

# Maximo Application Suite IBM Product Update

Kim Woodbury  
Senior Product Manager, Maximo  
kwoodbur@us.ibm.com

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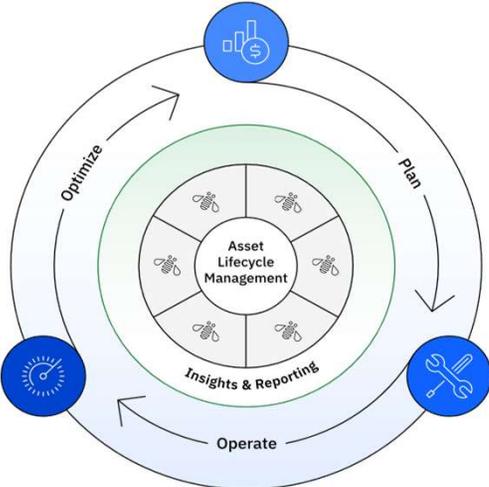
**IBM**

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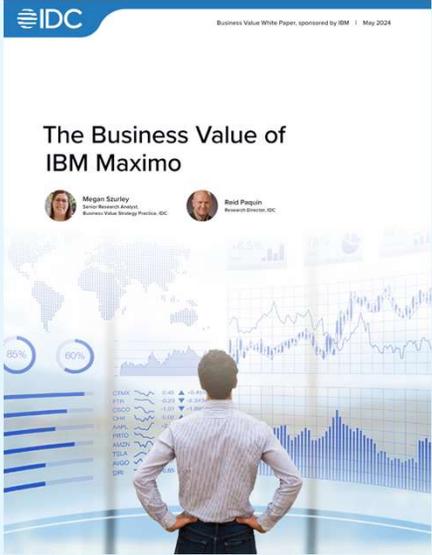
# Advance your asset management with IBM asset lifecycle management solutions

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



Plan	Operate	Optimize
<b>Asset investment planning</b> Investment planning Total cost of maintenance Capital planning Project & portfolio management ESG & climate risk	<b>Enterprise asset management</b> Asset & work registry Asset inspections Field service management Supply chain & inventory optimization Health & safety	<b>Asset performance management</b> Reliability-centered maintenance Condition-based maintenance Predictive maintenance Asset performance intelligence Energy intelligence
<b>Asset class solutions</b> Real estate & facilities    IT asset & service management    Data centers    Renewables    Vegetation management		
<b>Environmental solutions</b> Corporate sustainability reporting    Environmental compliance    Decarbonization intelligence		
<b>Industry focus</b> Energy & Utilities    Oil & Gas    Manufacturing    Transportation    Civil infrastructure		
<b>AI</b> Built with watsonx		

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



Download the report: [ibm.biz/maximo-by](https://ibm.biz/maximo-by)

IBM asset lifecycle management



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**.

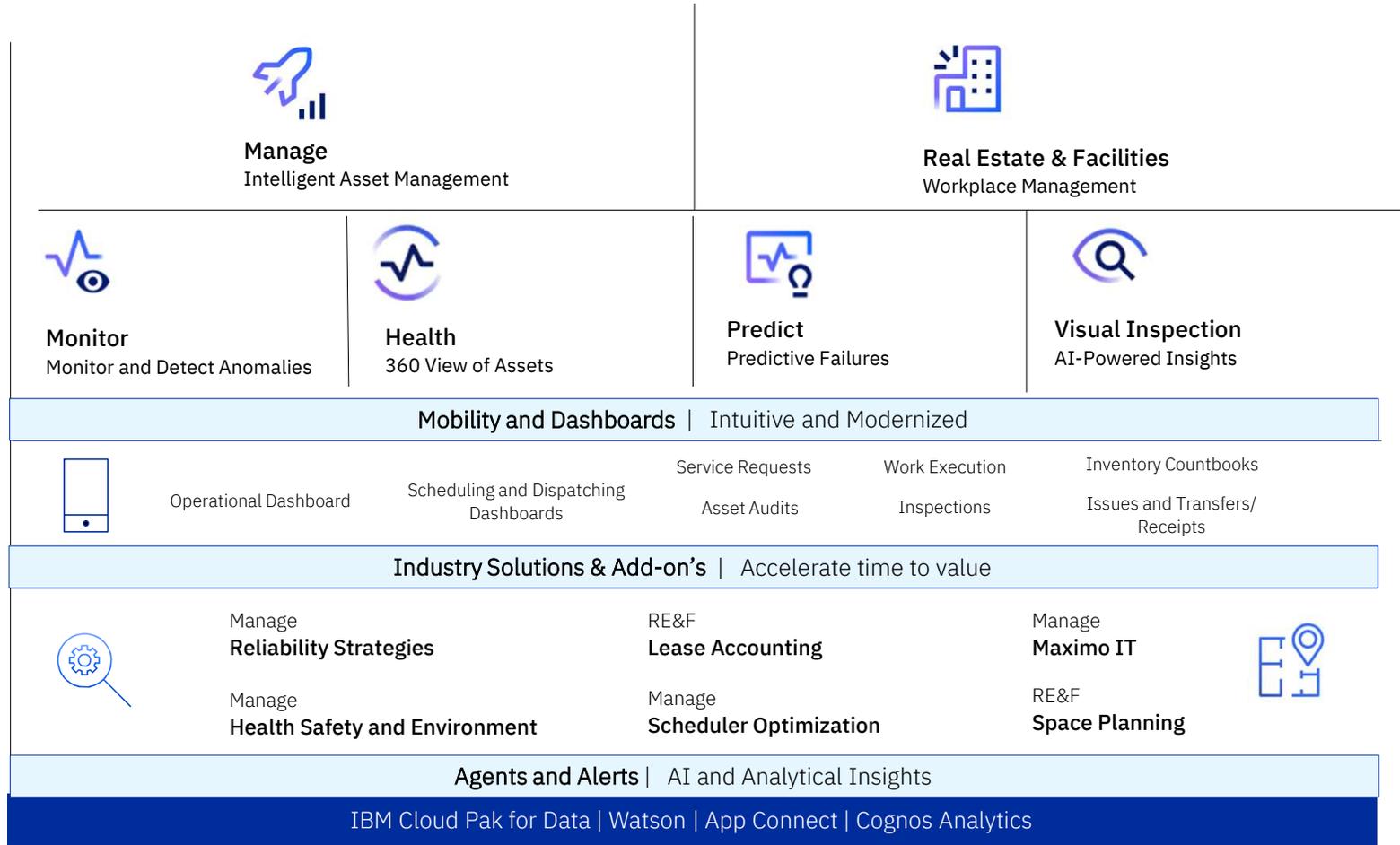
**26% more productive technicians\***

\* 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*
- *Operations Manager*
- *Reliability Engineer*
- *Quality Manager*
- *Planners / Schedulers*
- *Dispatchers*
- *Storeroom Managers*
- *Purchasing Managers*



# Maximo Application Suite - Catalog

\* Coming Soon - Targeted for 9.1

## MAS Applications

<b>Manage</b>	<b>Real Estate &amp; Facilities</b> <i>Coming Soon</i>	<b>Monitor</b>	<b>Health</b>	<b>Predict</b>	<b>Visual Inspections</b>
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## Industry Solutions

<i>Manage</i> <b>Transportation</b>	<i>Manage</i> <b>Nuclear</b>	<i>Manage</i> <b>Utilities</b>	<i>Manage</i> <b>Oil &amp; Gas</b>	<i>Manage</i> <b>Aviation</b>	<i>Manage</i> <b>Civil Infrastructure</b>
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## Add-on Solutions

<b>Visual Inspection Edge</b>	<b>Collaborate</b>	<i>Manage</i> <b>Asset Configuration Manager</b>	<i>Manage</i> <b>Spatial</b>	<i>Manage</i> <b>SAP / Oracle Connector</b>	<i>Manage</i> <b>IT</b>
<i>Manage</i> <b>Optimizer</b>	<i>Manage</i> <b>Health, Safety &amp; Environment</b>	<i>Manage</i> <b>Service Provider</b>	<i>Manage</i> <b>Location Services Esri</b>	<i>Manage</i> <b>WorkDay Connector</b>	<i>Manage</i> <b>Asset Investment Planning</b> <i>Coming Soon</i>
<i>RE&amp;F</i> <b>Space Management / Reserve</b> <i>Coming Soon</i>	<i>RE&amp;F</i> <b>Service Management &amp; Maintenance</b> <i>Coming Soon</i>	<i>RE&amp;F</i> <b>Lease Accounting</b> <i>Coming Soon</i>	<i>RE&amp;F</i> <b>Capital Planning / FCA</b> <i>Coming Soon</i>		

## Add-on Solutions with SaaS Requirement

<b>MRO IO</b>	<b>Renewables</b>	<i>Manage</i> <b>Reliability Strategies</b>	<i>Manage</i> <b>Total Cost Maintenance</b> <i>Coming Soon</i>	<i>Manage</i> <b>AI Service</b> <i>Coming Soon</i>
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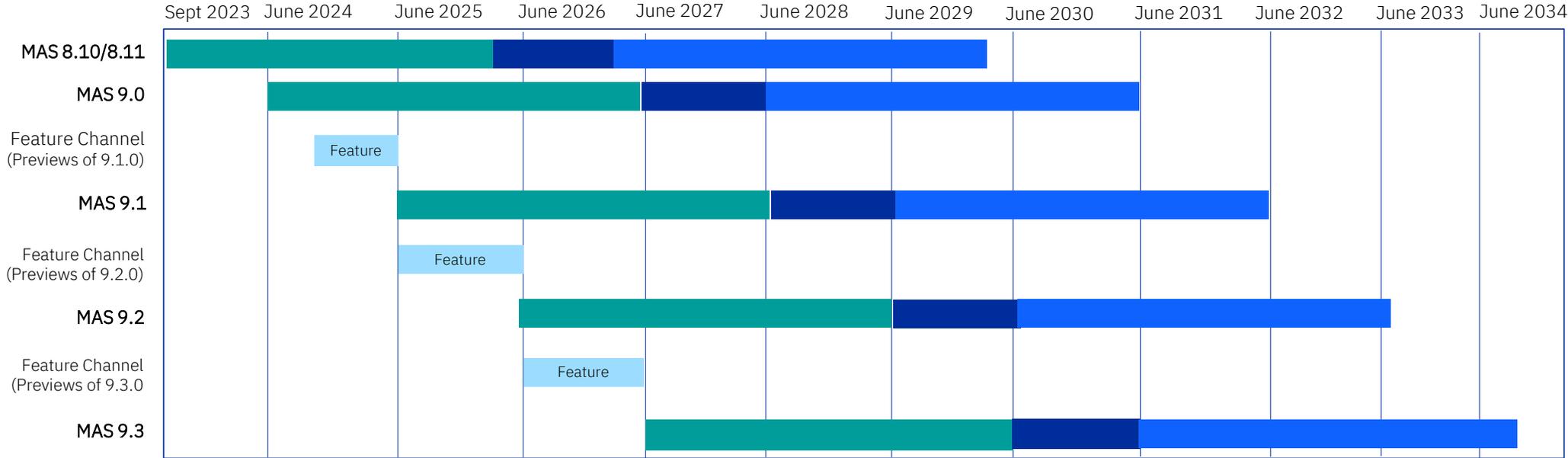
Note: Catalog does not represent licensing

# MAS Deployment Options

Deployment	Availability	Procure	Provision & Operate	Client Benefits
<b>On Premise</b> Customer Managed	<b>Now</b>	Client purchases MAS from IBM Client provides infrastructure	Client provisions, manages, and operates full stack	<ul style="list-style-type: none"> <li>•Maximum operational flexibility</li> </ul>
<b>Hyperscalers</b> Customer Managed	<b>Now</b> AWS Azure IBM Cloud	<b>BYOL</b> Client purchases software from IBM and infrastructure from Hyperscalers	Client runs IBM-provided automation scripts to deploy MAS on Hyperscalers' cloud  Client manages and operates both software and infrastructure	<ul style="list-style-type: none"> <li>•Simplifies procurement and deployment</li> <li>•Allows client to select their Hyperscalers</li> <li>•Flexibility for clients to manage and operate their environment</li> </ul>
	<b>Now</b> AWS Azure	<b>Paid (Marketplace listing)</b> Client purchases software and infrastructure from Hyperscalers		
<b>SaaS Editions</b> IBM Managed	<b>Now</b> 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.

# 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

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion.

# IBM Maximo Application Suite

## Product roadmap highlights

Targeted MAS 9.1

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

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

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

Solution for renewable assets to optimize utilization and emissions

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

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

Integration of Maximo for Real Estate and Facilities powered by TRIRIGA

GenAI assistant for Work Order Intelligence (WO Similarity)

Integration of MROiO into MAS

Total Cost Maintenance

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

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



### Integrated Experience

- Consistent User and Security Administration
- Consolidated Dashboards

### Plan

*Quantify and compare the cost, risk and business outcomes associated with different asset investment and management strategies.*

- Asset Investment Planning
- Capital Planning
- Maintenance Cost Insights
- Emissions Management

### Operate

*Automate maintenance and operations workflows to reduce cost, risk and improve productivity*

- Mobile and Spatial
- Inspections
- Field Service Management
- Supply Chain and Inventory Optimization

### Optimize

*Optimize asset performance by monitoring asset/location condition, and leveraging condition to choose to maintain or dispose. Apply reliability strategies as a means to determine condition*

- Asset Performance Management
- Condition Based Maintenance
- Predictive Maintenance
- Reliability Strategies

### Asset Class Expansion

- Real Estate & Facilities
- Renewables
- IT

### AI

- WO Intelligence
- Maximo Assistant
- Agents
- Intelligent CBM

# MAS 9.1 with Manage

## MAS

- New MAS Unified Nav bar
- New MAS User Profile
- New MAS User Application
- New MAS Security Group Application
- Application Configuration at MAS level

## Technical

- Java 17 Update
- BIRT 4.16 support
- Python 2.73 support
- Guest User support
- IBM LinuxOne/Z support (Done) and Linux Power
- Oracle 23ai support (9.1.x patch)
- MAS support for IBM unsupported languages (9.1.x patch)

Targeted MAS 9.1

The image displays two screenshots of the IBM Maximo Application Suite user management interface. The top screenshot shows the 'Users / LUKEF' page with sections for '1. Identity & authentication', '1.1. Identity', '2.2. Security groups', and '2.4. License summary'. The '2.2. Security groups' section contains a table with the following data:

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
VIEWHQ	View headquarters	-	Yes	1	0	Limited
MGRAPPROVAL	Manager approvals	-	No	1	0	Limited
EVERYONE	All Maximo Users	-	No	0	0	Self-service
PERSONALCON	Personal configur...	-	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

The bottom screenshot shows the 'Edit profile' window for a user named Michael Wilson, with tabs for 'User information', 'Change password', and 'Language and region'. The 'User information' tab is active, showing fields for 'Given name', 'Surname', 'Title', 'User ID', 'Username', and 'Display name'. The 'Contact information' section includes fields for 'Work email', 'Alternate email', and 'Enter email'. The 'Workflow Center' section includes fields for 'Work phone number', 'Mobile phone number', and 'Alternate phone number'.

