

Maximo Application Suite

IBM Product Update



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February 2025



Please note

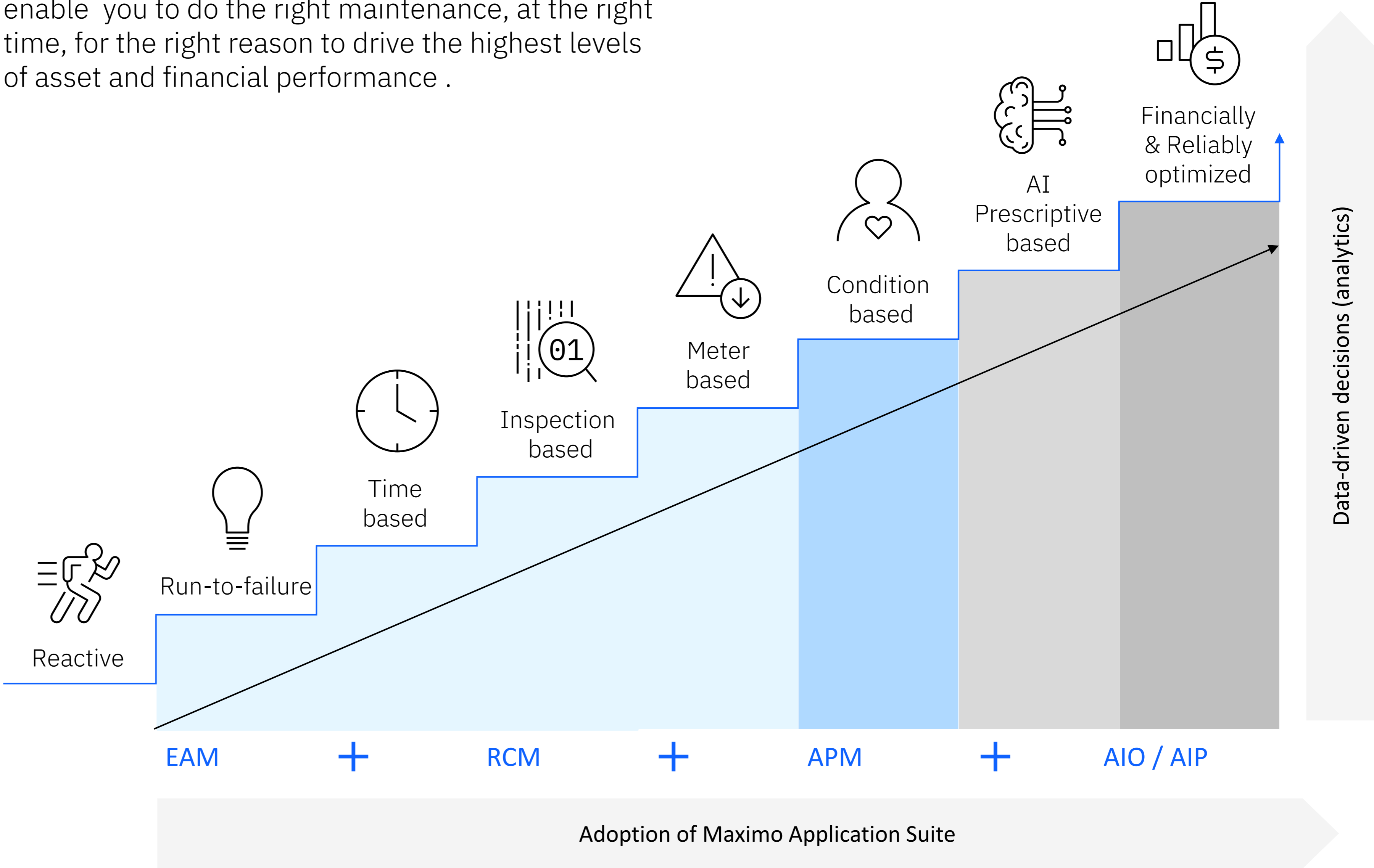
- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.
- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.
- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion.
- Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.

Asset Maintenance Practices and Adoption of MAS

Leveraging Reliability Strategies will quickly enable you to do the right maintenance, at the right time, for the right reason to drive the highest levels of asset and financial performance .

MAS delivers an integrated solution that enables coverage of all types of maintenance practices.

The asset maintenance practices and MAS adoption journey depends on factors including criticality of the asset, operating context, , asset replacement cost and its impact of failure on safety, environment and operations.

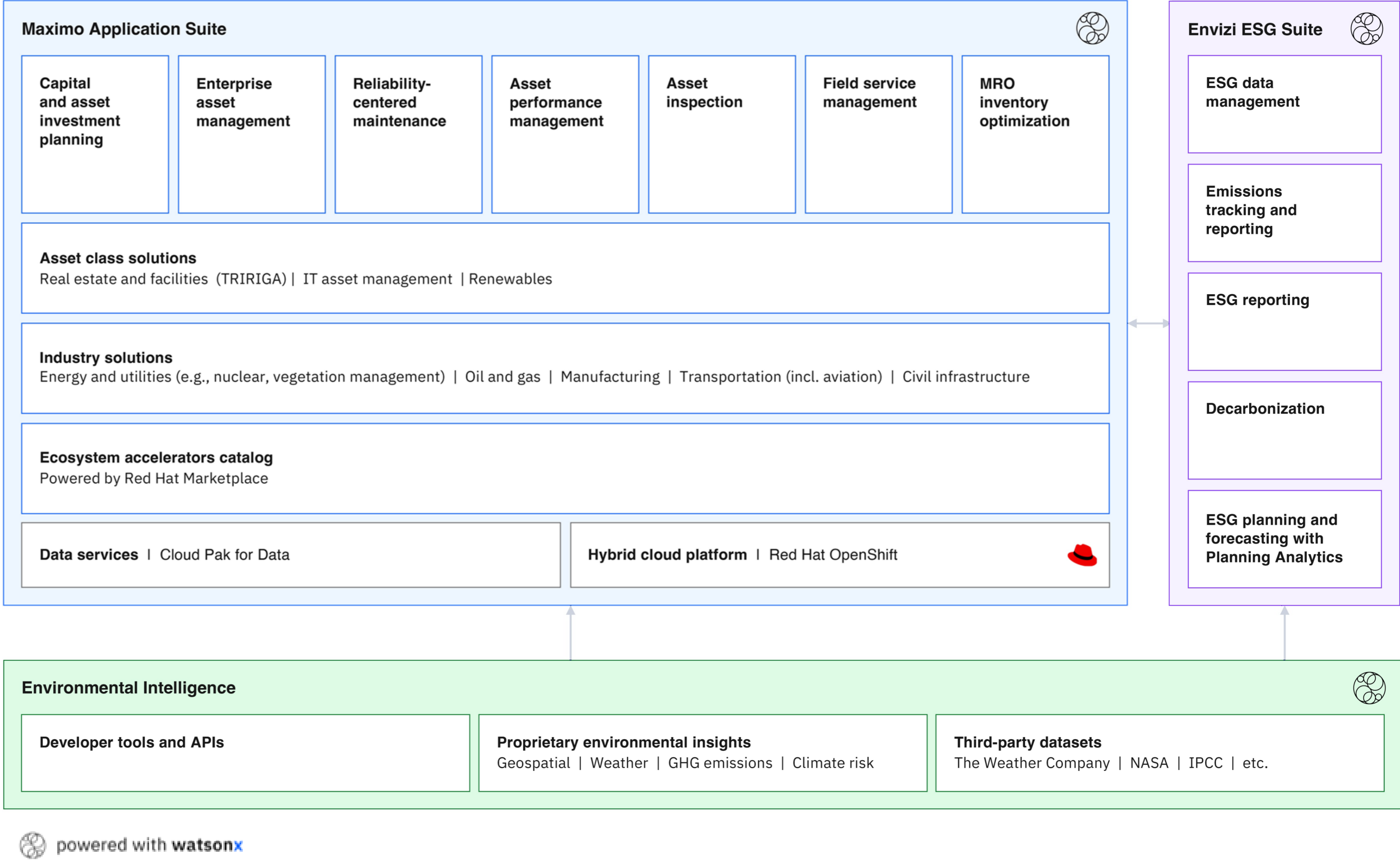
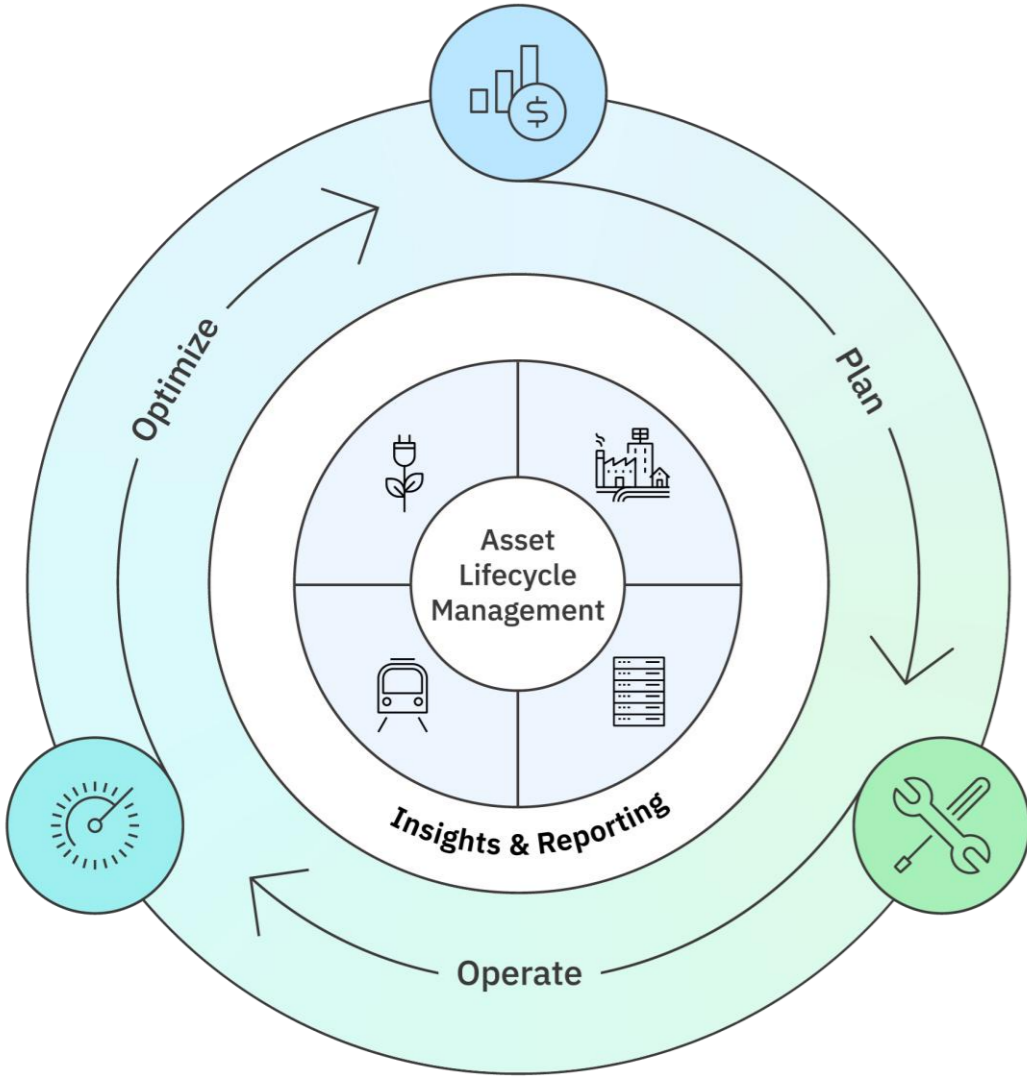


Maintenance is an expense

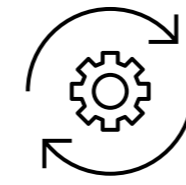
Maintenance is an investment

Advance your asset management with IBM asset lifecycle management solutions

Maximo Application Suite
 An integrated asset lifecycle management software that unifies your asset operations.



Maximo Application Suite is the cornerstone of asset lifecycle management, delivering value to our clients



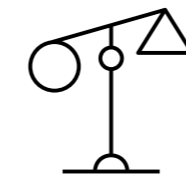
Extend the lifespan of **assets**.

17% increase in asset lifespan*



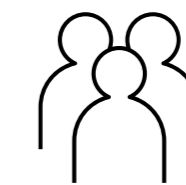
Reduce maintenance and **operations costs**.

\$243,000 annual asset management cost avoidance*



Manage **risk** associated with availability and sustainability.

47% reduction in unplanned downtime*



Increase **workforce productivity**.

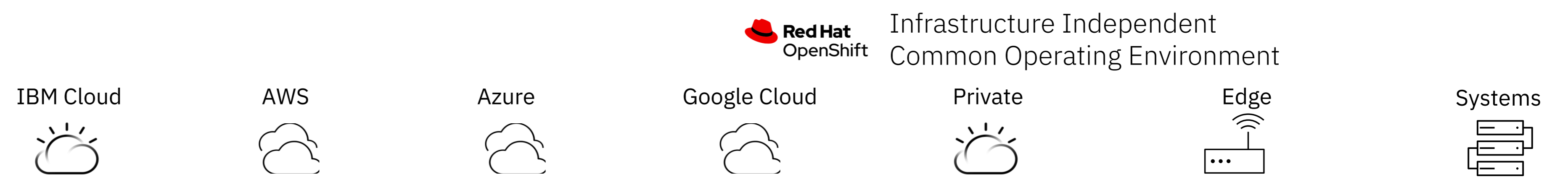
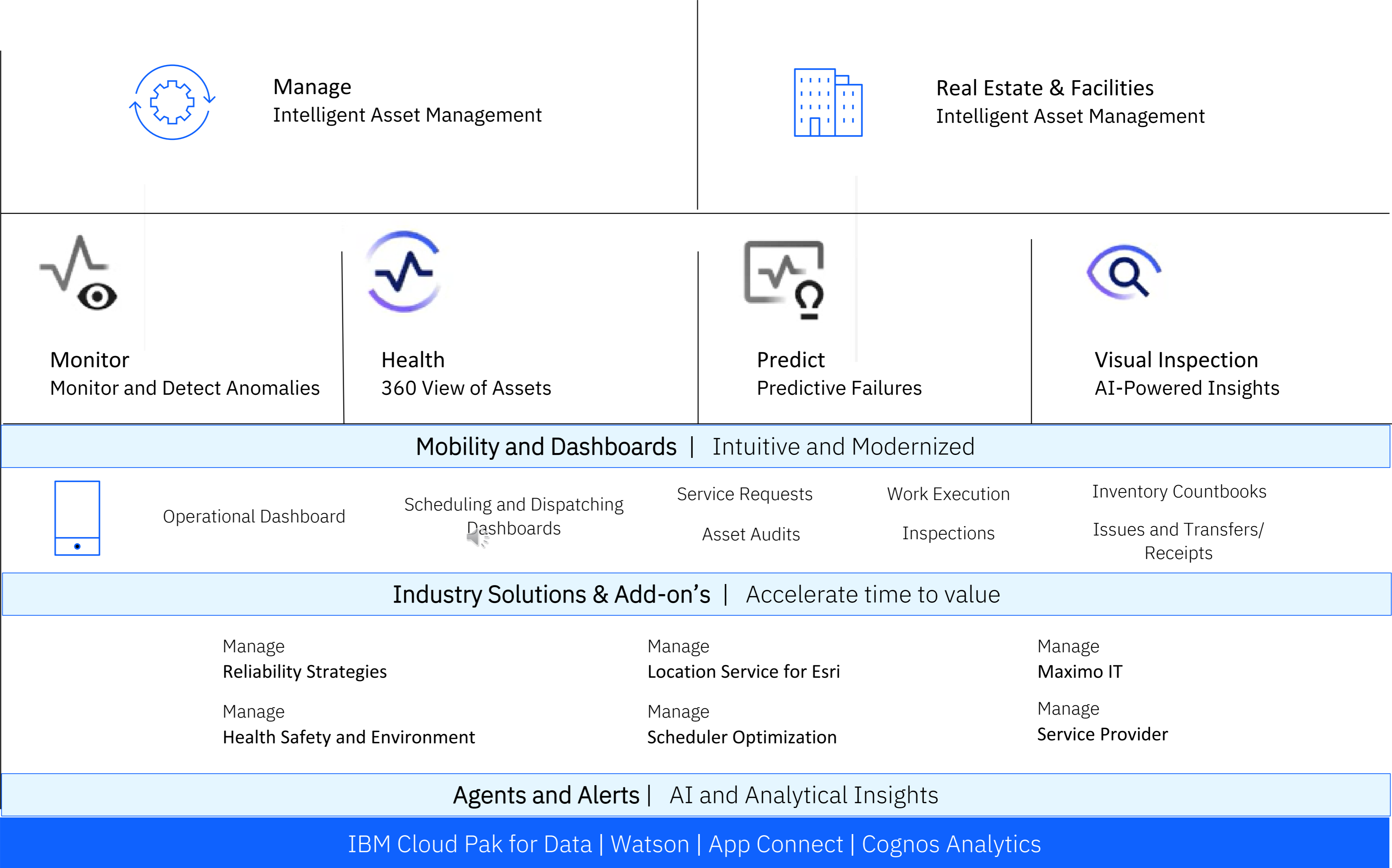
26% more productive technicians*

* Business value results are based on interviews with IBM Maximo® customers (n = 10)

Maximo Application Suite

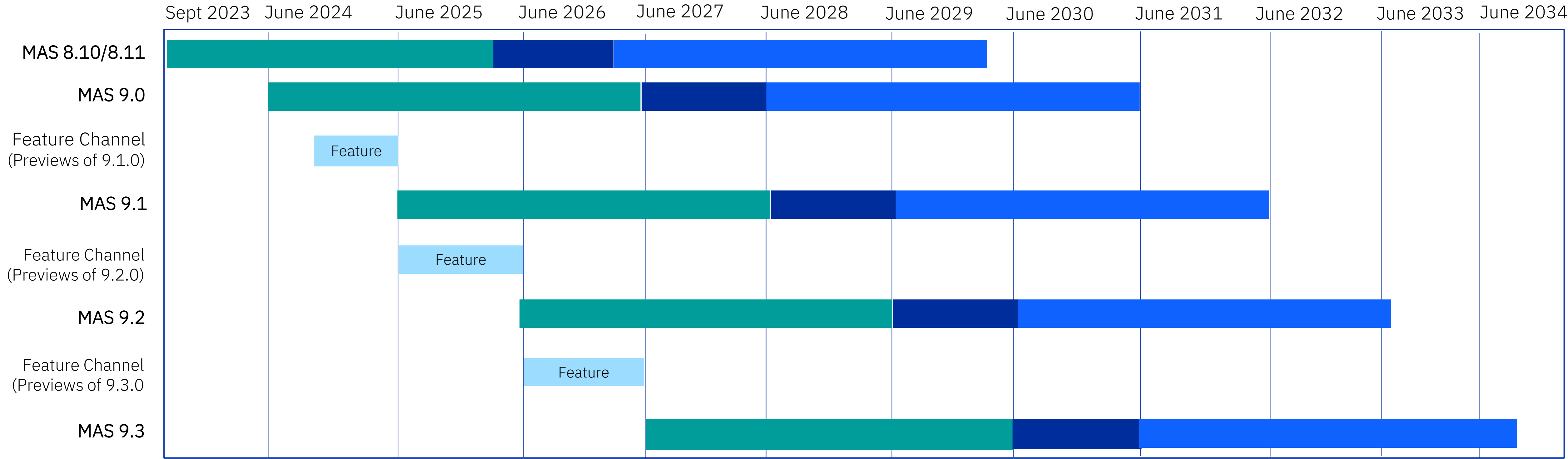
Best-of-class capabilities to provide complete view of your assets addressing the needs of key personas in your organization.

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



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

**Please review MAS SaaS policies for their release cadence

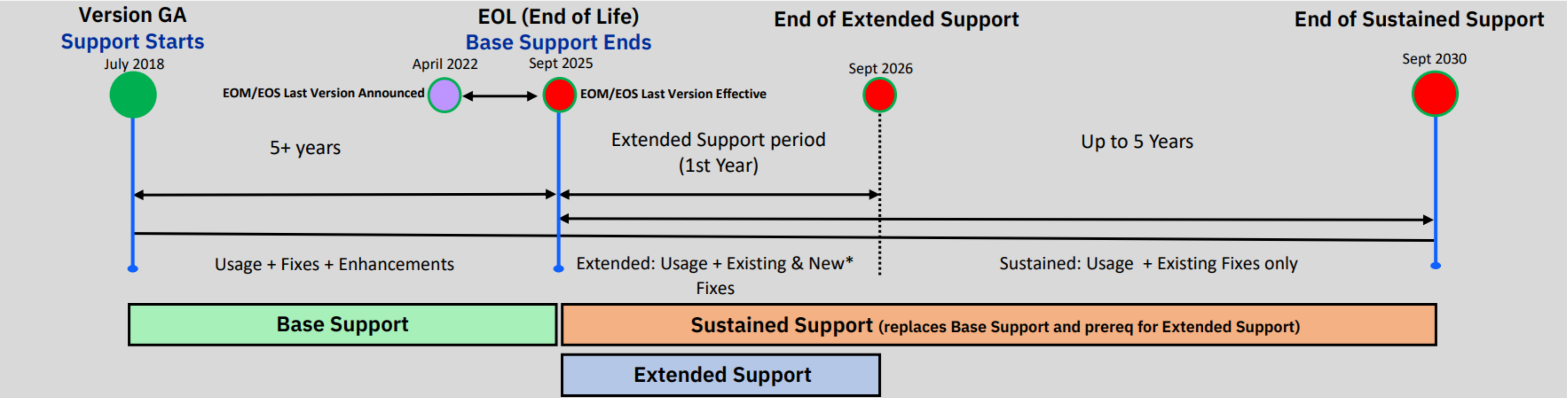


- Follows 3+1+3 lifecycle
 - Release every 12 months (9.x)
 - Monthly maintenance updates for 36 months (Base Support)
 - Initial Extended Support for another 12 months
 - Ongoing Extended Support for another 36 months
 - Feature Channel to explore new features in non-production
 - Builds in the feature 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

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Customers on Maximo EAM 761x Parts and Licensing Agreement



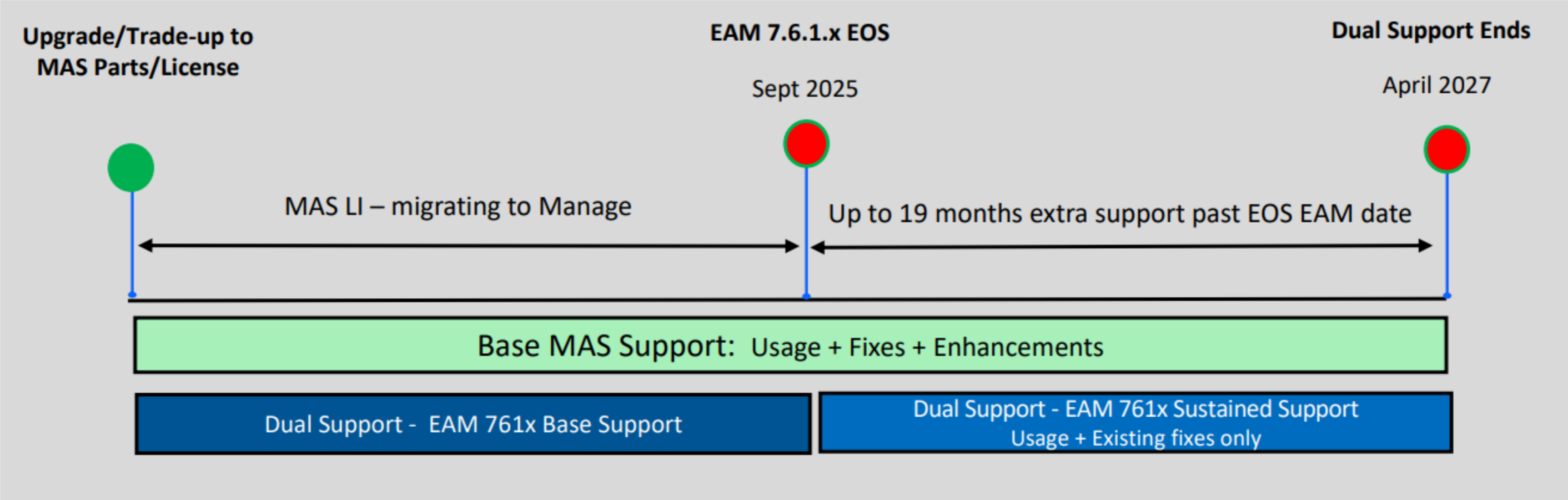
Sustained Support: Replaces Base S&S Support | **Extended Support: available for first year after EOS date**

- Available up to 5 years after EOS date – ends Sept 30, 2030.
- Available for the last supported version and fix pack.
- Support access for usage and existing fixes only, no security fixes.
- New PassPort Advantage part purchase required
- Extended Support is sold with Sustained Support.
- Available for 1 year after EOS date – ends Sept 30, 2026.
- Available for the last supported version and fix pack.
 - EAM 7613 and latest IS/Add-on releases/fix pack
- Support access for usage, existing and new Sev1 critical defect bug fixes, no proactive security fixes.
- New PassPort Advantage part purchase required

Customers on Maximo Application Suite License Agreement

Customer-Managed - Maximo EAM 761x Dual Support in MAS

- For customers that have moved to MAS parts and LI commercially and are in the process of migrating to Manage.
- **Dual Support for both EAM 761x and MAS 8.x/9.x up to 19 months past EAM EOS date.**
 - **NOTE: Customers must move to Manage by April 2027 date if support for both platforms is required.**
- No new MAS or EAM part purchase is required – IBM is offering this service for our customers to help them during this migration process as part of the S&S of the MAS parts purchased.



