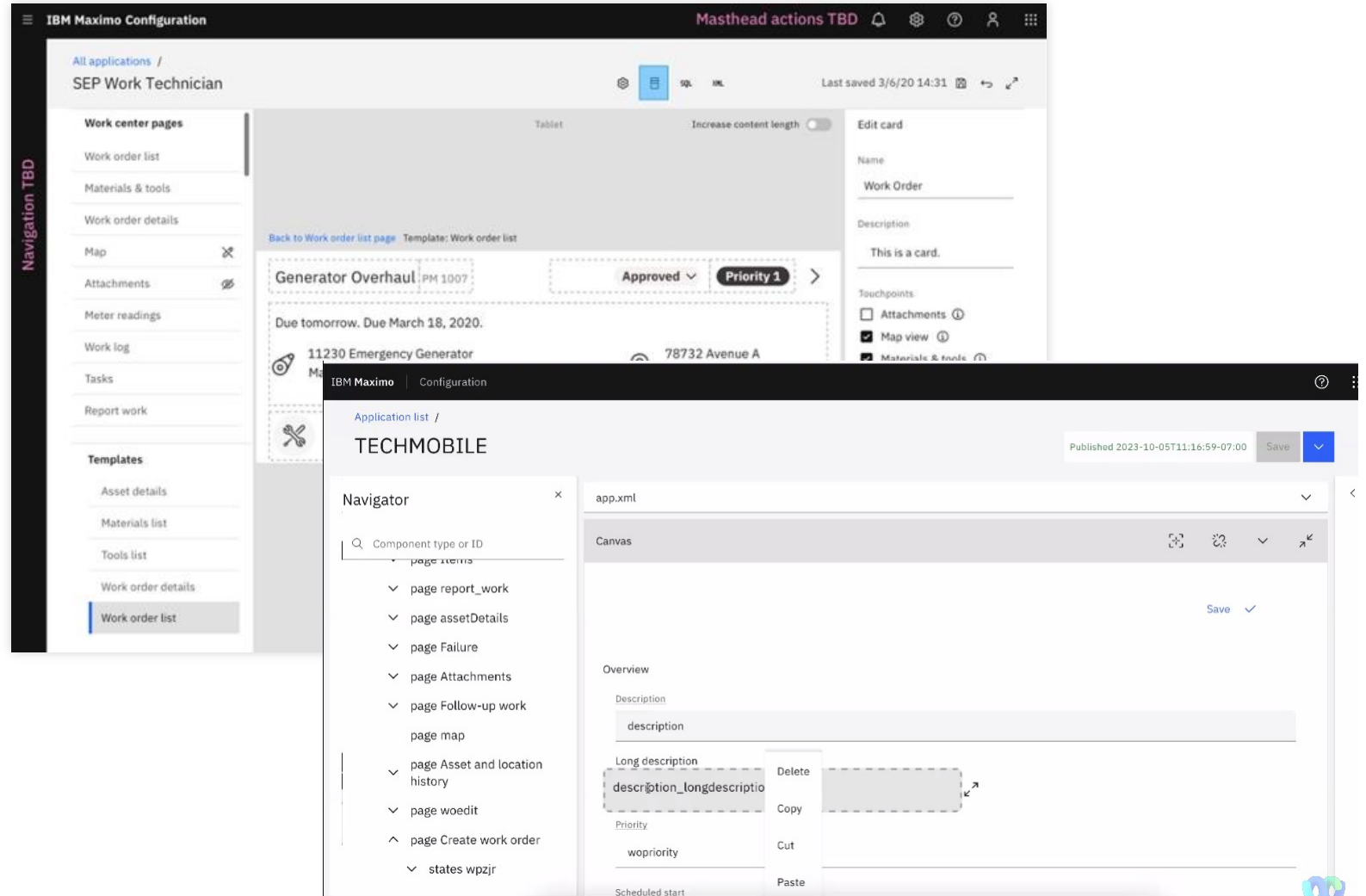
Accelerate adoption



Protect your investment



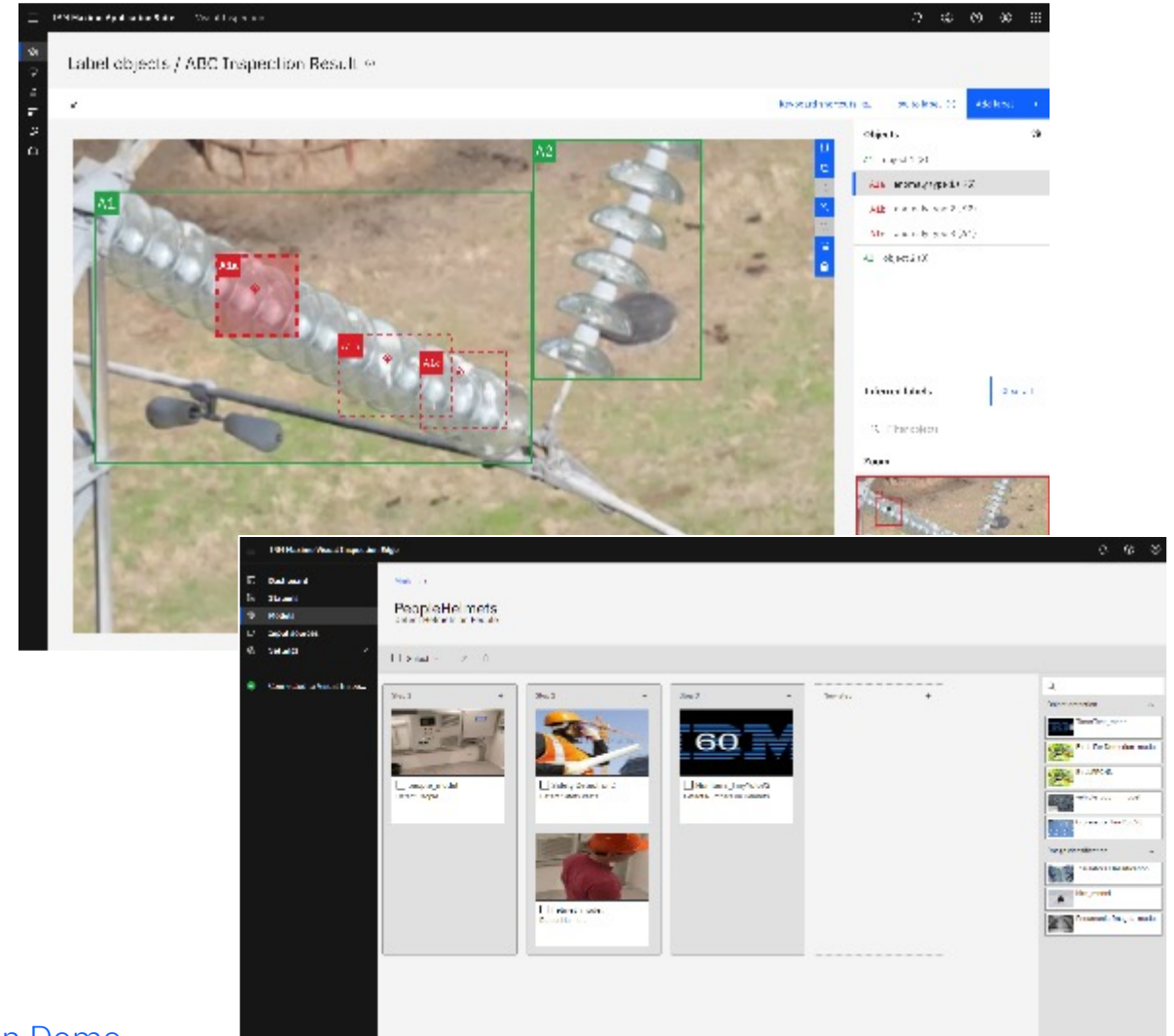
Quicker time to value





# MVI: Use visual inspection to identify anomalies

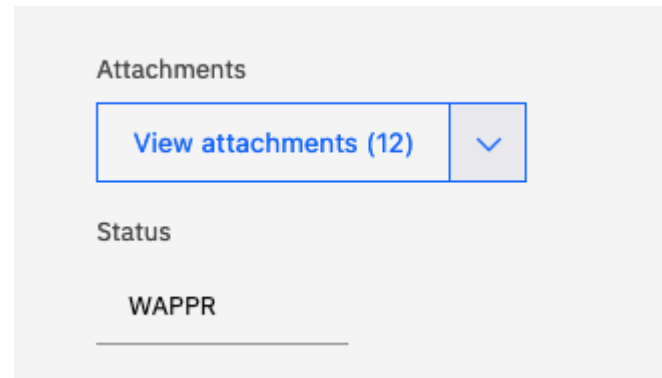
- **Automatically detect anomalies**
  - Create an anomaly model using only normal images of the object for inspection