# Unified Navigation

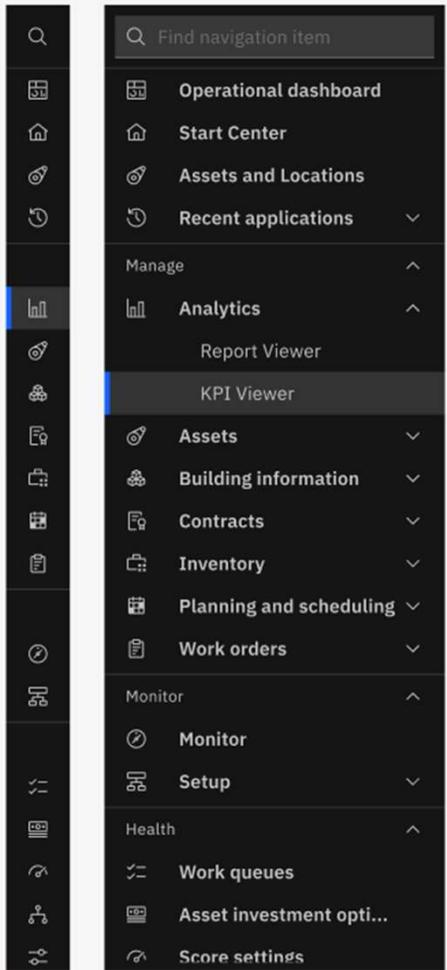
## Current (9.0): 2 Nav menus - Left and Right

- Left is how you move around a MAS app (Manage, Health, etc.)
- Right “9-dot” is how you switch to other MAS apps
- Must navigate to default page for that MAS app (For example, Manage Start center)

## Future Release: 1 Left Nav Bar

- Access granted to all MAS applications through new Security Group App.
- Left nav is identical across MAS
- Navigate directly to any sub-page in the suite

Full Suite



MAS App  
Module  
Application  
Application (Current)

Manage only, 2 modules



# New User Application

## Maximo Application Framework

### New User Application

Merging of the MAS User App and Manage User App together

- Security Groups can be added at the User level
- Check boxes to define MAS Suite Admin or in a SaaS environment access to API Key/IDP Management.

### Add a Security Group to a User

- Automatically summarize the license entitlement depending on groups they have access to
- Preview first with refresh to recalculate until a save to understand impact

The screenshot displays the IBM Maximo Application Suite 'Users' management interface. The main view shows a table of users with the following data:

User ID	Person	Username	Access type	Entitlement	Status
ABBY	ABBY	abby@acme.com	Authorized	Base user	Active
ADAMS	ADAMS	adams.j@acme.com	Authorized	Base user	Active
ALVIN	ALVIN	h.alvin@acme.com	Concurrent	Limited user	Inactive
AMAN	AMAN	amanda@acme.com	Concurrent	Base user	Active

A modal window is open for user 'ANDY', showing the following configuration options:

- 2.3. Additional Access:** For users that need administration access, you can set their administration privileges.
  - System configuration
  - API key management
  - IDP management
- Real estate and facilities management:** Limited
- IoT role:** User

**2.4. License summary:**

This user	Explanation
<b>Premium authorized user</b> 5 AppPoints will be reserved	<ul style="list-style-type: none"> <li>• 10 Security groups</li> <li>• 5 Unique modules with edit</li> <li>• 1 Solution</li> <li>• Authorized access type</li> <li>• Limited access to RE&amp;FM</li> <li>• Limited minimum license from apps</li> <li>• No suite administrative access</li> </ul>

# MAS Dashboards Updates

## 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

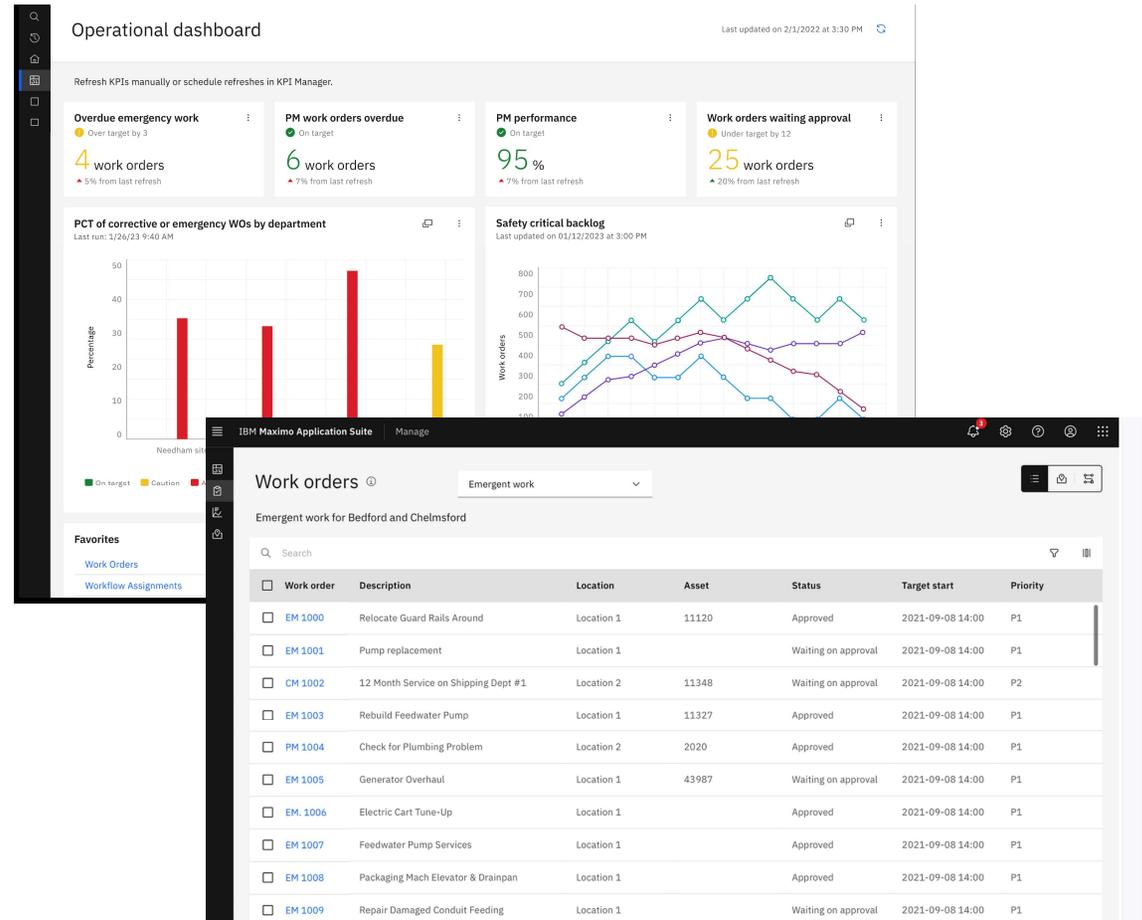
- New tab on Work Orders RBA for Work Plans: tasks, labor,

## 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 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

Targeted MAS 9.1

The top screenshot displays the 'Asset details' for 'ST\_1400518' (Submersible pump 20 hp rotary). It features several key metrics: Health (30%), Criticality (75%), Risk (53%), Age (24 years), Next PM (16 days), and Priority (1). Below these are 'Asset details' including Type (NON-DEM), Model (Unspecified), Tag (D0105805.001058...), Tag Type (Station), Serial number (324987374564845), Installation date (07/01/00), and Location (SUBSTATION\_LILY). A 'Score details' table is shown below, listing scores for different sites and contributors. A 'Health history' chart shows the score over time from July to September. The bottom screenshot shows 'Location details' for 'SUBSTATION\_LILY', including a placeholder description, and an 'Assets at Location' table listing various assets with their health, risk, and criticality scores. A 'Score details' table is also present at the bottom of this view.

Score	Site	Contributor	Weight
16	Bedford	FACILITYEARSSAMPLE	60%
30	Bedford	EMERGENCY WORK ORDERS	20%
73	Bedford	Meter Health	20%
35	Bedford	FACILITYEARSSAMPLE	60%

Asset	Description	Location	Health	Risk	Criticality
ST_1400518	AMHERST	BEDFORD	72	71	30
1001	AMHERST	BEDFORD	72	71	30
1002	AMHERST	BEDFORD	72	71	30
1003	AMHERST	CAN	72	71	30
1004	AMHERST	BEDFORD/BEDFORD	72	71	30

Score	Site	Contributor	Weight
16	Bedford	FACILITYEARSSAMPLE	60%
30	Bedford	EMERGENCY WORK ORDERS	20%
73	Bedford	Meter Health	20%

# MAF Application Configuration

## Configuration Tool Migration

### • Current State

- Configuration tool is desktop only

### • Future State

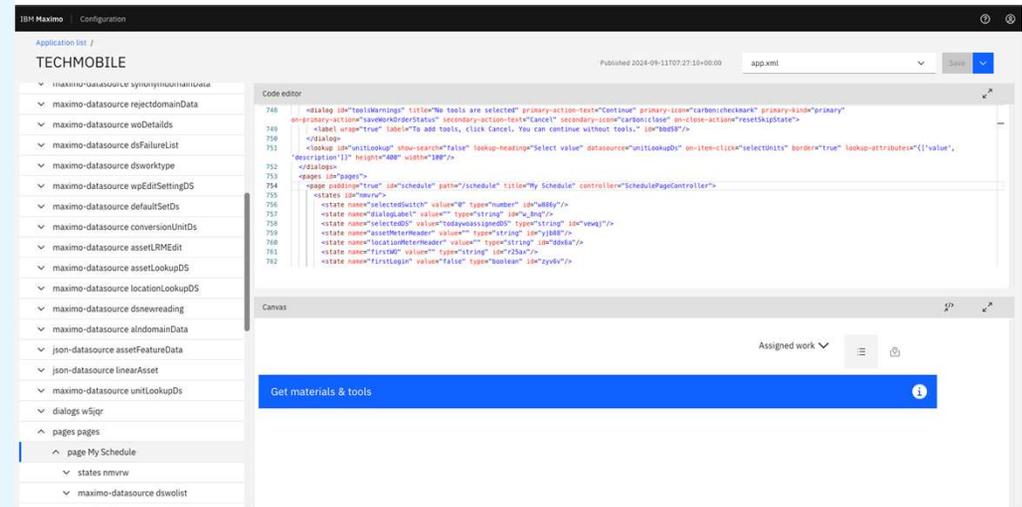
- Moving configuration tools to the MAS level.

### • 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



# New Security Group Application Maximo Application Framework

## Security Groups:

### Create/Update Groups:

- Applications/Capabilities across the suite (includes Monitor, MVI)
- Granting of Access/Permissions to items/actions  
Read, Save, Create, 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 change group to Base
  - Impact to amount of Users
  - Takes effect on Save

The image displays two screenshots of the Maximo Security Groups configuration interface. The top screenshot shows the '2. Applications' step for creating a security group. It features a breadcrumb trail: '1. Identity', '2. Applications', '3. Restrictions', '4. Users'. Below the breadcrumb, there is a message: 'Access to RE&FM + Suite administration is granted on a user per user basis as part of the users profile instead of through security groups.' A 'Learn more' link is provided. The main area is divided into three sections: 'Capabilities', 'Selected', and 'Permissions'. The 'Capabilities' section lists 'Monitor' (with sub-items MonitorApp1 to MonitorApp5) and 'Visual Inspection', 'Assist', 'IoT', and 'Optimizer'. The 'Selected' section shows 'Monitor' with 'Permission set 1' containing 'Read', 'Permission', 'Permission', and 'Permission'. The 'Permissions' section shows a list of permissions with checkboxes. The bottom screenshot shows the '2. Applications' step for editing a security group. It features the same breadcrumb trail. Below the breadcrumb, there is a message: 'Access to RE&FM + Suite administration is granted on a user per user basis as part of the users profile instead of through security groups.' A 'Learn more' link is provided. The main area is divided into three sections: 'Capabilities', 'Selected', and 'Permissions'. The 'Capabilities' section lists 'Monitor' (with sub-items MonitorApp1 to MonitorApp5) and 'Visual Inspection', 'Assist', 'IoT', and 'Optimizer'. The 'Selected' section shows 'Monitor' with 'Permission set 1' containing 'Read', 'Permission', 'Permission', and 'Permission', and 'Permission group 2'. The 'Permissions' section shows a list of permissions with checkboxes. At the bottom right, there is a 'Summary Card' titled 'Influence on entitlement of users' with a yellow warning icon and text: 'Edits have changed entitlement from Limited to Premium' and a list of permissions: 'Permission 15' and 'Permission 16'. Below the summary card, there is a 'Minimum entitlement' section with a 'Premium' button. At the bottom of the interface, there are 'Cancel', 'Save & exit', and 'Next' buttons.

# Maximo Application Suite 9.1

## GA Targeted Q2 2025



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### Plan

*Quantify and compare the cost, risk and business outcomes associated with different asset investment and management strategies.*

- Asset Investment Planning
- Capital Planning
- Maintenance Cost Insights
- Emissions Management

### Operate

*Automate maintenance and operations workflows to reduce cost, risk and improve productivity*

- Mobile and Spatial
- Inspections
- Field Service Management
- Supply Chain and Inventory Optimization

### Optimize

*Optimize asset performance by monitoring asset/location condition, and leveraging condition to choose to maintain or dispose. Apply reliability strategies as a means to determine condition*

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### Asset Class Expansion

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### AI

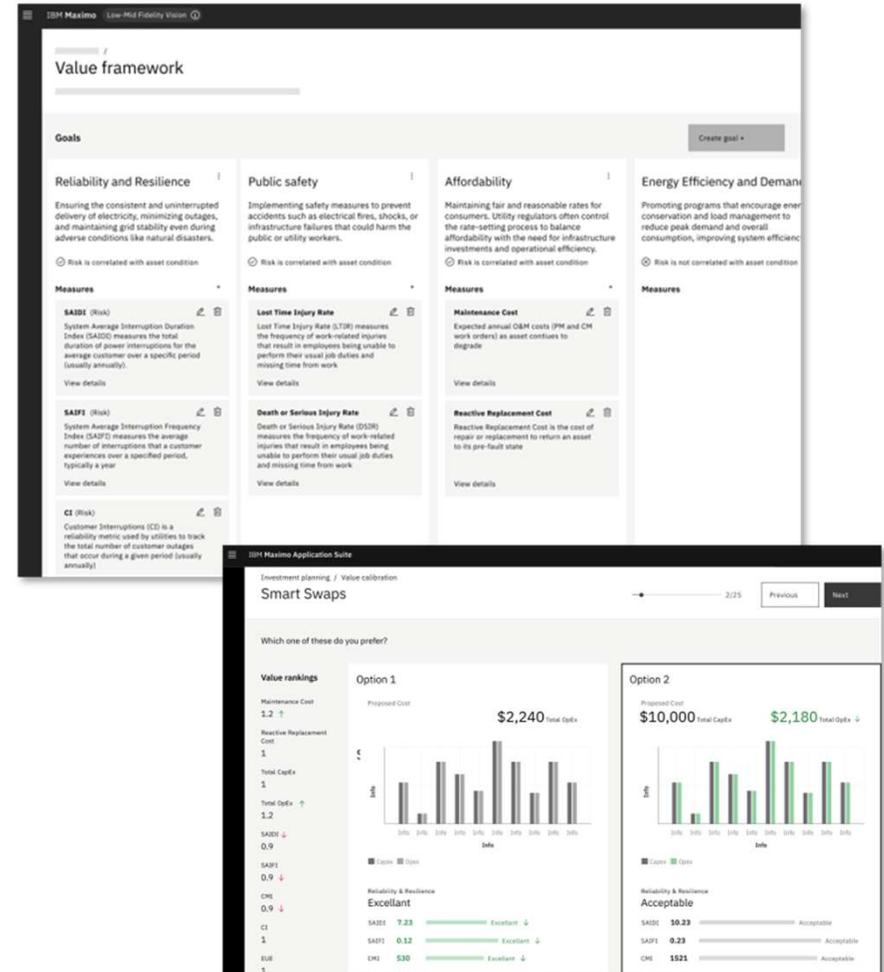
- WO Intelligence
- Maximo Assistant
- Agents
- Intelligent CBM

