

IBM Update - Maximo Application Suite

The image features a large, three-dimensional white IBM logo centered on the page. The letters are thick and blocky, with a slight shadow cast to the right, giving them a 3D appearance. The logo is set against a light gray background.

Lisa Stuckless
Principal Product Manager

May 2024

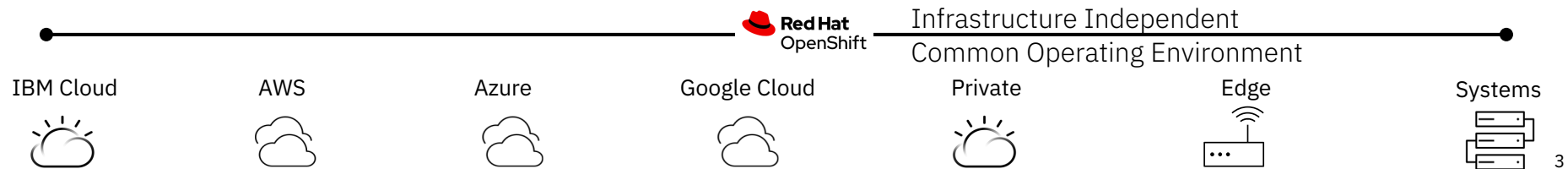
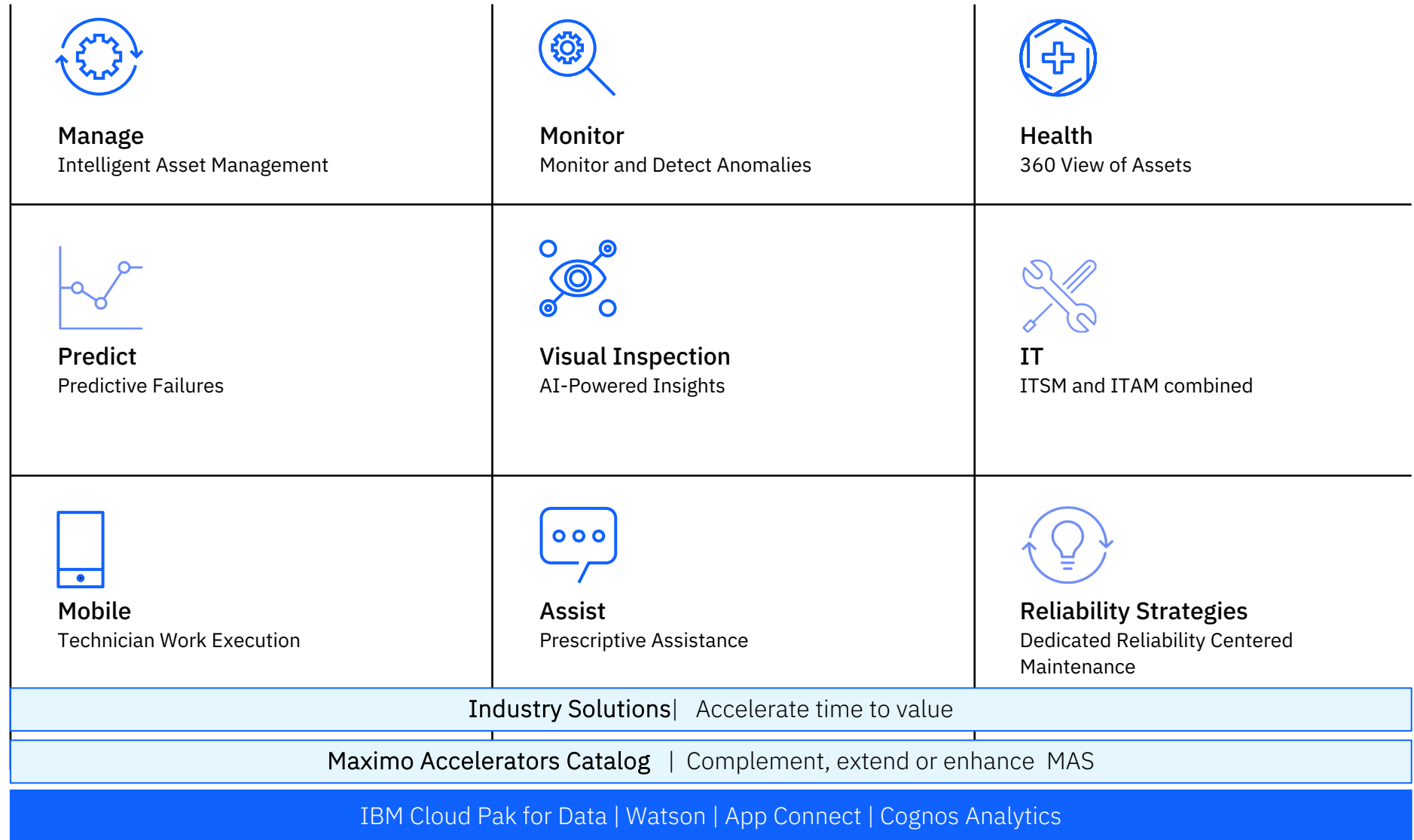
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Maximo Application Suite

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*
- *Storeroom Managers*
- *Purchasing Managers*



MAS Deployment Options

| Deployment | Availability | Procure | Provision & Operate | Client Benefits |
|-----------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| On Premise Customer Managed | Now | Client purchases MAS from IBM Client provides infrastructure | Client provisions, manages, and operates full stack | <ul style="list-style-type: none"> Maximum operational flexibility |
| Hyperscalers 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"> Simplifies procurement and deployment Allows client to select their Hyperscalers Flexibility for clients to manage and operate their environment |
| | Now AWS Azure | Paid (Marketplace listing) Client purchases software and infrastructure from Hyperscalers | | |
| SaaS Editions IBM Managed | Now AWS | Client purchase single part (includes software, infrastructure, and operations) from <u>either</u> std IBM sales/channels or AWS Marketplace Essentials Standard Premium | IBM provisions, manages, and operates Client's MAS environment on AWS Cloud using IBM's AWS cloud account Provides a base implementation of Manage or MVI. Limited configuration. Provides full MAS Capability, with limited options and operational options Full MAS with more flexibility. | Reduced time-to-value Reduced operational costs Allows clients to focus on business priorities Entry Level for small implementations. Targeted at most clients requiring MAS and wanting to focus on standard capabilities. For clients wanting more operational features and flexibility. |

Simplified Licensing and Usage

MAS AppPoints will be used across suite

Entitlement covers the whole suite. AppPoints are expended based primarily upon different active User types and installs.

1. Single license

One entitlement to entire Suite

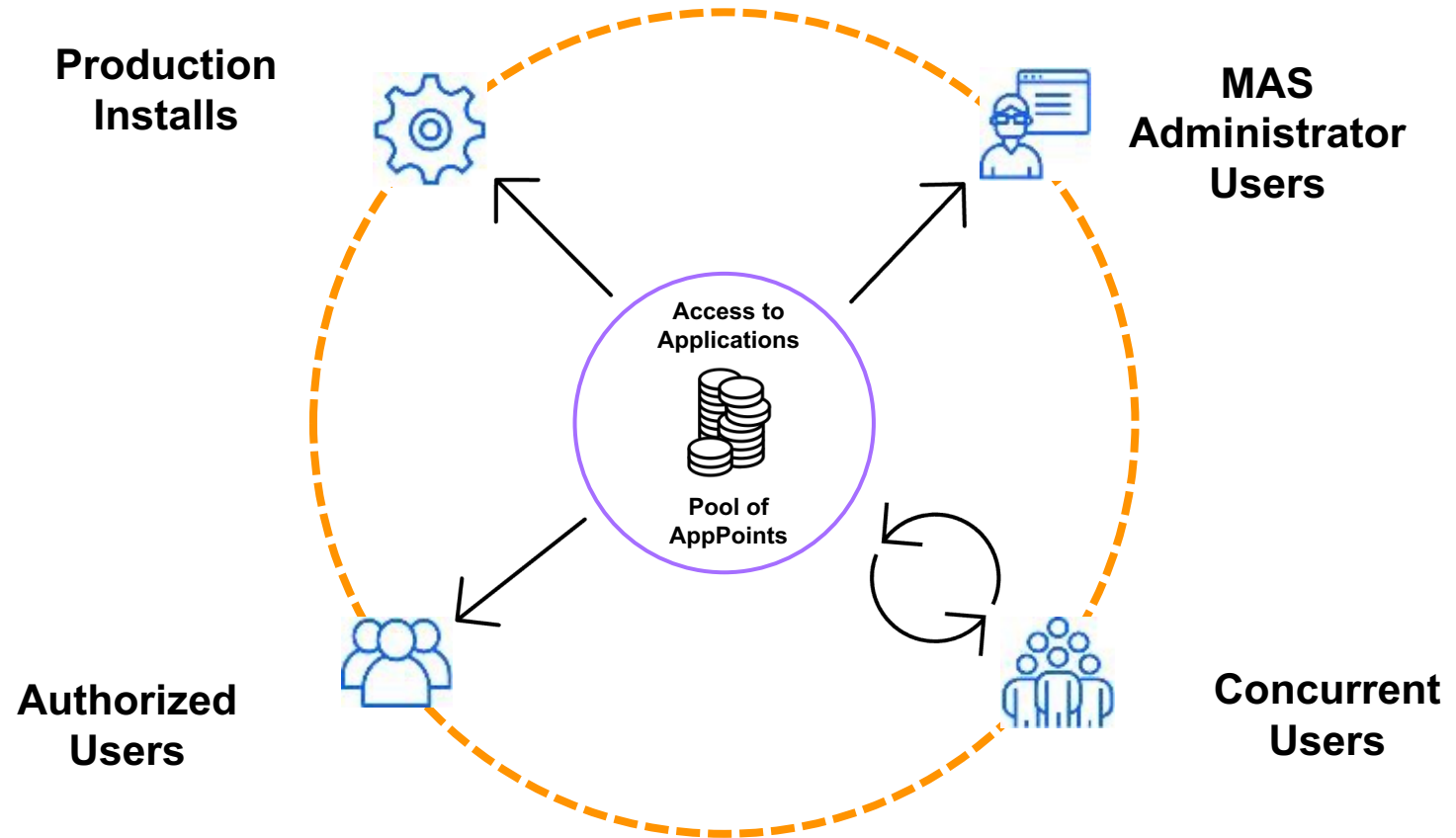
2. Flexible consumption

Sharing of license through Concurrent Users

Guaranteed access for Authorized Users

3. Simplified usage

Access applications without additional provisioning



Introducing MAS 9.0

Targeted GA June 2024



What does it mean?

Traditionally, a change to the version number of software indicates an impactful technical or functional difference from the prior release. For MAS this is not the case.

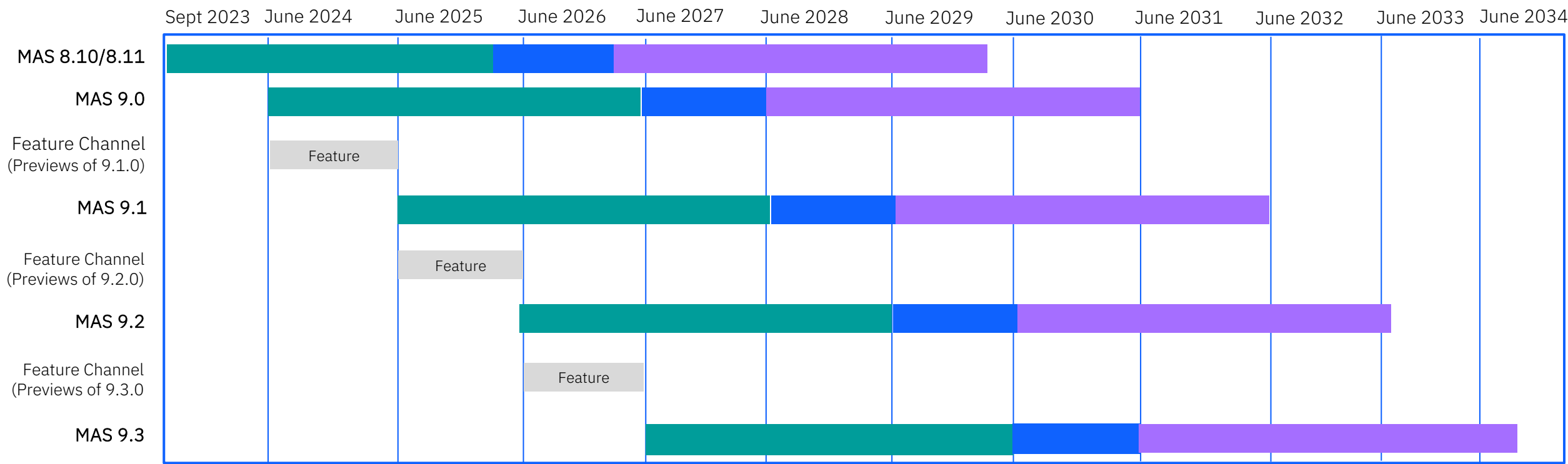
MAS 9.0 will provide:

- Standardization of MAS product versioning which simplifies and aligns across the MAS portfolio
 - All MAS products (including Maximo Manage, Monitor, Health and Predict) will utilize the same version number within each release. (e.g., MAS 9.0 will contain Maximo Manage 9.0 and Maximo Health 9.0)
- Introduction of a new 3+1+3 Lifecycle Policy
- Upgrade effort will be comparable to any other point release

Note: EAM customers on 7.6.0.10/7.6.1.2/7.6.1.3 will be able to directly upgrade to 9.x

New lifecycle for MAS: 3+1+3 with 12-month release cadence

**Please review MAS SaaS policies for their release cadence



- Follows 3+1+3 lifecycle
 - Release every 12 months (9.x)
 - Monthly maintenance updates for 36months (Base Support)
 - Initial Extended Support for another 12 months
 - Ongoing Extended Support for another 36months
 - Feature Channel to explore new features in non-production
 - Builds in the feature channel have short term availability and would never be ‘fixed’
- * [Terms and Conditions of Extended Support](#)

Note: EAM customers on 7.6.0/10/7.6.1.2/7.6.1.3 will be able to directly upgrade to 9.x

IBM Maximo Application Suite

Product roadmap highlights

1H 2024
Planned
deliverables
(MAS 9.0)

Maintenance

Inspection

Reliability

Instrumentation and improved User Management; Federal Readiness; Maximo Mobile (scalability, performance, serviceability); Accelerators; Improved Migration

GenAI assistants for Work Order Intelligence

MVI scalability and Maximo Mobile integration improvements

Expansion of Reliability Strategy Library & enabling customers to create new strategies

Field Service Management: Dispatching, mobile, optimization, and omni-channel integration

MVI GigE Camera Support, Facial Redaction

Improve Health TTV by utilizing existing Manage data. Assist in identifying/resolving missing data.