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 IBM Cloud	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.

IBM Maximo Application Suite

Product roadmap highlights

June 2024
MAS 9.0
deliverables

Maintenance

Inspection

Reliability

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

IBM Maximo Application Suite Product roadmap highlights

1H 2025
Planned
deliverables
(MAS 9.1)

Plan

Operate

Optimize

Cross MAS Dashboards; Improved User Security, Guest User Support, Java 17, Support for Power/Z, Instrumentation and Management

Asset investment planning

Maximo Vegetation Management utilizing Environmental Intelligence

Solution for renewable assets to optimize utilization and emissions

Integration of Maximo for Real Estate and Facilities powered by TRIRIGA

Field Service Management: Expanded assignment and crew support; drag & drop; customizable dashboard; planning dashboard

Mobile: Expand support for assignments, rotating assets, asset auditing, finding WO's; UX; Scalability

GenAI assistant for Work Order Intelligence, WO Similarity

MVI adoption of watsonX to improve training, usage, and TTV

Evolve to watsonX technologies to improve TTV, capabilities, asset class coverage, and UX.

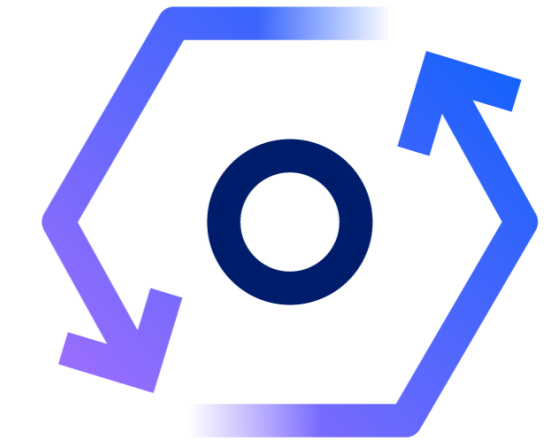
Reliability Strategies: watsonX support for FMEA creation; expanded integration.

Integration of MROiO into MAS

Generative AI: Leverage watsonX integrated with MAS to deliver a consumable experience that empowers everyday users of MAS to derive greater value from AI insights and automations.

Maximo Application Suite 9.1

GA Targeted Q2 2025



Unify MAS for ALM

- Cross-Suite Administration
- Cross-Suite Dashboards
- Mobile
- Spatial Mapping
- Field Service Management
- IT

Extending MAS for ALM

- Real Estate and Facilities (TRIRIGA)
- Renewables
- Asset Investment Planning
- Inventory Optimization
- Vegetation Management

Enhanced processes with embedded AI

- Similarity tracking for WO
- Conversational UX
- Reliability Strategies

MAS 9.1 with Manage

Targeted MAS 9.1

MAS Manage

- New User Application
- New Security Group Application
- Application Configuration at MAS level
- New MAS left hand Nav bar
- New User Profile –removal of Manage profile

Technical

- Java 17 Update
- Carbon 11
- Oracle 23c (23ai) support
- BIRT 4.16 support
- Python 2.73 support
- Guest User support
- IBM Linux Power and LinuxOne/Z support
- E-Sig for LDAP
- Support SMTP OAuth2 authentication for outgoing emails
- MAS support for IBM unsupported languages

The screenshot displays the IBM Maximo Application Suite user management interface for user LUKEF. The interface is divided into several sections:

- 1. Identity & authentication:** Shows user creation details (Created on: 01 April 2020 14:04, Created by: mas-superuser) and user information (User ID: LUKEF, Display name: Luke Firth, Username: lukefirth@ibm.com, Primary email: lukefirth@ibm.com, Type: Work, Person ID: Not specified, Owner: Local, Authentication type: Local).
- 1.1. Identity:** A section for defining user identity information.
- Account status:** Shows the account is currently Disabled, with options to deactivate on date and after user is disabled.
- User details:** Shows the user's title (Mr.), first name (Luke), and last name (First).
- 2.2. Security groups:** A table listing security groups and their associated permissions.
- 2.3. Administrative and Real Estate and Facilities Management access:** Shows administrative privileges (Suite administration: None, Real estate and facilities management: Limited).
- 2.4. License summary:** A summary of the user's license, indicating they are a Premium authorized user with 5 AppPoints reserved.

Name	Description	Default application	Independent of ot	Modules with edit	Solutions	Minimum license
ALLSITES	All Sites	-	No	1	0	Limited
TEXASSITE	Texas Site	-	No	2	0	Limited
VIEQHQ	View headquarters	-	Yes	1	0	Limited
MGRAPPROVAL	Manager approvals	-	No	1	0	Limited
EVERYONE	All Maximo Users	-	No	0	0	Self-service
PERSONALCON	Personal configurat...	-	No	1	0	Limited
PURCHREQ	Purchase requestor	-	No	2	0	Limited
SDMGR	Service desk mana...	-	No	1	1	Limited
TOOLMGR	Tool manager	-	No	1	0	Limited
TECHNICIAN	Technician	-	No	1	0	Limited

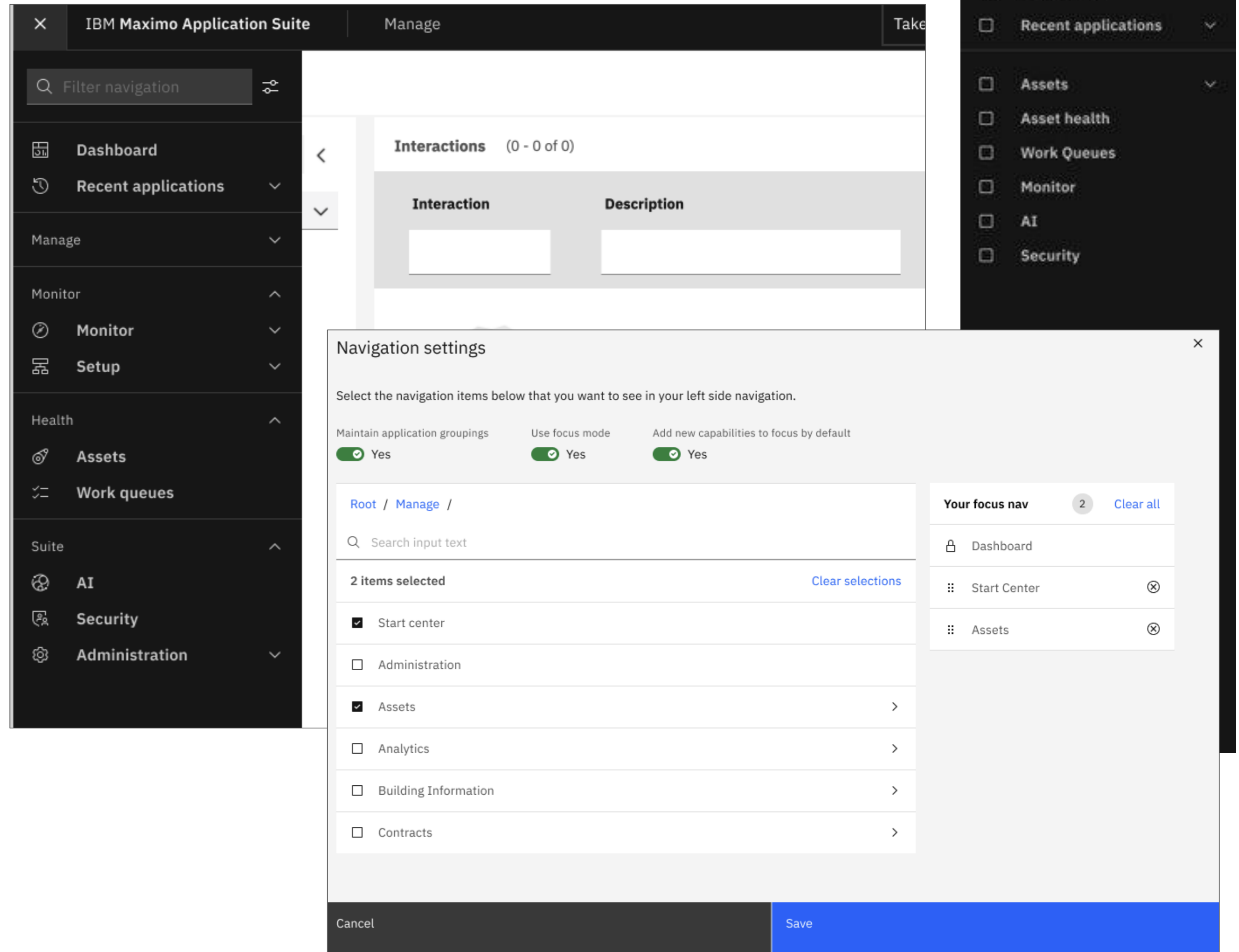
New Left-Hand Navigation

Currently 2 Nav Bars - Left and Right

- Left is how you move around in Manage
- Right is how you switch to other Solutions like Monitor or Visual Inspections

Future Release: 1 Left Nav Bar

- Access granted to the applications through new Security Group App.
- New Focus button for personalization of Users Nav bar based on Security Group access.



New Security Group Application Maximo Application Framework

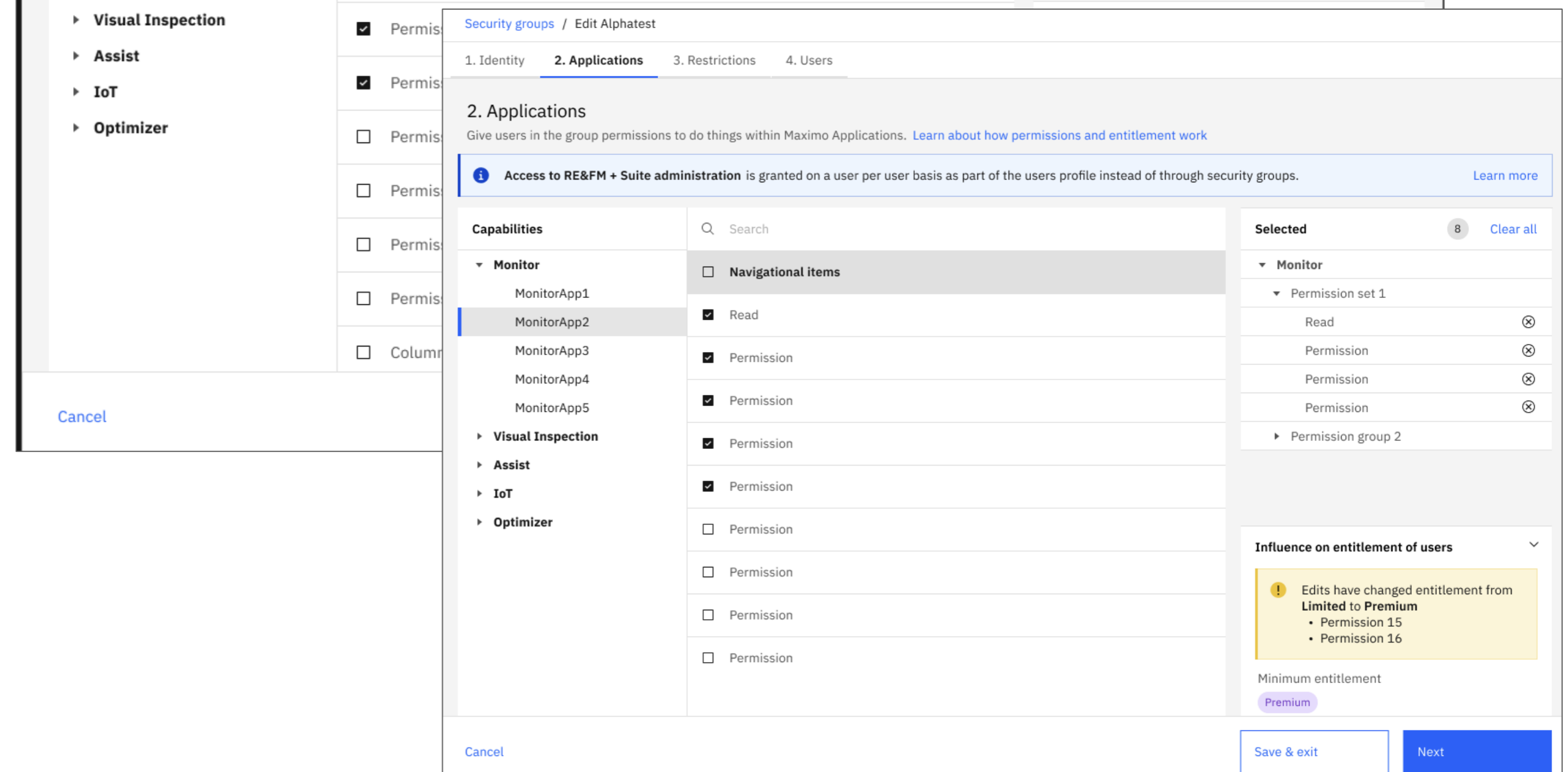
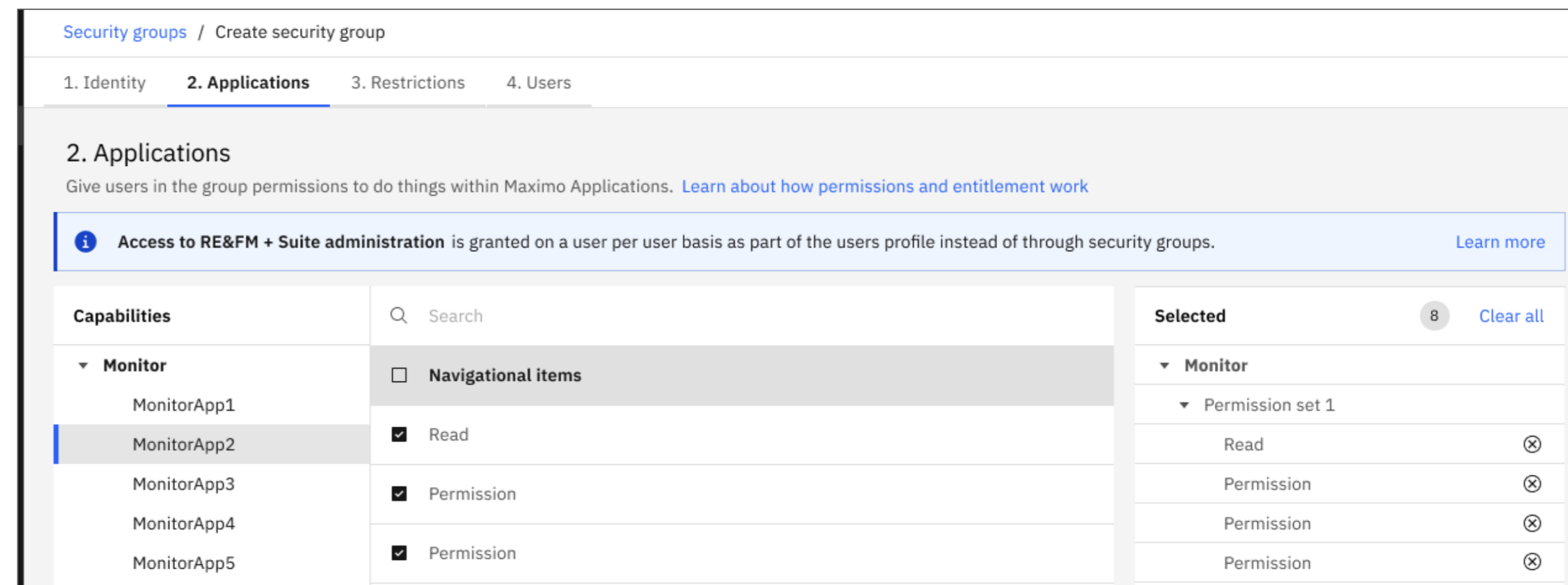
Security Groups:

Create/Update Groups:

- Applications/Capabilities
- Granting of Access/Permissions to items/actions
 - Read, Save, Insert, Delete

Summary Card

- Summary of Applications/Actions and Permissions granted
- Impact to Entitlement via UI
 - For example – adding a new application with Insert Access may bump group to Base
 - Impact to amount of Users
 - Takes effect on Save



License Consumption Report

Overview of AppPoints Consumed within a MAS instance

Configurations that Impact AppPoints

- Session Timeout
- Compliance Enforcement turned on.

The screenshot displays the 'Suite administration' interface. The left sidebar contains navigation options: Suite administration, Overview, Catalog, Applications, Workspace, Configurations, License consumption (highlighted), and Users. The main content area is split into two tabs: 'Report' and 'Configuration'. The 'Report' tab shows an overview of AppPoint usage:

Entitled capacity	10,000 AppPoints	Peak usage	920 AppPoints
Average usage	914 AppPoints	Report updated	04 October 2024 15:10 UTC

The 'Configuration' tab is active, showing settings for 'Session idle timeout' and 'Compliance enforcement'. The 'Session idle timeout' section includes a description, a toggle switch set to 'Enabled', a numeric input field for 'Idle timeout length in minutes' set to 45, and buttons for 'Restore to default' and 'Save'. The 'Compliance enforcement' section includes a description and a toggle switch set to 'On'.