# 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.

- **Proprietary optimization solver.** No reliance on 3<sup>rd</sup> party licenses such as Gurobi
- **Self-service experience.** No lengthy services engagements due to our end-to-end UI driven experience.
- **Built natively into Maximo Application Suite.** No need to maintain complex integrations between 3<sup>rd</sup> party systems
- **Optimized intervention schedules.** Users receive a schedule of interventions for each asset which best achieves organizational goals
- **Smart scenario generation.** Multiple scenarios are generated from a single optimization run, enabling what-if analysis without injecting wait time into the planning process



# IBM Intelligent AIP represents the evolution of Asset Investment Optimization starting in MAS 9.1

## Today: Asset Investment Optimization

- Optimize asset replacements
- Three supported strategies
  - Reduce risk
  - Maintain risk
  - Fit budget (opex/capex)
- Generate recommended intervention intervals (year and quarter) by asset
- Export optimized scenarios to CSV
- Requires MAS Health

## June 2025: Intelligent AIP (MAS 9.1)

- Optimize the asset lifecycle across intermediate (eg: overhaul) and replacement interventions
- Create and manage a Value framework to ensure asset investment decisions are driving organizational goals
- Batch generation of optimized scenarios to enable what-if analysis across many candidate strategies
- GenAI interface enabling natural language interactions with optimization results
- Integrate asset plans directly back into MAS

## Future: Intelligent AIP (MAS 9.1+)

- Agentic AI workflows to support capital planning and value framework definition
- Expanded value framework library to include Facilities assets (FCA)
- Expanded scope to include business needs driven investments
- Climate resilience modelling – integration with Environmental Intelligence

# MAS offers comprehensive Capital Planning and Project execution



The tools and techniques to improve capital planning can be organized in a framework via Maximo Real Estate and Facilities within MAS

## Portfolio Management



### Portfolio Life Cycle Analysis

System of Record to capture building portfolio condition. Strategists make real estate portfolio decisions based on cost estimates to address structural deterioration and deficiencies in facility components, classified through industry standards



### Asset Management Systems

Tracks the performance and condition of building systems and equipment, as well as scheduling and tracking maintenance activities. This prioritizes investments based on asset condition, optimized maintenance schedules, and avoiding unexpected breakdowns.

## Assessment



### Facility Condition Inspection

Systematic evaluation of a building's systems condition identifies deferred maintenance issues and improvements. Determine Facility Condition Index.



### Energy Audits

Identifies energy-saving opportunities in equipment and systems to reduce operating costs and improve sustainability.



### Risk Management

Track potential risk liabilities and opportunities associated with a facility. Evaluate funding scenarios. Prioritize capital investments for the appropriate risk responses.

## Execution



### Program Management

Manage large scale planning program to coordinate business objectives across multiple related projects..



### Vendor Management

Manage RFIs, bids, and inquiries from vendors. Also, tasks, work orders, progress reports/payments, change orders, inventory updates, and documents throughout project execution



### Project and Funding Management

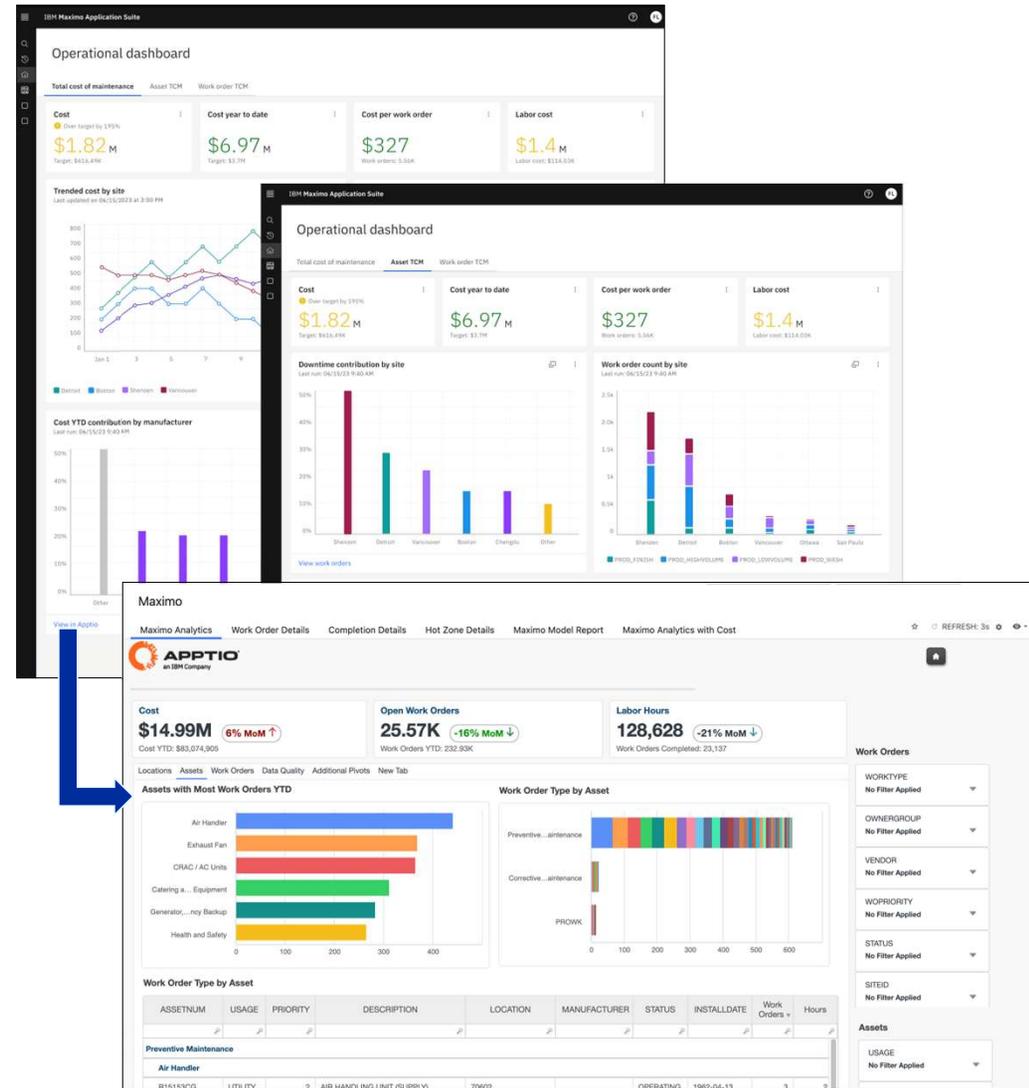
Manages scheduling, budgeting, resourcing and tracking of capital projects,. Ensure projects are completed on time and to budget. Aligns funding sources, ensuring they are applied to proper projects

# Maximo Maintenance Cost Insights

- powered by IBM Apptio

**Gain visibility to your Total Cost of Maintenance including Work Order, Labor, Services, Materials and Tools.**

- **New Maximo MCI Dashboard**- Easily view cost data for insights and analysis to justify the move to Condition Based Maintenance
- **Identify cost drivers** - maintenance areas where cost can be reduced through evaluating and improving maintenance strategies.
- **Cost Models/KPI's** - Out of the box trend KPI's for analysis by sites, locations, assets, work types and failure codes
- **Improve Data Quality** - Identify bad or missing data as part of the maintenance cost analysis
- **Power of Apptio** - Launch into Apptio for drilldown into cost data, with ability for deeper analysis
- **External Data** - Extend the cost analysis with optional incorporation of external data sources



# Emission Management Dashboard View

- Visualise operational emissions data for better decision making
- Enable timely response to mitigate future incidents
- Connect emission reduction efforts with maintenance work activities
- Record emission data for operational reporting and regulatory compliance
- Extends Health Safety Environment and Oil and Gas solutions

CO2 impact	Non CO2
NOx	Water
Refrigerant	Benzene
SF6	
Methane	

Emission could be continuous or fugitive eg leak, vent or spill

The dashboard provides a comprehensive overview of environmental and emissions data. Key components include:

- Environmental Incidents:** 211 priority 1 incidents (▲ 12% from last month) and 257 priority 2 incidents (▼ 5% from last month).
- Investigations:** 12 created (▼ 2% from last month).
- Improvements:** 3 created.
- Emissions profiles:** A bar chart showing emissions levels for Storage, Boiler, Transport, and Production. The Boiler category is highlighted in red, indicating an 'Alert' status.
- Emissions trends:** A line chart showing monthly trends from July to January, with values ranging from approximately 30 to 400.
- Workflow assignments due soon:** A list of pending tasks, including 'Boiler BR400 leak investigation Investigation 2346-1', 'Truck diesel spill Incident 45671', and 'Building B12 HVAC leak Inspection 45672'.
- View Continuous Emissions:** A detailed view of emissions data for a specific location (BR400 Main Boiler). The table below shows the recorded emissions:

Meter	Emission Type	Date	Emission	Amount	Unit of Measure
GAS	EMISSION TO AIR	27/01/2024 8:00AM	Methane	1,234.0	CUBIC METER
GAS	EMISSION TO AIR	27/01/2024 8:00AM	Methane	1,234.0	CUBIC METER
GAS	EMISSION TO AIR	27/01/2024 8:00AM	Methane	1,234.0	CUBIC METER
GAS	EMISSION TO AIR	27/01/2024 8:00AM	Methane	1,234.0	CUBIC METER
GAS	EMISSION TO AIR	27/01/2024 8:00AM	Methane	1,234.0	CUBIC METER

# Maximo Application Suite 9.1

## GA Targeted Q2 2025



### Integrated Experience

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### Operate

*Automate maintenance and operations workflows to reduce cost, risk and improve productivity*

- Mobile and Spatial
- Inspections
- Field Service Management
- Environment, Health and Safety
- Supply Chain and Inventory Optimization

### Optimize

*Optimize asset performance by monitoring asset/location condition, and leveraging condition to choose to maintain or dispose. Apply reliability strategies as a means to determine condition*

- Asset Performance Management
- Condition Based Maintenance
- Predictive Maintenance
- Reliability Strategies

### Asset Class Expansion

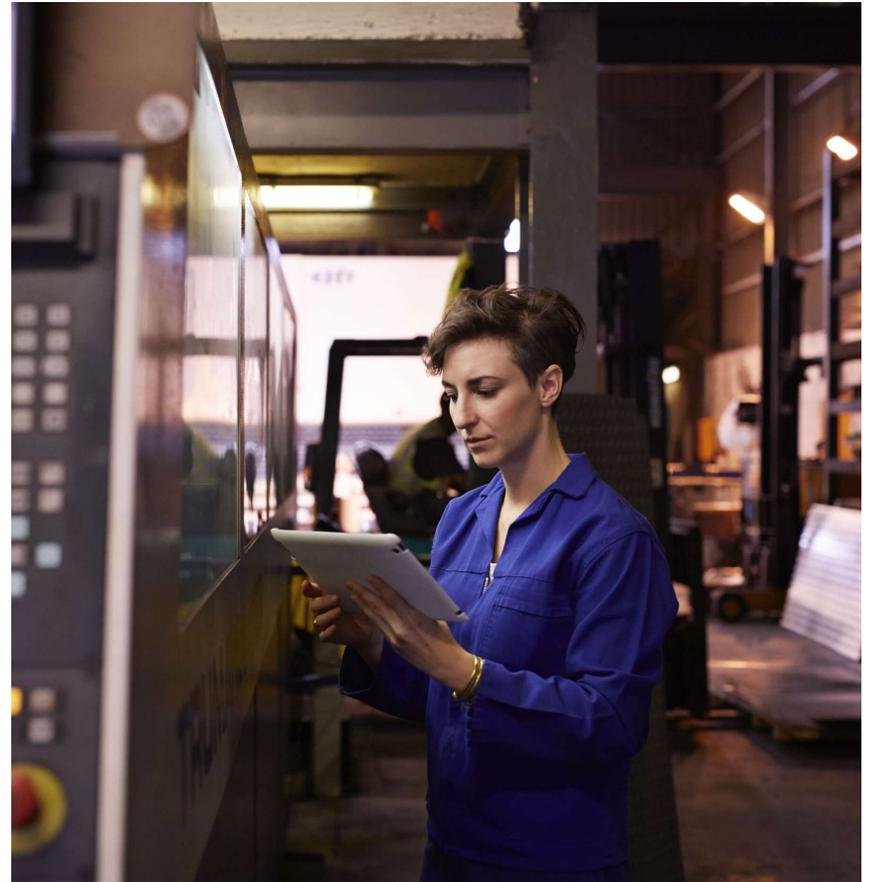
- Real Estate & Facilities
- Renewables
- IT

### AI

- WO Intelligence
- Maximo Assistant
- Agents
- Intelligent CBM

# Maximo Mobile

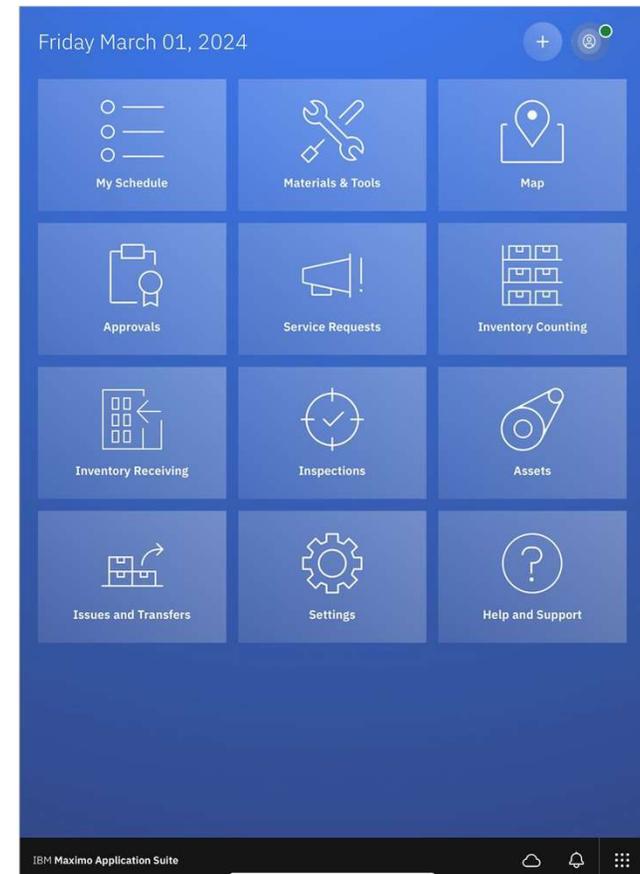
- Single Mobile application provides access to capabilities through security
- No separate license for MAS
- Online/Offline support
- Configuration Tooling
- Device native capabilities – voice to text, attach images, location services, barcode scanning, e-signature
- Application functionality supporting 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

Targeted MAS 9.1

- 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
- Centralized Mobile administration
  - Identify Mobile logged users
  - Administer settings, queries and preloaded database
- Extended push notification support including background data synchronization



# Maximo Mobile Incident Reporter

Targeted MAS 9.1

- Report new incidents immediately
- Online/Offline Support
- Self-service Licensed
- Configurable
- iOS, Android, Windows

This screenshot shows the 'Incident Event' form in the Maximo Mobile Incident Reporter. The form is titled 'Incident Event' and has a close button (X) and a blue circular icon with a checkmark. The form contains several sections, each with a search icon and a right arrow:

- Event type:** ENVIRONMENTAL
- Event category:** MINOR
- Safety observation type:** (field with a cross icon)
- Emission type:** AIR
- Emission category:** VENT
- Emission impact:** DIRECT-CONT

A 'Lookup' button is visible at the bottom right of the form.