Increase the operational efficiency & agility of Maximo IT clients

Mobility for regulated industries (calibration and asset install/remove)

Optimize asset performance using data from the edge

Improved Accelerator deployment experience

Emissions Management for critical assets

MAS SaaS continuous delivery updates

WO Intelligence Problem Code Recommendations using watsonx

New GenAI feature recommends problem codes to assist with existing challenges faced by customers to address poor quality (or missing) work order data, impacting effective maintenance prioritization decisions as well as time spent on review and approval.

- AI model trained using long and short descriptions from a small set of related work orders
- Work Orders displays the AI recommendations for review/accept
 - Uses new IBM AI Design UI elements incorporated into Graphite
 - Provides confidence score of the predictions
- Work Queue surfaces the top AI recommendation to accept

The screenshot displays the 'Edit work order' interface in IBM Maximo Application Suite. The main form contains the following fields:

- Description:** Compressor pump vibrations at high operational load
- Work type:** CM
- Reported by:** Edward Smith
- Asset and location:** Asset: 983763, Location: BR430
- Failure class:** PUMP

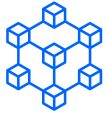
An AI Recommendation modal is open, showing a table of suggested problem codes:

| Problem code | Description | Confidence |
|--------------------------------------|-----------------|------------|
| <input checked="" type="radio"/> VIB | Vibration | 60% |
| <input type="radio"/> NOI | Noise | 55% |
| <input type="radio"/> PLU | Plugged/chocked | 50% |

Below the table, a search bar for 'Problem code' is highlighted with a red box, showing 'Unspecified' and an AI recommendation: 'AI Vibration 60%'. The modal also includes 'Cancel', 'Apply', and 'Regenerate' buttons.

MAS Onboarding Assistant

Reduce the risks, costs and effort involved in making the migration to Maximo Application Suite



Challenges

- Maximo Application Suite as an enterprise product generally needs to be tightly integrated with other client systems
- Many implementations are also heavily configured
- MAS is delivered with new Licensing and Technology
- There is a significant amount of information available through various channels on MAS and it's not always easy to find relevant content.
- This is creating barriers with clients in understanding the costs and benefits of migrating and in the process of the migration itself



Solution

- Train an LLM model help answer questions that arise when a client is considering the migration that can guide them through the decision-making process and answer questions about costs, effort and risks.
- Provide a second assistant that has been trained on product documentation and support tickets to guide them and answer questions that might come up during the migration/onboarding process

Products and Technology:

Maximo Application Suite, watsonx



Benefits

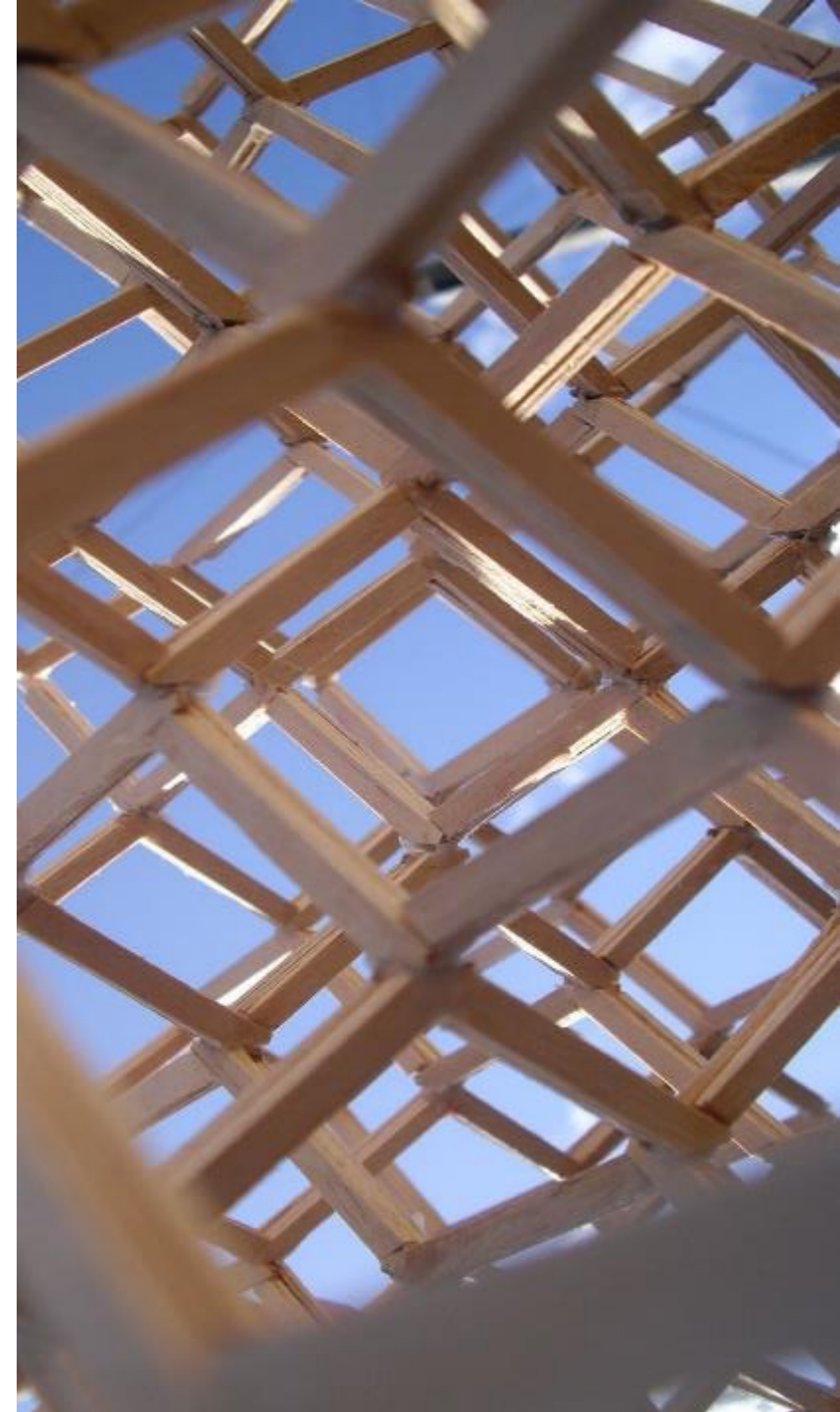
- Enable clients to understand the benefits and costs of moving to Maximo Application Suite, reducing the uncertainty and risk
- Enable a seamless upgrading and onboarding experience for our clients



Modernized Experiences to support the new workforce

Maximo Application Framework (MAF)

- ✓ Uses [REST APIs](#) to ensure business rules with direct connectivity to the enterprise system
- ✓ Applications run in a [browser](#) or on a mobile device
- ✓ Same tool to [configure](#) an App to run on mobile and desktop, can use xml presentations
- ✓ Same development environment to [create/build Apps](#) for mobile and desktop

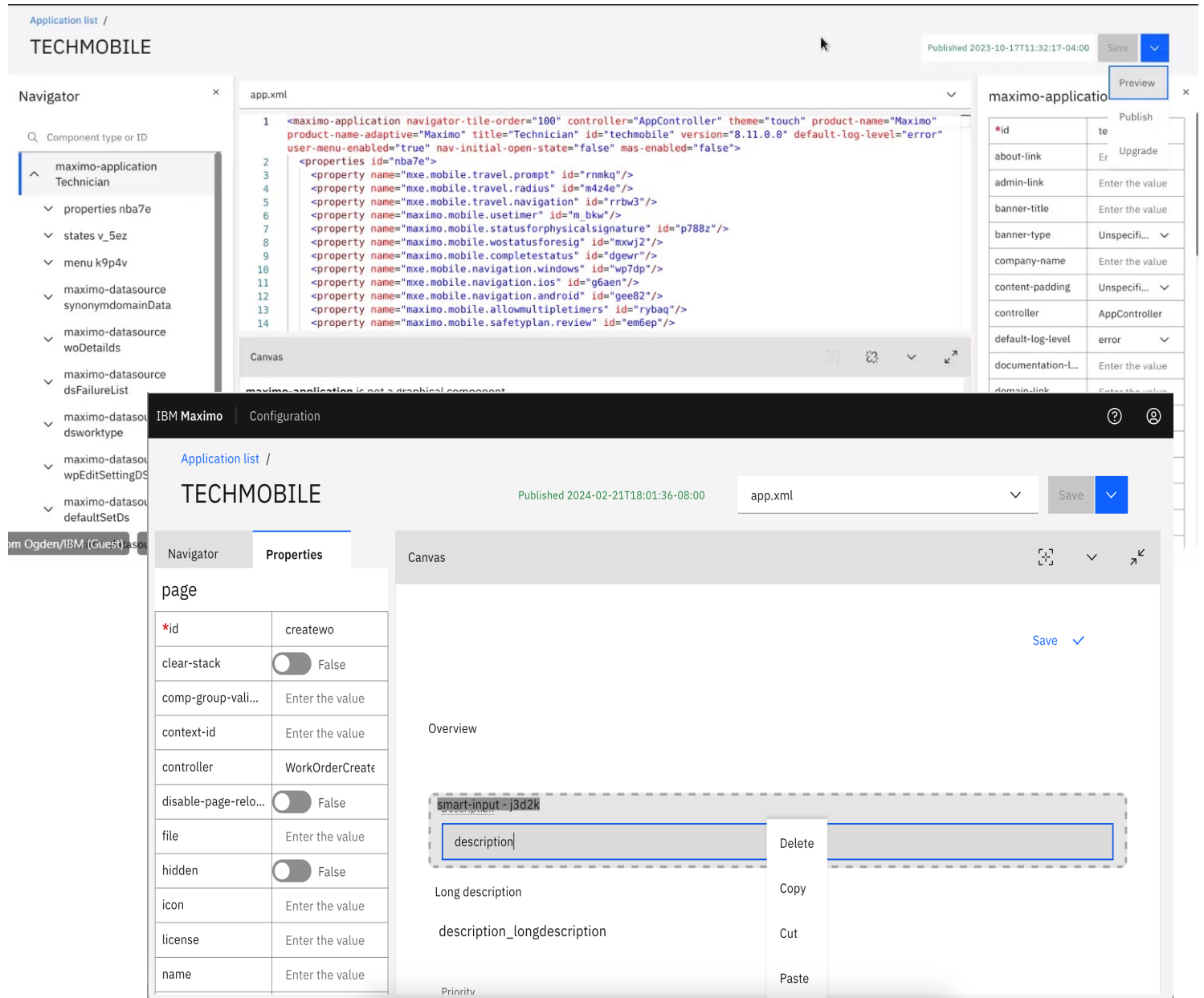


MAF Application Designer

9.0 Targeted Improvements

Continuing to move towards a visual designer tool

- Configuration UI Experience
 - Improved hover-ability
 - Drag and Drop support for some UI components
 - Improved Editor page layout
- Support for upgrade of configurations in duplicated applications
- Support for PODMAN deployment as an alternative to Docker



MAS Dashboards Updates

(Targeted for MAS 9.0)

Operational Dashboard

- New Dashboard Page object
- Creating and editing an Operational Dashboard page
- Multi-page dashboard layout and viewing
- Dashboards added to Security Groups application
- Walk-me content

Work Orders

- New tab on Work Orders RBA for Work Plans: tasks, labor,

Work Queues

- Work Queues supporting different object structures
- End user table column personalization extends standard queue configuration
- Customization of action labels
- Conditional Work Queue actions

Work Order Intelligence

- New AI model, broker and inference objects to determine WO problem codes from textual input and store the top 3 results.
- Work Orders RBA surfaces the AI recommendations for review/accept
- Demonstration Work Queue surfaces the top recommendation for accept

The image shows two overlapping screenshots of the IBM Maximo user interface. The background screenshot is the 'Operational dashboard' which displays several KPI cards and charts. The foreground screenshot is the 'Work orders' page, filtered for 'Emergent work' at the 'Bedford and Chelmsford' location. It shows a table of work orders with columns for Work order, Description, Location, Asset, Status, Target start, and Priority.

Operational dashboard KPIs:

- Overdue emergency work: 4 work orders (5% from last refresh)
- PM work orders overdue: 6 work orders (7% from last refresh)
- PM performance: 95% (7% from last refresh)
- Work orders waiting approval: 25 work orders (20% from last refresh)

Operational dashboard Charts:

- PCT of corrective or emergency WOs by department: Bar chart showing percentages for 'On target', 'Caution', and 'Alert' categories.
- Safety critical backlog: Line chart showing work orders over time.