MAS Dashboards Updates

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

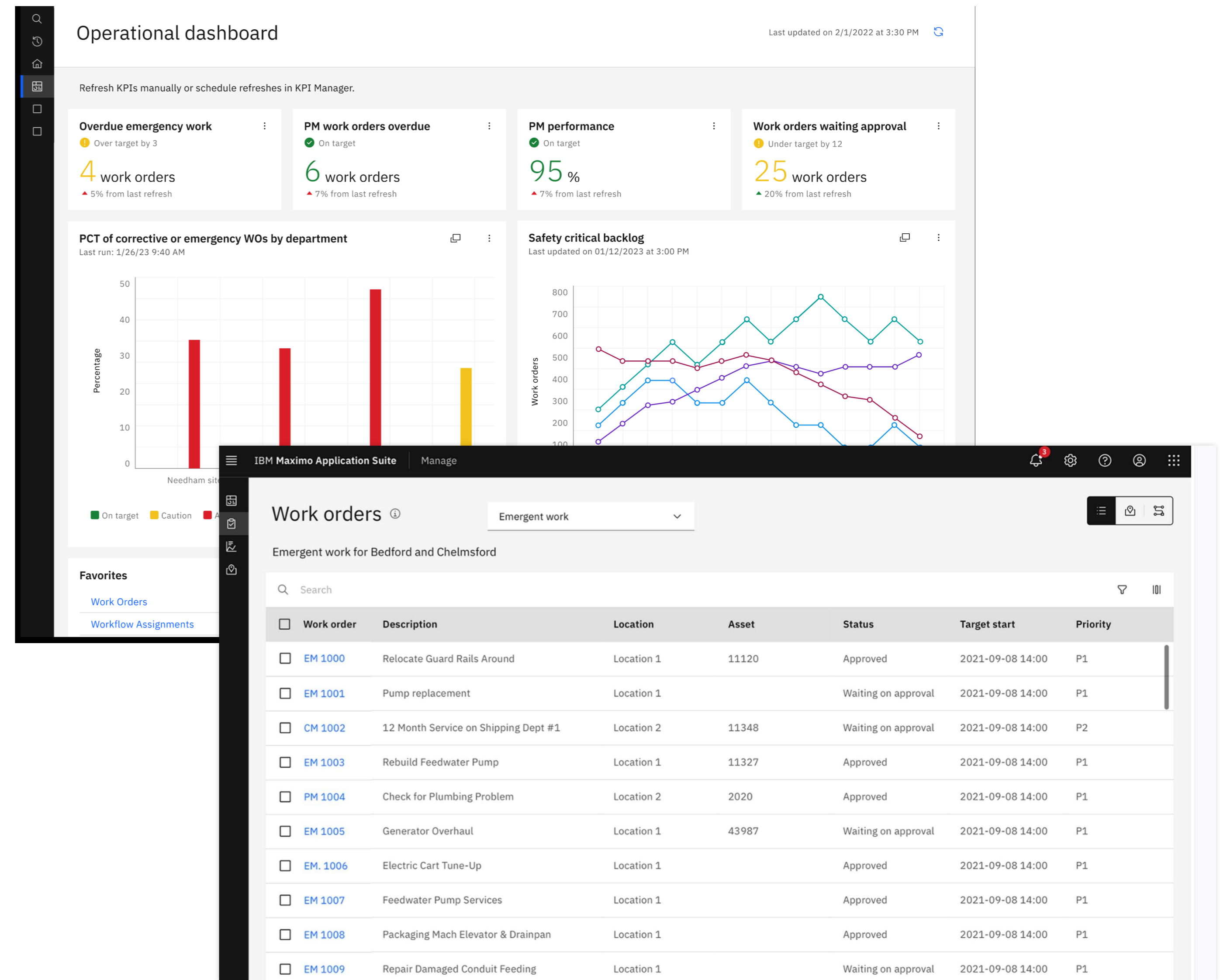
- New tab on Work Orders RBA for Work Plans: tasks, labor,

Work Queues

- Work Queues supporting different object structures
- End user table column personalization extends standard queue configuration

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

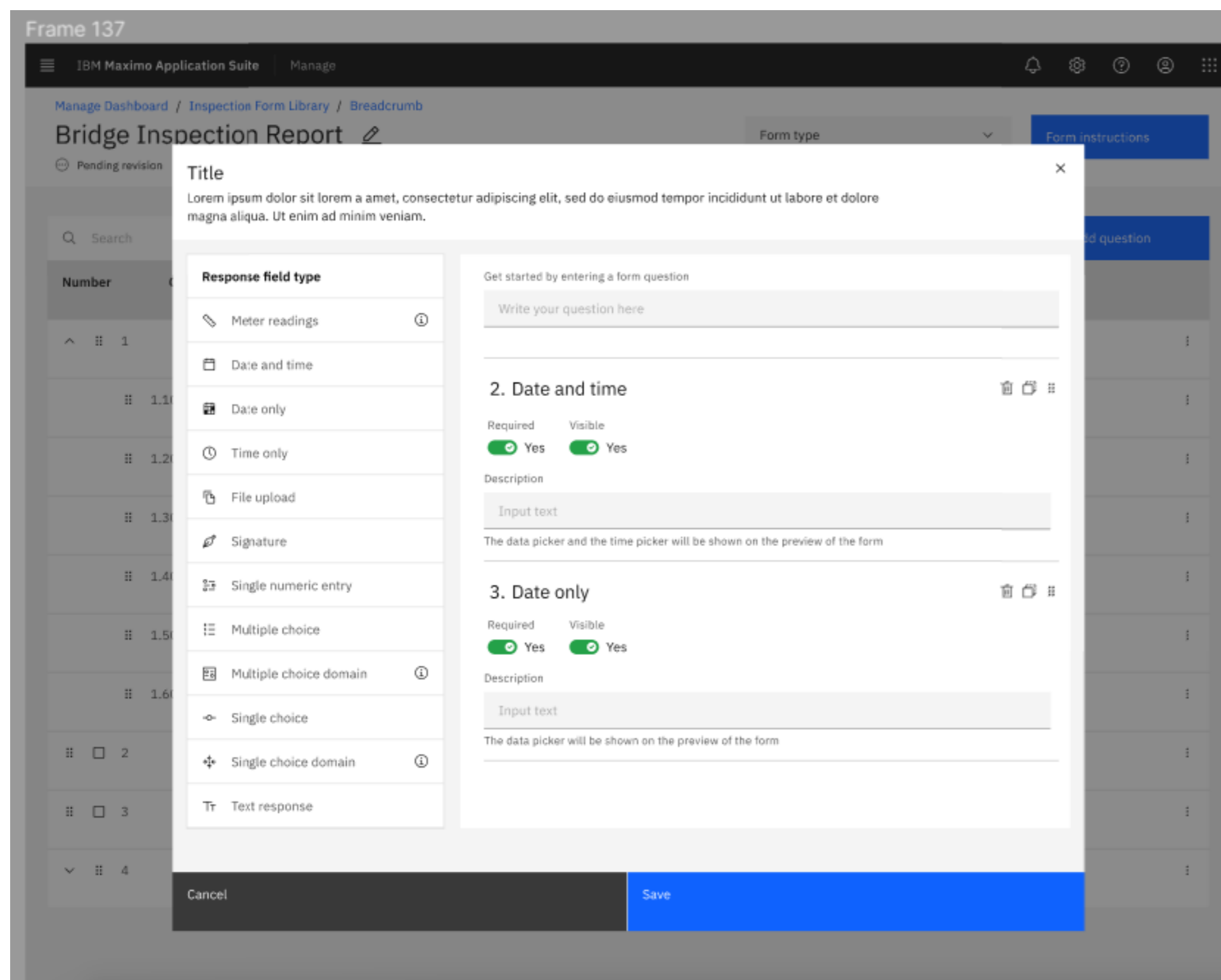


[Operational Dashboard Overview](#)

[IBM Maximo Manage Work Orders](#)

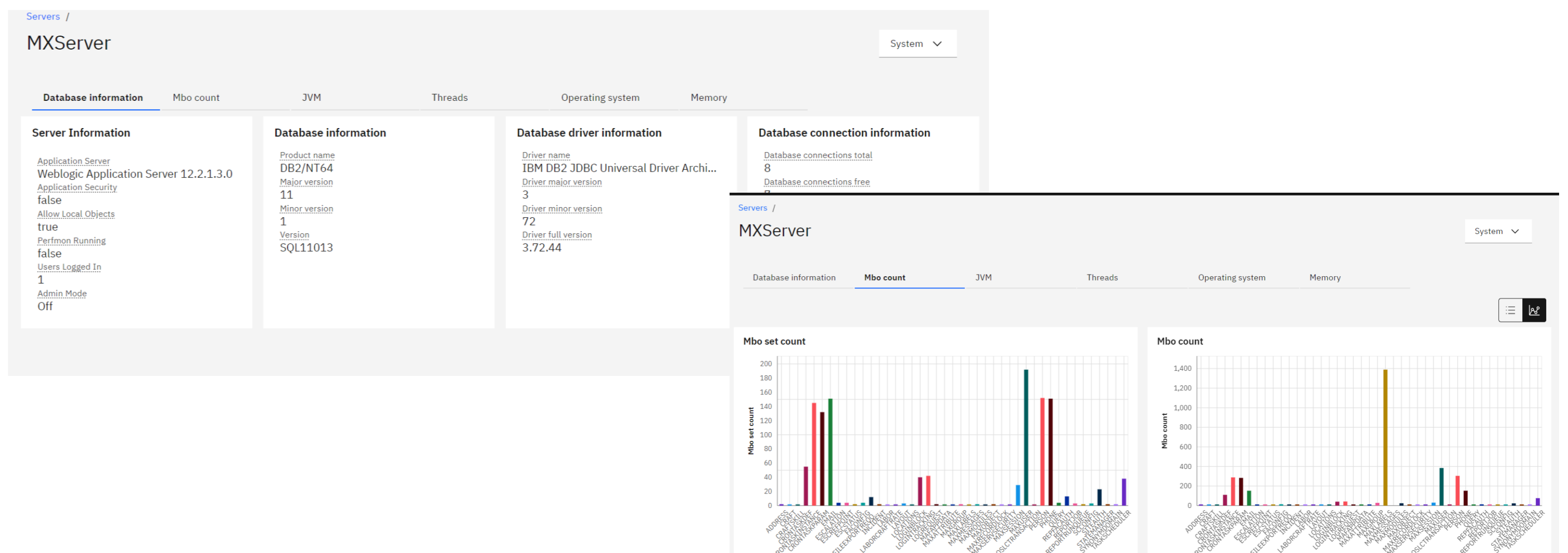
MAS Modernized Dashboards and Applications

Inspection Form Builder



Maximo Management Interface (MMI)

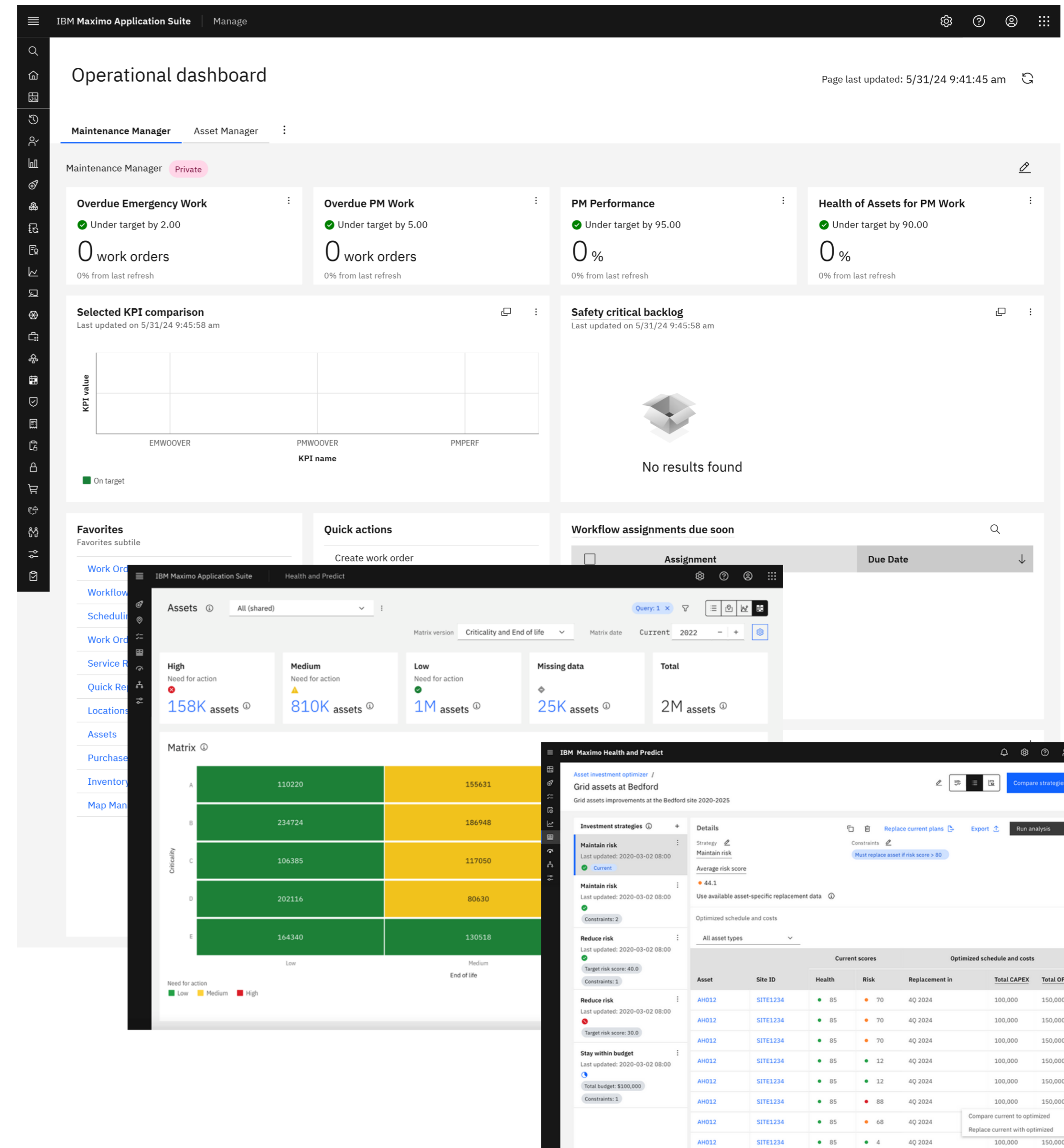
Administrative Dashboard to provide insights into Maximo application health and performance.



Note: Maximo WorkCenters are now fully deprecated.

MAS Dashboard Updates

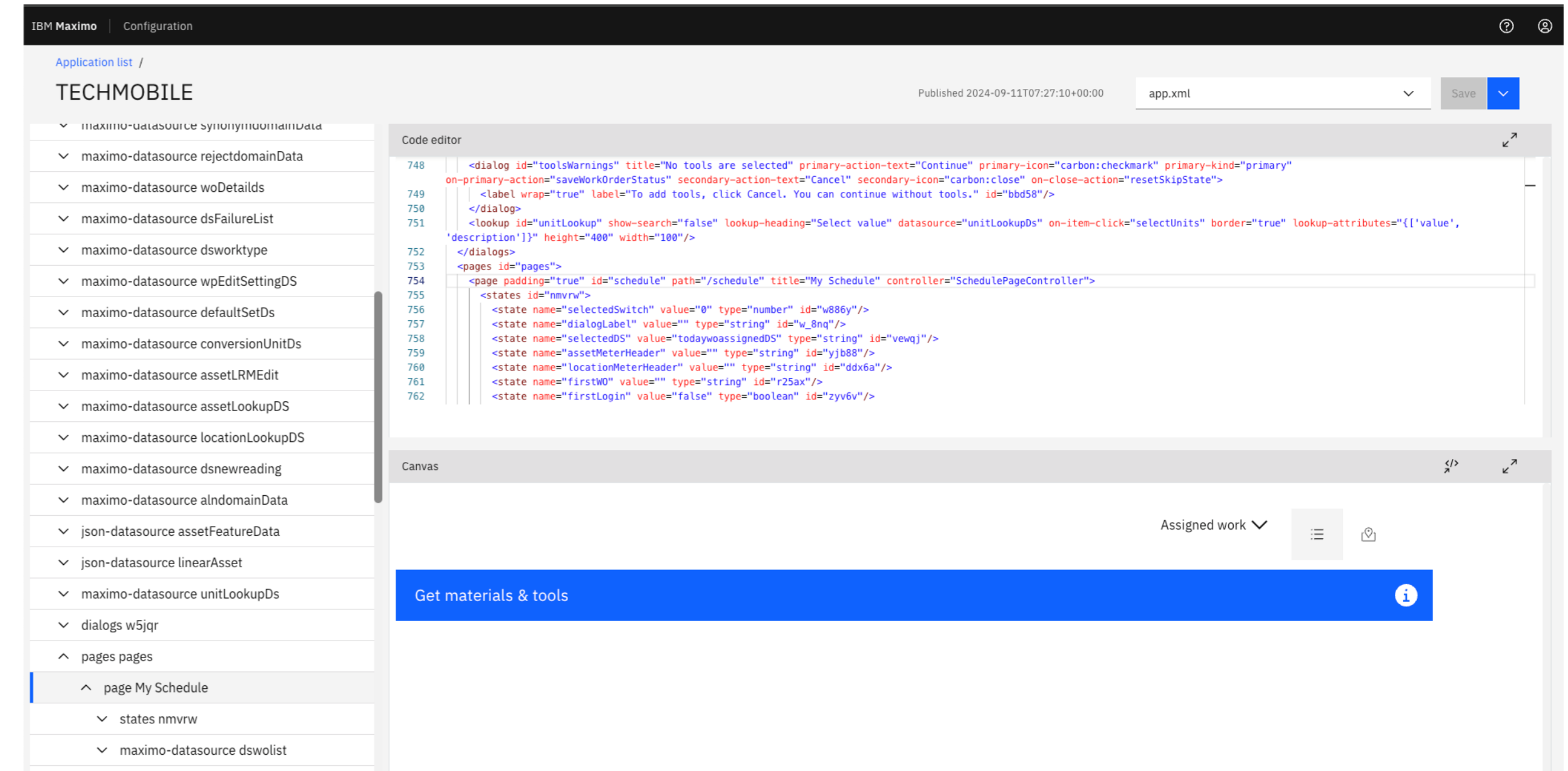
- Cross MAS Dashboards – supports consolidated view of data from Monitor, Health and Manage
- Include content from across MAS to provide the full set of asset, operational, maintenance, supply chain data and actions
- Consistent user access and hierarchies to improve efficiency
- Authenticate and go directly to user’s dashboard
- Integration with Maximo AI Assistants and watsonX capabilities
- Expand configuration and builder capabilities



MAF Application Configuration

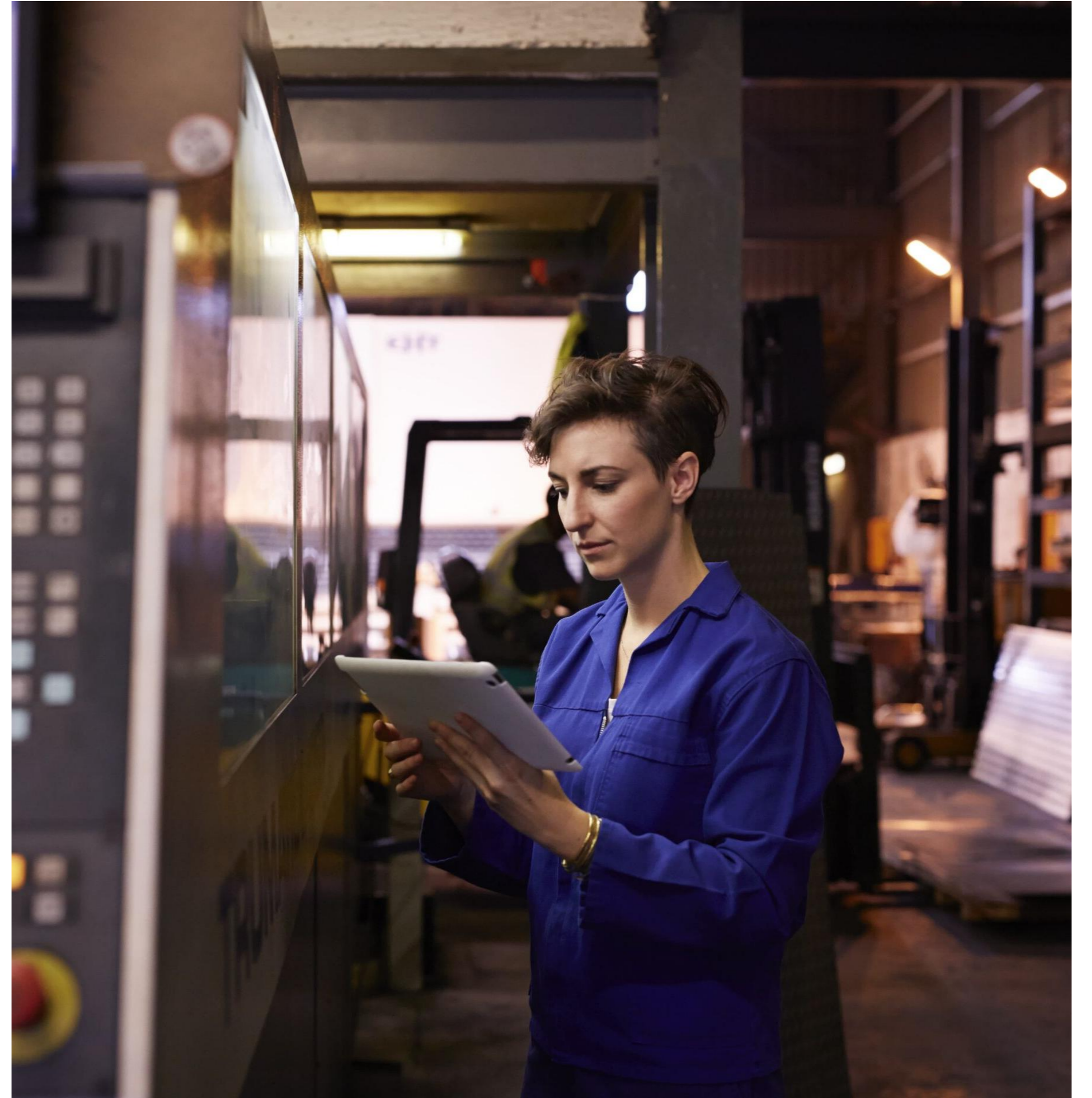
Configuration Tool Migration

- **Current State**
 - Configuration tool is desktop only
- **Future State**
 - Moving configuration tools to the MAS level.
- **Benefits**
 - Provides easier access to configuration tools (no local docker needed)
 - Eases support requirements (no need for Mac and Windows experience on how to configure Docker, podman, etc)
 - Better customer experience
- **Architectural Improvements** repo is moving from maximo-app-framework to maximoappsuite to better take advantage of the MAS specific docker build pipeline tools in that org
 - No longer supporting desktop deployments (although it will still be possible)
 - Will be bundled with MAS core image
 - Will not be installed automatically (ie, no need to deploy the config container on prod environments if it's not used there)
 - Requires persistent storage



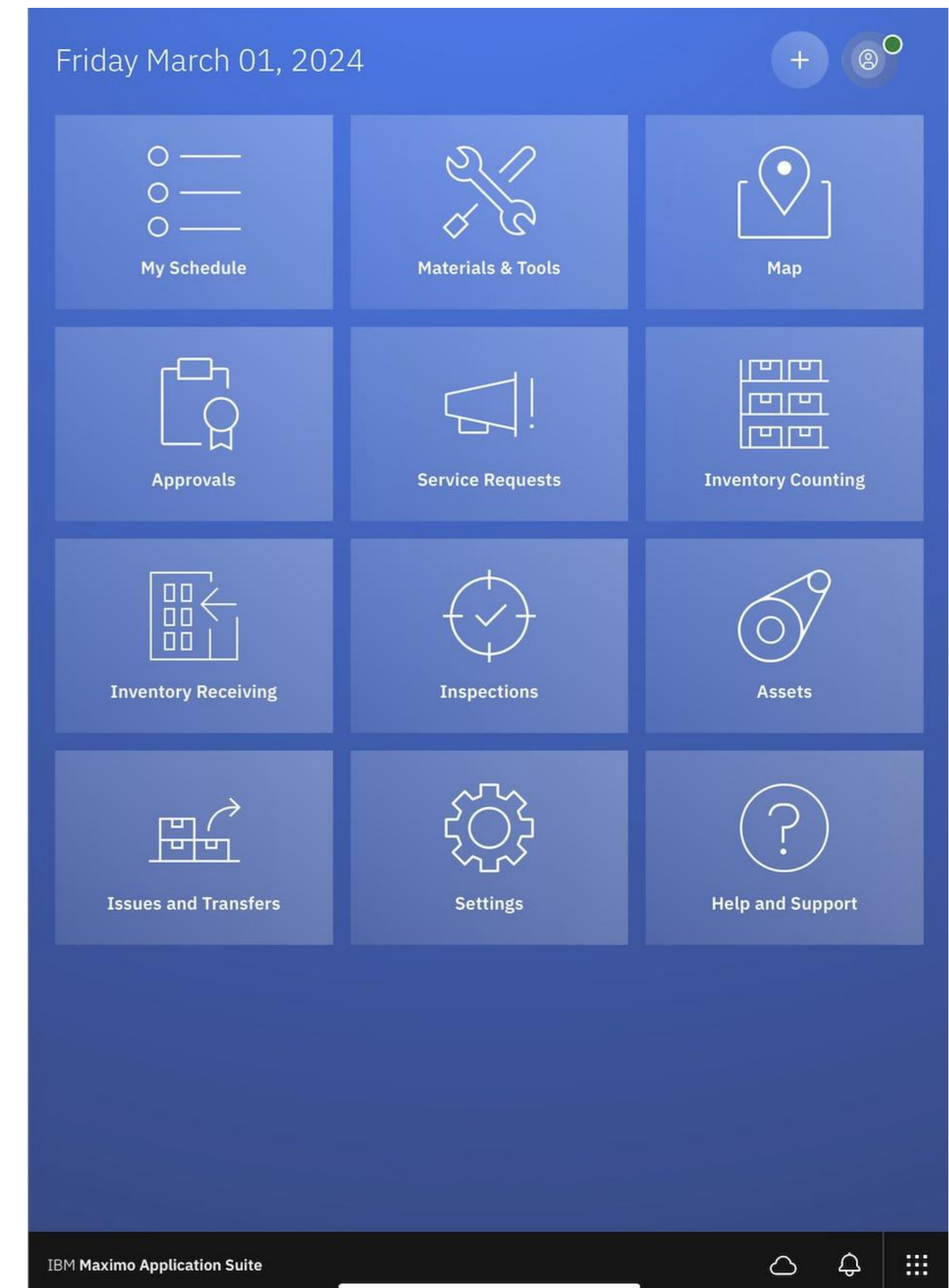
Maximo Mobile

- Single Mobile application provides access to capabilities through security
- No separate license for MAS
- Online/Offline support
- Configuration Tooling
- Device native capabilities – voice to text, attach images, location services, barcode scanning, e-signature
- Application functionality supporting multiple roles and business processes
 - Service Requests
 - Approvals
 - Complex Asset Switch (as part of ACM)
 - Work Order Execution
 - Calibration and Linear asset support
 - Inspections
 - Storeroom – Countbooks, Issues and Transfers, Receiving, Shipments and Staging