This screenshot shows the 'Create incident report' screen in the Maximo Mobile Incident Reporter. The screen has a back arrow and a 'Submit' button with a checkmark. The form is divided into two main sections:

- Incident details:** Incident summary - problem detected
- Incident events:** (field with a right arrow)
- Address:** (field with a right arrow)
- Location:** (field with a right arrow)
- Asset:** (field with a right arrow)
- Impacted people:** (field with a right arrow)
- Action taken:** (field with a right arrow)
- Attachments:** (field with a right arrow)

The right side of the screen shows a summary and details section:

- Summary:** Incident summary - problem detected
- Details:** More detailed information about the facts that happened
- Reported date and time:** 3/9/25 (calendar icon)
- Time:** 12:03 (clock icon), AM (selected), PM
- Affected date and time:** 2/25/25 (calendar icon)
- Time:** 12:04 (clock icon), AM, PM (selected)
- Category:** MAJOR (search icon)
- Type:** (field with a search icon)
- Safety observation type:** (field with a search icon and a 'Lookup' button)

# Support for Maps



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



Online and Offline maps



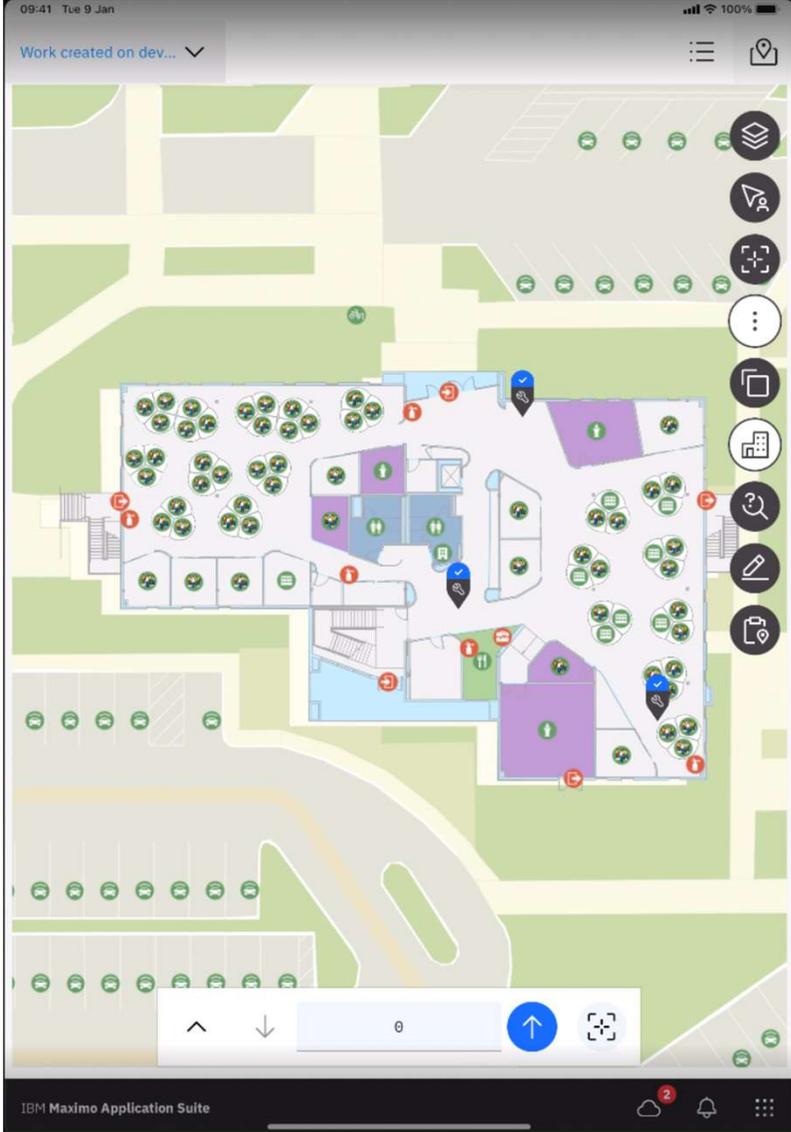
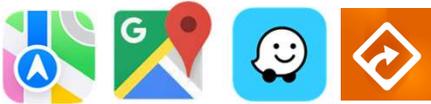
Outdoor and Indoor maps.  
-Indoor Positioning System



Download and Sync capabilities for  
Map data (OTA)



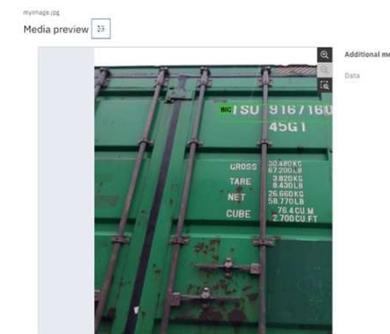
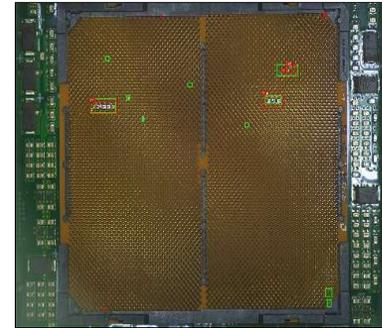
Navigation



# MAS – Visual Inspection 9.1

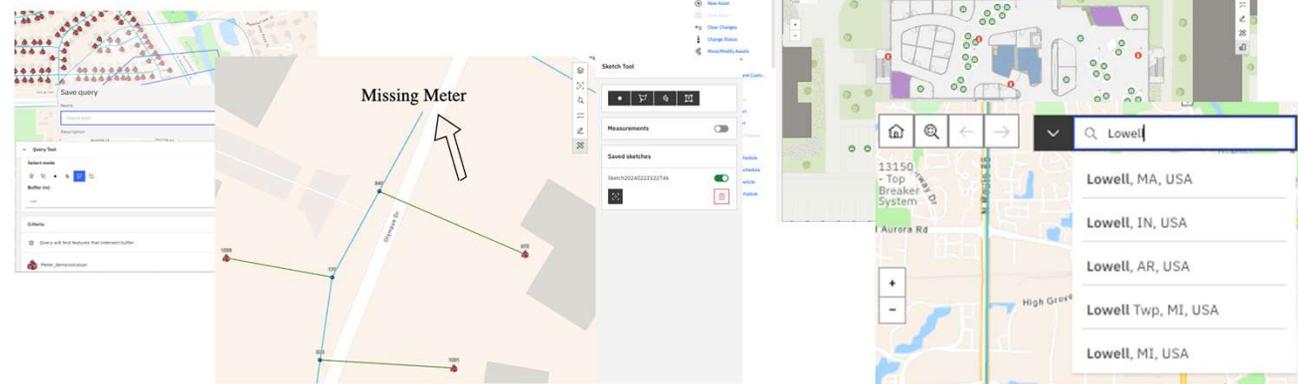
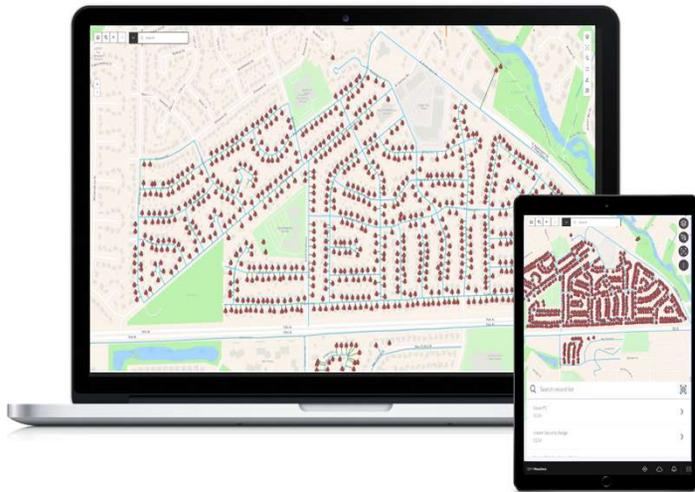
Targeted MAS 9.1

- **Visual Prompting (Labeling Assistance & Finetuning)**
  - Overcome customers cold-start problem by enabling them to build computer vision models from as little as a single image and cut out lengthy labelling tasks and training hours (> 10x faster model readiness)
- **Foundation Models**
  - Allows a pre-trained base model and adjusting it to customer specific needs, increasing efficiency and reducing development time and costs
- **Fine-tuning for Foundation Models**
  - Enable customers to build domain specific foundation models (e.g., Concrete, Rail, GeoFM) with reduced amount of annotations
- **OCR (for Edge)**
  - MVI Edge will soon incorporate OCR (Optical Character Recognition) functionality, designed to identify and extract text directly from images captured during visual inspections. This tool will automate registration and analysis tasks.
- **Edge Improvements**
  - SSO (Single sign-on), aligned with MVI and MAS.
  - A cleaner interface: fewer steps to perform the same actions.
  - Synchronization of templates across a network of Edge devices.
  - Running models in CPU mode.



# 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

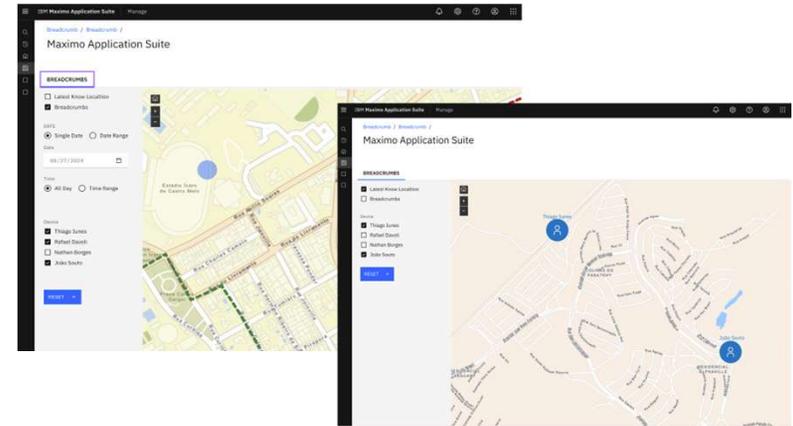


# MAS – Spatial 9.1 improvements

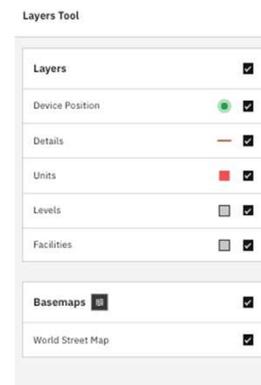
Targeted MAS 9.1

- **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.

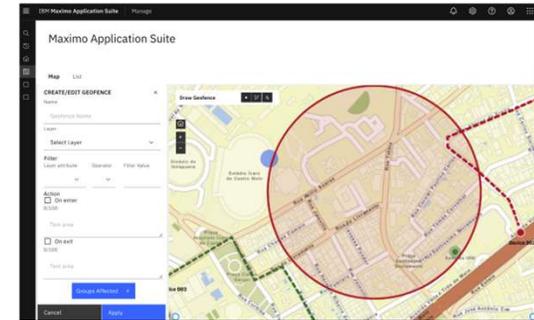
Breadcrumbs



Refresh Map Layer

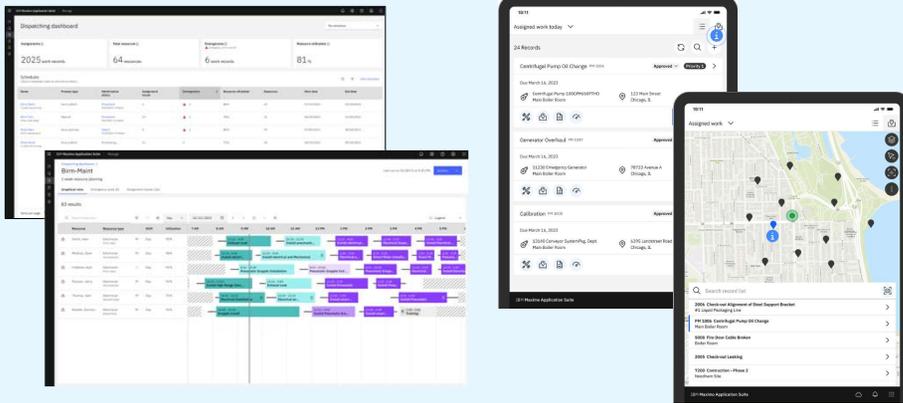


Geofencing



# Field Service Management

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



## Outcomes:

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



**Demand Management** - to help forecast work orders 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



**Optimizer** – configurable intelligence engine allowing businesses to meet different goals, customer commitments and service level agreements

# Field Service Management & Capacity Planning

Targeted MAS 9.1

Continue to improve efficiency and effectiveness of critical resource utilization

## Dispatching

- Assignment – Full Lifecycle
- Gantt View Improvements
- Additional Map Support
  - Routes
  - Destination Travel Matrix
  - Assignments
- Emergency Workflow (Crew)
- Qualifications (Crew)

## Scheduling

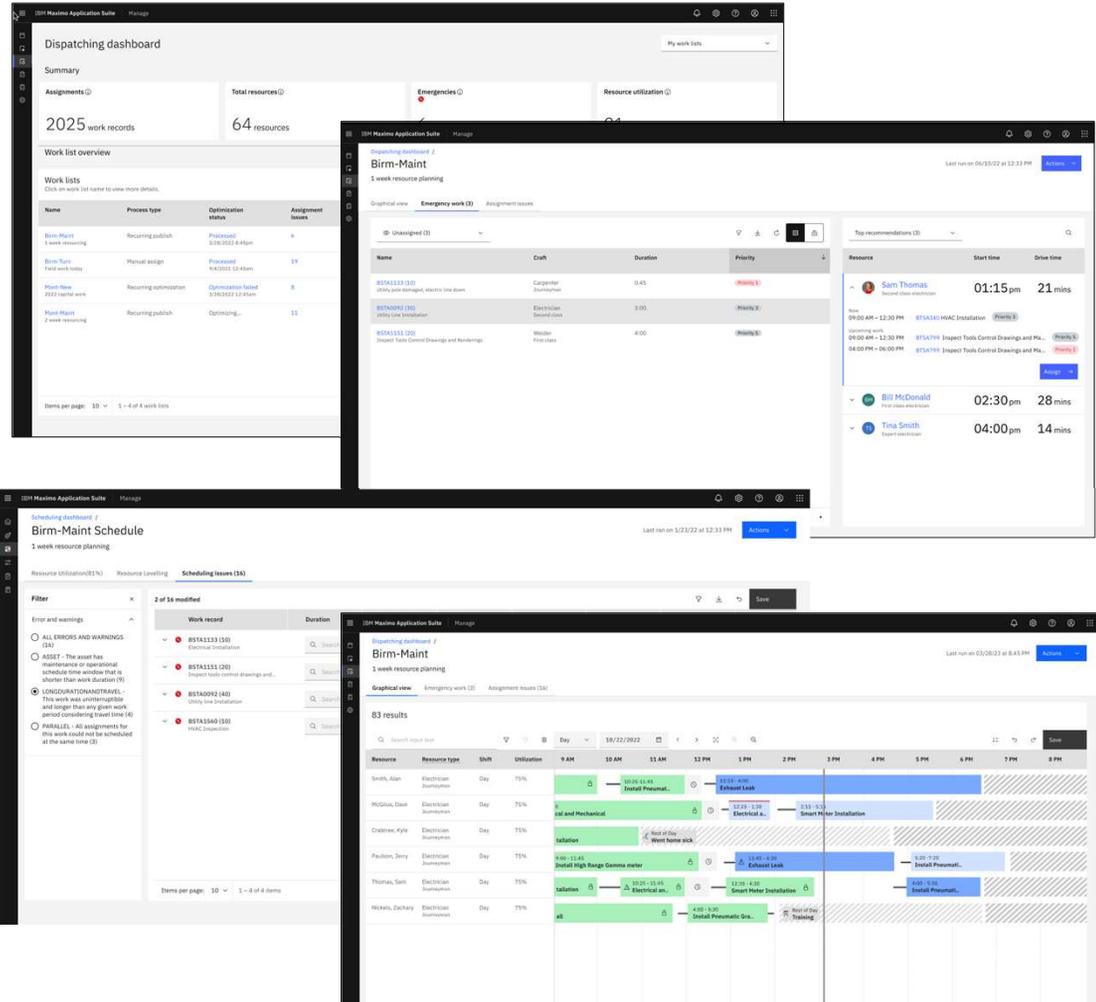
- Drag/Drop Resource Levelling

## Planning

- Dashboard – Compliance KPIs, Forecast Costs

## Optimizer

- Optional Overtime
- New Large Scheduling Algorithm



# FSM - Crew support for Emergencies and Qualifications

Customer defined emergencies are identified and can be intelligently assigned to the best resource (crew or labor) at the correct time through a simple workflow