  - Automatically identify when unusual or unidentified elements appear on an object in an image
- **Run models at the edge**
  - Configure rules to automate actions and run anomaly models on MVI Edge
  - Composite models and pipeline workflows at the Edge
- Purpose-built models



[Visual Inspection Demo](#)

# Count of Attachments

Available in  
MAS 8.11



The count of attachments shows next to the View Attachments action.



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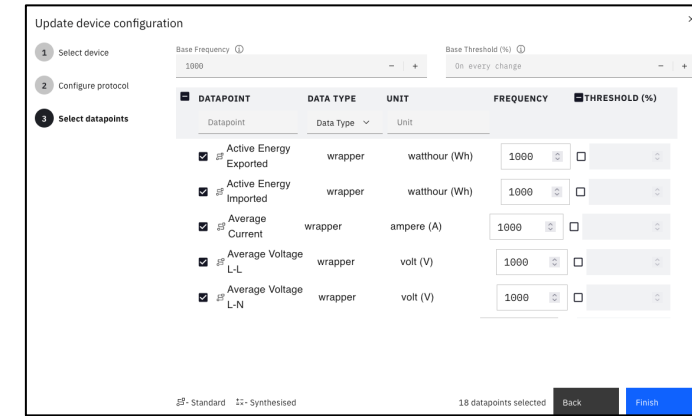
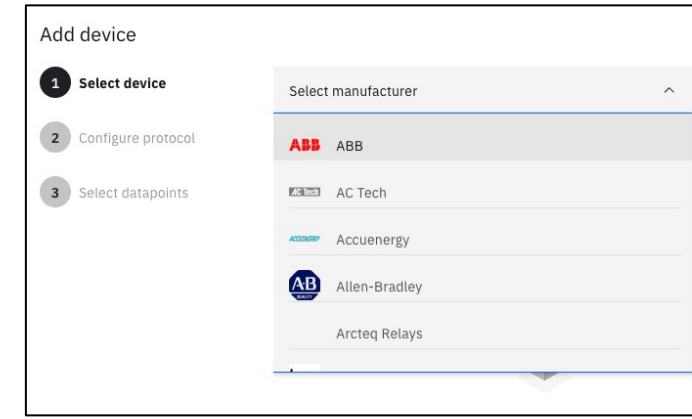
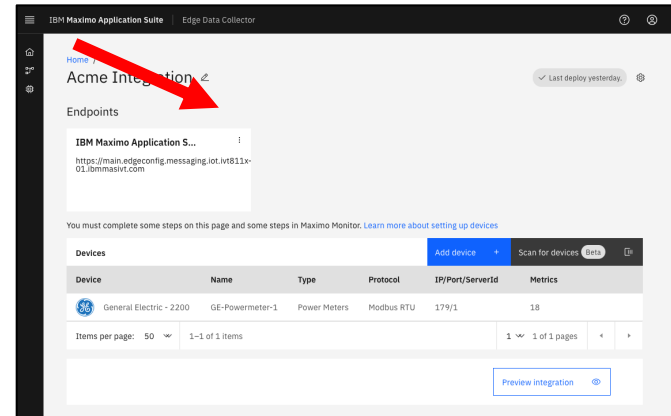
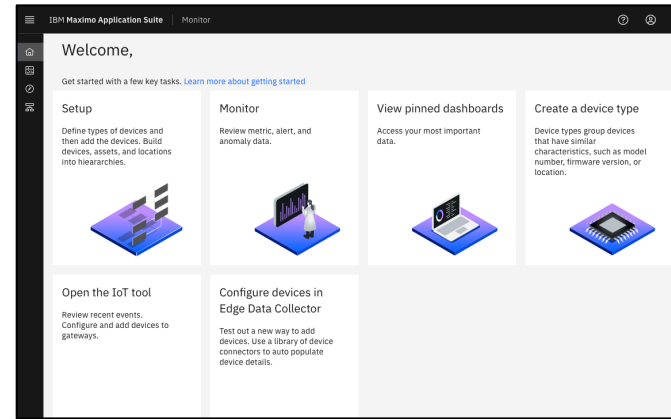
**Removes the connectivity & configuration complexities, driving immediate alerting and monitoring results.**