Work orders Table:

| 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 | Approved | 2021-09-08 14:00 | P1 |
| EM 1005 | Generator Overhaul | Location 1 | 43987 | Waiting on approval | 2021-09-08 14:00 | P1 |
| EM. 1006 | Electric Cart Tune-Up | Location 1 | | Approved | 2021-09-08 14:00 | P1 |
| EM 1007 | Feedwater Pump Services | Location 1 | | Approved | 2021-09-08 14:00 | P1 |
| EM 1008 | Packaging Mach Elevator & Drainpan | Location 1 | | Approved | 2021-09-08 14:00 | P1 |
| EM 1009 | Repair Damaged Conduit Feeding | Location 1 | | Waiting on approval | 2021-09-08 14:00 | P1 |

[Operational Dashboard Overview](#)

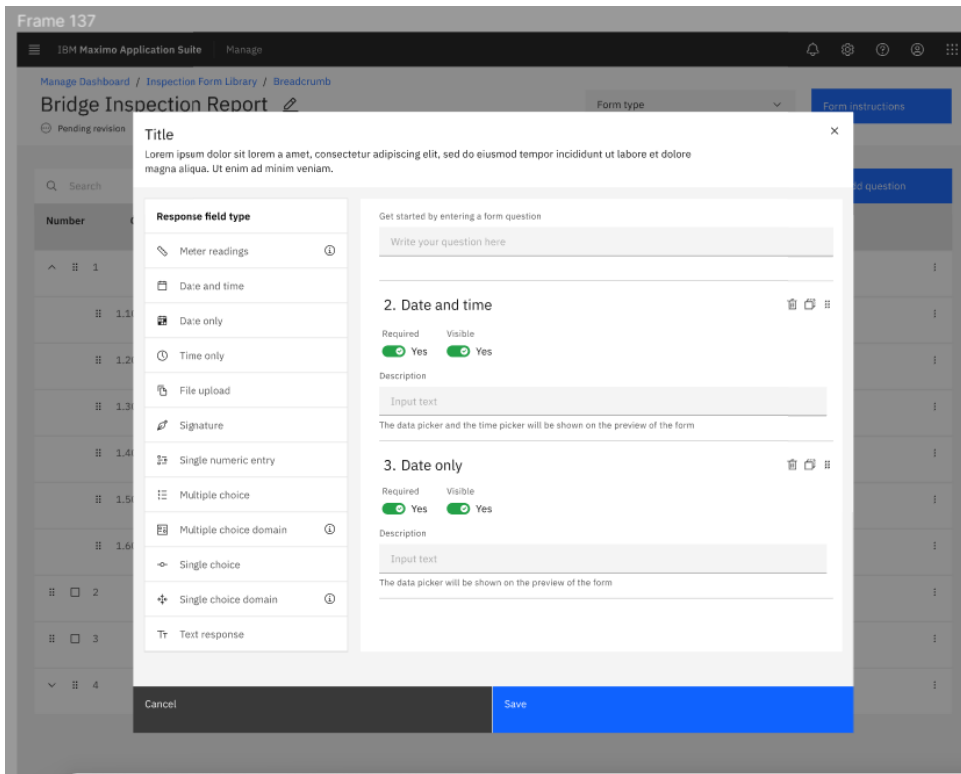
[IBM Maximo Manage Work Orders](#)

MAS Modernized Dashboards and Applications

2024 and Beyond

Inspection Form Builder

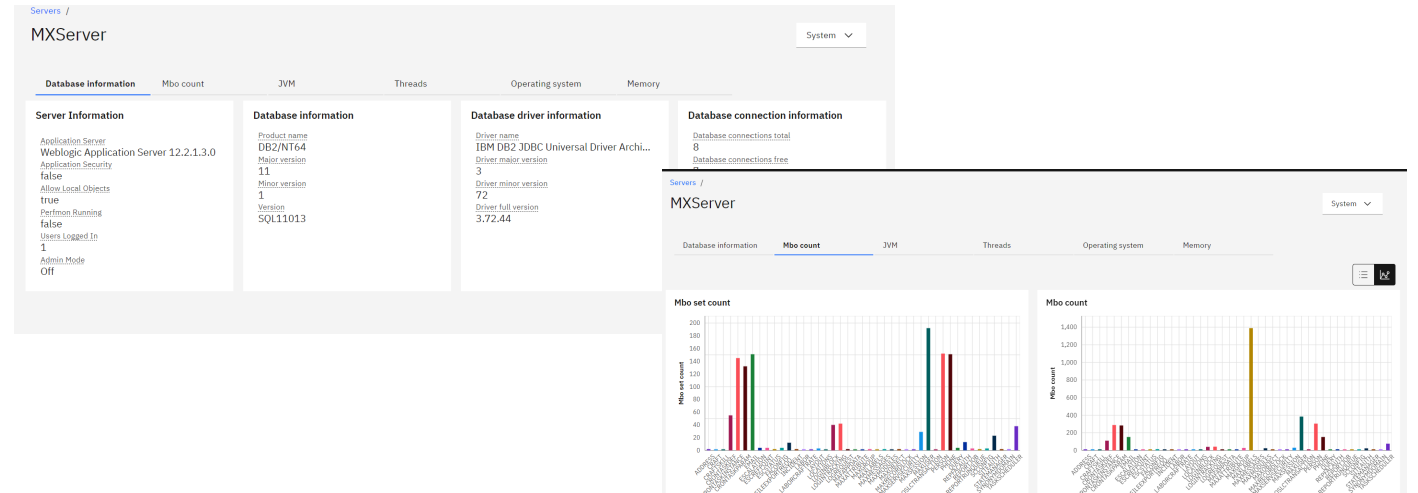
(Targeted for MAS 9.0)



Maximo Management Interface (MMI)

(Targeted for MAS 9.0)

- Administrative Dashboard to provide insights into Maximo application health and performance.



Maximo Data Loader

- Provide tools to manage data sets while ensuring business rules are enforced.

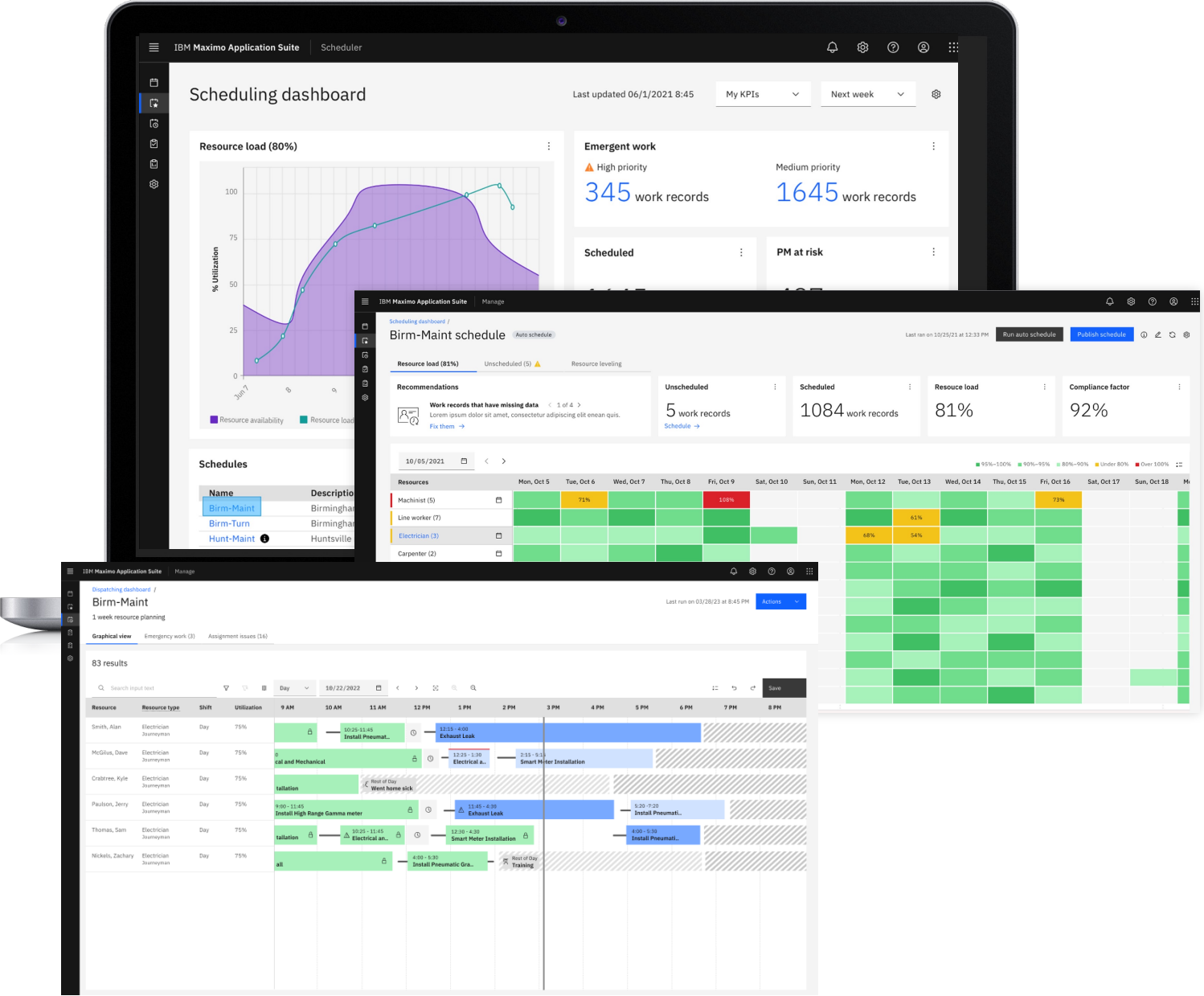
Scheduling & Dispatching Dashboard

(Targeted for MAS 9.0)

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

New Enhancements

- Qualifications can now be considered during Scheduling.
- Customer Work Week configurable start date
- Support for Multiple Email Addresses for Roll Project
- Adding Milestone to JobPlans / JobTasks
- Support for not splitting assignments in Graphical Work Week
- Support for gaps in Scheduling Compliance



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

New Enhancements

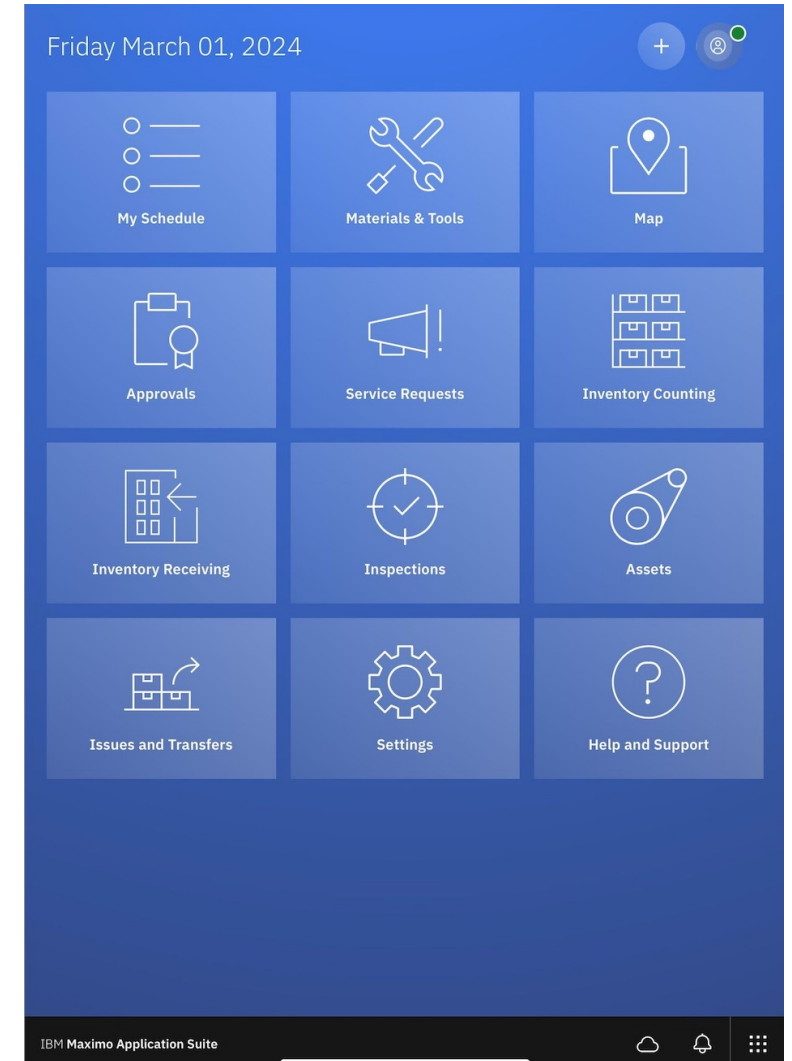
- Emergency Intelligent Assignment Workflow
- Integration with Mobile (Assignments and Near Real-time Technician Position)
- Gantt View Improvements (e.g. additional Statuses, Tooltips)
- Map Views of Technician's Scheduled Route
- Qualifications can now be considered during Dispatching

Maximo Mobile Updates

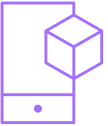
(Targeted for MAS 9.0)



- Support for Calibration Work orders
- Complex Asset Switch (as part of ACM)
- Enhanced work order assignment updates from Mobile including the ability to accept/reject assignments
- Device location is now shared with dispatchers
- Quick WO reporting
- Support for Linear Assets (creation and partial work orders)
- Data synchronization and error handling updates
- Storeroom – transferring inventory items, creating shipments and staging