## Steps:

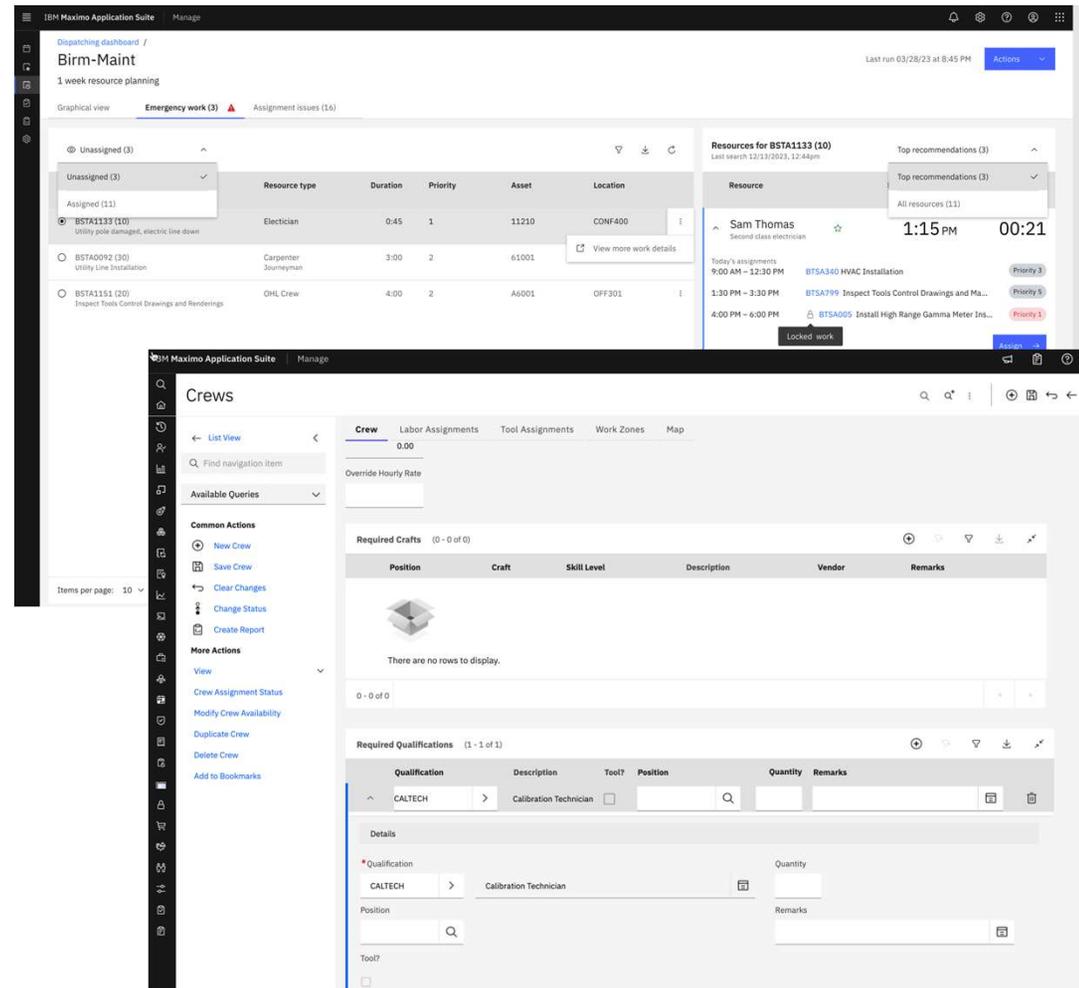
- For each emergency, Dispatcher is provided list of capable resources sorted by the resource that can arrive the earliest to perform the emergency work
- Dispatcher chooses the best resource and clicks the assign button

Qualifications are now considered during Assignment and Dispatching

- Part of JobPlan and WorkOrder

Maximo Optimizer considers:

- Crew qualifications with effective and expiration dates

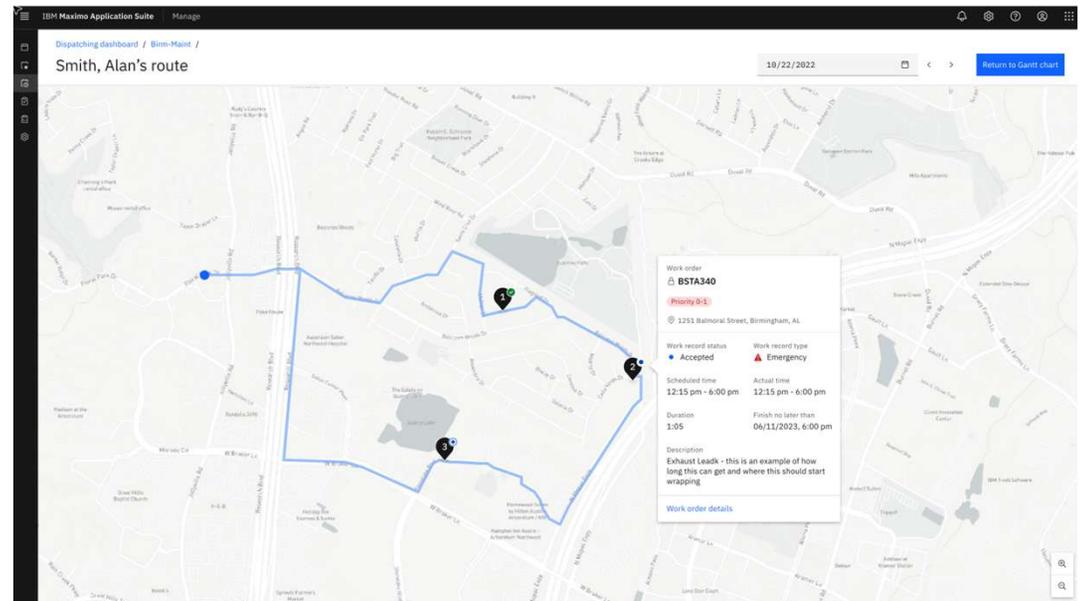


# Field Service Management Maps / Travel Matrix

Targeted MAS 9.1

Technician's routes are calculated efficiently, and viewable on a map layer.

- Support for a new Travel Matrix that calculates all distances between destinations within a schedule.
- More efficient and reduced cost module versus travel matrix in previous versions
- Individual technician routes visible from map layer



# MAS – Planning Dashboard

Targeted MAS 9.1

- New Planning Dashboard

The screenshot displays the IBM Maximo Application Suite Planning Dashboard for 'Birm-Maint'. The dashboard is divided into several sections:

- Compliance Metrics:** Four cards showing 'Work compliance', 'Resource type compliance', 'Cost compliance', and 'Cost performance', all at 99% (USD 5 from last refresh).
- Schedule data table:** A table listing work orders with columns for Work order, Task, Description, Scheduled start, Scheduled finish, Actual start, Actual end, and Status.
- Cost compliance chart:** A bar chart showing cost performance over time, with a 'Refresh' button and a 'View table' link.
- Summary View:** A secondary view showing 'Work compliance' at 150%, 'Resource type compliance' at 78%, 'Cost compliance' at 200%, and 'Total actual cost' at 57%.
- Schedules Table:** A detailed table of schedules with columns for Name, Work records, Resources, Duration, Start date, End date, Work compliance, Cost compliance, Resource type comp, and Cost performance.

Work order	Task	Description	Scheduled st	Scheduled fin	Actual start	Actual end	Status
1234	1	Relocate g...	2 March 2...	2 March 2...	2 March 2...	2 March 2...	WAPPR
1235	1	Another d...	2 March 2...	2 March 2...	2 March 2...	2 March 2...	WAPPR
1236	1	Another d...	2 March 2...	2 March 2...	2 March 2...	2 March 2...	WAPPR
1237	1	Another d...	2 March 2...	2 March 2...	2 March 2...	2 March 2...	WAPPR
1238	1	Another d...	2 March 2...	2 March 2...	2 March 2...	2 March 2...	WAPPR
1239	1	Another d...	2 March 2...	2 March 2...	2 March 2...	2 March 2...	WAPPR
1240	1	An...					
1241	1	An...					

Name	Work records	Resources	Duration	Start date	End date	Work compliance	Cost compliance	Resource type comp	Cost performance
Birm-Maint Birmingham rolling mainte	12	12	26 days	5/1/2024 12:00:00 am	5/1/2024 12:00:00 am	100%	100%	100%	150%
Birm-Turn Birmingham asset turnar	33	5	33 days	5/1/2024 12:00:00 am	5/1/2024 12:00:00 am	100%	100%	100%	50%
Hunt-Maint Huntsville rolling maintena	444	6	40 days	5/1/2024 12:00:00 am	5/1/2024 12:00:00 am	100%	100%	100%	150%
Maint Backlog Montgomery work backlog	4244	466	46 days	5/1/2024 12:00:00 am	5/1/2024 12:00:00 am	100%	100%	100%	50%

# IBM Maximo MRO

## Inventory Optimization (MRO IO)

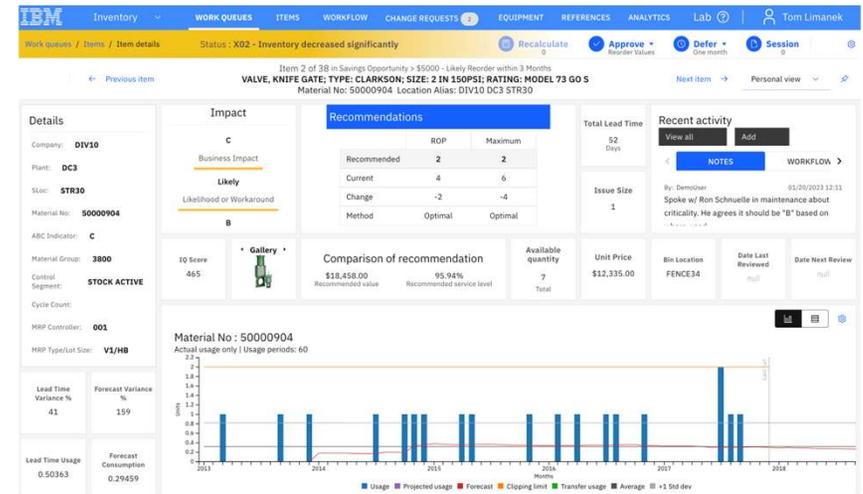
### IBM Software as a Service (SaaS)

- 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

# Maximo Application Suite 9.1

## GA Targeted Q2 2025



### Integrated Experience

- Consistent User and Security Administration
- Consolidated Dashboards

### Plan

*Quantify and compare the cost, risk and business outcomes associated with different asset investment and management strategies.*

- Asset Investment Planning
- Capital Planning
- Maintenance Cost Insights
- Emissions Management

### Operate

*Automate maintenance and operations workflows to reduce cost, risk and improve productivity*

- Mobile and Spatial
- Inspections
- Field Service Management
- Supply Chain and Inventory Optimization
- Environment, Health and Safety

### Optimize

*Optimize asset performance by monitoring asset/location condition, and leveraging condition to choose to maintain or dispose. Apply reliability strategies as a means to determine condition*

- Asset Performance Management
- Condition Based Maintenance
- Predictive Maintenance
- Reliability Strategies

### Asset Class Expansion

- Real Estate & Facilities
- Renewables
- IT

### AI

- WO Intelligence
- Maximo Assistant
- Agents
- Intelligent CBM

# Getting started with integrated APM in MAS

Health Made Easy with Out of the Box Score Calculations. Get a view of the condition of all assets using your base asset data.

## Identify and Correct Missing Asset Data for KPIs

- Accelerate time to value to enable asset condition and costs analysis through identification and correction of missing data.

## Expand and leverage 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

## Leverage 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

Enable the MAS Health product to get started with APM

The image displays several screenshots from the IBM Maximo Application Suite (MAS) interface, illustrating various features related to asset health and performance monitoring.

- Mean time between failure:** A chart showing the mean time between failure for different asset types. The y-axis lists asset types like EXTRUDED\_CROSS, AIR\_MAGNETIC\_C, AIR\_BLAST\_CIRC, FACILITIES, and DISTRIBUTION\_T. The x-axis represents a score from 0 to 2. A legend indicates 'Meet threshold' (green), 'Doesn't meet t...' (red), and 'Missing data' (grey).
- Assets / 1006 Dashboard:** A dashboard showing key performance indicators (KPIs) for 1006 assets. It includes:
  - Age: 4 years
  - RUL: 4 years
  - Health: 95% (with a 5% change indicator)
  - Criticality: 6%
  - Risk: 0%
  - Next PM: --
  - MRR Ratio: 0%
  - MTBF: --
  - Next Failure: --
- Score details:** A table showing the contribution of different factors to an asset's score. The table has columns for Score, Contributor, and Weight.
 

Score	Contributor	Weight
0	OPEN CM	50%
0	RUL	100%
- IBM Maximo Models for Electric Transformers:** A page detailing various models for electric transformers, including sections for Energy Loss, Asset Health Scoring, Transformer Health Score, and IBM Maximo Application Suite Compatibility.