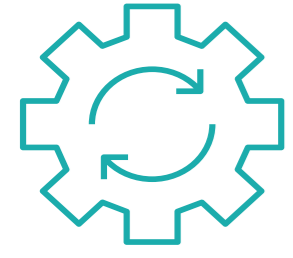


Maximo Mobile Highlights for 9.1 Release

- Ability to perform Assignments for work orders and Inspections
- Support for Rotating Asset and Asset auditing
 - Create rotating assets and receive purchases including rotating assets
- Enhanced set of options on how Technicians find the correct work order to execute, including online search
- Consolidated functional components for a better user experience on how Technicians find assets, locations and report meter readings
- Formula support for inspection forms
- Centralized Mobile administration
 - Identify Mobile logged users
 - Administer settings, queries and preloaded database
- Extended push notification support including background data synchronization



Support for Maps



Esri ArcGIS

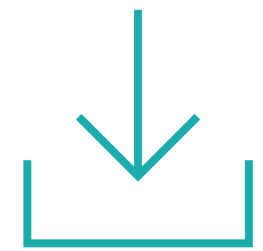
- ArcGIS Online and Enterprise
- Improvements for large map datasets



Online and Offline maps



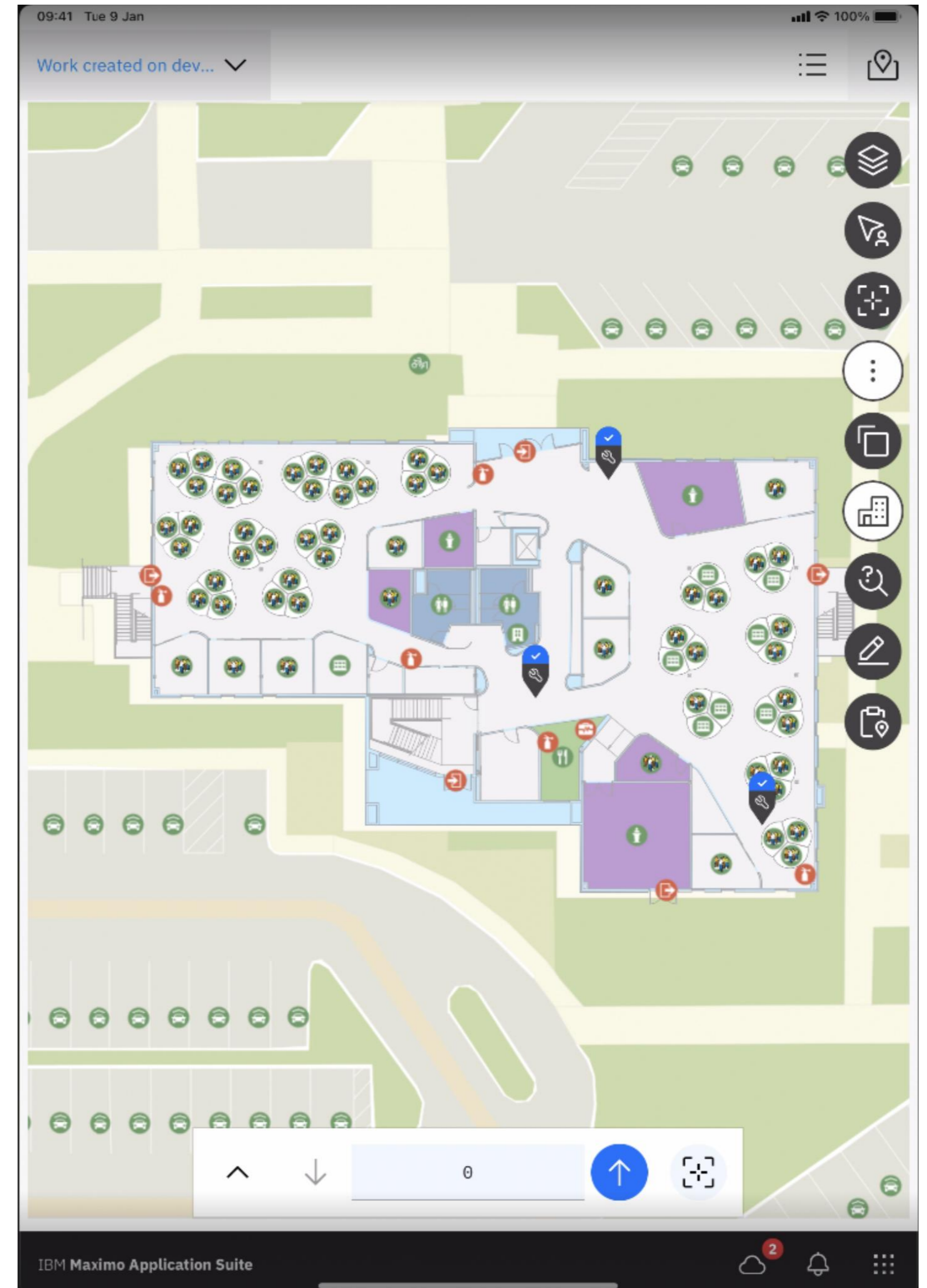
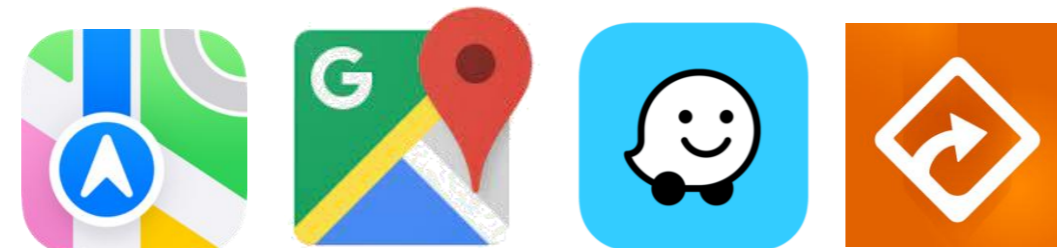
Outdoor and Indoor maps. -Indoor Positioning System



Download and Sync capabilities for Map data (OTA)

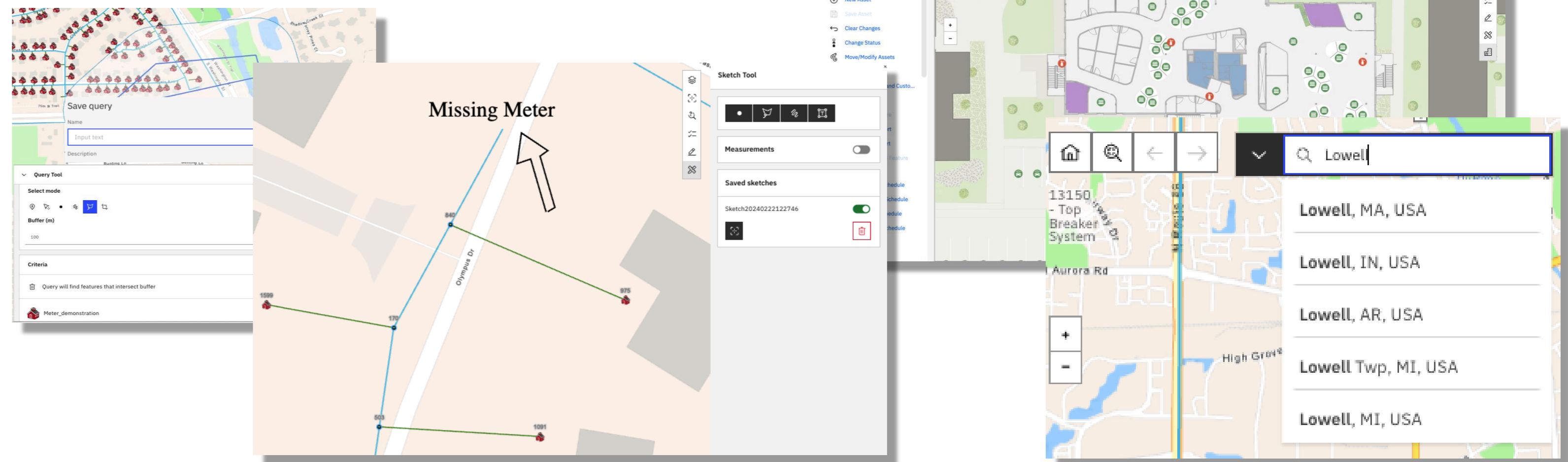
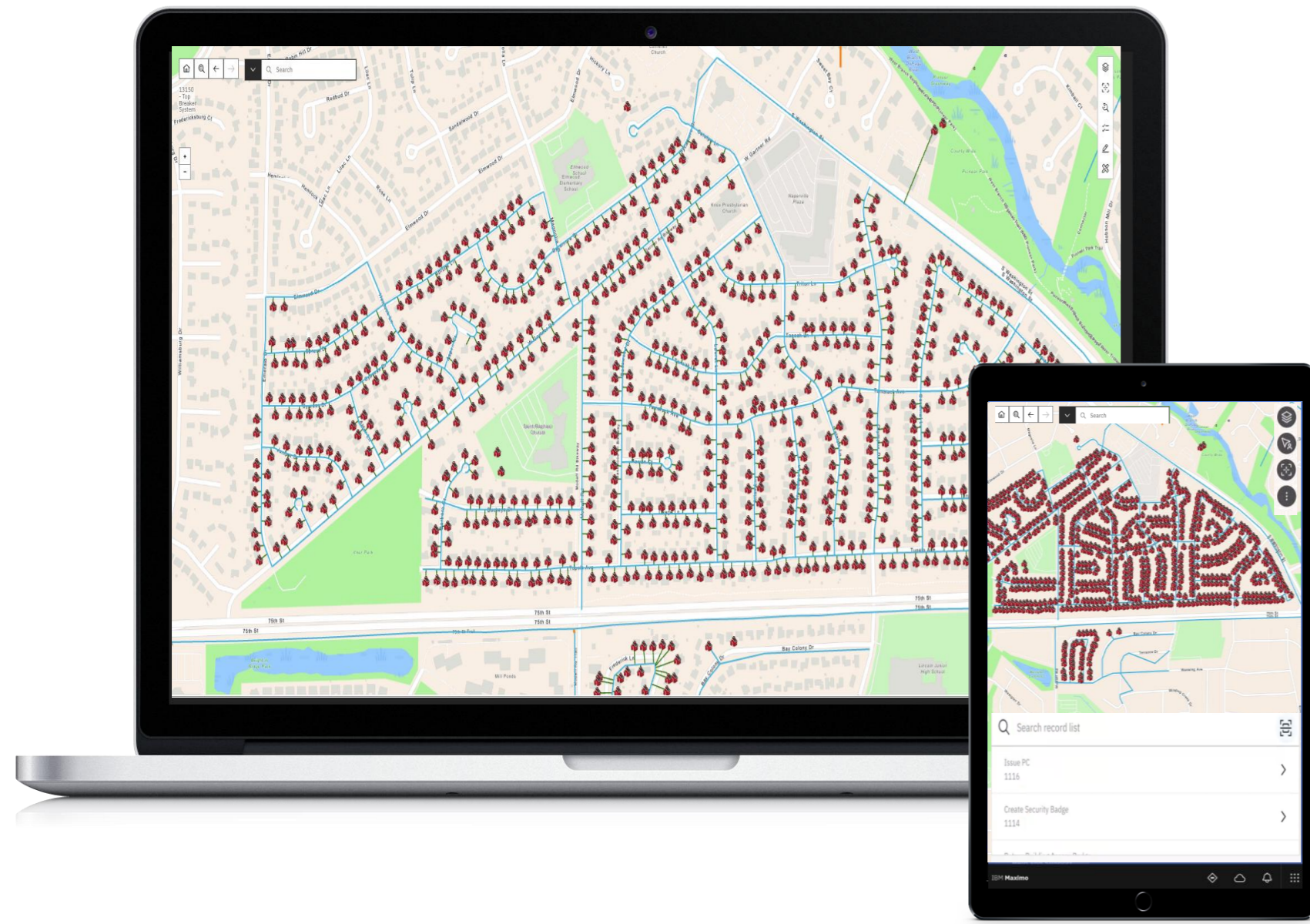


Navigation



Maximo Spatial Updates

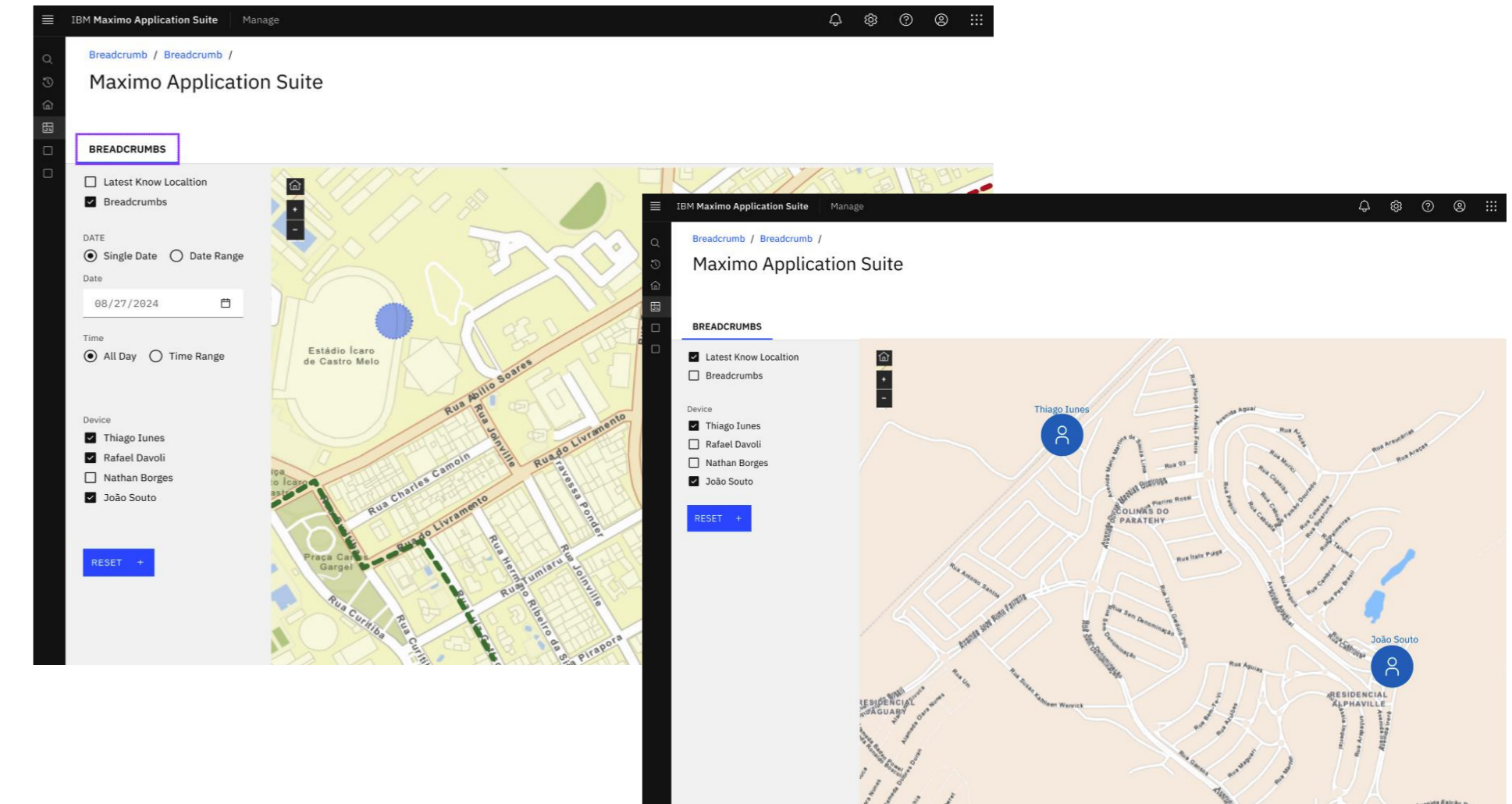
- UI Standardization (Mobile and Desktop)
- ESRI API Migration (New Version)
- Offline Maps Enhancements
- Performance enhancements (up to 80% faster)
- Sketch Tool for Mobile
- Find My Location for Mobile
- Indoors on Desktop
- Query Tool enhancements (Save Query, Geofence + Alphanumeric Search)
- Configuration for Maximo Object Symbology (Icons, Pinpoints)
- Home Button Tool for Mobile



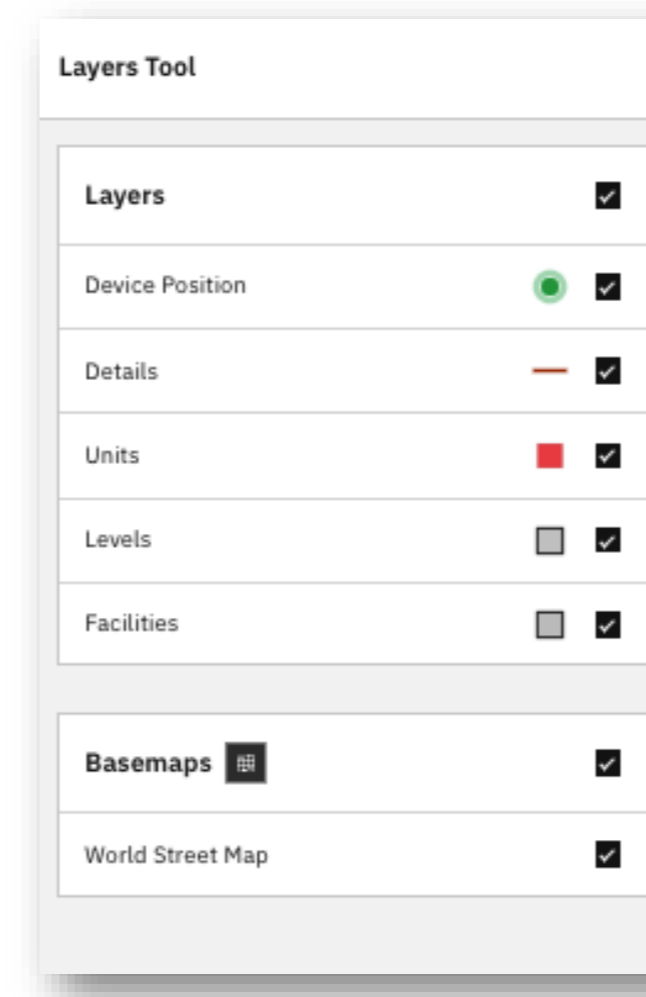
MAS – Spatial 9.1 improvements

- **Breadcrumbs** - Breadcrumbs allow administrators and supervisors to track technicians' whereabouts when they are out on a job, provide quicker response times to requests, increase safety precautions, reduce liability, boost day-to-day efficiency, and plan for future work.
- **Geofencing** - The geofencing and real-time tracking tools will provide critical geographic awareness, trigger necessary events, and deliver timely notifications to ensure smooth and efficient field operations.
- **Search Tool** - This means that you can easily search for Maximo objects, such as work orders or assets, based on their attributes. Selecting a search item will be highlighted and centered on the map for quick reference. This enhancement makes searching and visualizing data much more convenient for users across all applications.
- **Dynamic Map Layer Update Tool** - helps customers access real-time data easily and improves using the application interaction.
- **Point and Line Symbology Editor** - A visual tool for creating and editing representations (pins, etc) Empowers users to customize and enhance the symbology of objects, elevating the visual experience and efficiency in data representation.
- **Integration Configuration Wizard** – simplify the setup process for synchronizing data between Maximo and ArcGIS. The tool will guide administrators through the necessary steps, streamlining the configuration process and ensuring all required information is provided efficiently.
- **Synch Report** – empowering users with enhanced monitoring, analysis, and reporting capabilities, facilitating deeper insights into synchronization processes and efficient issue identification.