Providing mobile applications across roles and functions




Maintenance

Inventory

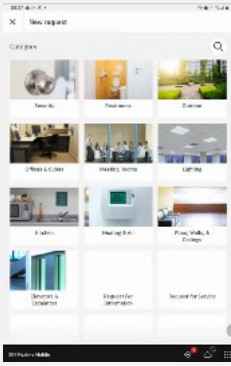
Technician




Inspections



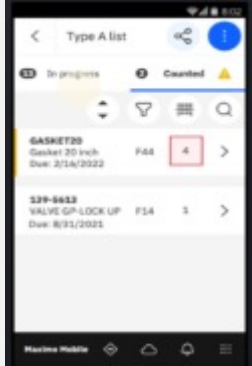
Service Request




Receiving




Countbooks




Approvals



Asset Manager



Issues



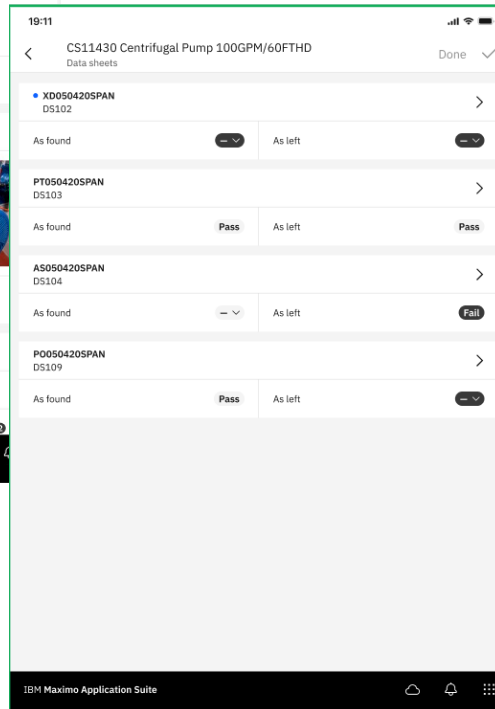
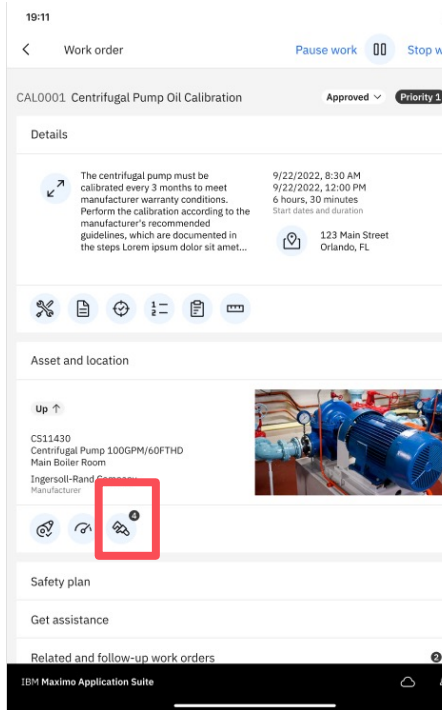
Roadmap to extend Mobile Applications - 2024

(Targeted for MAS 9.0)

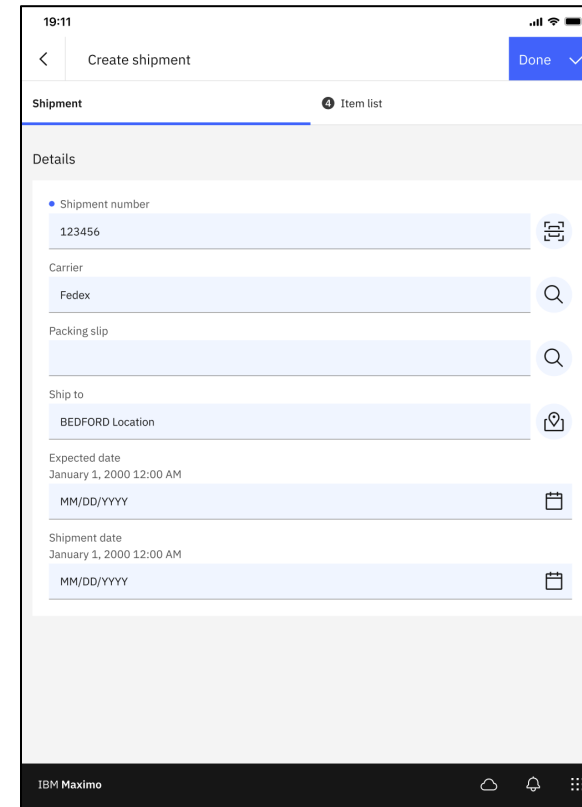


Calibration

Capabilities to access calibration details within the Technician mobile application



Inventory - Transfers & Staging & returns

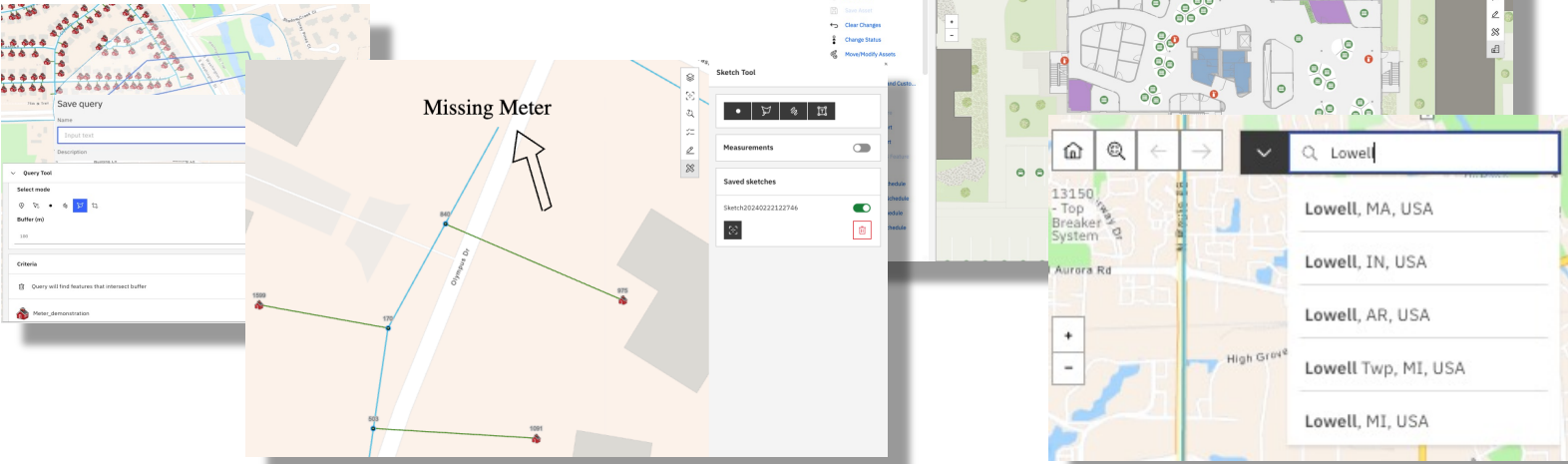
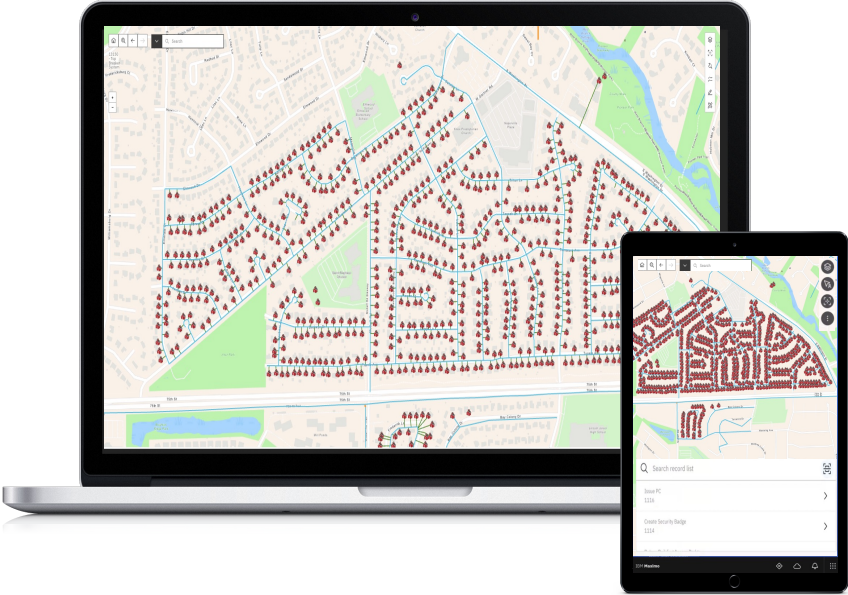


Maximo Spatial Updates

(Targeted for MAS 9.0)

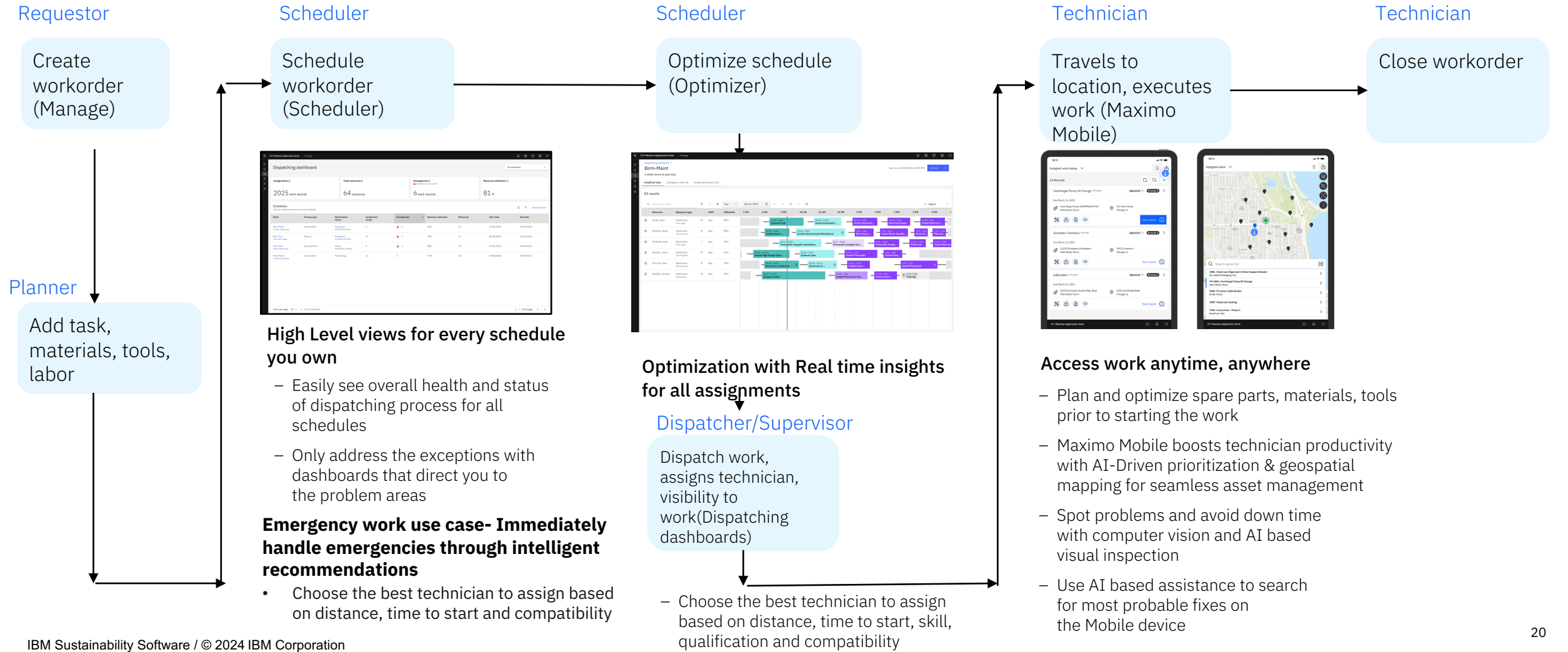
- UI Standardization (Mobile and Desktop)
- ESRI API Migration (New Version)
- Offline Maps Enhancements
- Performance enhancements (up to 80% faster)

- Sketch Tool for Mobile
- Find My Location for Mobile
- Indoors on Desktop
- Query Tool enhancements (Save Query, Geofence + Alphanumeric Search)
- Configuration for Maximo Object Symbology (Icons, Pinpoints)
- Home Button Tool for Mobile



IBM Maximo – Field Service Management is the **solution**

Initiate Plan Schedule/Dispatch Execute Close



Adding Cognos to the Maximo Application Suite*



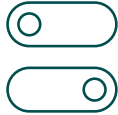
Provide analytic information to meet strategic and operational needs of our customers