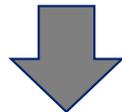
# Asset Performance Management

## Energy Transmission & Distribution

**NEW:** Investment in 22 transmission & distribution specific asset class scoring models integrated into Maximo Application Suite

Purpose built, scoring models combine:

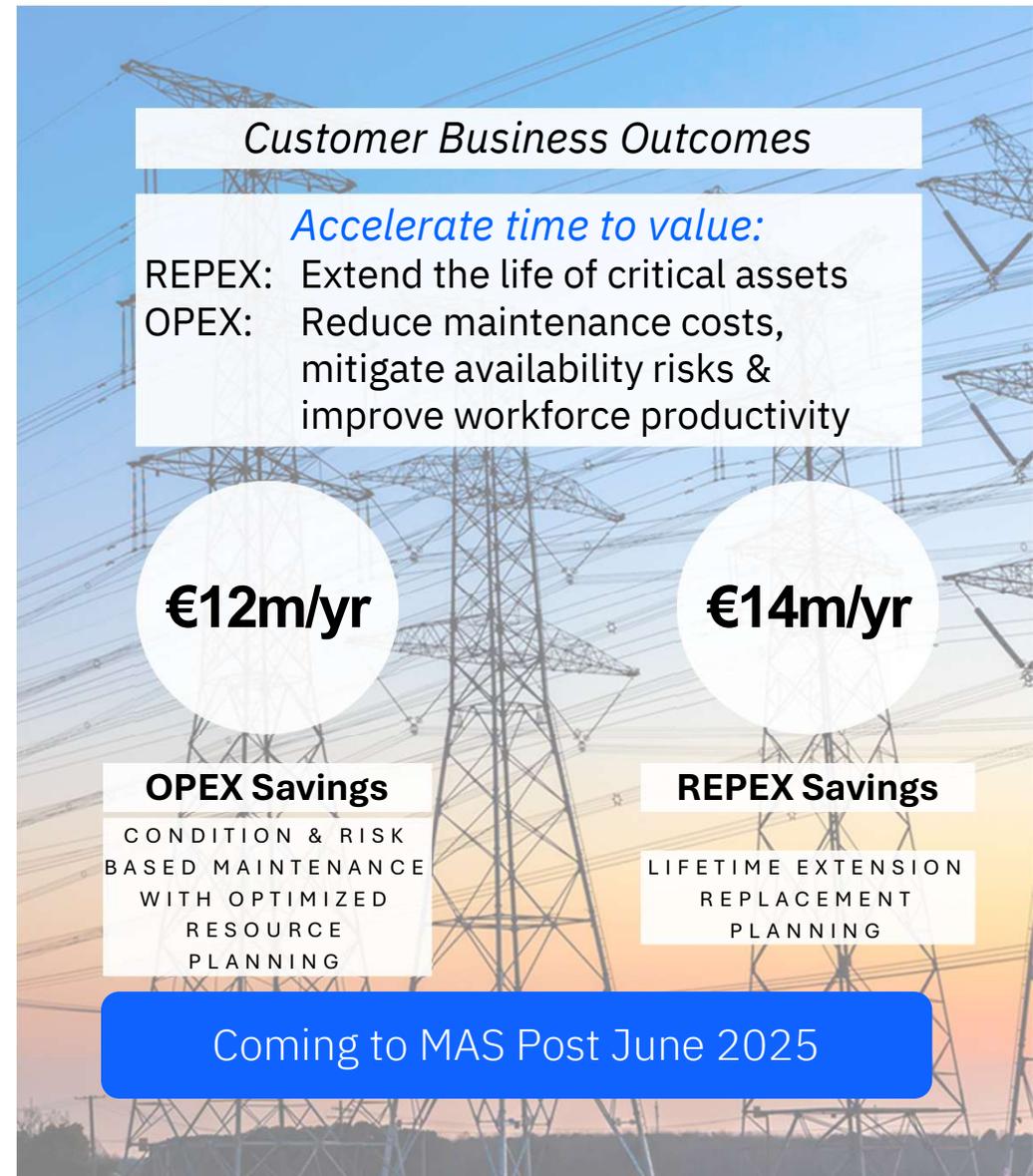
- Core Asset data (including work orders, inspections, maintenance)
- FMEA data
- IoT data (meters and sensors)



To generate asset scores for:

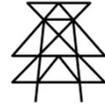
- Failure rate (probability / year)
- Health (condition of asset subcomponents)
- Risk (criticality & impact)
- Anomaly (detection)

Example Assets: Substation Transformers, GIS Circuit Breakers, GIS Voltage Transformers, Disconnectors, Current Instrument Transformer, Transmission Towers & Wires, Hooks, Underground Infrastructure and Cables.

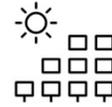


# Maximo RCM key capabilities

Reliability Strategies, a dedicated RCM/FMEA app with included content library. Pre-built strategies based on 25 years of large-scale RCM studies



**800+** equipment types  
**58,000+** failure modes  
**5,000+** PM tasks with step-by-step instructions



Features for each asset include:

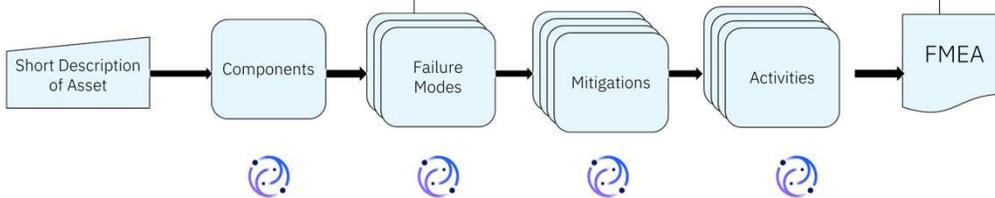
- Time scales of degradation
- Explicit identification of wear-out & random processes
- Stressor influence on degradation time scales
- PM tasks one to one mapping with failure modes
- PM effectiveness at detecting specific degradation



Examples of device categories:

- Conveyors
- Compressors
- Filters
- HVACs
- Pumps
- Generators
- Cooling
- Towers
- Valves
- Heat Exchangers
- CNC Machines
- Motors
- Relays
- Actuators
- Breakers
- Switchgear

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

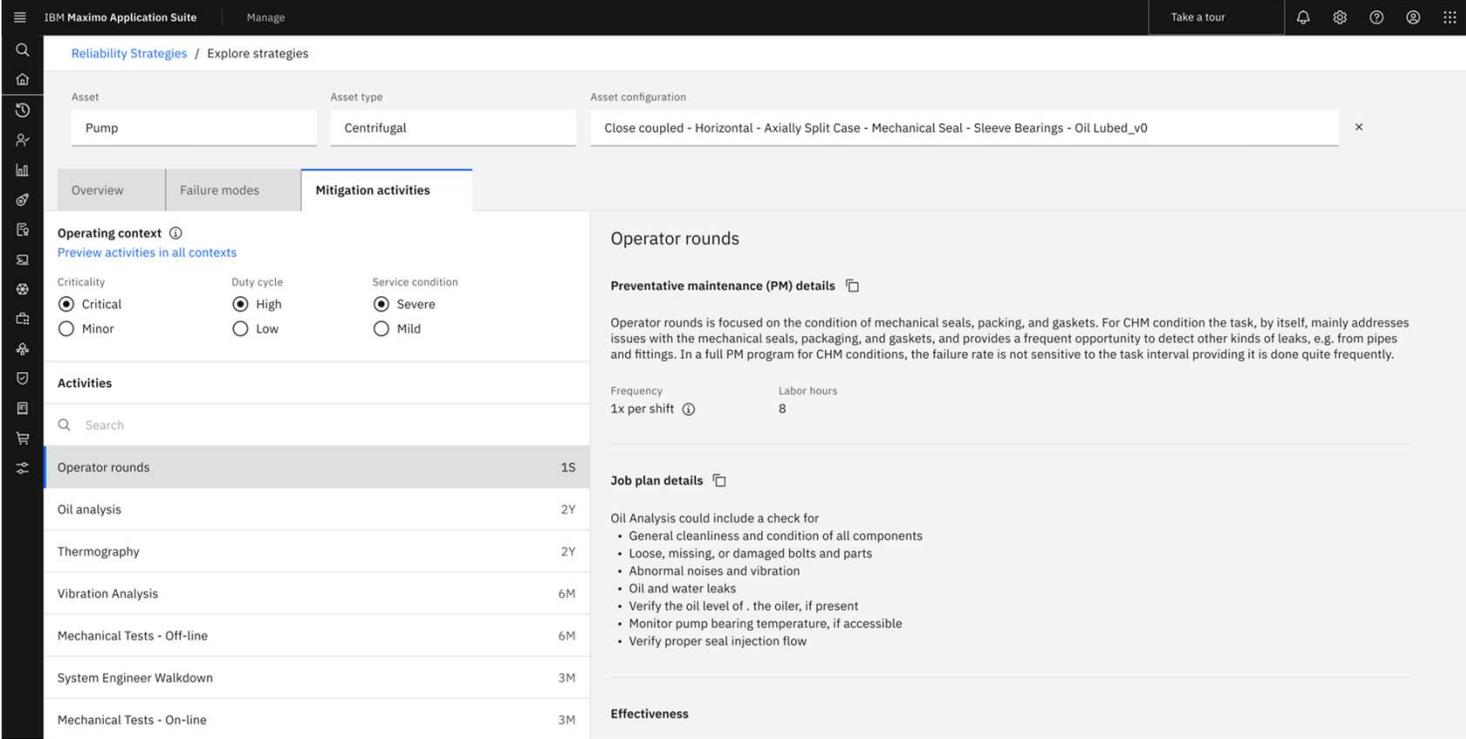


Coming to MAS 9.1 June 2025

# Maximo Reliability Library 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



# 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 middle screenshot shows the RPN calculation section with the following details:

Initial risk priority number (RPN)  
Specify the RPN calculation for this failure mode when no actions are completed. A higher number indicates that the failure is more severe, probable, or detectable.

Severity: 2  
Probability of occurrence: 5  
Detectability: 1  
RPN: 10

The right screenshot shows the 'Tracker' view for the failure mode, displaying 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 Parts and Suppl...	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 seals...	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

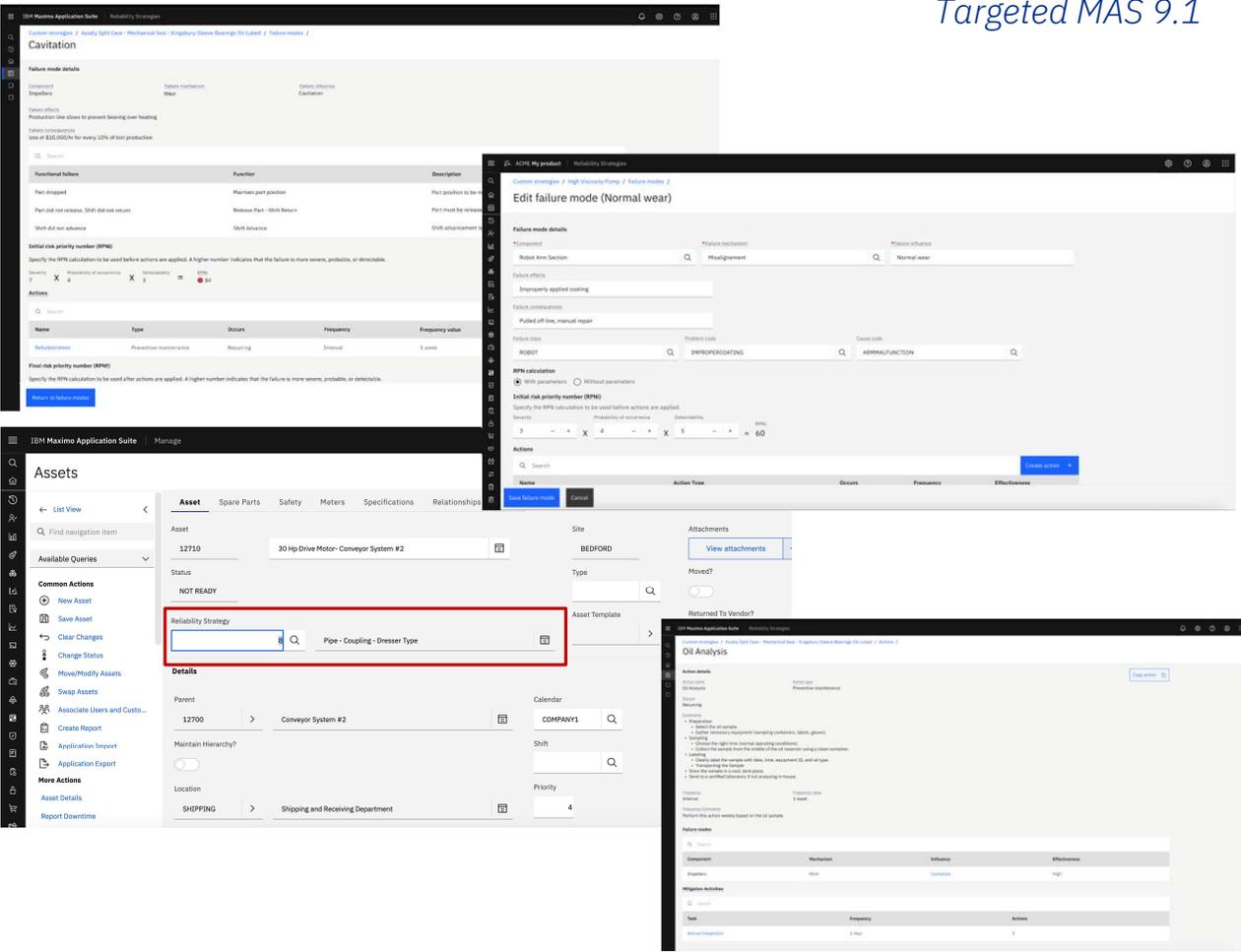
# Reliability Strategies

## Improved Linkage to Manage

- Identification of Functions and Functional Failures and Linkage to Failure Modes
- Integration with Asset Type and Classifications
- Integration with Failure Classification (Problem and Cause)
- Integration between Asset and assigned Reliability Strategy

### Create Mitigating Activities

- Develop Job Plan content from within Reliability Strategies
- Recommend PM Intervals
- Linked back to failure modes that the Job Plan addresses

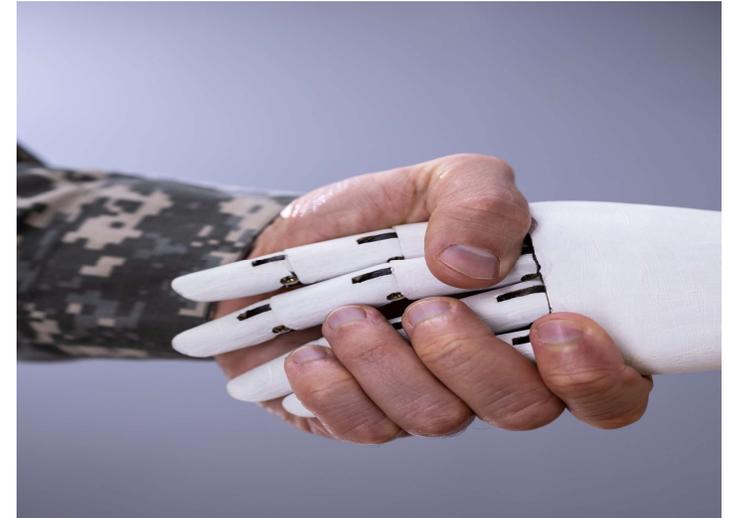


# FMEA Builder using the MAS AI Service

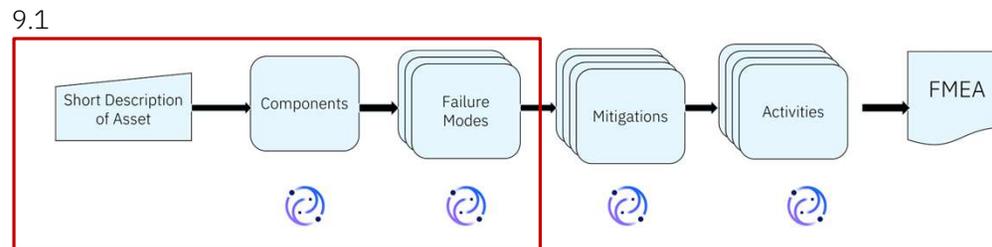
Think of the FMEA Builder as a highly trained personal assistant, like one hundred 30-year veterans, to help you develop failure modes.