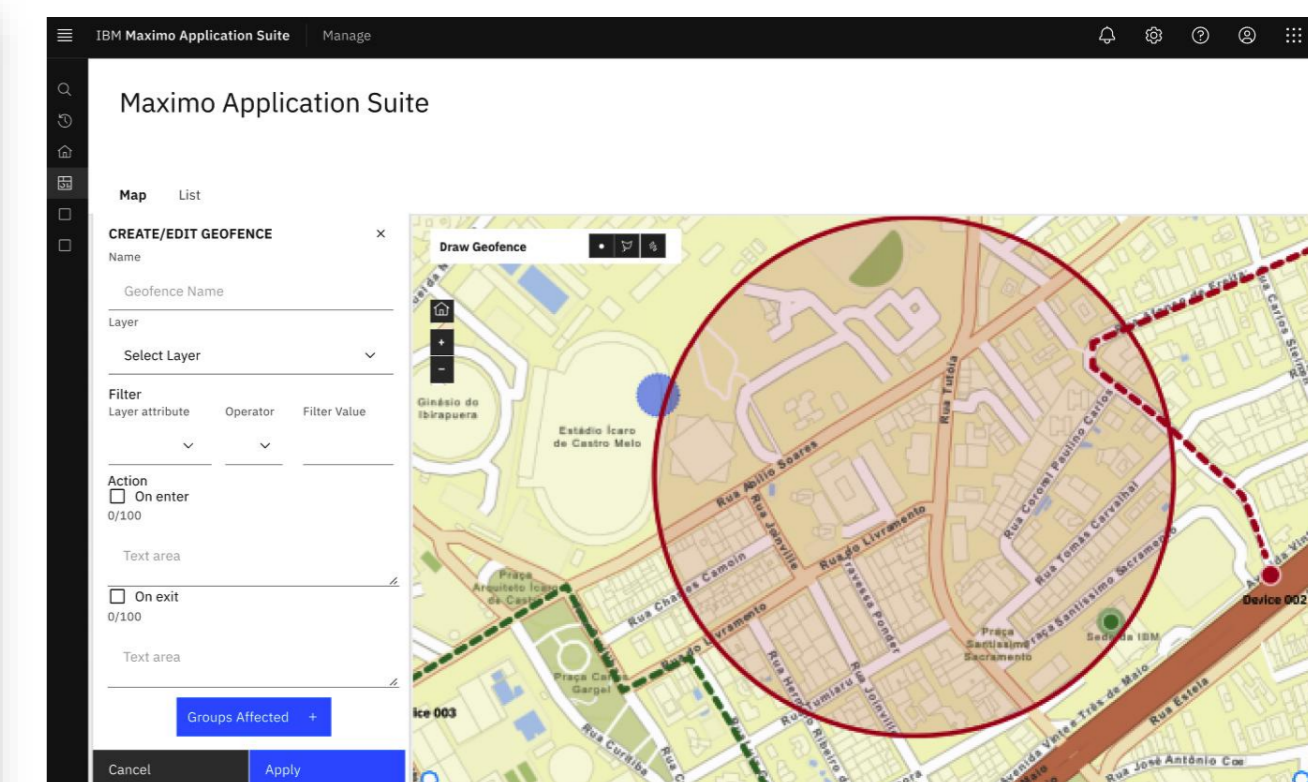
Breadcrumbs



Refresh Map Layer

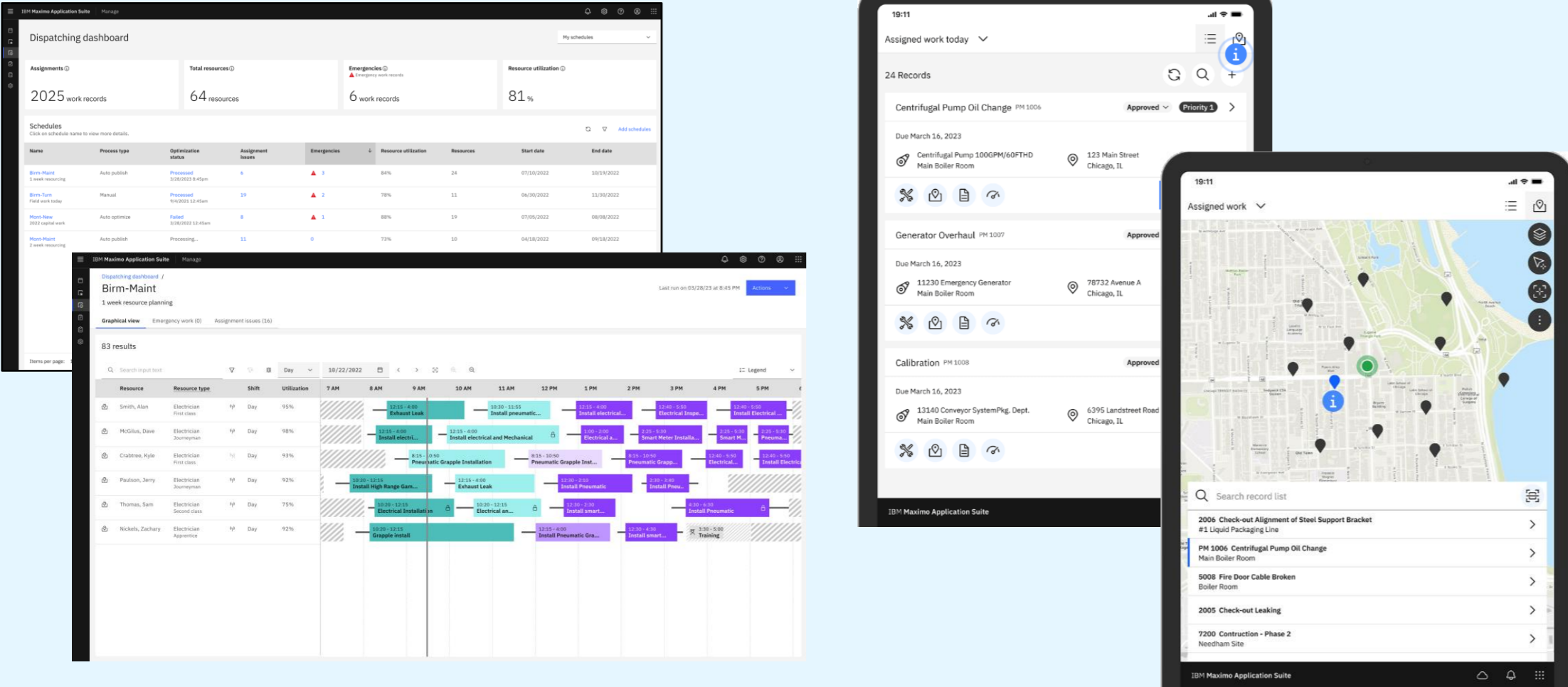


Geofencing



Field Service Management

Ability to optimally plan and dispatch field resources and their properly stocked vehicles to a geographic location in a timely manner in order to deliver against their service commitments.



Outcomes:

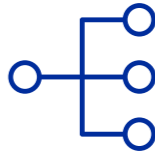
- Making and keeping customer commitments.
- Responding quickly to emergency situations.
- Increase first time fix rate.
- Reducing travel and waiting time.
- Increase Jobs completed per day and capacity used.



Demand Management - to help forecast work orders in order to plan the resources that will be needed



Scheduling - using predefined rules to optimize the work planned and resources (labor, tools, services)



Dispatching - assigning work orders to capable technicians



Mobile solutions - allowing dispatchers and technicians to communicate in real-time



Commitment – keeping customer commitments and managing service level agreements

MAS 9.1 with Maximo IT

Targeted MAS 9.1

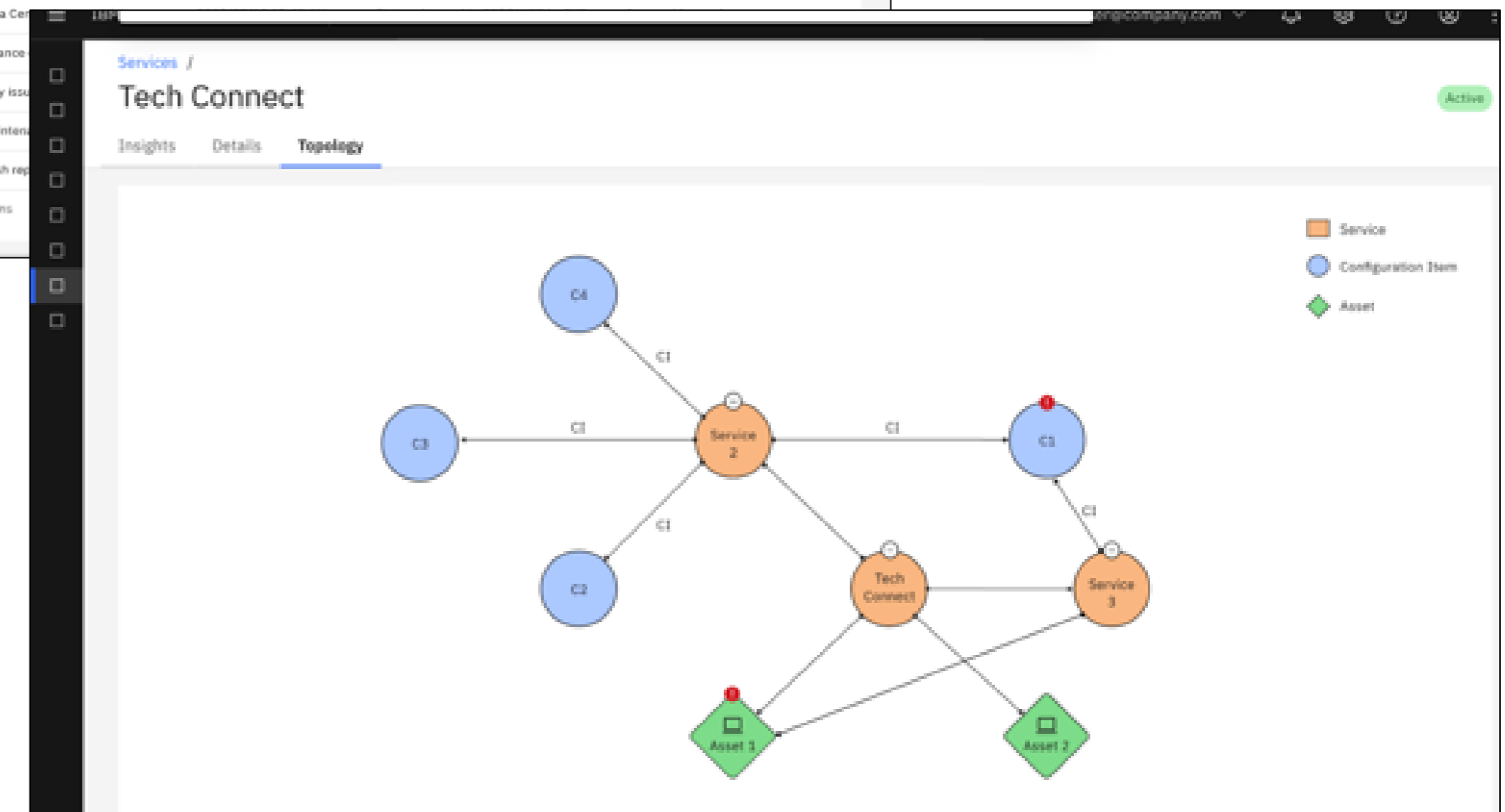
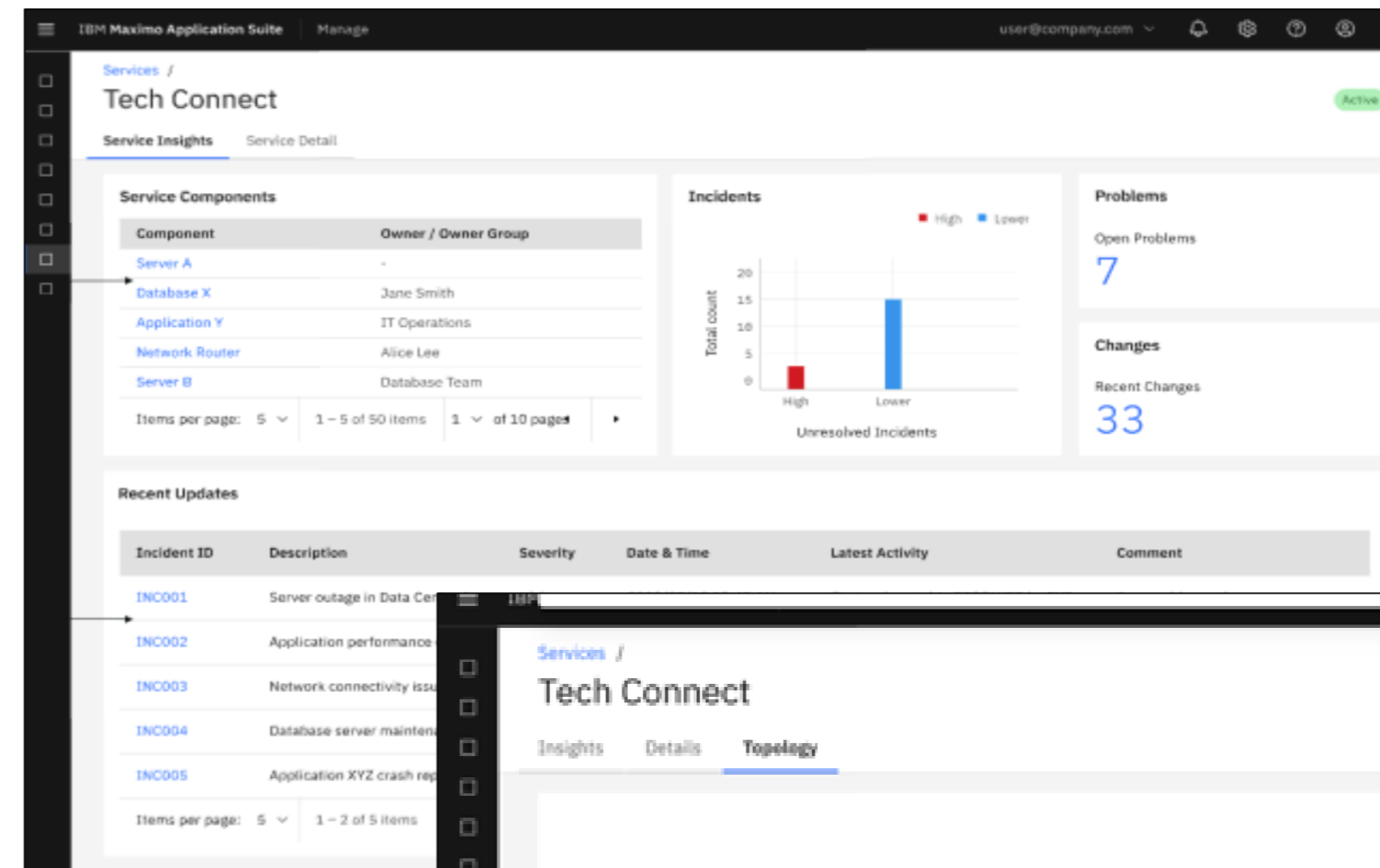
Modernize & Integrate


New Applications

- Service Delivery
 - For SRE (site reliability engineer) & Agent
 - Deliver intelligent agent focused workspace
- Service Topology
 - Visually allows you to see what a service is comprised of
 - Focused on service availability and value
 - Data driven decisions


Integrations and collaboration

- Assisting in Asset discovery first
 - Claroty (done)
 - Instana(in works)
 - Tenable.OT
- Focus on data value and sources then bring in Alerts and monitoring and actions
 - Security, Monitoring, OT, IT, Events
- Microsoft Teams integration, Swarm and incidents
- Ticket deflection – AI/ML
 - Cluster, assign and solution recommendation





IBM Maximo IT



12 Processes

AVM CHG CON FM IM KM MA PM RDM RM
SCA SLM

- Availability Management,
- Change Management,
- Configuration Management,
- Financial Management,
- Incident Management,
- Knowledge Management,

- Monitoring and Alerting,
- Problem Management,
- Release and Deployment Management,
- Request Management,
- Service Catalog Management,
- Service Level Management

Delivered

Maximo Real Estate and Facilities

Targeted MAS 9.1

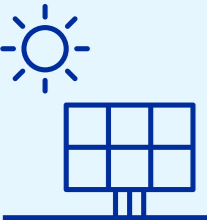
Moving TRIRIGA TAS capabilities into MAS

- **Space Management and Reserve**
 - Optimize space management and workplace experience with dynamic space planning and forecasting, real-time usage insights, and occupant services.
- **Capital projects and facility condition assessment**
 - Improve capital investment decision-making to build a credible budgetary framework, justify investment strategies, and effectively execute capital programs and projects.
- **Lease Accounting, Administration and Transactions**
 - Integrate lease administration and accounting to optimize cost savings, meet contractual and regulatory requirements, and gain insights with AI.
- **Monitor with workplace analytics & energy and asset monitoring**
 - Track space utilization with IoT sensors and Wi-Fi. Existing IoT sensors can be integrated for energy monitoring on facilities and assets

The screenshot displays the IBM Maximo Application Suite Catalog interface. The left sidebar shows navigation options: Suite administration, Catalog (selected), Usage, and Security. The main content area is titled 'Catalog' and features a search bar and tabs for Applications, Industry solutions, Add-ons, and Tools. Below the tabs, a message states: 'Deploy and activate key Maximo applications for your enterprise users.' The 'Real Estate and Facilities' application is highlighted with a yellow border. It includes an icon of a building with a grid, the title 'Real Estate and Facilities', the IBM logo, and a description: 'Manage real estate portfolios and facility assets throughout their lifecycle with space management, reservations, capital projects, facility condition assessment, lease management, operations and maintenance.' Below the description, it indicates '14 modules + add-ons' and a 'Let's go' button with a right arrow. Other applications visible include 'Manage' (26 modules + add-ons), 'Monitor', 'Health', 'Predict', 'Visual Inspection', and 'Assist'.

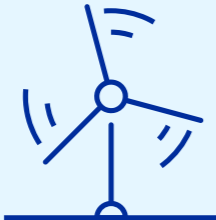
IBM Maximo Renewables

IBM Maximo Renewables is an AI-powered SaaS platform that **collects plant data, applies data science models to identify causes for underperformance, and suggests actions to increase generation.**



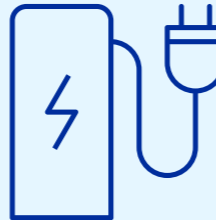
Solar

Utility and Distributed



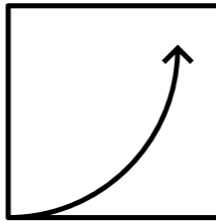
Wind

Supporting all major OEMs



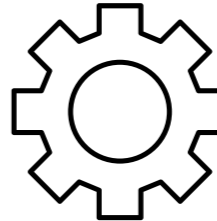
Energy Storage

Supporting multiple chemistries



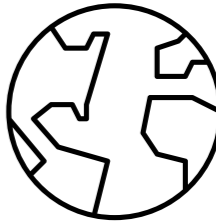
3-7%

Improved performance



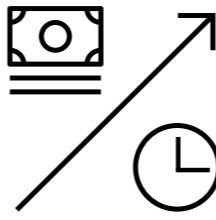
20%

Decrease in operational cost



14+

Countries serviced



10X ROI

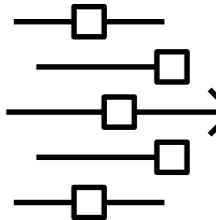
Within a few months of adoption

[ROI Calculator](#)



16+ GW

Of clean energy projects supported



1 Billion

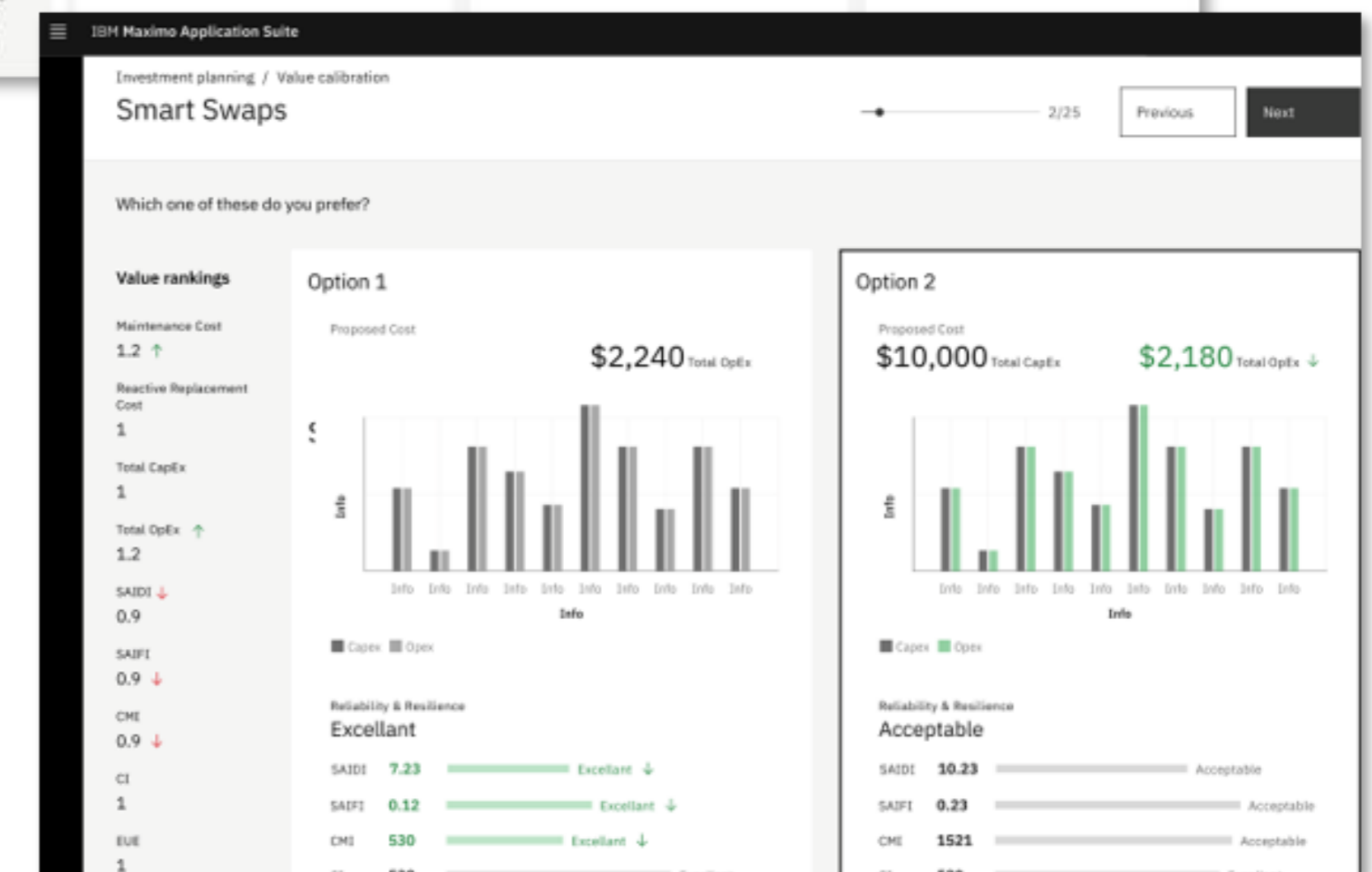
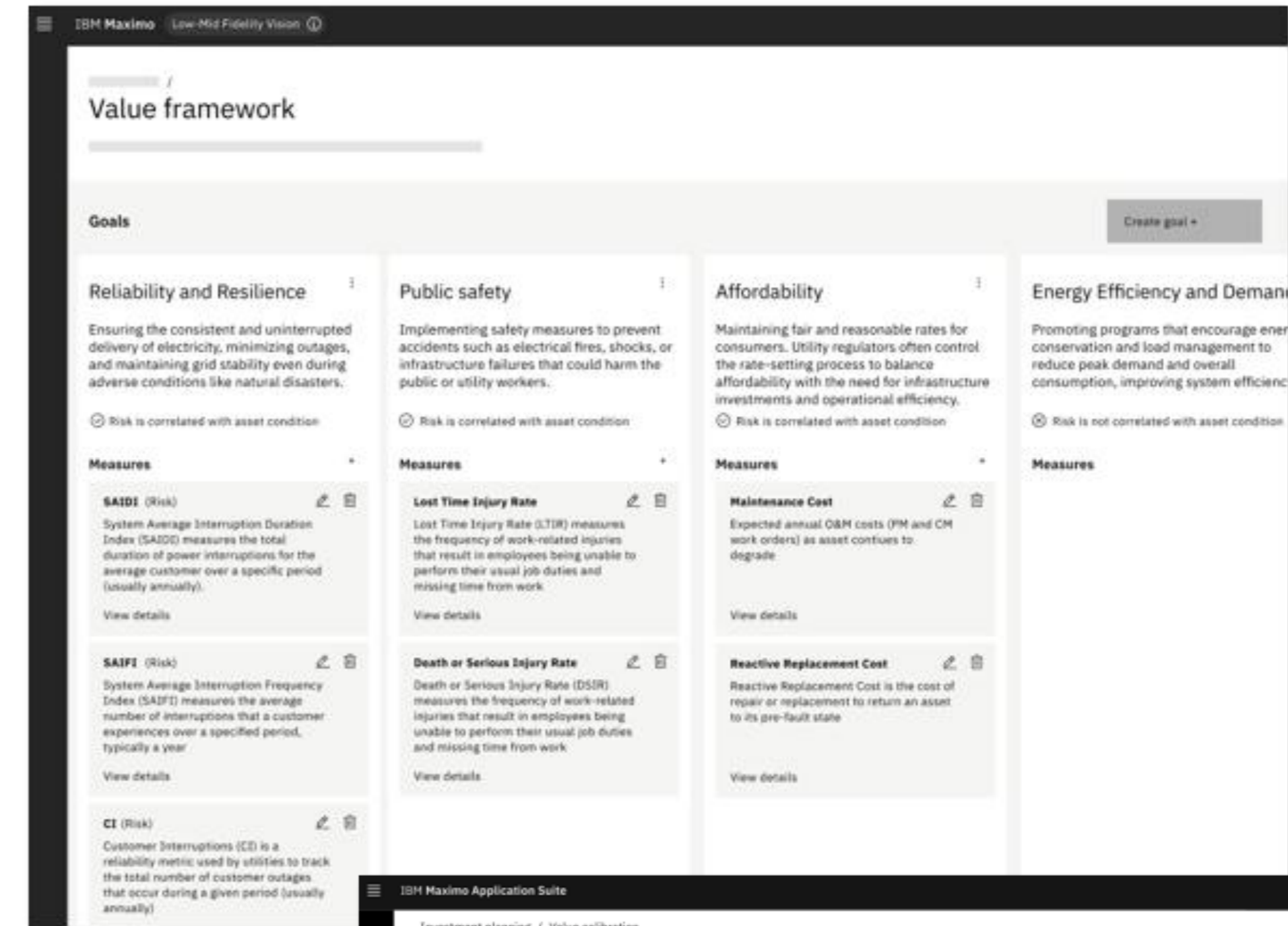
data points processed daily

Asset Investment Planning

Targeted MAS 9.1

A focus on leveraging EAM and APM data to help users generate asset investment plans that factor in capex, opex, and average annual cost of the asset versus risk.