Display information quickly and in real-time

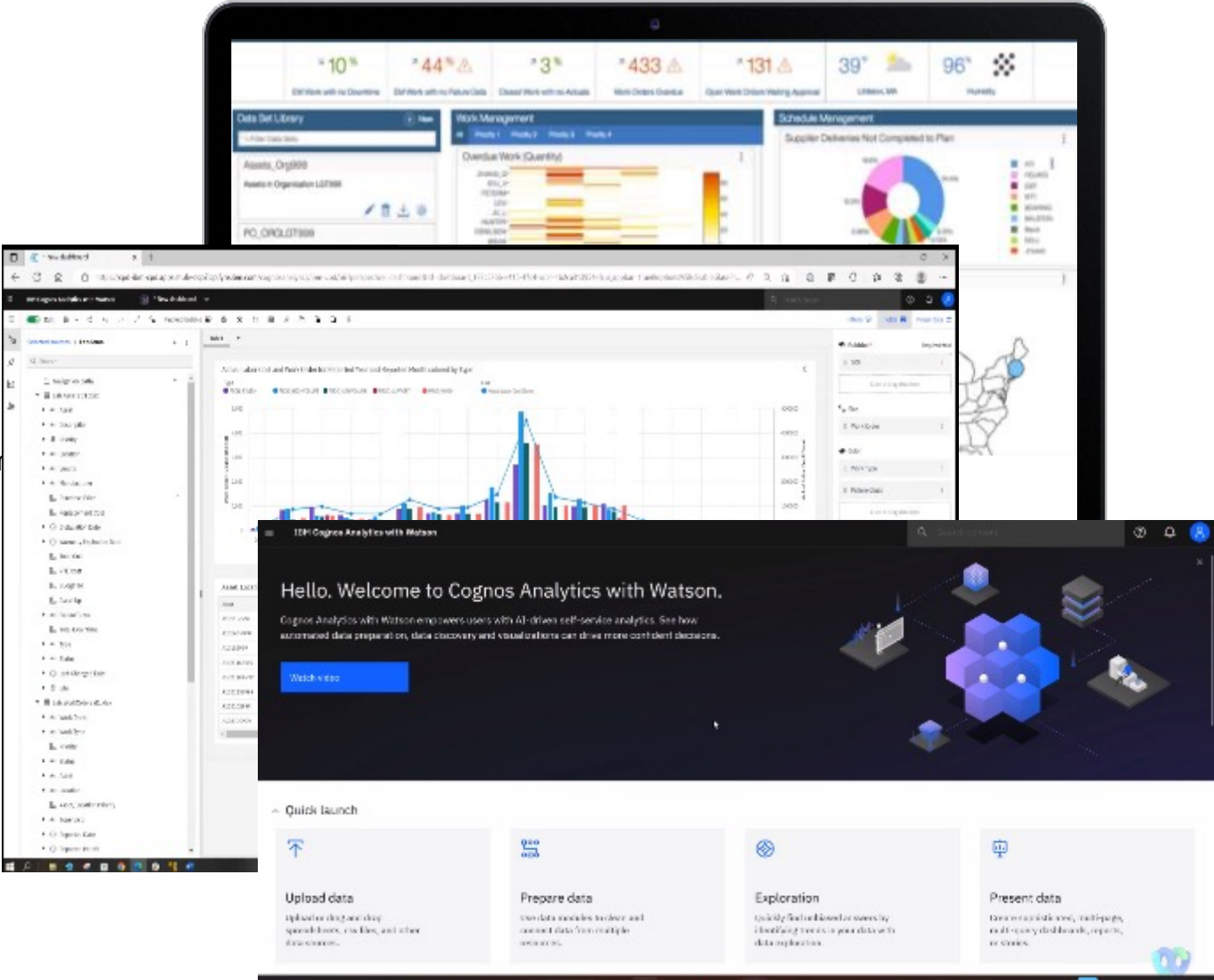


Deliver critical metric to drill down into actionable items



Make content customizable

MAS 8.11 Supports Cognos 11.2.4 & BIRT 4.8
 MAS 9.0 will support Cognos 12 & BIRT 4.8



MVI: Use visual inspection to identify anomalies – 2024 investments

(Targeted for MAS 9.0)

Support GigE Vision

High Bandwidth: offers high-speed data transfer for MVI Edge.

Power Over Ethernet (PoE): simplifying installation and reducing wiring complexity.

Plug-and-Play: easy setup

Scalability: compatibility and expandability.

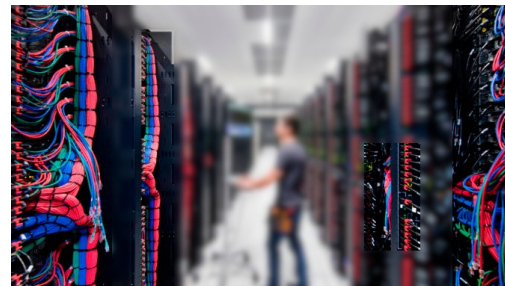


Facial Redaction

Image blurring technology for MVI Edge outside the detection boxes.

Risk Mitigation: reduces the risk of unauthorized access, identity theft, or misuse of personal information.

Legal Compliance: Helps organizations comply with data protection laws and regulations.



DLM

*Data Lifecycle Management
New Policy Manager*

Automate removing historical images and videos.

Provides flexibility to enable policies based on metadata and attributes (i.e. location, inference results, etc.).



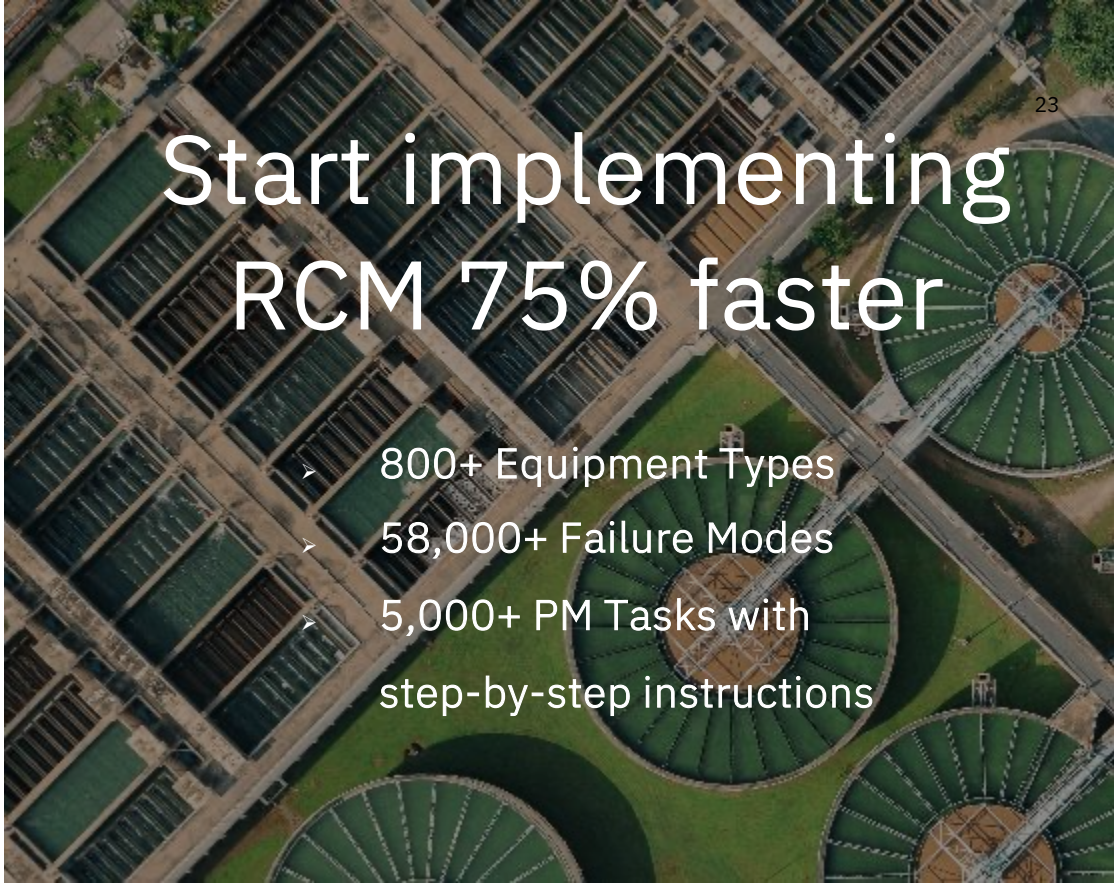
Reliability Strategies *help accelerate achieving RCM goals*

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.***

What's Coming: Reliability Strategies

(Targeted for MAS 9.0)

Reliability Strategy Builder: Full RCM Study Capabilities

Reliability Strategy Builder – “Application”

- As a Reliability Engineer I can:
 - Complete a New [Study Overview](#)
 - Import/apply/create/Import/edit [FMEA's](#)
 - Apply [Actions](#) based on [Risks Priority Numbers](#)
 - I can select, assign and track the status of [Actions](#)

Reliability Strategy Builder “Library”

- Content/Database Reengineering – [Component Based Architecture](#)
- One to one mapping [Components to Failure Modes](#)

The screenshots illustrate the application's capabilities in three stages: strategy creation, failure mode definition, and action tracking.

Left Screenshot: Create strategy

- Overview
- Failure modes
- Track actions

Middle Screenshot: Create failure mode

Failure mode details

Component: Impellers, Mechanism: Wear, Influence: Cavitation from low NPSHA or off-BEP operation

Failure effects: Production line slows to prevent bearing over heating

Failure consequences: loss of \$10,000/hr for every 10% of lost production

RPN calculation: $2 \times 5 \times 1 = 10$

Initial risk priority number (RPN): 10

Final risk priority number (RPN): 10

| Action type | Occurs | Details | Frequency | Frequency value | Effectiveness | Track |
|------------------------------|-----------|-------------------------------|-----------|-----------------|---------------|-------|
| Preventive maintenance (P... | Recurring | During operator rounds the... | Interval | 1 month | High | On |
| Redesign | Recurring | During operator rounds the... | Meter | 100 | High | Off |

Right Screenshot: Tracker

Recommended actions

| Action type | Component | Mechanism | Influence | RPNi | RPNf | Effectiveness |
|-----------------------------------|---------------------------|-------------------------------|---------------------------------------|------|------|---------------|
| Condition Based Maintenance (P... | Automatic Oilers | Improper Oil Flow | Misadjusted, improper installation | 100 | 40 | Medium |
| Inspections (PM and Job Plans) | Balancing Device | Wear | Distortion due to improper pump... | 100 | 40 | High |
| Preventative Maintenance (PM a... | Balancing Device | Wear | Distortion due to pipe strain | 100 | 30 | Medium |
| Redesign | Balancing Device | Wear | Improper assembly, materials, or... | 100 | 30 | High |
| Spare parts | Bearings - Kingsbury type | Failure of Pads and Suppo... | Improper installation per original... | 100 | 30 | Medium |
| Training | Bearings - Sleeve | Wear | Babbitt imperfection or cold spot | 100 | 25 | High |
| Condition Based Maintenance (P... | Connections & Piping | Leaks | Installation error, improper seala... | 100 | 20 | Medium |
| Inspections (PM and Job Plans) | Connections & Piping | Leaks | Normal use | 100 | 20 | High |
| Preventative Maintenance (PM a... | Lube Oil System | Auxiliary Oil Pump Gear an... | Improper assembly | 100 | 10 | Medium |

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

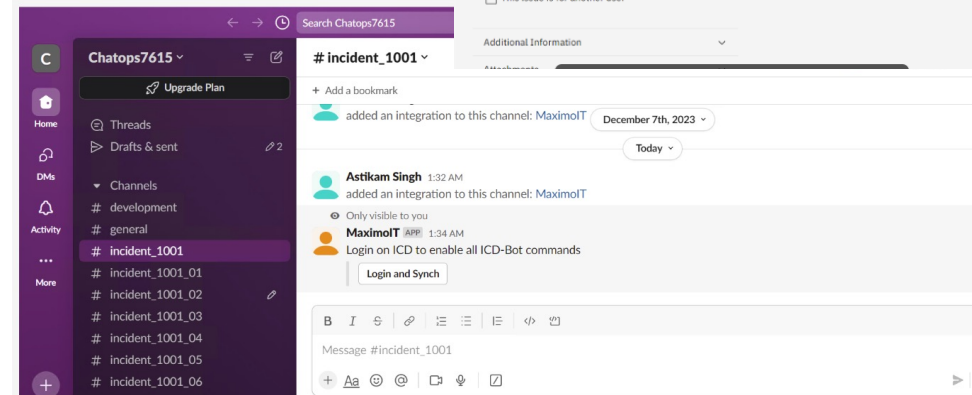
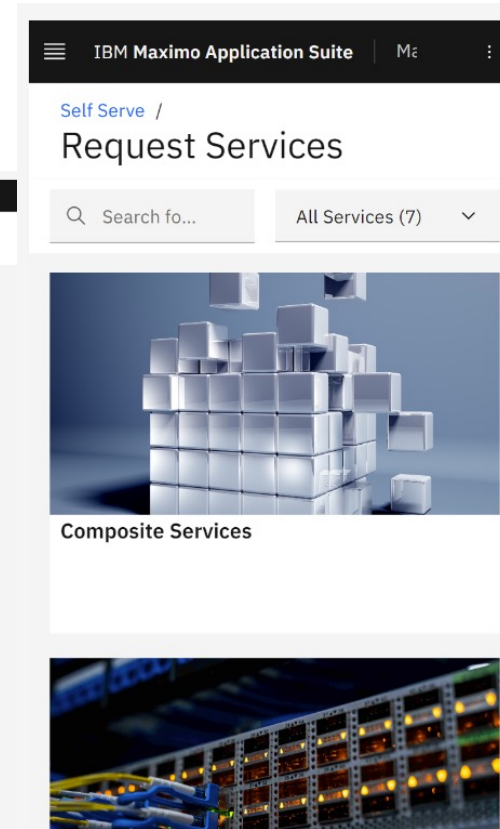
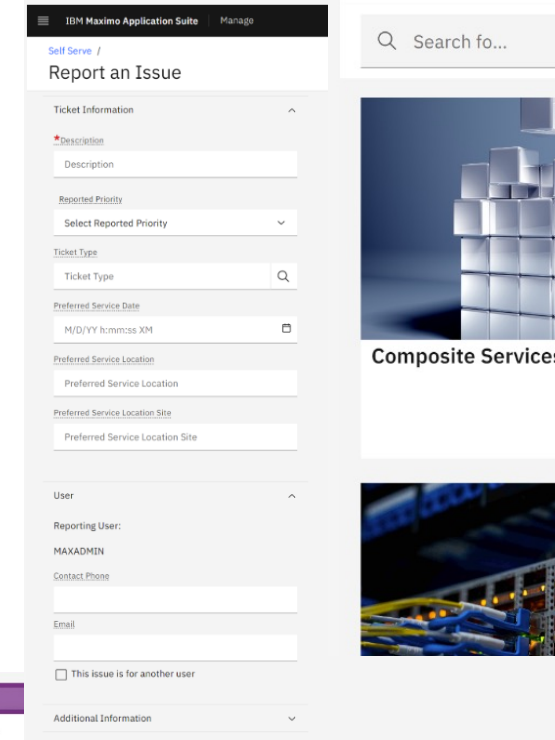
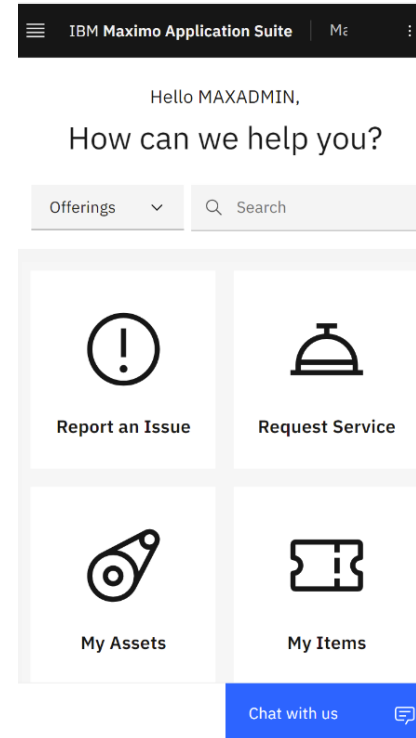