MAS SaaS and on-prem versions will include the MAS AI Service

- Required to use any GenAI capabilities in MAS
- Does not require a separate watsonX subscription
- Covered under the single pool of AppPoints



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



# Maximo Application Suite 9.1

## GA Targeted Q2 2025



**Integrated Experience**

- Consistent User and Security Administration
- Consolidated Dashboards

**Plan**

*Quantify and compare the cost, risk and business outcomes associated with different asset investment and management strategies.*

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- Capital Planning
- Maintenance Cost Insights
- Emissions Management

**Operate**

*Automate maintenance and operations workflows to reduce cost, risk and improve productivity*

- Asset and Work registry
- Inspections
- Field Service Management
- Supply Chain and Inventory Optimization
- Environment, Health and Safety

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**Asset Class Expansion**

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- Renewables
- IT

**AI**

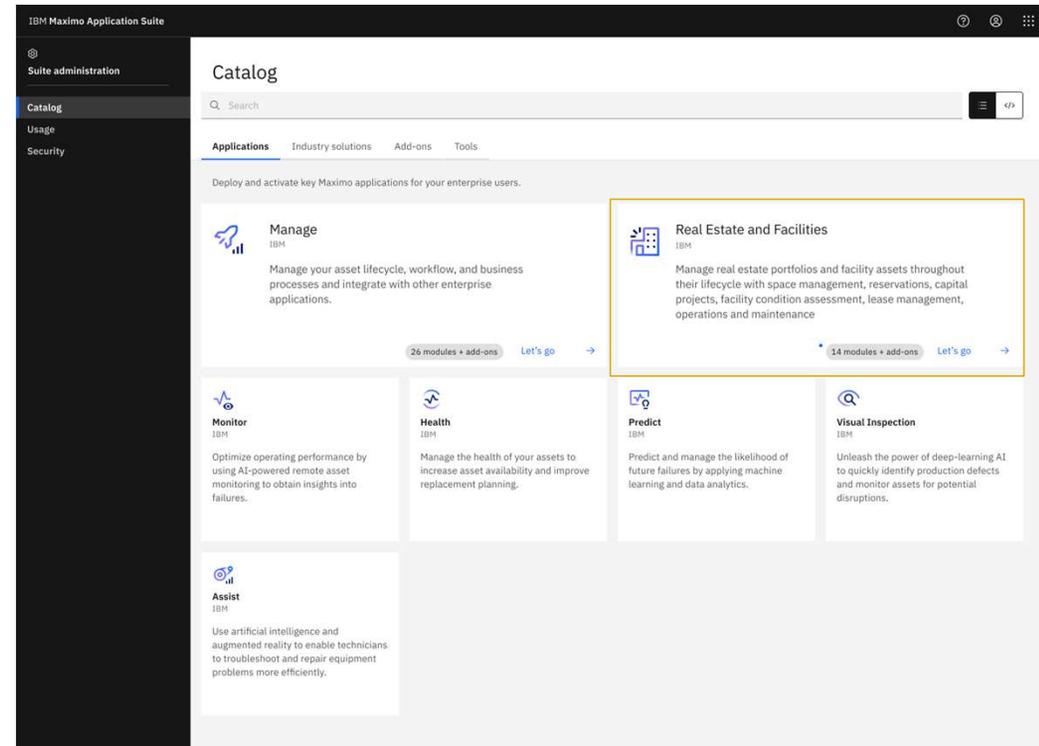
- WO Intelligence
- Maximo Assistant
- Agents
- Intelligent CBM

# Maximo Real Estate and Facilities

## Moving TRIRIGA TAS capabilities into MAS

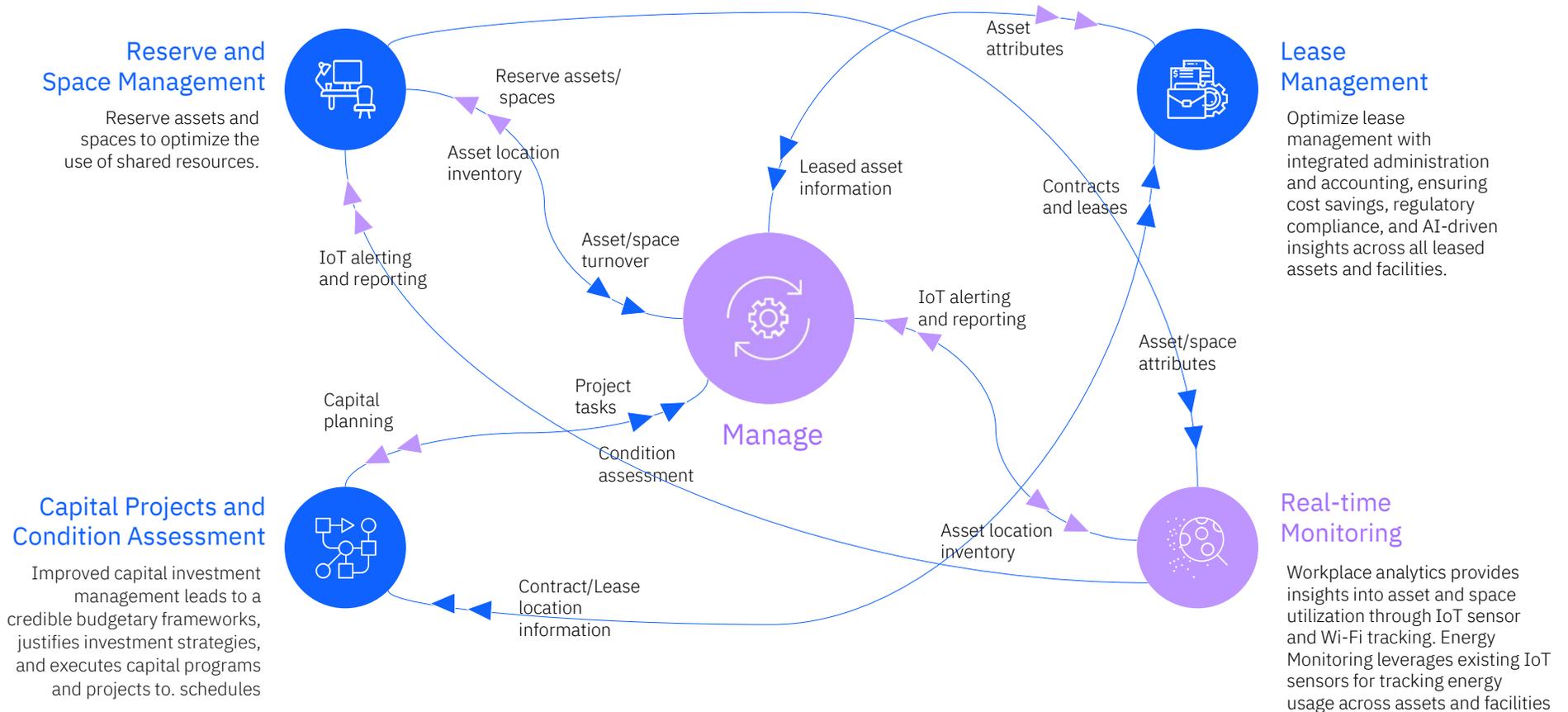
- **Space Management and Reserve**
  - Optimize space management and workplace experience with dynamic space planning and forecasting, real-time usage insights, and occupant services.
- **Capital projects and facility condition assessment**
  - Improve capital investment decision-making to build a credible 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

Targeted MAS 9.1



# Maximo Real Estate and Facilities

## New capabilities complement Manage for any asset class



# 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

The image displays two screenshots of the IBM Maximo IT interface. The top screenshot shows the 'Tech Connect' service insights page, which includes a table of service components, a bar chart of incident counts, and a list of recent updates. The bottom screenshot shows the 'Tech Connect' topology view, which is a network diagram illustrating the relationships between various services and assets.

Component	Owner / Owner Group
Server A	
Database X	Jane Smith
Application Y	IT Operations
Network Router	Alice Lee
Server B	Database Team

Incidents: High (1), Low (1), Unresolved Incidents (2)

Problems: 7 Open Problems

Changes: 33 Recent Changes

Recent Updates:

Incident ID	Description	Severity	Date & Time	Latest Activity	Comment
INC001	Server outage in Data C...				
INC002	Application performance...				
INC003	Network connectivity iss...				
INC004	Database server mainte...				
INC005	Application XYZ crash re...				

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

# 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-scale and Distributed



Wind

Supporting all major OEMs



Energy Storage

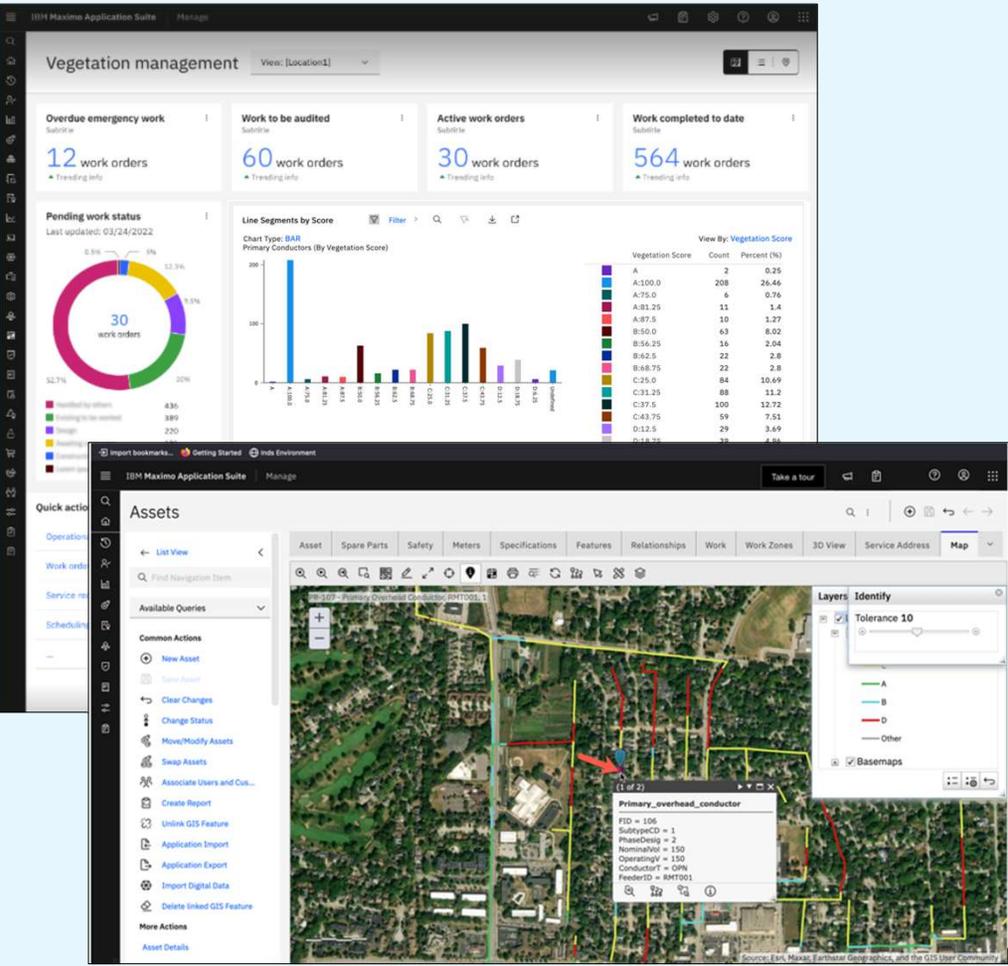
Supporting multiple chemistries



Available Now

# Maximo Vegetation Management Solution

From insights to execution



## Structure Data

Handling a variety of huge complex data sources, gathered from different channels in different points in time. Common data types, in addition to the Customer's asset data, include ground inspection data, satellite imagery and LiDAR

## Extract Insights

The second step is converting raw data into actionable insights. Characteristics like changes in tree height, canopy, tree size and tree size are crucial to vegetation management process. Efficient planning and execution requires a clear set of scores and KPIs to assist in planning and execution

## Prioritize and Plan

The vegetation intelligence is mapped across the entire distribution enterprise, enabling crews to prioritize the work for the prioritized vegetation scored circuit, helping to optimize and enhance planning of tree trimming and felling activities.

## Manage & Report

Managing tedious communication and manual reporting leads to management overhead and with the help of technology this overhead can be reduced. Dashboards with the exact status of work that is in progress, work completed and work remaining can be created.

Available Now

# Maximo Application Suite 9.1

## GA Targeted Q2 2025



**Integrated Experience**

- Consistent User and Security Administration
- Consolidated Dashboards

**Plan**

*Quantify and compare the cost, risk and business outcomes associated with different asset investment and management strategies.*

- Asset Investment Planning
- Capital Planning
- Maintenance Cost Insights
- Emissions Management

**Operate**

*Automate maintenance and operations workflows to reduce cost, risk and improve productivity*

- Asset and Work registry
- Inspections
- Field Service Management
- Supply Chain and Inventory Optimization
- Environment, Health and Safety

**Optimize**

*Optimize asset performance by monitoring asset/location condition, and leveraging condition to choose to maintain or dispose. Apply reliability strategies as a means to determine condition*

- Asset Performance Management
- Condition Based Maintenance
- Predictive Maintenance
- Reliability Strategies

**Asset Class Expansion**

- Real Estate & Facilities
- Renewables
- IT

**AI**

- WO Intelligence
- Maximo Assistant
- Agents
- Intelligent CBM

# 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

# Purpose Built, watsonx Embedded AI Use Cases

## Work Order Intelligence



Automate work order process flow with advisory infused AI

## Maximo Assistant



On-demand insights and guided actions from complex, unstructured data at scale.  
Tabular results directly integrated into Maximo user/navigation interface

## Reliability FMEA Builder



Build FMEA and asset maintenance strategies in a fraction of the time

## Intelligent Workflows (Automated CBM)



Multi-modal AI agents, condition summary, smart alerts, forecasting, automated WOs generation

# MAS AI Usecases targeted for 1H2025

## Maximo AI Service (leveraged for each usecase)

### . MAS 9.1 (2Q 2025) usecases

- Assistant (Conversational interface for Assets, Work Orders, Service Requests queries)
- Assistant for other use cases: e.g. Inventory
- Work Order Intelligence - Multi-classifier
- Work Order Intelligence - Similarity
- IT Ticket Similarity
- Reliability Strategies FMEA Builder Assistant
- MREF Lease Discovery

- . Customers and Partners will have the ability to create additional usecases and leverage the AI Service



# WO Intelligence Multi-Classfier

## Recommendations using watsonx

Problem codes are recommended based on WO details to assist with existing challenges with 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

The screenshot shows a 'Work orders /' page with a 'Summary' section. The description is 'Compressor pump vibrations at high operational load'. Below the description is a rich text editor with a toolbar. The form includes fields for 'Work type' (CM), 'Priority' (1), 'Reported by' (Edward Smith), 'Owned by' (Edward Smith), 'Asset' (11430), 'Location' (BR430), and 'Failure class' (PUMP). A red box highlights the 'Problem code' field, which contains the AI recommendation 'HIGHPRES' with a small 'AI' icon and a search icon.

Available in MAS 9.0

The 'Select problem code' dialog box displays a table of recommendations. The first row is selected, showing 'AI HIGHPRES' with a 60% confidence score. Other options include 'AI LEAK' (55%) and 'AI LOWPRES' (50%). The dialog also shows 'LOWVOL' and 'STOPPED' as non-AI options. At the bottom, there are 'Cancel' and 'OK' buttons.