# APM - Maximo Monitor

## Integrating Omnio Software

MVP (Phase 1) integration of the capabilities provided by the acquisition of the Omnio software.

- Users can quickly select and configure integrations with a wide range of industrial data sources, including OT devices, Programmable Logic Controllers (PLCs) and Open Platform Communications (OPC) servers.
- Provides a comprehensive UI to configure integrations launched from within Monitor.
- Connector pre-configurations are searchable by manufacturer, product type, and product name.
- Device datapoints are configurable by the user, which automatically transforms the device data into a standardized data model, providing an efficient method to unify data in MAS.
- Integration is facilitated via Docker using the “Edge Data Collector” software deployed to a IoT Gateway and updated remotely using terminal commands provided in the UI.



# Roadmaps & learning

Technical education & certification

# Upgrade - *What to expect from MANAGE in the Suite*

## OVERALL CHANGE TO EAM

**DATA** – No database changes & no data model changes

**APPLICATIONS** – Changes to authentication & user repository

**INFRASTRUCTURE** – Red Hat OpenShift Deployment

## TECHNOLOGY MIGRATIONS

**OPENSIFT OPERATORS** – Install, deploy, config environment, customize deployment, upgrade

**SECURITY & USER MGMT** – Migrate to MAS Authentication

**APP SERVER** – WAS Liberty

**INTEGRATION** – Rest API replaces Remote Method Invocation

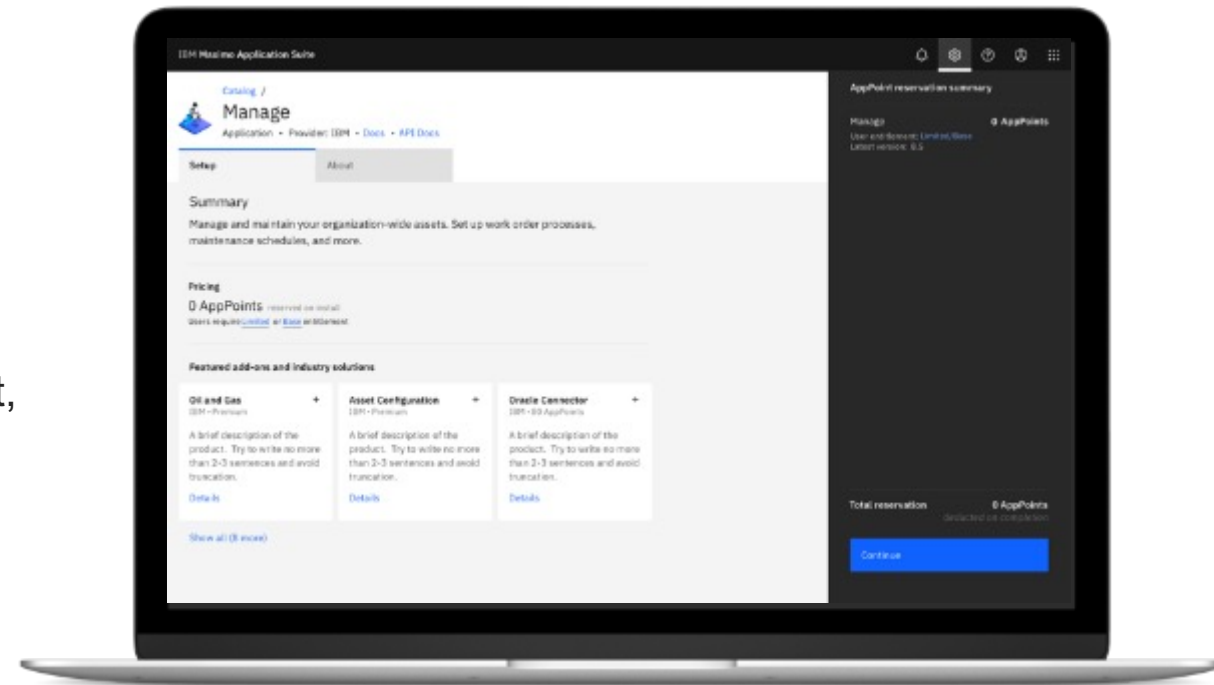
**MESSAGE QUEUE** – Kafka; JMS (MQ)

## NEW OPTIONS AVAILABLE TO CLIENTS

**MODERNIZED USER EXPERIENCE** – Skin & Navigation

**MOBILE** – new Mobile experience

**SERVICEABILITY** – Improved logging options (Fluentd & Kibana) & monitoring options (Prometheus & Grafana)



*Design is not final*

## TOP DEVELOPMENT CHANGES

**OPERATOR CREATION** – Rewriting Install & Configuration

**USER MGMT** – Moving users & LDAP control to MAS

**CONFIGURATION** – Rebuilding delivery & deploy for MAS

# IBM TechXchange Community

Connect via forums, blogs, files and face-to-face networking.