Maximo IT

(Customer-Managed Only)

(Targeted for MAS 9.0)

- Provides customers the ability to quickly collaborate and focus on rapid restore while not worrying about data capture during slack conversations, it goes directly back to the Tickets
 - Integrations for Chatops and Swarm
 - Slack - Completed
 - Microsoft Teams – foundation set
- Enabling Integrations for DevOps and Cloud mgmt., through Jira & ManageIQ ensures the customer can leverage the investments they have already made and provide a CI/CD pipeline with change mgmt. governance.
- Delivery of connected responsive Apps (mobile), provides the customers the capabilities requested to move work through processes on smaller form factor devices in a connected mode with rich functionality – focused on
- Service and Site reliability engineers work actions
 - End user experience (Self Serve)
- Delivery of New Service View and Insights enables agents and SRE users to quickly restore or prevent outages



Accelerator Catalog

Introduced in MAS 8.11

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....

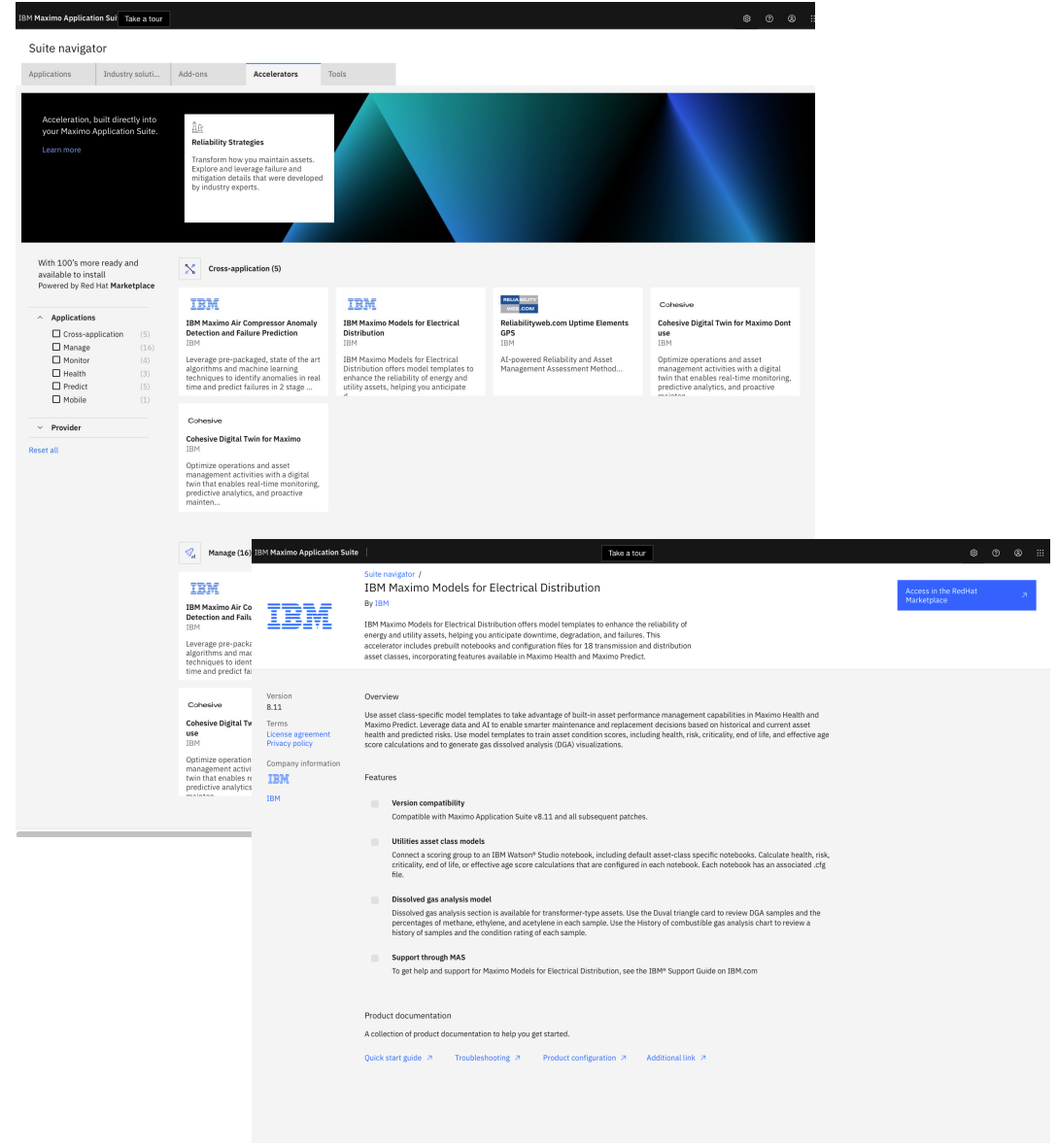
Accelerate time to value to productive use of accelerators (Targeted for 9.0)

- Know which accelerators are owned
- Save time with integrated downloads and automated activation of Manage accelerators

Simplify administration of accelerators

- Track status of any activated accelerators, including manually activated
- Know when an accelerator has a new version and what's in it

Enhance trust and credibility with an accelerator certification program for partners



Maximo Monitor Updates

(Targeted for MAS 9.0)

- Redesigned the UI to fully integrate EDC and IoTp capabilities into a unified and intuitive user experience in a single user flow.
- Easier to administer devices and gateways with detailed views of all the information they need such as connectivity relationships, hierarchy and operational status.
- Includes a sample data stream that can be used in demos, trials and provide users with examples to test.

1. User chooses to add device from library (EDC) or custom (IoTp) Add device

You can add a device from the device library or add a custom device. A gateway can support either devices from the library or custom devices. Custom and library devices can't coexist in a gateway.

Use device library Find and select a device and then choose from a list of possible metrics for the device. These devices must be associated with a privileged gateway. [Learn more about the library](#)

Add custom device Specify your own device details and add metrics later. [Learn more about custom devices](#)

*Gateway Gateway type

Cancel Continue

2. Guided end to end user flow for device & gateway setup

Gateways / Add device to Gateway type B - Gateway Floor A

1 Select device 2 Configure protocol 3 Configure device 4 Select metrics

Configure device Specify an ID for the device, configure the token, and then assign a type. Devices are authenticated by using tokens.

Gateway Gateway type (optional)

Gateway Floor A Gateway Type B

Device ID

Token Autogenerated Custom

Devices are authenticated by using tokens.

Device type VariableFrequencyDrive

Cancel Previous

3. Device Details

IBM Maximo Application Suite Monitor

Setup / Device

Device ID

Data Overview Dashboards Metrics

Details Dimensions

| | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------|
| Device type | Gateway ID | Gateway type |
| Device type | Gateway Floor A | Gateway Building A |
| Description | | |
| This sample shows simulated time-series data for an industrial boiler. It demonstrates how to perform a Monte Carlo simulation. It also shows how to perform a Monte Carlo simulation. | | |
| Data simulator | IP address | Server or unit ID |
| Enabled | 1.210.255.21 | 1 |
| Protocol | Serial number | Hardware version |
| Modbus TCP/IP | 456D687B6687-000 | 5.6.1 |
| Model | Device class | Location description |
| 300 | A4 | Lorem ipsum sit amet |
| Firmware version | Token type | Certificate path |
| N/A | Token type | /home/gateway/certs/ca.crt |
| Certificate authority path | Token type | /home/gateway/certs/its.crt |

4. Easily add Simulated device from a template

Choose a template

Template

Select a template. The sample type templates include default metrics and dimensions but don't support all device type features, such as streaming data metrics.

Configure the det...

- Basic template: This template does not include default metrics or dimensions.
- Sample boiler type template: This sample shows simulated time-series data for an industrial boiler. It demonstrates how to perform a Monte Carlo simulation. It also shows how to apply heuristics to detect leaks.
- Sample packaging hopper type template: This sample demonstrates anomaly detection on simulated data from a cereal packaging plant.
- Sample robot type template: Sample entity type based on data commonly available for industrial robots. This sample illustrates the ability to combine timeseries sensor data with other data. It shows how to calculate activity durations from an activity log...
- Sample sourdough leavening type template: This sample demonstrates using AI to make recommendations about the leavening process during the product break.

Maximo Health Updates

(Targeted for MAS 9.0)

Health Mean Time Between Failure

- Understand which assets are causing unscheduled maintenance costs
- Action an asset having the greatest cost impact on asset performance and reliability

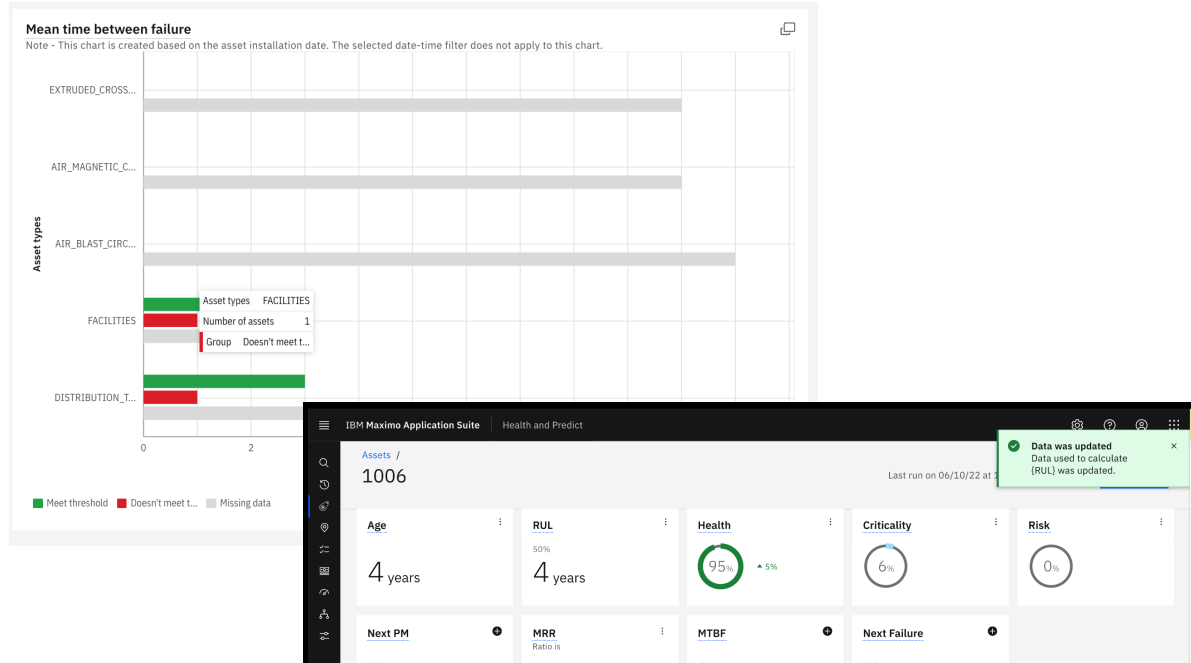
Identify and Correct Missing Asset Data for KPIs

- Accelerate time to value to enable asset condition and costs analysis with Manage with Health

Health Made Easy with Out of the Box Score Calculations

Maximo Models for Electric Transformers

- Health Accelerator for Power Transformers accelerates time to value to uncovering asset health defects
- Asset Health Scoring Calculations. Maximo accelerator for Electrical Transmission and Distribution customers to understand asset performance of high voltage transformers using KPIs
- Health Accelerator Installation supports new automation and UI for MAS Accelerator download, installation, activation and deactivation



The screenshot displays the IBM Maximo Models for Electric Transformers product page on the IBM Marketplace. The page features the IBM logo and a 'Purchase' button. The main content area is titled 'IBM Maximo Models for Electric Transformers' and includes a 'By IBM' badge. Below the title, there is a brief description of the product as an 'Intelligent Analytics accelerator' that helps generate and display analytic models for transformer health. The page is organized into sections: 'Highlights' (listing 'Runs on IBM', 'Water resistant', and 'Last added: 01/20/2024, 03:30'), 'Company information' (IBM), 'Tags' (Energy, Power, and Predictive), and 'Overview' (which includes sub-sections for 'CO2 Equivalent Emissions', 'Energy Loss', 'Anomaly Detection', 'Risk-based Harmonic Anomaly Detection', and 'Transformer Health Score'). The 'Overview' section provides detailed technical information about each of these capabilities, such as how CO2 equivalent emissions are used to estimate transformer efficiency and how the Transformer Health Score identifies health issues based on various parameters.