- Asset Strategy: Considers the current state of assets and approach to asset maintenance, identifying probability of failure using asset degradation curves.
 - Enables users to experiment with various what-if scenarios to determine useful life and rate of decline
- Portfolio Management: Establishes decision-making criteria to weigh relative benefits of projects across the portfolio
- Reporting: Ability to generate readouts for regulators and other stakeholders



IBM Maximo MRO Inventory Optimization (MRO IO)

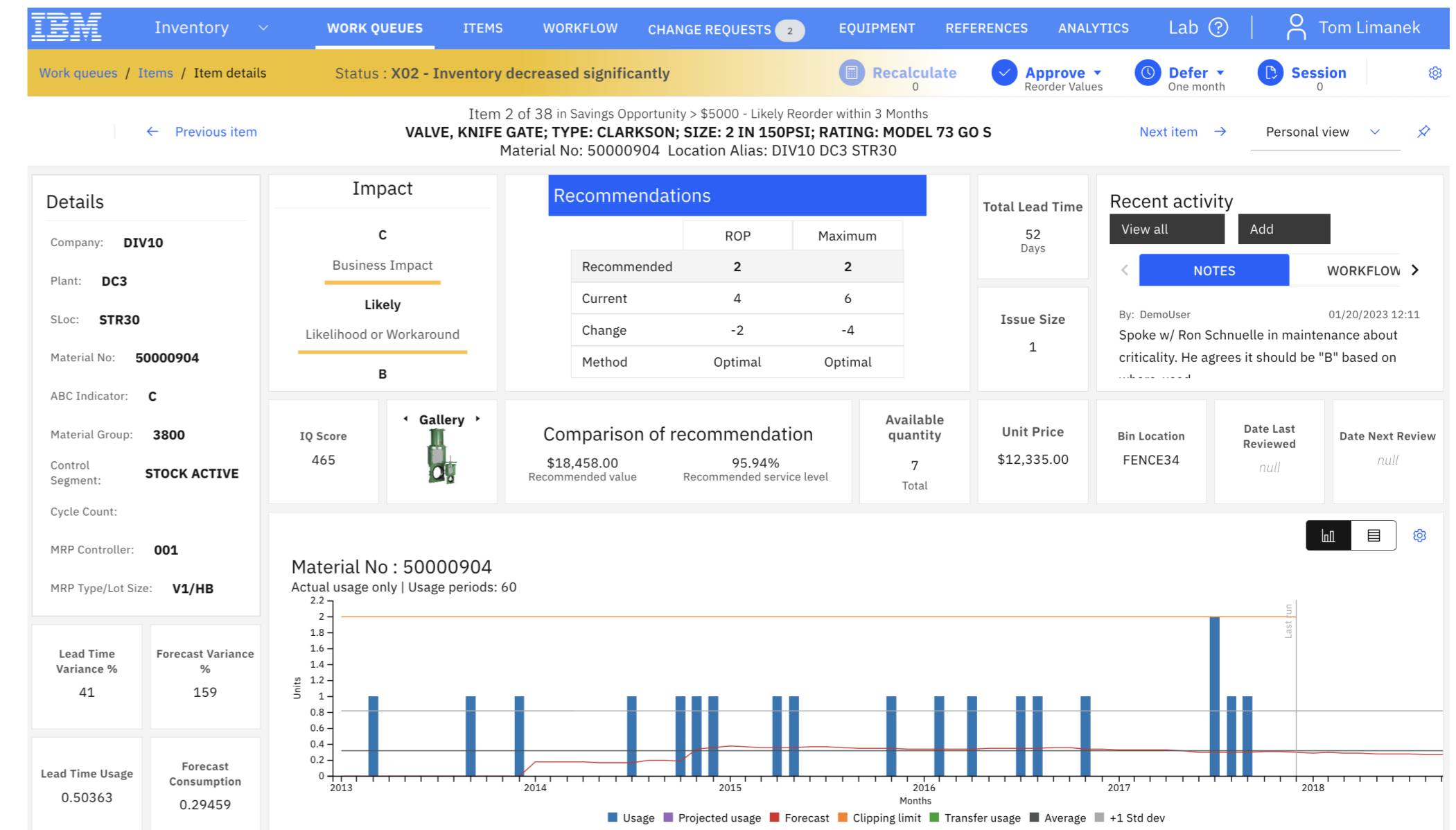
IBM Software as a Service (SaaS)

- Continuously optimizes MRO spare parts inventory
- Recommendations based on prescriptive analytics and optimization algorithms
- Rule-based criticality
- Consolidated data visibility enables new insights and actions
- Equipment visibility
- Process and workflow automation
- Highly configurable

Customer Data

- Integrates with ERP/EAM
- Certified connectors

Available as multitenant SaaS solution on IBM cloud



Benefits

- Inventory Cost - Up to 40%-time reduction
- Inventory Analysis - Up to 40%-time reduction
- Asset Downtime (unplanned) - Up to 50% reduction
- Service Level - Up to 25% improvement
- Maintenance Budget - Up to 35% savings
- Implementation (typical) - 3 to 6 months

ROI less than 12 months

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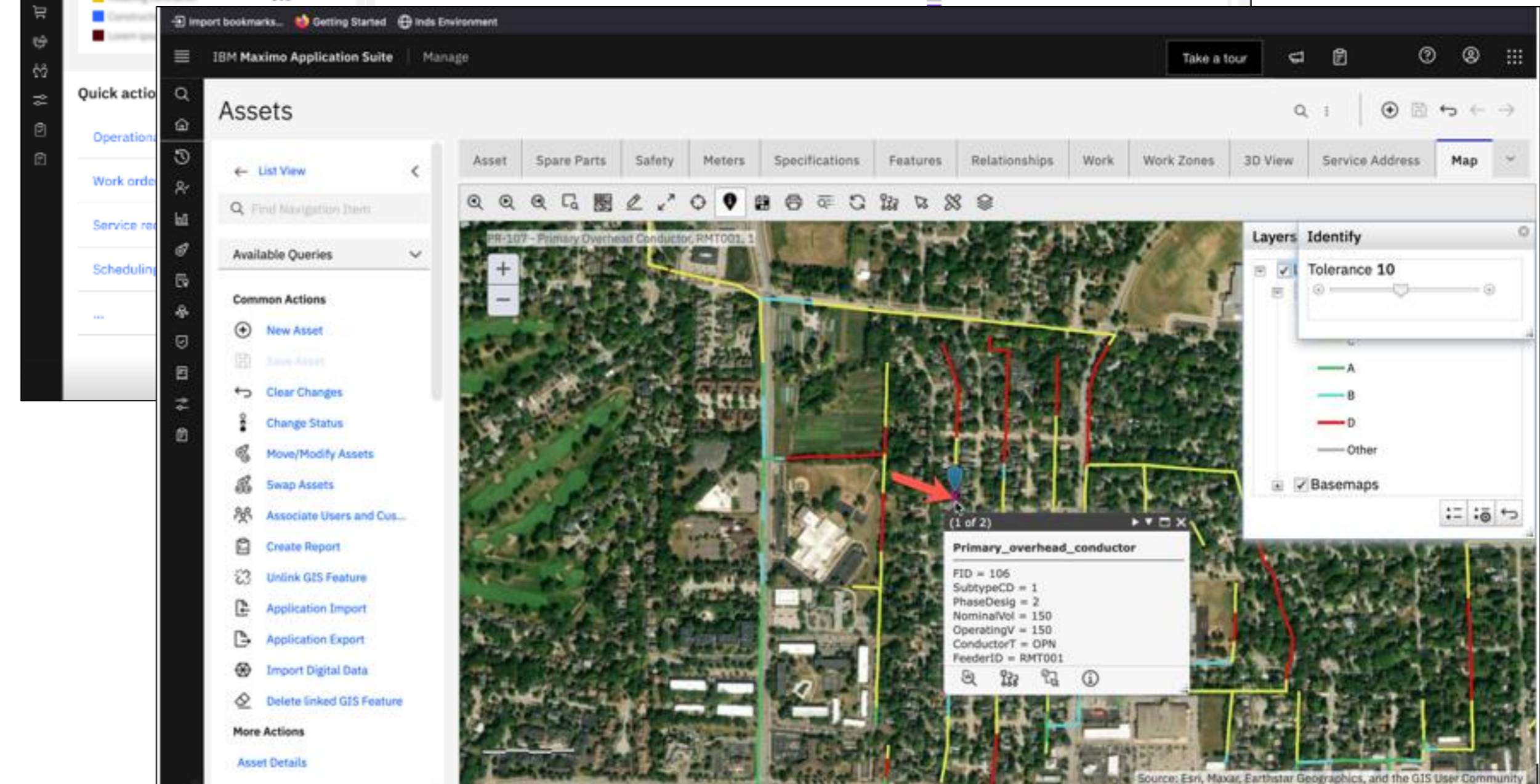
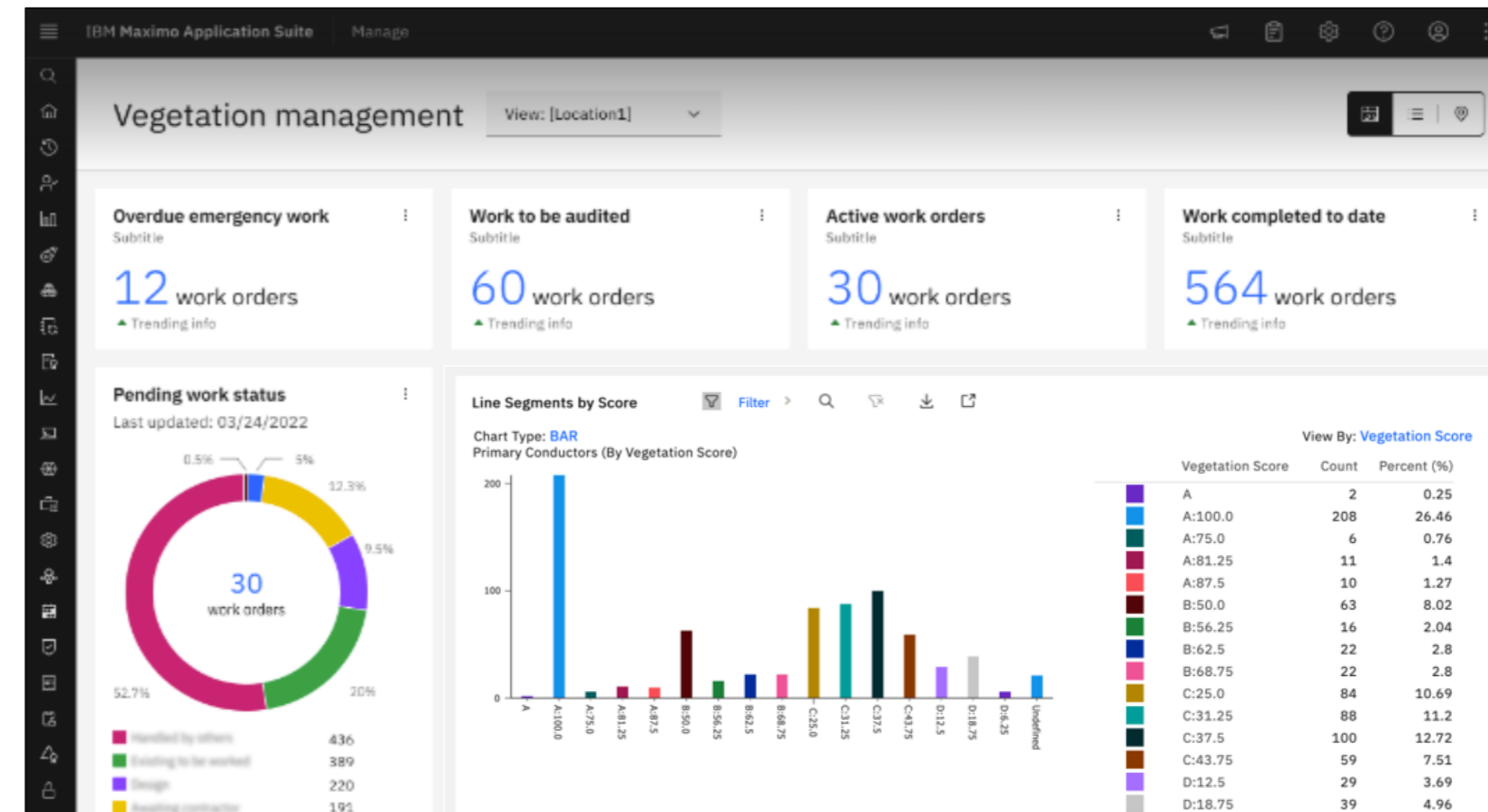
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ROI less than 12 months

Maximo Vegetation Management

Leveraging industry leading analysis from IBM Environmental Intelligence integrated with Maximo

- Remote sensing imagery using Geiger-Mode LiDAR
- Vegetation KPIs and attributes
- Enhanced Dashboard to better visualize Vegetation state and drives action to adjust and improve
- Geospatial map views of the assets and work progress



GenAI - Greater Speed, Ease and Automation



- Built to serve the end user, no data science skills required
- Interact with watsonx using natural language for insights and actions
- AI agents perform tasks / combined in workflows
- Scale with multi-modal foundation models: Language, Vision, Time-series

Embedding AI throughout Asset Lifecycle Management utilizing **watsonx**

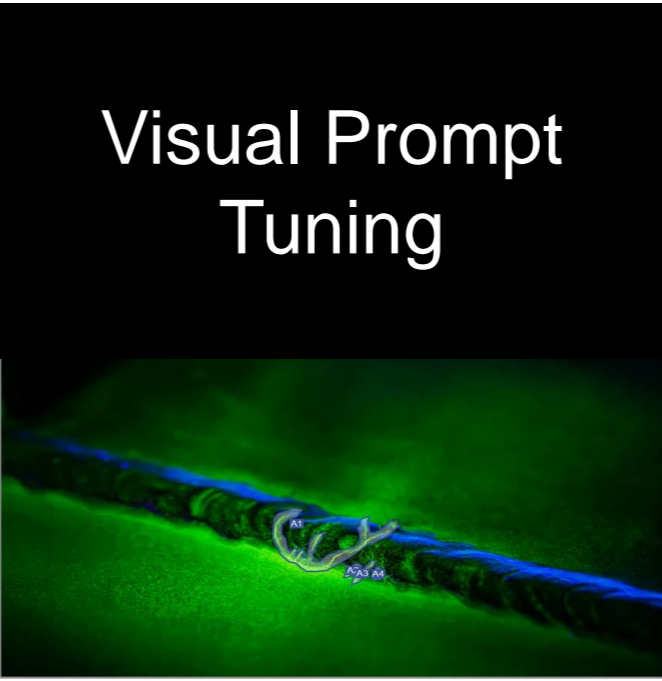


Failure Mode and Effects Analysis (FMEA) Generation

Reliability Strategies

GenAI will be used to assist with the rapid creation of new FMEAs (Failure Mode and Effects Analysis).

Language



Visual Prompt Tuning

Maximo Visual Inspection

Foundation models and prompt-tuning will dramatically reduce the effort required to train the model for MVI.

Vision



Work order Intelligence

Maximo Manage

A LLM has been trained to classify and recommend work order problem codes, which will help overcoming human error and limitations and drive insights.

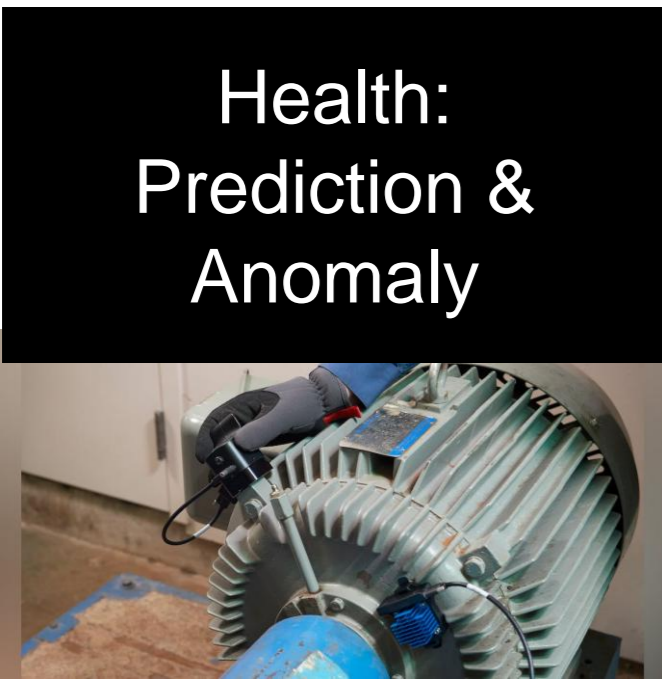
Language



Maximo Assistant

A generative AI assistant will provide conversational AI to support a range of needs in day-to-day work as an advisor and provide automated workflows.

Language



Health: Prediction & Anomaly

Maximo Health & Monitor

Gen AI is being used to create sensor-level models trained on a small sample of sensor data. This greatly speeds time to value for asset health forecasting and prediction.

Time Series



Agents & Agentic Workflows

CBM

An agentic workflow will use GenAI to support the end-to-end automation of condition assessment, forecasting and taking appropriate action.

Language

AI Use Cases in Maximo

Help **maintenance supervisors and asset managers** review and prioritize work given resources and goals



Quickly compile insights on assets and maintenances to better plan, schedule, and assign work.

Assist **technicians and field workers** find the right information to diagnose and fix problems



Search from and summarize various documentations and perform step-by-step diagnosis

Help **reliability engineers and maintenance supervisors** automate condition-based work creation



Recognize anomalies and create work from alerts, service requests, and performance indicators

Conversational AI and Workflows

Content Retrieval

- Quickly find and display hidden, relevant information from unstructured texts and data sets across all integrated Maximo systems using natural language prompts

Summarizations and Calculations

- Capture key points and overviews by transforming large amounts of domain-specific texts and data into summaries and calculations

Workflow Automation

- Automatically recommend and guide the execution of next steps related to human-entered tasks and goals

The screenshot displays the IBM Maximo Application Suite interface. The main window shows a table of assets with columns for Asset ID, Description, Location, Parent, and Status. The table contains 12 rows of boiler assets, all with ID 11400 and status ACTIVE. A chatbot interface is overlaid on the right side, showing a conversation where the user asks for assets at risk, the chatbot identifies a transformer with a CORE OVERHEATING failure condition, and the user requests a PM work order, which the chatbot creates and assigns to a technician named HUNTER.

Asset	Description	Location	Parent	Status
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE
11400	Boiler- 50,000 Lb/Hr/Gas Fired/Water	BR400	Boiler Room	ACTIVE

Chatbot interaction summary:

- User: Hi, how may I help you?
- AI: Show me assets at risk
- User: 12:46
- AI: The transformer **ST_1400518** in **LITTLETON** is experiencing a **CORE OVERHEATING** failure condition.
- User: 12:46
- AI: Create PM work order
- User: 12:46
- AI: I created PM work order **54123**.
- User: 12:46
- AI: Assign to available technician
- User: 12:46
- AI: I assigned the work order to **HUNTER**

Maximo RCM key capabilities

Reliability Strategies: a dedicated RCM/FMEA app with included content library.

- **FMEA Viewer:** understand the ways your equipment degrades and deploy the appropriate mitigating activities to prevent functional failures by browsing equipment failure mechanisms in the Reliability Strategy Library
- **Reliability Strategy Composer:** create an effective overall reliability strategy by browsing recommended activities, intervals and details from the Reliability Strategy Library

The screenshot displays the IBM Maximo Application Suite interface for managing Reliability Strategies. The top navigation bar includes 'IBM Maximo Application Suite', 'Manage', and a 'Take a tour' button. The main content area is titled 'Reliability Strategies / Explore strategies' and features filters for 'Asset' (Pump), 'Asset type' (Centrifugal), and 'Asset configuration' (Close coupled - Horizontal - Axially Split Case - Mechanical Seal - Sleeve Bearings - Oil Lubed_v0). Below these filters are tabs for 'Overview', 'Failure modes', and 'Mitigation activities'. The 'Mitigation activities' tab is active, showing an 'Operating context' section with radio buttons for Criticality (Critical, Minor), Duty cycle (High, Low), and Service condition (Severe, Mild). A table lists various activities with their intervals:

Activity	Interval
Operator rounds	1S
Oil analysis	2Y
Thermography	2Y
Vibration Analysis	6M
Mechanical Tests - Off-line	6M
System Engineer Walkdown	3M
Mechanical Tests - On-line	3M

The right-hand pane provides detailed information for the selected 'Operator rounds' activity, including a description of its focus on mechanical seals and gaskets, and a list of specific tasks to be performed during the rounds.