IBM Sustainability →

## 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.

**Group Home**

Discussion 7.8K

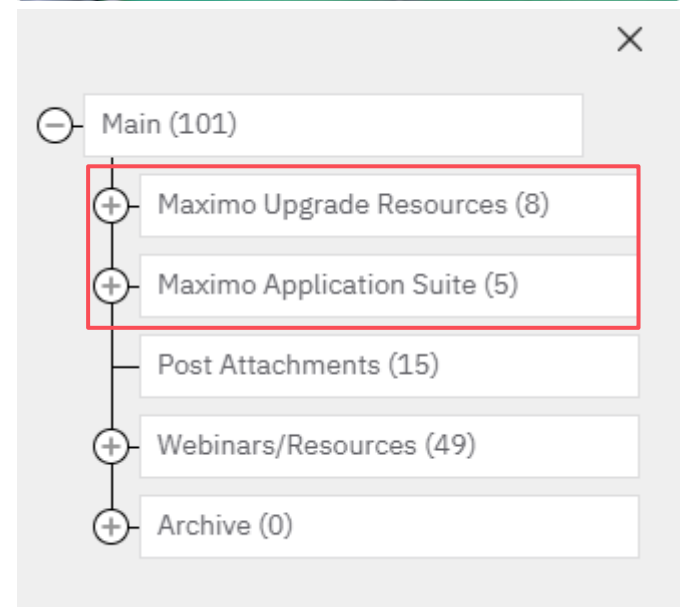
Library 688

Blogs 252

Events 4

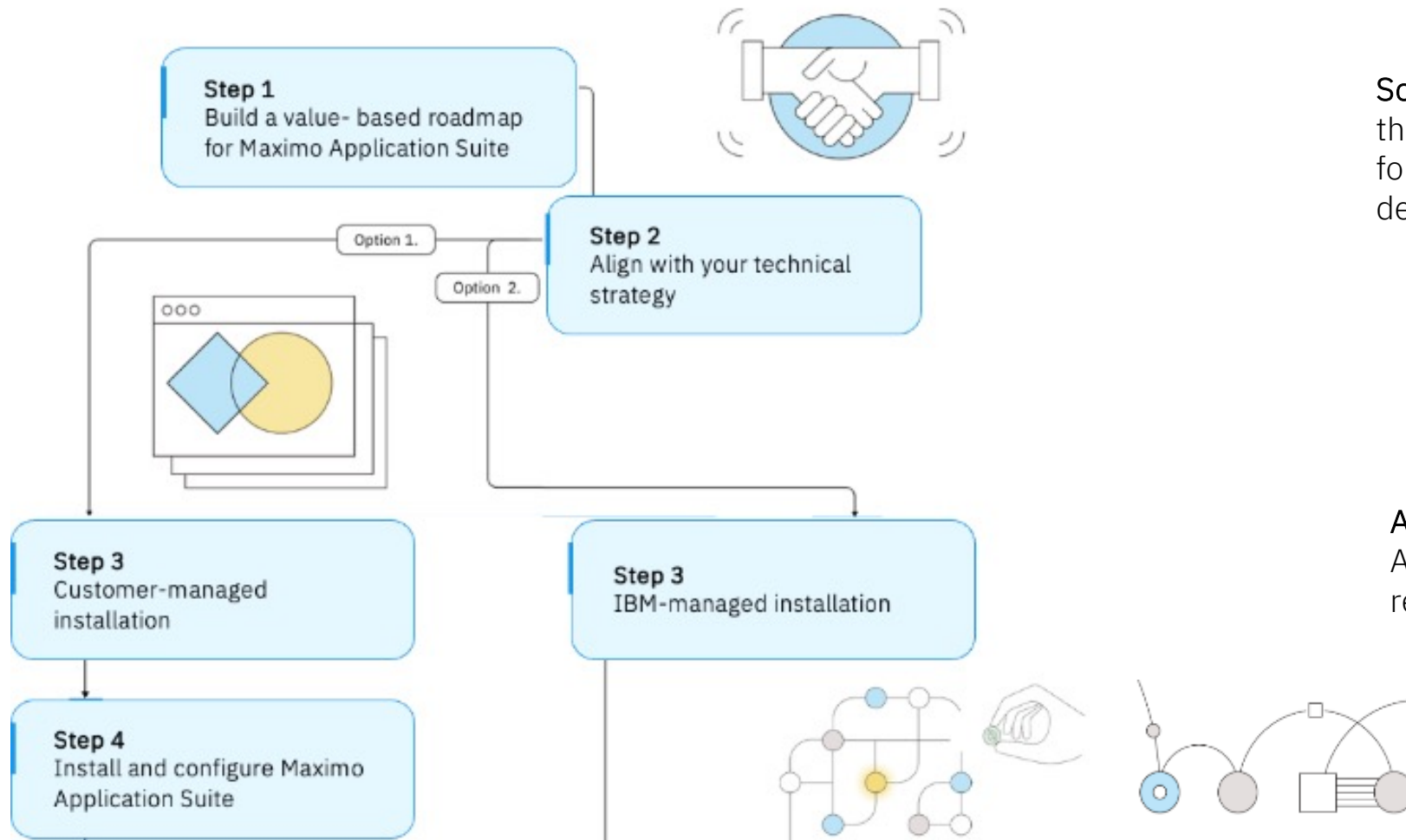
Members 8.7K

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



# Supporting your Move to MAS

Embark on your journey to IBM Maximo Application Suite with clear steps and expert guidance.