MAS Technical Updates

(Targeted for MAS 9.0)

- User and Group mapping to MAS LDAP sync
- Support Multiple IDPs for the same authentication type (SAML/LDAP)
- MAS Admin can customize CSS and White Label
- Support Self-Service Management
- Support Manage e-sig password sync
- Created the FISMA Readiness Users Guide
- Support RDS SQL on AWS and SQL Managed Instance on Azure
- CP4D 4.8 and OCP 4.13/4.14 support



Questions?

The image features a large, three-dimensional white IBM logo centered on a light gray background. The letters 'I', 'B', and 'M' are rendered in a bold, sans-serif font with a slight shadow effect, giving them a 3D appearance.

Contacts

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Kim Woodbury
kwoodbur@us.ibm.com

MAS AppPoint License Model

| USER TYPES | Self Service | Limited | Base | Premium | |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Administration Users <i>(Authorized)</i> | N/A | N/A | 10 AppPoints | 15 AppPoints | |
| Application Users <i>(Concurrent)</i> | 0 AppPoints | 5 AppPoints | 10 AppPoints | 15 AppPoints | |
| Application Users <i>(Authorized)</i> | 0 AppPoints | 2 AppPoints | 3 AppPoints | 5 AppPoints | |
| Applications | Self Service Applications <ul style="list-style-type: none"> • Service Requests • Desktop Requisitions • Requests (Oil & Gas) • Create/Review Incidents (HSE) • Vehicle Requests (Transportation) • Graphical Appt Book (Scheduler) • Bill review (Service Provider) | Manage 3 Modules: <ul style="list-style-type: none"> • Manage (Linear/Calibration/Spatial) • Manage Industry Solutions • Manage Add-ons • IT • Maximo Mobile • 3rd Party Mobile Monitor Assist <i>(requires install)</i> | Manage Includes: <ul style="list-style-type: none"> • Linear • Calibration • Spatial (requires install) • Scheduler • IT Health | Manage Industry Solutions <ul style="list-style-type: none"> • Oil & Gas, Aviation, Transportation, Utilities, Nuclear, Civil Infrastructure Add-ons <ul style="list-style-type: none"> • Asset Configuration Manager, Service Provider, Health Safety & Environment Manager Predict Visual Inspection <i>(requires install)</i> | |
| Install AppPoints <i>(Production Only)</i> | SAP/Oracle/Workday Connectors (80) | Civil Infrastructure (50) | Visual Inspection (45) Edge (1) | Spatial (20) | Optimizer (60) / (220) |

Maximo Mobile for Inventory

(Targeted for MAS 9.0)

Inventory, Returns

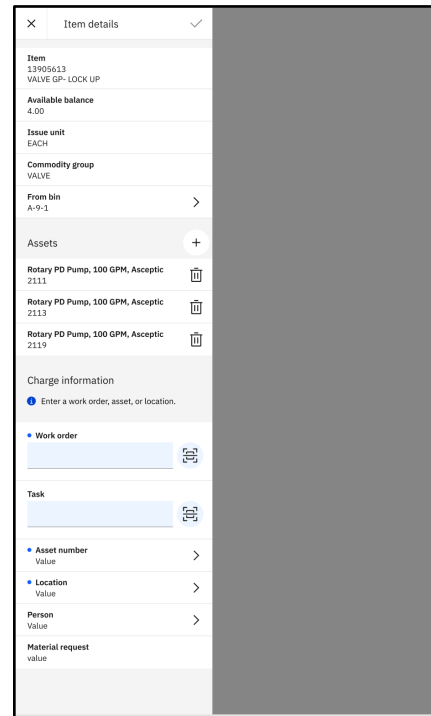
Issue additional items without Reservations from Inventory using Inventory Usage Records

- Issue items without reservation from Inventory
- Use the same Inventory Usage Record actions as for Issuing Reserved Items

Return Items to Inventory

- Choose Items in Inventory to Return to stock using Issue-type Inventory Usage Records
- Enter Issue Information to complete

Improvements for search, filter of results on Item lists, displaying additional information (Commodity type, Reservation type, Storeroom, Request number)



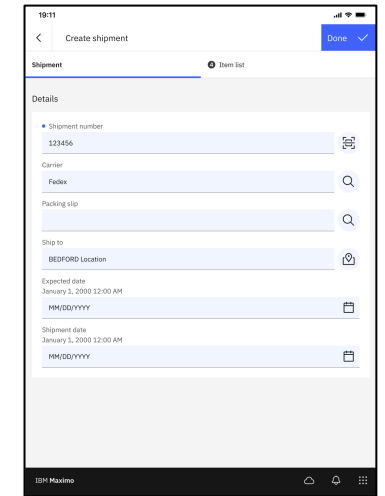
Transfers, Creating Shipments

Transfer Inventory items using Inventory Usage Records

- Create Inventory Usages with TRANSFER type
- Add Items from Inventory to Transfer between Storerooms within user's Site in the Mobile App
- Open existing Inventory Usage Records created in MAS Manage to Transfer items Site-to-Site
- Initiate Transfer from Mobile both on or offline

Create Shipments on Mobile

- Enforce rules set for the Organization on Transfers that require Shipments
- Create Shipments on Mobile with Auto-numbered Shipment Records



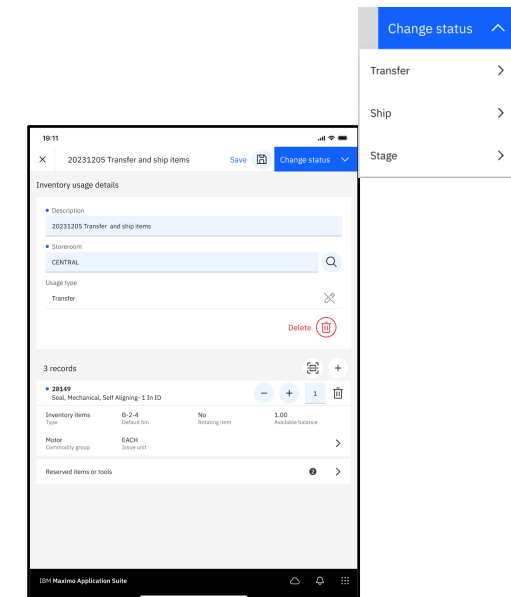
Staging

Stage Inventory Usage Records

- Create Inventory Usages of Transfer or Issue type or Open Inventory Usage Records of Entered status
- Add Items from Inventory and Reservations
- Set Inventory Usage to Staged on Mobile both on or offline, define Staging Bin

Transfer, Issue or Ship Staged Inventory Usages

- Open Inventory Usage Records of Staged Status
- Change Status on Mobile both on or offline



Assist Remote Guidance



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



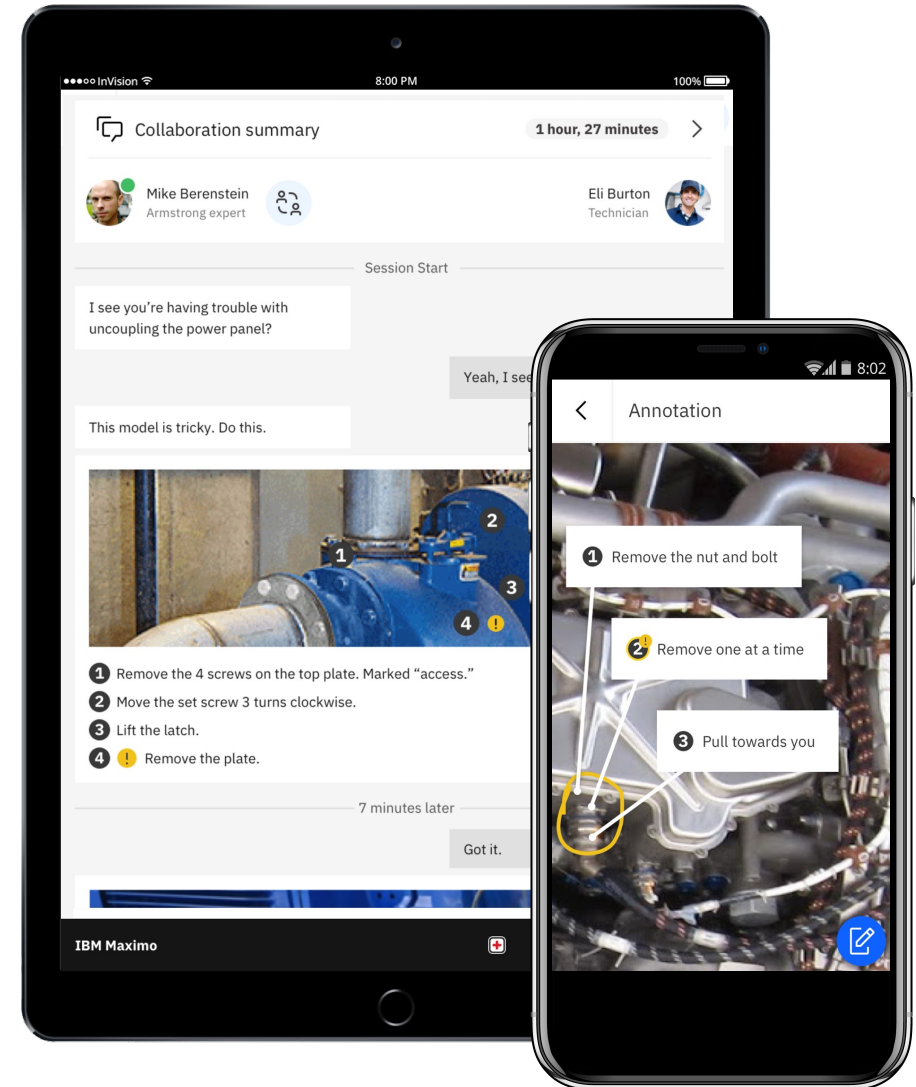
Remote Guidance session history **attached to the Maximo work order** for future reference and added to AI knowledge base



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**



AppConnect supporting integration scenarios

Transformation - Flows capture business logic

Mapping - Map resource data from a source to a target (inbound and outbound)

Triggered via schedule or Web invoked API

Enables data interchange use case(s) between MAS and other solutions

- MAS to TRIRIGA
- TRIRIGA to Envizi
- MAS to Envizi

Between IBM Solutions

- MAS to Workday

Between IBM and 3rd Party Solutions



Maximo Application Suite – Workday Connector

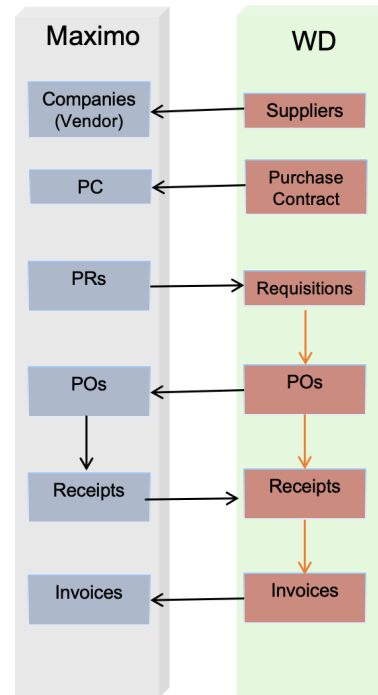
(On-prem Only)

(Targeted for MAS 9.0)

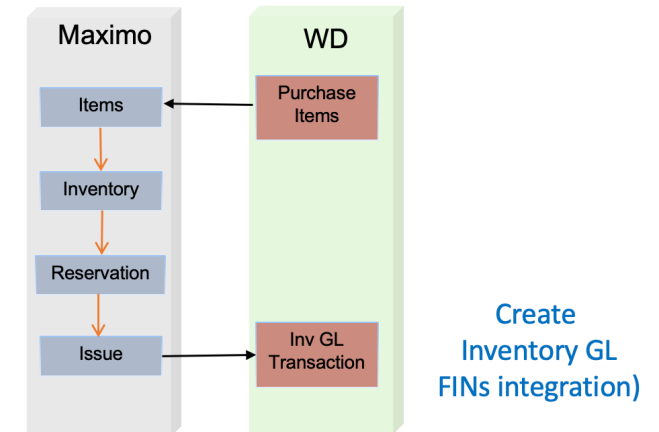
- Significant improvements in Financials Integration
- New Integration support for Purchasing scenario where purchasing is managed in Workday
- New Integration support for Inventory scenario where Inventory is managed in Maximo

Maximo-Workday - Purchasing and Inventory Scenarios

Workday managed purchasing



Maximo managed Inventory



IBM Maximo Application Suite

Product roadmap highlights

1H 2025
Planned
deliverables
(MAS 9.1)