Expanding capabilities in Reliability Strategies

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 screenshot displays the IBM Maximo Reliability Strategies application interface. The main window is titled 'Create failure mode' and shows the following details:

- Failure mode details:** Component: Impellers, Failure mechanism: Wear, Failure influence: Cavitation from low NPSHA or off-BEP operat...
- 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:** With parameters selected. Initial risk priority number (RPN) is 10. Calculation: Severity (2) x Probability of occurrence (5) x Detectability (1) = 10.
- Actions:** A table listing actions for this failure mode.
- Final risk priority number (RPN):** Section for calculating the RPN after actions are completed.

The right-hand pane shows the 'Tracker' view for the failure mode 'Axially Split Case - Mechanical Seal - Kingsbury-Sleeve Bearings-Oil Lubed'. It displays a table of recommended actions:

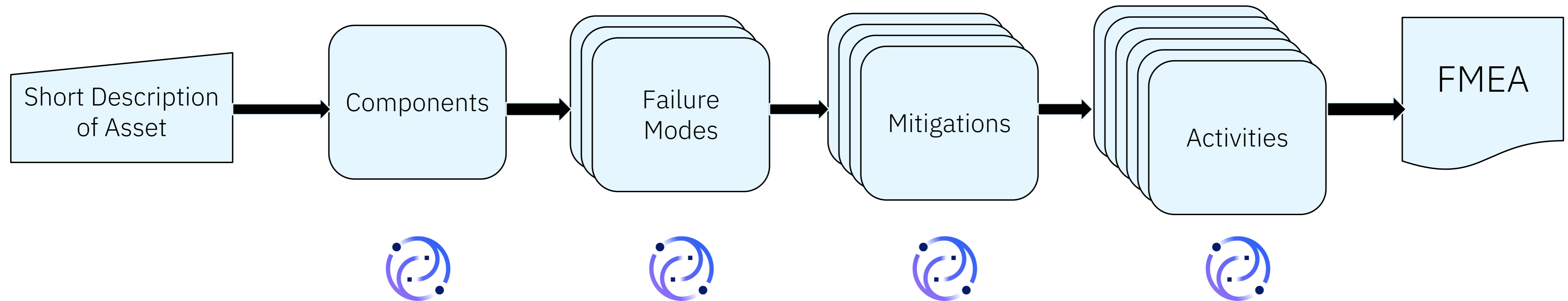
Action type	Component	Mechanism	Influence	RPNi	RPNf	Effectiveness
Condition Based Maintenance (P...	Automatic Oilers	Improper Oil Flow	Misadjusted, improper installation	100	40	Medium
Inspections (PM and Job Plans)	Balancing Device	Wear	Distortion due to improper pump...	100	40	High
Preventative Maintenance (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

Maximo Reliability Strategies Library

-Failure Mode and Effects Analysis (FMEA) Builder



User-guided creation of FMEAs, step by step with generative AI.



Maximo Workflow Scenarios with AI potential

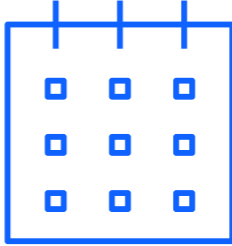


Maintenance Operations and Diagnosis

Help in use cases related to Manage and Mobile.

Workflow actions include:

- Diagnose a problem
- Create service requests (from context)
- Create work orders (from context)
 - Attach a job plan
- Create a work queue
- Create a job plan
- Review work orders to close
- Create KPIs

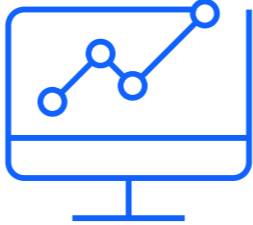


Scheduling, Inventory, and Planning

Assist with optimization in scheduling, inventory, and planning.

Workflow actions include:

- Schedule WOs based on technician skills and bandwidth
- Check for missing parts in my inventory (I need to ship, etc.)
- Optimize my schedule
- Load-balance assignments
- Prioritize inspections



CBM, Reliability, and Predictions

Facilitate tasks related to maintenance strategies and their execution.

Workflow actions include:

- Suggest missing data
- Create an alert
- Create meter thresholds
- Create a performance score
- Detect and address an anomaly
- Identify failure codes

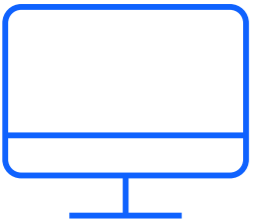


Safety and Compliance

Ensure safety and compliance in my procedures.

Workflow actions include:

- Identify and resolve incidents
- Check for compliance codes
- Improve sustainability



Support and IT

Accelerate self-service maintenance and support ticket submissions.

Workflow actions include

- Create a support ticket (from context)
- Resolve an issue

Resources

IBM TechXchange Community

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

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.

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



Scan to Join the Product Updates Group

Maximo Groups

IBM Maximo Product Updates

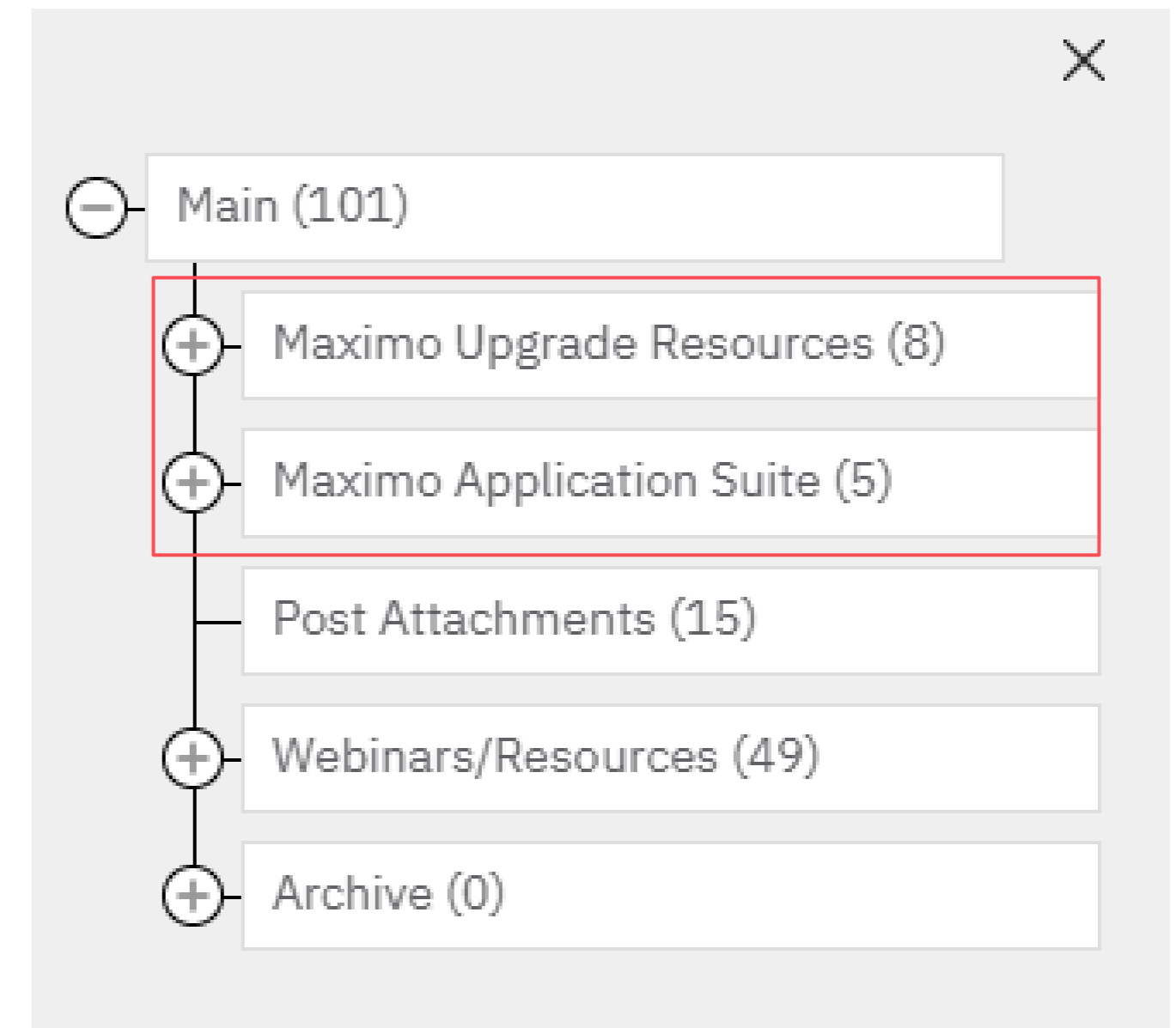
Request to Join

Discussions 0 | Libraries 0 | Members 21

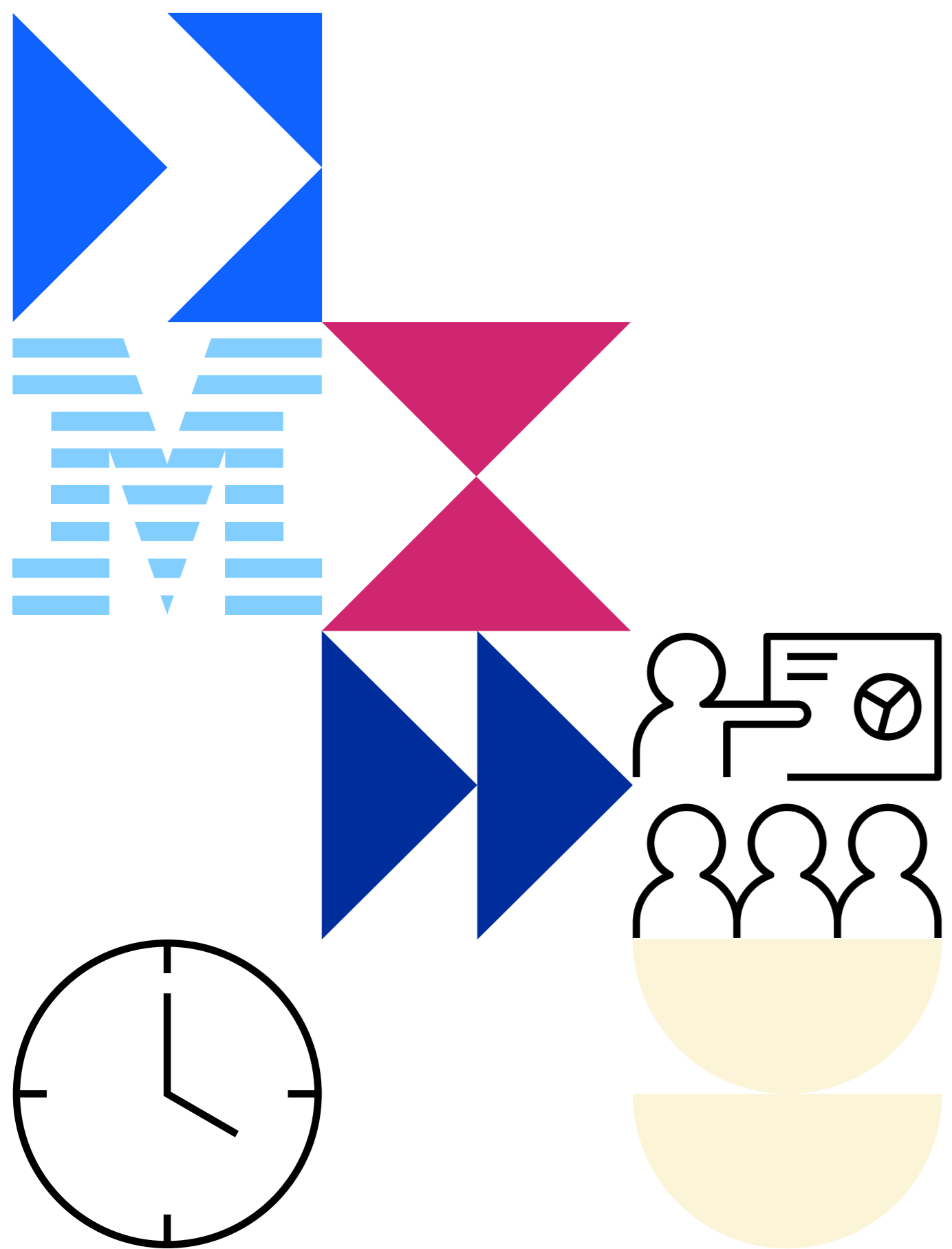
Maximo

Join

Discussions 8.9K | Libraries 727 | Members 9.3K



Your experience drives the future



- **Influence product roadmap**
Collaborate and innovate with Product and Design teams to shape future work.
- **Get exclusive previews before others**
Preview and give early feedback on new product experiences.
- **Share your experiences**
Share your goals, challenges, and feedback so we can build products that help you and your organization succeed.

Become apart of IBM's [User Engagement Program.](#)



Scan the code to join!

Request for Enhancements in AHA!



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/>

Share your Experience with Maximo Application Suite to help others and highlight your success

Outline of the Survey

All the steps through the process

1. Account creation and user registration
2. Your role (radio buttons)
3. Your overall experience (write-in)
4. Critical capabilities assessment (radio buttons)
5. Overall experience comments (write-in)
6. Additional context (write-in)
7. The headline for your review (write-in)
8. Key purchase decision factors (radio buttons)
9. Other vendors considered (checkboxes)
10. Net promoter score (radio buttons)
11. Who invited you to write a review? (drop-down)
12. (Optional) Delivery and execution (radio buttons)
13. (Optional) Additional comments (write-in)

Ready to Get Started?

- Set aside at least 20 minutes.
- Register your account with Gartner and confirm your email address, the confirmation mail often ends in spam.
- Have a list of keywords to hand that will set your review apart.
- Remember to go into detail – the lengthier the review, the more likely it is to be accepted.
- Follow this [link](#)

EITHER If your review is published, you'll receive a \$25 gift card as a token of appreciation.

• OR Gartner will donate \$25 to charity for every published review, but only if you follow the dedicated link we'll provide.

• OR if you're in the public sector, we can't incentivize you to write a review. Still, you will be making a massive contribution to the community, and your review could be upvoted for being helpful to others

FAQ's

How Long does completing the survey take?

25-30 – minutes

What kind of questions will be asked?

Both qualitative and quantitative

Will my company name be made public?

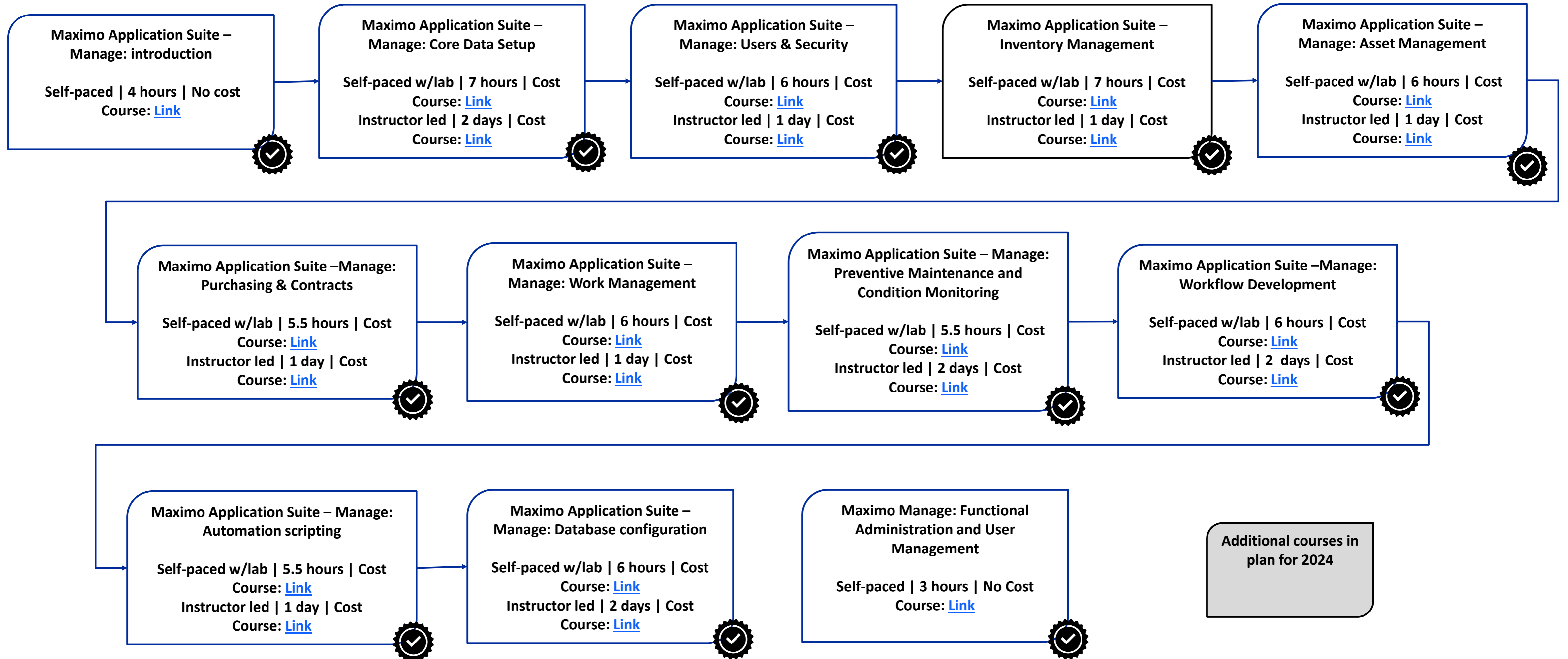
NO, only company size and industry are disclosed.

Maximo User Groups 2025

Event	Dates	Location	
Canada Maximo Users Group Vancouver (CanMUG)	Jan 28 - 29, (PT)	Richmond, BC, Canada	
Las Vegas Maximo Users Group (LVMUG)	Feb 26 - 27, (PT)	Las Vegas, NV, US <i>Bureau of Reclamation</i>	
Florida Maximo User Group - Training Day 2025	Feb 24	Clearwater, FL	
MRO Supply Chain Matters	Mar 3 - 5, (CT)	Houston, TX, US	
Southwest Maximo Users Group (SWMUG)	Mar 19 - 20, (CT)	Houston, TX, US	
Maximo Utility Working Group Spring (MUWG)	Mar 31 - Apr 3, (CT)	Allen, TX, US	
Pacific Maximo Users Group North (PACMUG)	Apr 9 - 10, (PT)	Portland, OR, US <i>Portland General Electric</i>	
GOMaximo (Oil & Gas)	Apr 29 - May 1, (CT)	Houston, TX, US	
Canada Maximo Users Group Toronto (CanMUG)	May 13 - 14, (ET)	Toronto, ON, Canada	
Pacific Maximo Users Group Central (PACMUG)	May 21 - 22, (PT)	Sacramento, CA, US	 
Northeast Maximo Users Group Spring (NEMUG)	May 6 -7, (ET)	New York, NY, US	 
Facilities Management & Maintenance Users Group (FMMUG)	Jun 3 - 5, (PT)	San Diego, CA, US	
West Mountain Maximo Users Group (WMMUG)	Jun 25 - 26, (MT)	Denver, CO, US <i>US Mint</i>	
Pacific Maximo Users Group South (PacMUG)	Jul 23 - 24, (CT)	Santa Ana, CA, US	
Canada Maximo Users Group Calgary (CanMUG)	Sep 23 - 24, (MT)	Calgary, AB, Canada	

IBM Maximo Application Suite – Manage

Technical education recommended roadmap



IBM Maximo Application Suite

Technical education – Health, Visual Inspection, Monitor, Scheduler, Mobile

Health

Leveraging Health for Maximo Application Suite - Manage

Self-paced | 5 hours | Cost Course: [Link](#)



Visual Inspection

Maximo Visual Inspection: Functional Essentials

Self-paced | 2 hours | No Cost Course: [Link](#)



Monitor

Implementing Monitor in Maximo Application Suite

Self-paced | 6 hours | Cost Course: [Link](#)



Scheduler

Short-term Planning with Maximo Scheduler

Self-paced | 7 hours | Cost Course: [Link](#)



Maximo Scheduler: Graphical Assignment and Crew Management

Self-paced | 7 hours | Cost Course: [Link](#)



Mobile

Maximo Mobile Customization Overview

Self-paced | 2 hours | No cost Course: [Link](#)

Maximo Mobile: Technicians Training

Self-paced | 2 hours | No cost Course: [Link](#)

Maximo Mobile: Inspectors Training

Self-paced | 1 hour | No cost Course: [Link](#)

Maximo Mobile: Asset Managers Training

Self-paced | 1 hour | No cost Course: [Link](#)

Maximo Mobile: Storeroom Clerks Training

Self-paced | 2 hours | No cost Course: [Link](#)

Maximo Mobile: Administration and Supervision

Coming soon

Additional courses on advanced topics on Scheduler and Mobile in plan for 2024

Legend



Technical education Recommended



Technical education Additional



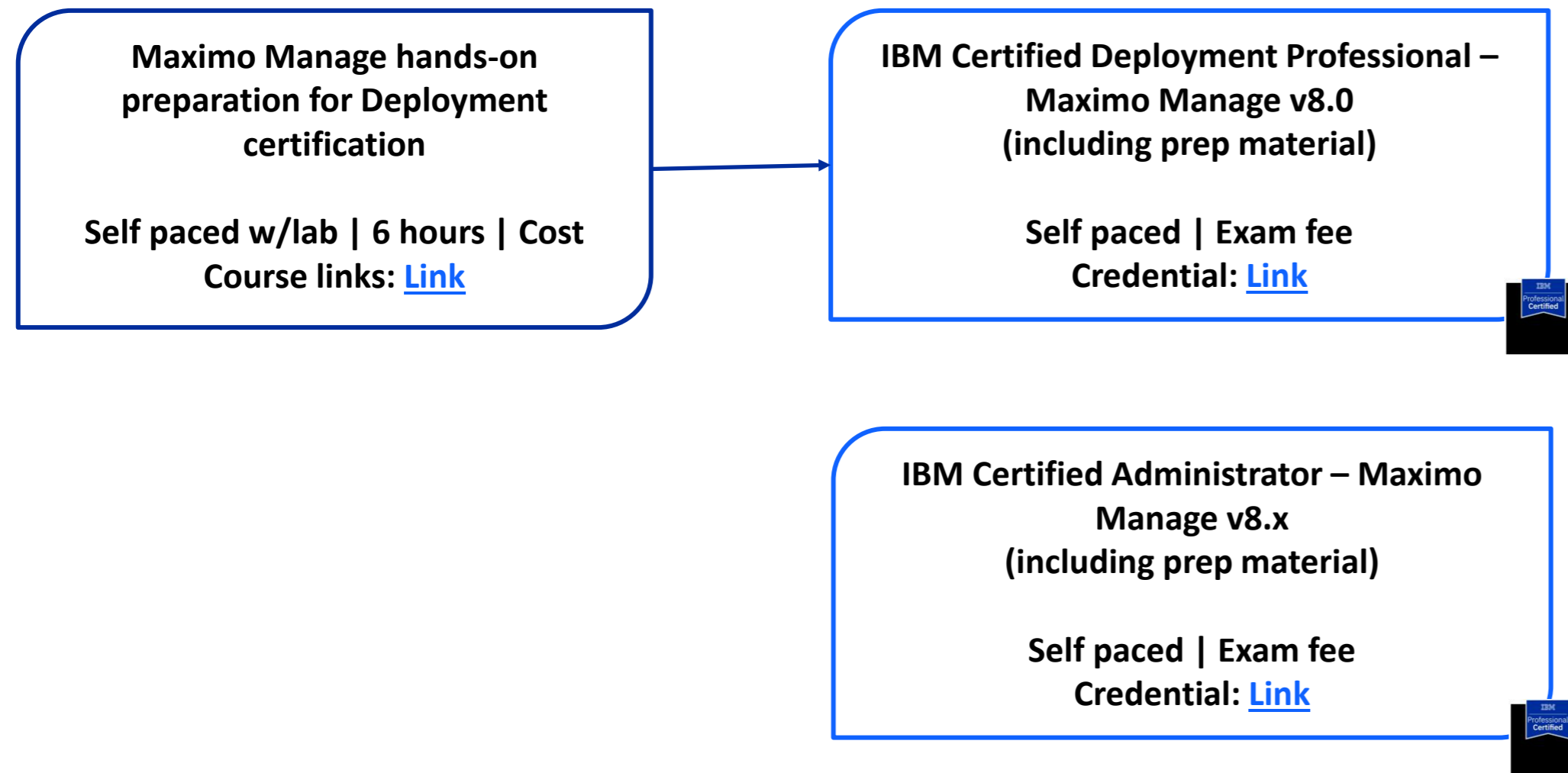
Technical education Coming soon



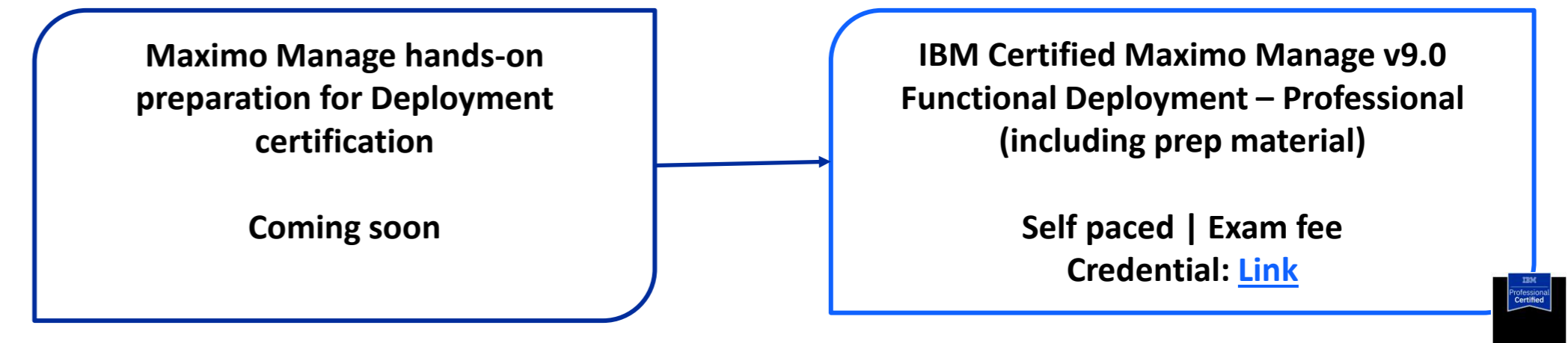
Badge

Technical certification

Maximo Application Suite 8.x



Maximo Application Suite 9.x





Learning Subscription

Online, self-paced product training through IBM portal

Develop skills through flexible learning plans based on your goals & schedule. Get easy, on-demand access to eLearning with hands-on labs included for 12 months.