Scan  
the QR Code  
for more  
details

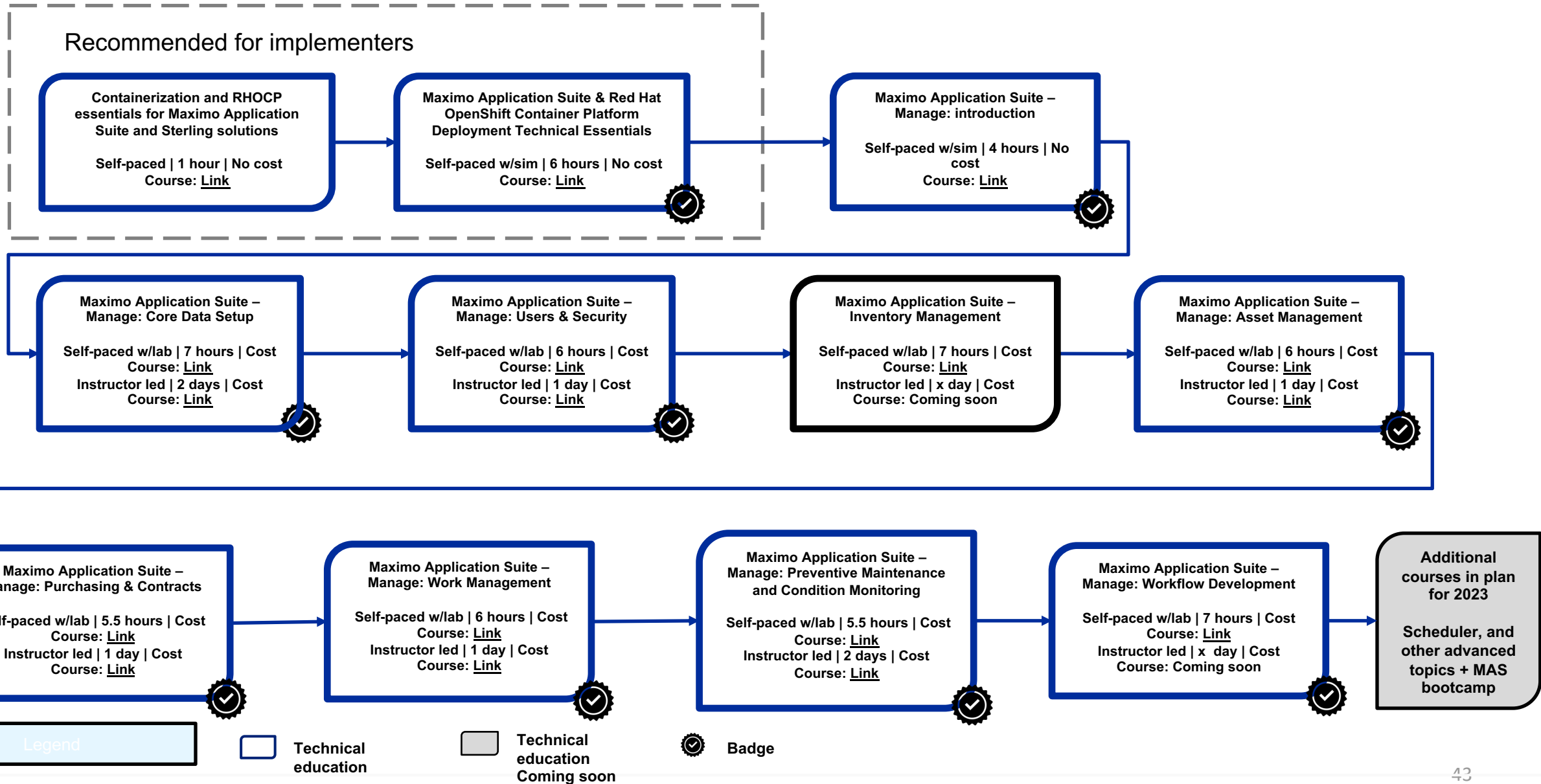


Access  
Additional  
resources





# Maximo Application Suite: Manage v8.x Technical Education Roadmap



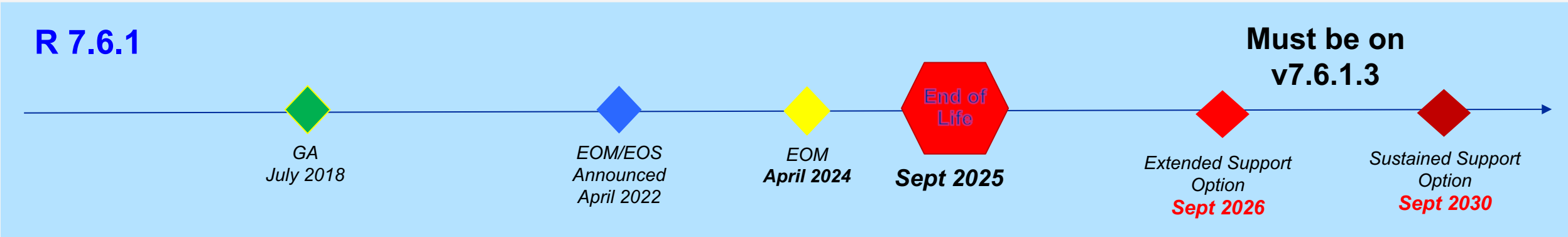
# IBM Maximo Application Suite

## Technical education brief

Maximo Application Suite (MAS)				
System Users / Administrators / Consultants				
Course Title	Duration	*Format	Cost	Badge
<a href="#">Introduction to Maximo Application Suite (DL43003G)</a>	3 hours	Self-paced	No cost	<a href="#">Yes</a>
<a href="#">Containerization and RHOCP essentials for Maximo Application Suite and Sterling solutions (DL25607G)</a>	1 hour	Self-paced	No cost	<a href="#">Yes (for series)</a>
<a href="#">Maximo Application Suite &amp; Red Hat OpenShift Container Platform Deployment Technical Essentials (DL25608G)</a>	6 hours	Self-paced	No cost	<a href="#">Yes (for series)</a>
<a href="#">IBM Maximo Visual Inspection Overview (DL43001G)</a>	.5 hours	Self-paced	No cost	No
<a href="#">Getting started with IBM Maximo Visual Inspection v2 (MAX4313G)</a>	2 hours	Self-paced	Cost	<a href="#">Yes</a>
<a href="#">Getting started with IBM Maximo Asset Performance Management v2 (MAX4311G)</a>	5 hours	Self-paced	Cost	<a href="#">Yes</a>