Maintenance












Inspection

Reliability

| | | |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------------------|
| Improved User Security across MAS, Guest Users Support, Java 17, Support for Power/Z, Data Loader Dashboard | | |
| MAS level Dashboards and extended capabilities (Work progress bar configuration) | MVI Measurements and Model Lifecycle | Reliability Strategy Dashboard & direct link from Manage Assets to Library |
| MAS level Mobile Scheduling | MVI scalability and Maximo Mobile integration improvements | Monitor for Real Estate/Facilities |
| Additional Scheduling Constraint Types | Mobility – Work assignment/reassignment | Introduce additional Health scoring methodologies, work queues and actions |
| Maximo IT - ITIL v4 certification | Civil Infrastructure – Defect Dashboard | |
| GenAI assistants for Tickets & MVI | | |
| Improved Accelerator deployment experience | | |
| MAS SaaS continuous delivery updates | | |

Resources

Maximo User Groups - 2024

| | | |
|-----------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| March 20 – 21 | Pac MUG - San Jose, California |  |
| April 2-4 | GOMaximo – Oil and Gas Maximo User Group – Houston, Texas |  |
| April 10-11 | PacMUG North – Seattle, Washington |  |
| April 23-25 | MUWG – Maximo Utility Working Group – Chattanooga, Tennessee |  |
| May 7-8 | CanMUG – Toronto, Canada |  |
| May 8-9 | NEMUG – Northeast MUG – Providence, Rhode Island |  |
| May 14 | GAMUG – Greater Atlanta – Tucker, Georgia | |
| May 15-16 | UK & Ireland MUG – Dublin, Ireland | |
| May 29-30 | LVMUG – Las Vegas, Nevada |  |
| June 11-12 | AMUG - Airport MUG – Kansas City, Missouri | |
| June 26-27 | WMMUG - West Mountain MUG – Denver, Colorado |  |
| July 17-18 | PacMUG South – San Diego, California |  |
| September 10-11 | CanMUG – Calgary, Canada |  |
| October 2-3 | NEMUG –Princeton, NJ | |
| October 16-17 | FMMUG – Facilities Maintenance MUG – New Orleans, Louisiana |  |

MaximoWorld



EVENT DETAILS [HERE](#)

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

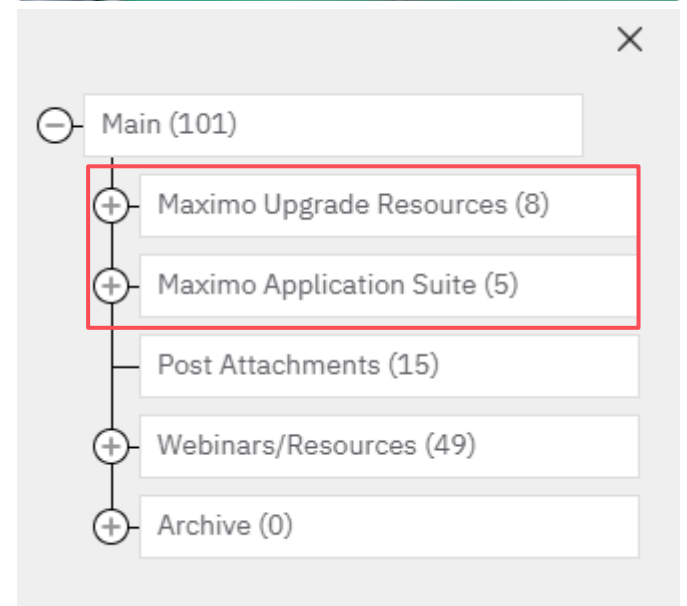
Library 688

Blogs 252

Events 4

Members 8.7K

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



IBM Maximo Application Suite

Technical education brief

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

<https://www.ibm.com/training/maximo>

Maximo Wednesdays

Dates and Topics
to be confirmed

| | |
|--------|------------------------------------------------------|
| 20-Mar | IBM Maximo Product Update – A Look at 2004 |
| 24-Apr | EAM to MAS Upgrade |
| 5-Jun | Generative AI – IBM’s Watson X and Maximo |
| 12-Jun | Maximo Spatial |
| 19-Jun | Emissions Management with Maximo |
| 10-Jul | Operationalize your Sustainability Goals with Maximo |
| 17-Jul | Supporting Field Service Management with MAS |
| 21-Aug | Reliability Strategies for Improved Maintenance |
| 11-Sep | Maximo Mobile – Client Story |
| 9-Oct | Maximo IT |
| 6-Nov | Maximo Visual Inspection |

[TecheXchange - IBM Asset and Facilities Management Community](#)

Submit Your Product Ideas



AI Applications - Ideas Portal

Welcome to the idea portal for IBM AI Applications Customers

IBM Employees:

The correct URL for entering your ideas is: <https://ibm-ai-apps-internal.ideas.aha.io/>

Clients:

Shape the future of IBM!

We invite you to shape the future of IBM, including product roadmaps, by submitting ideas that matter to you the most. Here's how it works:

Post your ideas

Start by posting ideas and requests to enhance a product or service. Take a look at ideas others have posted and upvote them if they matter to you,

1. Post an idea
2. Upvote ideas that matter most to you
3. Get feedback from the IBM team to refine your idea

Help IBM prioritize your ideas and requests

The IBM team may need your help to refine the ideas so they may ask for more information or feedback. The offering manager team will then decide if they can begin working on your idea. If they can start during the next development cycle, they will put the idea on the priority list. Each team at IBM works on a different schedule, where some ideas can be implemented right away, others may be placed on a different schedule.

Receive notification on the decision

Some ideas can be implemented at IBM, while others may not fit within the development plans for the product. In either case, the team will let you know as soon as possible. In some cases, we may be able to find alternatives for ideas which cannot be implemented in a reasonable time.

<https://ibm-ai-apps.ideas.ibm.com/>

Maximo Digital Learning Subscription

Whether you are an enterprise seeking to get your team up-to-speed or a single individual seeking to build skills for your career, a 12-month subscription to the Maximo Digital Learning catalog of courses can save you time and money.

- **Maximize your investment:** Maximize your investment in IBM Maximo solutions. Bring your newly-acquired solutions to life. Pay one price for a 12-month learning subscription. Realize built-in savings compared to individual course purchases.
- **Build expertise, stay current:** Develop skills through flexible learning plans based on your goals, schedule, and budget. Get easy, on demand access to eLearning with hands-on labs included for 12 months. Close the skills gap. Meet your talent and skills transformation goals.
- **Personalize the learning experience:** Prepare for major IT initiatives or learn when needed during a project deployment. Choose courses that map to your learning journey and desired role. Prepare to be a certified professional.
- **Adopt a flexible and modern approach:** Move at your pace. Choose self-paced courses with hands-on labs and web-based courses during your subscription. Choose learning when you are available. A modern approach to learning with IBM.
- **Cost savings:** Pay one price for 12-month subscription. Save up to 45% over purchasing the courses individually.

To learn more about the IBM learning subscriptions and how to purchase, please visit the Maximo subscription pages on IBM.com:

[IBM Maximo Individual Learning Subscription](#)

[IBM Maximo Enterprise Learning Subscription](#)

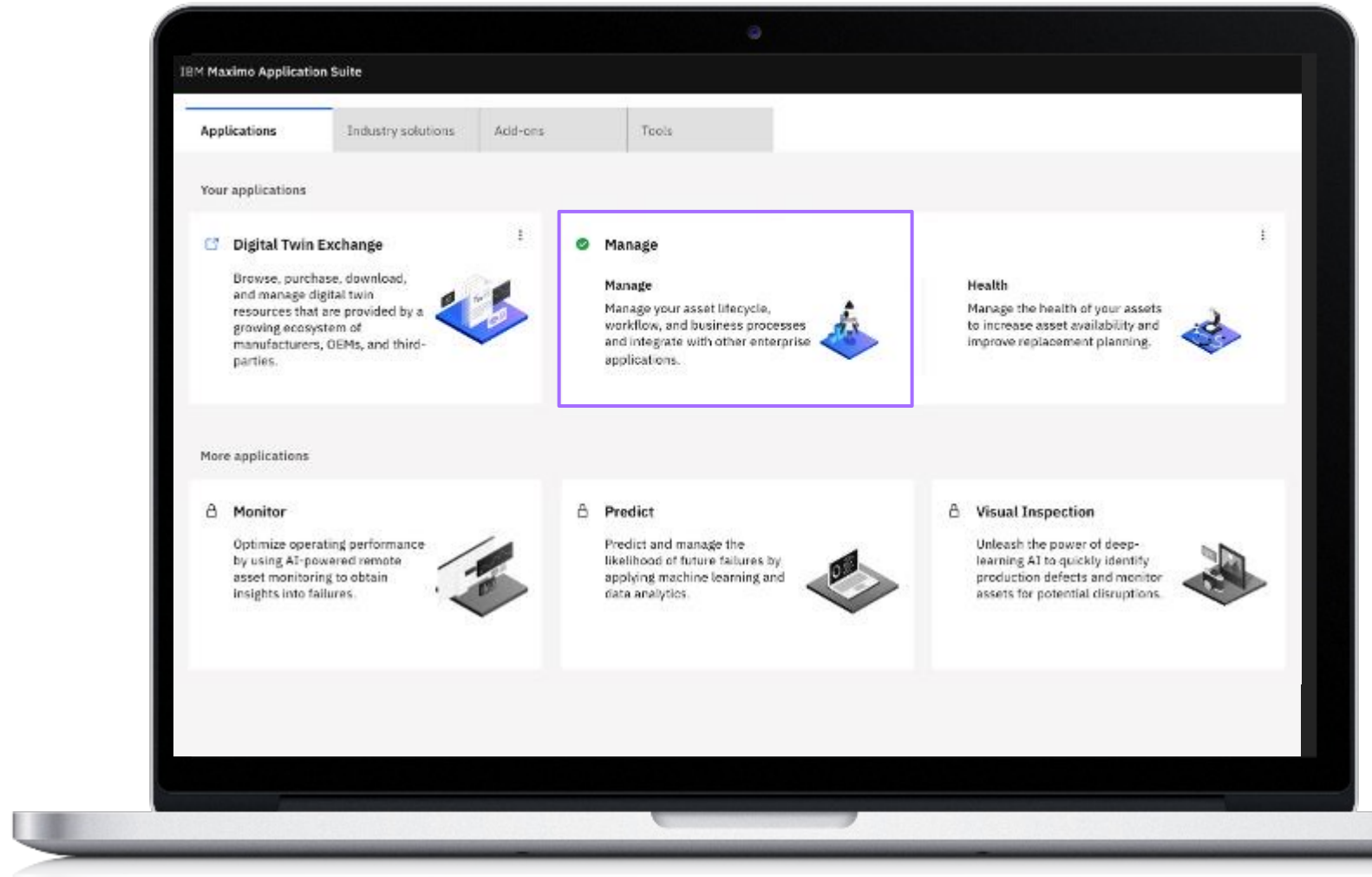
The image shows two comparison cards for digital learning subscriptions. The left card is titled 'Individual subscription' and lists: 'Individual student access to digital learning course material for 12 months for one fixed price.', 'Student can take up to 9 digital courses from the Maximo DLS catalog.', and 'List price \$2400 USD'. The right card is titled 'Enterprise subscription' and lists: '30 digital enrollments for up to 30 individual students for 12 months for one fixed price.', 'Company Administrator can assign and track up to 30 courses to enterprise employees.', and 'List price \$12,504 USD'. Both cards have a blue header and a white body with a black border.

| Subscription Type | Key Features | List Price |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Individual subscription | Individual student access to digital learning course material for 12 months for one fixed price. Student can take up to 9 digital courses from the Maximo DLS catalog. | \$2400 USD |
| Enterprise subscription | 30 digital enrollments for up to 30 individual students for 12 months for one fixed price. Company Administrator can assign and track up to 30 courses to enterprise employees. | \$12,504 USD |

Upgrade to Manage in the Suite

Manage in the Suite

- New installation process at the MAS level
- Deployed on Red Hat OpenShift Container Platform (OCP)
- Authentication and User Management moved to the MAS level
- Modernized user experience to align with rest of the Suite
- Improved serviceability for monitor and logging options



Documentation for Maximo EAM Upgrade to Maximo Application Suite:

<https://www.ibm.com/docs/en/maximo-manage/continuous-delivery?topic=upgrading-from-maximo-enterprise-asset-management-maximo-manage>

MAS SaaS Service Comparison^{1,2}

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

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

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

MAS SaaS Service Comparison^{1,2}

- Included
- Additional Purchase
- Future Included
- Future Add'l Purchase
- Not Available

| Feature | Essentials | Standard | Premium |
|------------------------------------------|----------------------|-----------------------|-----------------------------------------------------|
| Integration | | | |
| SAP & Oracle Adaptors | — | ■ | ■ |
| AppConnect SaaS | — | ▷ | ▶ ⁸ |
| Integration via MIF | ■ | ■ | ■ |
| Automation Scripting via MaxAdmin user | ■ | ■ | ■ |
| Certified Third-party Java / Python code | — | — | ▷ |
| Security Integrations (SIEM Support) | — | — | ▷ |
| Operations | | | |
| Self-Service Portal | ■ | ■ | ■ |
| ISO 27001 & SOC2 Compliance | ISO 27001 ■ / SOC2 ▶ | ISO 27001 ■ / SOC2 ▶ | ISO 27001 ■ / SOC 2 ▶ |
| Update & Upgrade Scheduling | Fixed | Standard ⁹ | Flexible ¹⁰ ■ / Extended ¹¹ □ |
| 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) | — | — | — |

¹ Subject to change
² Availability of features will vary. Not all will be available at initial release.
⁸ Deployed for no additional AppPoints only for clients who require it.
⁹ Non-prod first, followed 30 days later by Production
¹⁰ Up to 6 months, excluding updates & security items
¹¹ Greater than 6 months & LTS available, excluding updates & security items