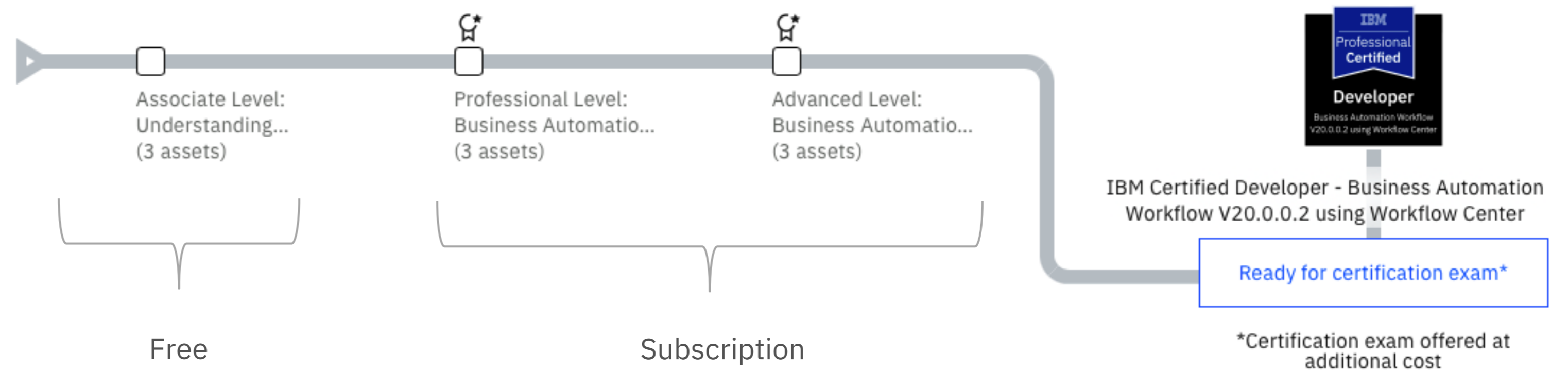
Learning paths available at www.ibm.com/training

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Thank you



IBM

What's New in MAS 9.0 for Manage

Dispatching Dashboard

- Emergency Intelligent Assignment Workflow
- Integration with Mobile
- Gantt View Improvements
- Map Views of Technician's Scheduled Route
- Qualifications

Scheduling Dashboard

- Qualifications
- Customer Work Week configurable start date
- Support for Multiple Email Address
- Adding Milestone to JP/JT
- Support for not splitting assignments in Graphical Work Week
- Support for gaps in Scheduling Compliance

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

Manage

- New Inspection Form Builder App
- New Maximo Management Interface (MMI) App
- Enhancements to Configuration Tool
 - Support for PODMAN deployment as an alternative to Docker
- Cognos 12 support
- Reliability Strategy Builder

AI

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

Maximo Mobile

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

Spatial

Tools:

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

Enhancements:

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

What's New in MAS 9.0 for Monitor, Visual Inspections, Health, Assist, IT and Accelerators

Monitor

- Redesigned the UI to fully integrate EDC and IoT 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
- Enhanced Monitor with Workplace Analytics/integration with IBM TRIRIGA. Capabilities and dashboards designed to help space planners monitor and analyze how spaces are utilized

Visual Inspections

- Support GigE Vision cameras providing high-bandwidth, Power Over Ethernet (PoE), Plug-and-Play and Scalability
- Facial Redaction - image blurring technology for MVI Edge outside the detection boxes
- Data Lifecycle Management policy manager providing flexibility to enable policies based on metadata and attributes to automate removing historical images and videos

Health

- Health Mean Time Between Failure
- Identify and Correct Missing Asset Data for KPIs
- Health Made Easy with Out of the Box Score Calculations
- Maximo Models for Electric Transformers
- Health Accelerator Installation supports new automation and UI for MAS Accelerator download, installation, activation and deactivation (run-at)

Assist

- Assist will no longer offer digitized document searching. Watson Discovery and Install AppPoint requirement are removed.
- Collaboration sessions WILL be supported.

Accelerators

- Know which accelerators are owned
- 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

IT

- Provides customers the ability to quickly collaborate and focus on rapid restore
 - Integrations for Chatops and Swarm, Slack
 - Microsoft Teams – foundation set
- Enabling Integrations for DevOps and Cloud mgmt., through Jira & ManageIQ
- Delivery of connected responsive Apps (mobile), provides capabilities 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

Where to find more on What's New for Manage...

<https://www.ibm.com/docs/en/mas-cd/maximo-manage/continuous-delivery?topic=overview-whats-new-in-maximo-manage>

The screenshot shows the IBM Maximo Manage documentation page for 'What's new in Maximo Manage'. The page includes a navigation sidebar on the left with a 'Download PDF' link circled in red. A red arrow points from this link to a large Maximo Manage logo and the IBM logo. The main content area lists various version updates from 8.0 to 9.0. A 'Bookmarks' sidebar is visible on the right.

Download PDF → *Maximo Manage*

.PDF

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Ideas Delivered in MAS 9.0 – Common Services

IDEA	Idea Description	Product Area
MSS1-I-48	Enhancement to the MAS vs. Azure AD communication/connection	IBM MAS - Common Services
MSS1-I-42	Enhance Authentication Security on Local Account By Locking User After X Numbers of Logins	IBM MAS - Common Services
MSS1-I-35	Compliance Requirement: Authentication Protection (lockout)	IBM MAS - Common Services
MSS1-I-32	MAS Bulletin Board/Messaging on Login&Homepage	IBM MAS - Common Services
MSS1-I-29	Alternative User Sync Functionality - Create user based on response from IdP	IBM MAS - Common Services
MSS1-I-27	Alternative User Sync Functionality - Standardized SCIM integration	IBM MAS - Common Services
MSS1-I-26	SP initiated logout process for SAML in MAS	IBM MAS - Common Services
MSS1-I-24	Changes to MAS Must Gather automated process	IBM MAS - Common Services
MSS1-I-21	Need customer facing documentation for MAS APIs (to create users, security groups, etc.)	IBM MAS - Common Services
MASSWAT-I-164	SAML Integration with multiple IDPs	IBM MAS - Common Services
MASSWAT-I-153	Change Logo and Titles	IBM MAS - Common Services
MASSWAT-I-70	Bulk reset user passwords	IBM MAS - Common Services
MASMS-I-13	Just-in-Time (JIT) and System for Cross-domain Identity Management (SCIM) provisioning for Kroger MAS MS Kroger	IBM MAS - Common Services
MASM-I-840	Bulk delete users in MAS User Configuration	IBM MAS - Common Services
MASM-I-800	Configure Multiple SAML IDPs in MAS	IBM MAS - Common Services
MASM-I-766	Support for multiple Identity Providers	IBM MAS - Common Services
MASCONFIG-I-41	The monitoragent always got high usage. Please open to modify the resource.	IBM MAS - Common Services
CONFIG-I-34	User and Group mapping to MAS LDAP sync	IBM MAS - Common Services
CONFIG-I-21	SSO Just in Time Provisioning	IBM MAS - Common Services
CONFIG-I-17	Change the color scheme in Manage	IBM MAS - Common Services
CONFIG-I-16	Change color scheme across MAS	IBM MAS - Common Services
CONFIG-I-12	Add a Test Button to the configuration of the JDBC URL	IBM MAS - Common Services
MSS1-I-55	Batch configuration of users	IBM MAS - Common Services
APMMON-I-71	Improve monitoring of mfgx-msproxy pod to avoid data loss for Logical Devices all features that use inbound device events	IBM MAS - Common Services
APMMON-I-68	IoT component will be resilient and will not lose device data when running under stress	IBM MAS - Common Services

Ideas Delivered in MAS 9.0 – Manage

IDEA	Idea Description	Product Area
MASM-I-977	Show Full Details of Inspection Form Questions when Adding Conditions	IBM MAS - Manage (Base)
MASM-I-971	Include TLS 1.3 support to benefit from Improved Security & faster performance	IBM MAS - Manage (Base)
MASM-I-968	Want to change static text on the left hand top corner title IBM Maximo Application suite to IBM Maximo Application Suite DEV from Maximo UI	IBM MAS - Manage (Base)
MASM-I-963	Increase the size of the Location Hierarchy Dialog in Manage	IBM MAS - Manage (Base)
MASM-I-946	Routes should be status controlled	IBM MAS - Manage (Base)
MASM-I-934	System Window in Open Drilldown too small to be consistently usable.	IBM MAS - Manage (Base)
MASM-I-928	Increase the size of the Location Hierarchy Dialog in Manage	IBM MAS - Manage (Base)
MASM-I-918	Issue with E-Signature password not syncing with Maximo (MAS) Password	IBM MAS - Manage (Base)
MASM-I-901	Changing the size and font of characters in MAS	IBM MAS - Manage (Base)
MASM-I-897	Extend Maximo Formula functionality to include DELETE updates	IBM MAS - Manage (Base)
MASM-I-895	Can IBM will be able to take a enhancement request for controlling a null value by using system properties	IBM MAS - Manage (Base)
MASM-I-716	Add a description field to *attribute* formulas	IBM MAS - Manage (Base)
MASM-I-547	Formula functions for text data	IBM MAS - Manage (Base)
MASM-I-536	support multibyte languages in SQL Server	IBM MAS - Manage (Base)
MASM-I-322	Add Spanish and Turkish Language in same SQL Server Database of IBM MAXIMO Asset Management 7.6.1.	IBM MAS - Manage (Base)
MASIT-I-153	Maximo Manage 8.6.5 UI look and feel changes	IBM MAS - Manage (Base)
MASIT-I-136	As Maximo users are having Color Blindness so unable to differentiate that long description boxes have more information when it turns to green color in all applications.	IBM MAS - Manage (Base)
MASM-I-1111	During user deletion in MAS, the administrator should be asked if PII data needs to be removed before user deletion	IBM MAS - Manage (Base)
MASM-I-977	Show Full Details of Inspection Form Questions when Adding Conditions	IBM MAS - Manage (Base)
MASM-I-1214	Work Order Tracking hyperlink to communication log based on a custom workflow and automation script, with escalation	IBM MAS - Manage (Base)
MASM-I-1193	JMS Queues Metrics should be added For MAS	IBM MAS - Manage (Base)
MASIT-I-153	Addressed UI concerns of too much white space with CSS customization capabilities	IBM MAS - Manage (Base)
MASM-I-1081	Capture the JVM Name in Synchronous API Tracking instead of only server name	IBM MAS - Manage (Base)
MASM-I-1043	To change the Color format of the Slider button	IBM MAS - Manage (Base)
MASSWAT-I-77	Implement information dialog that can be triggered from automation scripts	IBM MAS - Manage (Base)
MASM-I-1043	To change the Color format of the Slider button	IBM MAS - Manage (Base)
MASSWAT-I-77	Implement information dialog that can be triggered from automation scripts	IBM MAS - Manage (Base)
MASM-I-1008	Disable/Hide "Take a Tour" button on Start Center Header or Option to configure this for own Training Materials.	IBM MAS - Manage (Base)

Ideas Delivered in MAS 9.0 - Mobile

IDEA	Idea Description	Product Area
MOBILE1-I-360	Emergency Workorder - Quick Reporting for Mobile	IBM MAS - Mobile
MOBILE1-I-358	Be able to edit the photos that are being attached.	IBM MAS - Mobile
MOBILE1-I-356	Change display order of Attachment list fields	IBM MAS - Mobile
MOBILE1-I-354	Maximo Mobile Technician and EAM My Schedule are based on assignments but the individual assignee can only COMP the entire WO or Task not the individual assignment .	IBM MAS - Mobile
MOBILE1-I-348	Edit attached photos	IBM MAS - Mobile
MOBILE1-I-347	Change attachments fields order display position	IBM MAS - Mobile
MOBILE1-I-345	Render Category Images correctly in Mobile SRs	IBM MAS - Mobile
MOBILE1-I-341	Allow Admin-Configurable Separate Timeout for Mobile App Users	IBM MAS - Mobile
MOBILE1-I-337	Give the possibility of configuring Mobile App so that technicians cannot action a work order (report labor hours, add comments) unless they verify that mentioned asset on the WO, to be the same as the asset they are attending.	IBM MAS - Mobile
MOBILE1-I-325	SRMOBILE - When creating a new SR, the "Category" heading is not getting frozen, it is getting scrolled along with the screen.	IBM MAS - Mobile
MOBILE1-I-293	Getting the server URL to load on all when program is installed on Windows device	IBM MAS - Mobile
MOBILE1-I-291	Password reset link on login page for maximo mobile app	IBM MAS - Mobile
MOBILE1-I-275	Multiple Onboarding Server Address on Mobile	IBM MAS - Mobile
MOBILE1-I-258	Add the ability to mark up images captured to attach to a work order or as an Inspection response	IBM MAS - Mobile
MOBILE1-I-250	Allow user to submit a material request from Mobile Technician	IBM MAS - Mobile
MOBILE1-I-248	Mobile Work Approval - Completed Work Query should not show red text warning and actual dates would be preferable	IBM MAS - Mobile
MOBILE1-I-241	Support Server Side Search	IBM MAS - Mobile
MOBILE1-I-240	Support Shared Devices for Maximo Mobile	IBM MAS - Mobile
MOBILE1-I-236	Having the Maximo Mobile app to open PDF files	IBM MAS - Mobile
MOBILE1-I-182	Adding asset swap function (with/without work order) on mobile app	IBM MAS - Mobile
MOBILE1-I-177	Adding linear asset support in mobile app	IBM MAS - Mobile
MOBILE1-I-152	SERVICEABILITY – Refinement of errors in the logs and an error message popup for failed connection attempts from the app side.	IBM MAS - Mobile
MOBILE1-I-145	Maximo Mobile for EAM to indicate whether connection to server is available	IBM MAS - Mobile
MOBILE1-I-128	Advanced Symbology in Map View on Mobile Device	IBM MAS - Mobile
MOBILE1-I-112	Display proper feedback message when error happens during application load	IBM MAS - Mobile
MOBILE1-I-91	Clear data without clearing the URL	IBM MAS - Mobile
MASMOBILE-I-520	Technician (RBA) - The classification should show full path and classification description	IBM MAS - Mobile
MASMOBILE-I-516	Enabling Quick Reporting in Maximo Mobile	IBM MAS - Mobile
MASMOBILE-I-475	Technician (RBA) - Classification should show Hierarchy Path Description	IBM MAS - Mobile
MASMOBILE-I-467	Role based Application does not display the logged in user name and does not have a logout function.	IBM MAS - Mobile
MASMOBILE-I-465	Asset Manager (RBA) - The Classification Description should be displayed when navigating the classification hierarchy	IBM MAS - Mobile
MASMOBILE-I-443	Create Service Request (RBA) should have the rich text formatting toolbar for the Description field	IBM MAS - Mobile
MASMOBILE-I-437	Asset Manager (RBA) - Add/Modify the Assets Image	IBM MAS - Mobile
MASMOBILE-I-434	Mobile - Clients/Technicians needs to see the application name(ownertable) value of attachment in attachment section.	IBM MAS - Mobile
MASMOBILE-I-426	Issues and Transfers (RBA) - There is no visibility on the reservation type allowing you to issue against a soft reservation	IBM MAS - Mobile
MASMOBILE-I-422	The "Transfer Additional Items" feature is not available in Maximo mobile 8.11 . Make an early release for this feature as hot fix	IBM MAS - Mobile
MASMOBILE-I-417	Issues and Transfers - There should be the ability to change the condition code of the item to be issued	IBM MAS - Mobile
MASMOBILE-I-397	MAS Mobile Configuration - Docker Alternative Support	IBM MAS - Mobile
MASIT-I-145	Keeping SSO session in Maximo Mobile	IBM MAS - Mobile
MOBILE1-I-383	In-app upgrade process for Windows device for new version of client software	IBM MAS - Mobile

Ideas Delivered in MAS 9.0 - Scheduler

IDEA	Idea Description	Product Area
SCHEDULE1-I-132	Multiple email addresses need be associated to the Roll Project(Graphical Scheduling) in Maximo 7.6.1.3	IBM MAS - Scheduler
SCHEDULE-I-88	Make "MILESTONE" attribute available in JobPlan and JobTask.	IBM MAS - Scheduler
SCHEDULE-I-80	GWW should bring in labor with secondary crafts that match work.	IBM MAS - Scheduler
SCHEDULE-I-75	GWW - Allow deletion of multiple Assignments selected in Graphical Work Week Application	IBM MAS - Scheduler
SCHEDULE-I-70	Customer Work Weeks starts on Monday	IBM MAS - Scheduler
SCHEDULE-I-64	Graphical Work Week - Right Click actions do not indicate if System is Processing. (Create Assignment / Delete Assignment)	IBM MAS - Scheduler
SCHEDULE-I-51	Scheduler – Graphical Work Week - Ability to preview all labor in assigned shop	IBM MAS - Scheduler
SCHEDULE-I-27	Validate Labor/Crew Qualifications when Assigning Work Orders & Tasks - this needs to be consistent across WOT, GA & AssgnMgr	IBM MAS - Scheduler
MASSCHDULR-I-140	The ability to not spilt assignments in Graphical Work Week	IBM MAS - Scheduler
SCHEDULE1-I-135	Compliance should be able to have a gap	IBM MAS - Scheduler

Ideas Delivered in MAS 9.0 – APM, Monitor, MVI, IT

IDEA	Idea Description	Product Area
APMMON-I-80	Support for non-time series line charts	IBM MAS - APM
APMMON-I-75	Image card with device hotspots for locations	IBM MAS - APM
APMMON-I-73	MAS Monitor - Device list not sorted	IBM MAS - APM
APMMON-I-65	Is there an NRTE and updated Slides for various Connection options for MAS Monitor - eg Physical Device, Gateway, 3rd party solution/db	IBM MAS - APM
APMMON-I-41	Monitor API swagger and documentation to be linked	IBM MAS - APM
MASVI-I-165	MVI Customers on MAS SAAS do not have a way to access to the Edge Container Platform to deploy MVI Edge	IBM MAS - Visual Inspection
MASMS-I-29	MVI Customers on MAS SAAS do not have a way to access to the Edge Container Platform to deploy MVI Edge	IBM MAS - Visual Inspection
CDESK-I-65	Story - Epic CD 3 ICD Mobile App Photo and Location Coordinate Functionality	IBM MAS - Maximo IT

What's New in MAS 9.1

Feature Channel

MAS

- Through Manage Configuration, customer can configure Manage to skip the image build, and also to provide the prebuilt images for Manage operator to deploy

MVI

- Support single sign on to MAS from MVI Edge and Mobile
- Allow Dynamic workload customization for :
 - vision-preprocessing used for dataset augmentation workloads
 - vision-dnn-service used for training workloads
 - vision-edge-dle used for inference workloads

Common Services

- Migration to Java 17, no user impact.
- Support for Mongo DB 5,6,7
- IDP Admin
- SMTP Default email language
- SMTP Custom email template
- SMTP Disable email template

Manage

- Scheduling qualification history
- Scheduler qualification defects
- Scheduler qualification validation

Maximo Mobile

- Ability to Clear logs from device
- Toggle light on and off during barcode scanning
- Choose to use user or device timezone
- Use default browser instead of in app browser for login
- Allow deletion of labor hours created with timer
- Record multiple safety plan reviewers per WO
- Selection of Craft to display skill, vendor and contract details
- Simplify DB setup by removing person group requirement; only needs site ID and language
- Prevent the use of false GPS signals
- Do not require dates for WO's created using quick reporting
- Indicator as to which dates are displayed on mobile during creation and editing of WO's – System property maximo.mobile.WOSchedulingDates accepts values, 'SCHEDULE', 'TARGET', 'SCHEDULE, TARGET'.

References

- Infrastructure Calculator - [Requirements and capacity planning - IBM Documentation](#)