<a href="#">IBM Maximo Monitor solution overview (DL43005G)</a>	.5 hours	Self-paced	No cost	No
<a href="#">IBM Maximo Health and Predict solutions overview (DL43006G)</a>	1.5 hours	Self-paced	No cost	No
<a href="#">IBM Maximo Mobile solution overview (DL43008G)</a>	.5 hours	Self-paced	No cost	No
<a href="#">Getting started with Maximo Mobile v2 (MAX4312G)</a>	4 hours	Self-paced	Cost	No

# Maximo EAM Lifecycle Updates

	DESCRIPTION	DATE
<b>Announce End of Market (EOM &amp; EOS)</b>	Announcement Letter published <a href="#">IBM Announcement Letter #922-024</a>	April 12, 2022
<b>End of Marketing (EOM)</b>	Parts are no longer available for purchase	April 19, 2024
<b>End of Support (EOS)</b>	Update Support Plans and Lifecycle page	Sept 30, 2025



**IBM Extended Support:** Enables clients continued access to IBM Support for "how to" questions, usage issues, known defects published in IBM Fix Central, and new critical sev1 defects (no security fixes) after IBM standard support ends for 7.6.1.x.

**IBM Sustained Support:** Enables clients to continue to get support for "how to" questions, usage issues, and known defects published in IBM Fix Central after IBM standard/extended support ends for 7.6.1.x.

IBM Sustained Support does not include support for new defects or new security fixes.

**TBM**

**Thank You!**