Problem code	Description	Confidence
<input checked="" type="radio"/> AI HIGHPRES	High pressure	60%
<input type="radio"/> AI LEAK	Leaking	55%
<input type="radio"/> AI LOWPRES	Low pressure	50%
<input type="radio"/> LOWVOL	Low volume	
<input type="radio"/> STOPPED	Stopped	

# WO Intelligence - Select WO's that will be used for Training

Work orders / Unable to start the equipment

Work order WO\_TRAIN10

4 of 124 Actions

**Status**

WAPPR 7/19/24 11:56:46 am

WMATL APPR WSCH INPRG COMP

**Summary**

Corrective Maintenance **Used for training AI model**

Reported by MAXADMIN

Scheduled start Unspecified

Target start Unspecified

Failure class CE

Classification Unspecified

Parent work order Unspecified

Owned by Select

Scheduled finish Unspecified

Target finish Unspecified

Problem code FTS

Class description Unspecified

GL account Unspecified

Attachments 0 files

History 1 update

**Asset and location**

- Remove from AI training model
- Create follow-up work order
- Create work order
- Start workflow
- Change status
- Select owner or owner group
- View source record

# AI powered - Similarity

Configurable to indicate which attributes should be used to identify duplicate/similar WO and Ticket records.

Helping with a variety of use cases:

- Improve ticket close rates by referencing records that have issues/problems that match the current condition.
- Assign/manage work in groups to streamline resource usage.
- Consolidate duplicate work to streamline resolution.
- Identify patterns of repeated incidents/work to identify bad actors or potential training requirements.

IBM Maximo Application Suite Manage

Work orders / 1004 / Similar work orders

Similar work orders

The following work orders are similar to work order 1004.

Current work order						
Work Order	Description	Location	Asset	Status	Scheduled start	Site
1004	Generator Overhaul	BR300	11300	APPR	3/30/25 3:00 PM	BEDFORD

Similar work orders								
<input type="checkbox"/>	Work Order	Description	Location	Asset	Status	Scheduled start	Site	Similarity score
<input type="checkbox"/>	1384	Relocate Guard	BR300	11300	APPR	3/30/25 3:00 PM	BEDFORD	92%
<input type="checkbox"/>	1477	Rebuild Feedwater	BR300	11300	WAPPR	5/23/25 12:00 PM	BEDFORD	87%
<input type="checkbox"/>	1006	Generator Overhaul	BPM3100	13140	INPRR	6/17/25 3:00 PM	BEDFORD	79%
<input type="checkbox"/>	1285	Feedwater Pump	BR230	11230	WAPPR	4/15/25 3:00 PM	BEDFORD	68%
<input type="checkbox"/>	1370	Paint Guard Rail	BR200	BR200	WAPPR	4/07/25 3:00 PM	BEDFORD	64%

Items per page: 100 | 1-5 of 5 items | 1 of 1 pages

# Maximo AI Assistant

Targeted MAS 9.1

## Content Retrieval

- Quickly find and display hidden, relevant information from unstructured texts and data sets across all integrated Maximo systems using natural language prompts. Initial support for WO/SR/Assets.

## Calculations

- Perform calculations based on natural language (i.e. Count, Sum, Max/Min, Frequencies) to support further analysis

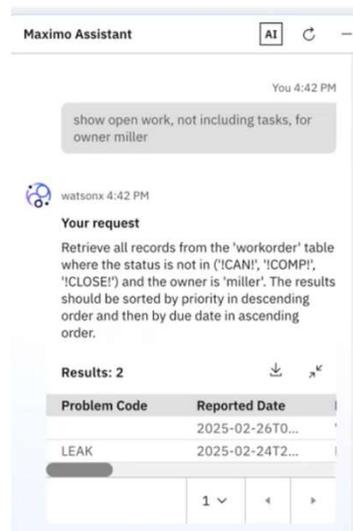
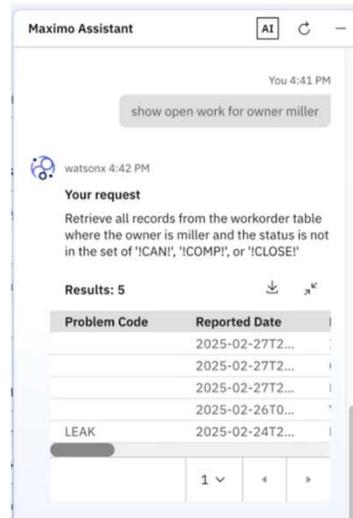
## FUTURE (9.1+)

### Summarizations

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

### Workflow Automation

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



### Result

Retrieve all records from the workorder table where the owner is miller and the status is not in the set of 'ICANI', 'ICOMPI', or 'ICLOSE!'

Results: 5

Job Plan	Asset	Task?	Site	Owner	Priority	Work Order	Failure Class	Status
	11555	true	BED...	MILLER	2	T1104	PUMPS	WAPPR
		false	BED...	MILLER	5	2009		WAPPR
OUTPR	11555	false	BED...	MILLER	6	1217	PUMPS	WAPPR
	11555	true	BED...	MILLER	2	T1108	PUMPS	WAPPR
	11555	true	BED...	MILLER	2	T1141	PUMPS	WAPPR

1-5 of 5 items

1 of 1 pages

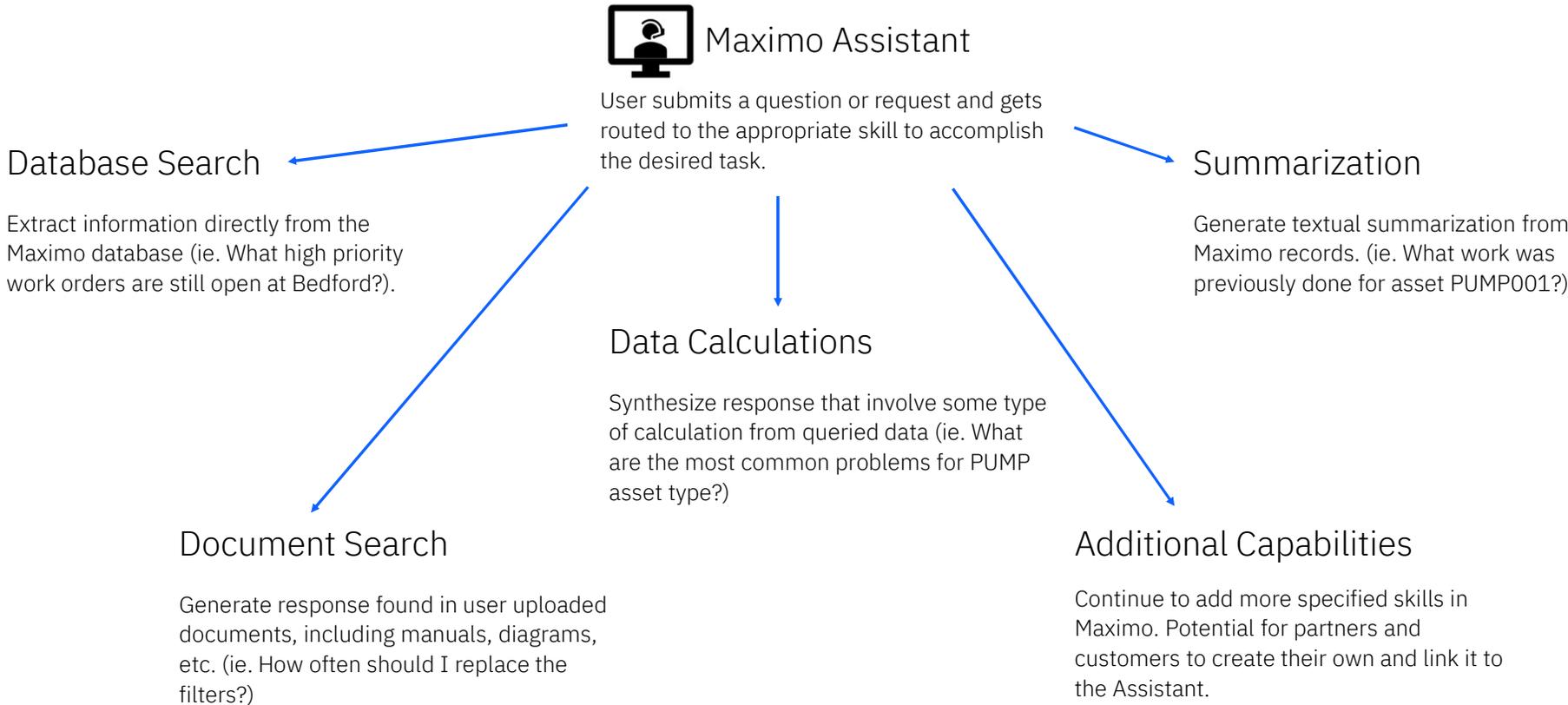
### Result

Retrieve all records from the 'workorder' table where the status is not in ('ICANI', 'ICOMPI', 'ICLOSE!') and the owner is 'miller'. The results should be sorted by priority in descending order and then by due date in ascending order.

Results: 2

Job Plan	Asset	Task?	Site	Owner	Priority	Work Order	Failure Class	Status
OUTPR	11555	false	BED...	MILLER	6	1217	PUMPS	WAPPR
		false	BED...	MILLER	5	2009		WAPPR

# Maximo Assistant is comprised of many features



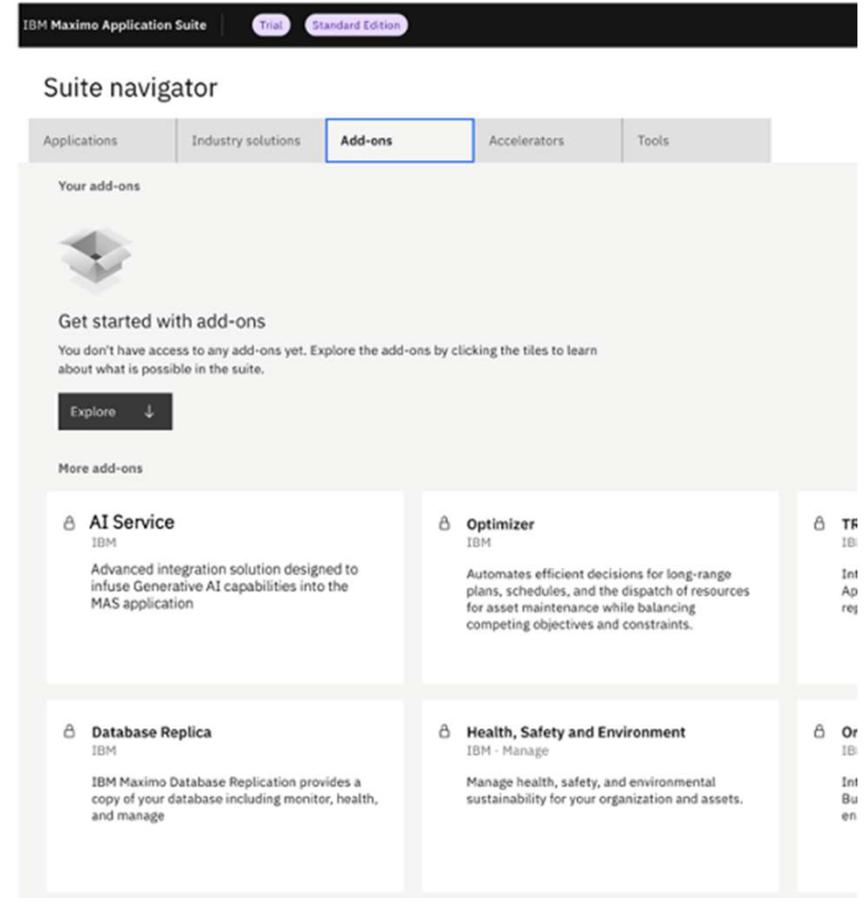
# AI Service with AppPoints

The following GenAI capabilities will support usecases:

- **AI Assistants:** the natural language interface to the core MAS functions that are used most frequently to improve effectiveness and efficiency of users
- **AI Agents:** autonomous agents (thinks, reasons, learns, plans, collaborates with other agents) to complete specified goals and deliver massive gains in scaling the scope of user and the business outcomes they support.
- **AI Workflows:** series of AI Agents combined with Maximo functions to accomplish a key segment or complete flow
- **AI Service/Broker:** consolidation of the AI services required to support each Maximo usecase, and scale and optimize access to watsonx.

## Introduce AI Service as a MAS Add-on

- Leverages MAS AppPoints
- Additional AppPoints for projected consumption that will reside in the AI Service
- Access to the Service and usecases can be configured through security groups to determine access to the Assistant.
- All data security settings will be adhered to as the services goes through API's.



# AI Configuration

New application where AI models are managed.  
 WOPROBLEMCODE Model OOTB template for identifying problem code on WO's.

IBM Maximo Application Suite Read-Only Demo Environment | AI configuration

AI configuration

Manage AI configurations and models

Search

Name	Description	Object structure	Inference for	Template	Model ID	Active
WOPROBLEMCODE	Problem code classifi...	MXAPIWODETAIL	PROBLEMCODE	pcc	m931c6170	Active

Items per page: 10 | 1-1 of 1 items | 1 of 1 pages

Summary /

## WOPROBLEMCODE

Problem code classification

WOPROBLEMCODE configuration is active. Deactivate to make changes

### Target for

Object structure  
MXAPIWODETAIL  
Inference for  
PROBLEMCODE

### Model

Template  
pcc  
Template version  
1.0.0  
Model ID  
m931c6170

### Training

Training invoke channel  
AITRAINWOPROBLEMCODE  
Training filter  
AITRAINFILTER

### Inference

Inference invoke channel  
AIINFWOPROBLEMCODE  
Inference filter  
AIINFERENCEFILTER  
Inference type  
CLASSIFICATION

- Refresh
- Actions
- Deactivate
  - Check model status
  - Check data requirement
  - Train mode
  - Re-train model

### Model training log

Start date	Complete where	Message
12/9/24 1:15:32 pm		Model m931c6170 created. Training initiated. For more status detail...
12/9/24 1:15:30 pm		Training upload complete with data ID WOPROBLEMCODE.zip. Initiat...
12/9/24 1:15:28 pm	worktype in ('EM', 'CM') and ai_usefortraining = 1	Preparing training data and creating zip file WOPROBLEMCODE.zip w...
12/9/24 12:41:33 pm		Model md4369630 created. Training initiated. For more status detail...
12/9/24 12:41:32 pm		Training upload complete with data ID WOPROBLEMCODE.zip. Initiat...
12/9/24 12:41:28 pm	worktype in ('EM', 'CM') and ai_usefortraining = 1	Preparing training data and creating zip file WOPROBLEMCODE.zip w...
7/22/24 3:31:12 pm		Model mf36afcb0 created. Training initiated. For more status details...
7/22/24 3:31:10 pm		Training upload complete with data ID WOPROBLEMCODE.zip. Initiat...
7/22/24 3:31:09 pm	worktype in ('EM', 'CM') and ai_usefortraining = 1	Preparing training data and creating zip file WOPROBLEMCODE.zip w...
7/19/24 2:36:07 pm		Model mc27bf240 created. Training initiated. For more status details...

### Model status

Model ID  
m931c6170

Ready  
true

Last successfully trained at  
12/9/24 6:58:08 pm

Trained duration  
42 minutes

Model accuracy score (between 0 - 1)  
0.76 (Good)

State  
Ready to serve (running)

Ok

-Information on when the model was last trained.

# 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

# IBM Maximo Application Suite Product roadmap highlights

Post MAS 9.1

2H 2025 –  
1H 2026  
Focus Areas

## Plan

Expanding on Dashboards with Maps, Bulletin Board, dynamic KPI's, Support Tickets, Extend FISMA coverage, Achieve Saas Fedramp compliance. Phase 2 User Mgmt & Security, Work queue conditional actions, Saved query mgmt, Industry focused dashboards.

Portfolio and Project management

AIP – expanded forecasting and support for Linear assets.

Expand Capital Planning beyond RE assets.

Further integration scenarios with Real Estate and Facilities.

## Operate

Field Service Management: Expanded time reporting and Calendar views, Crew and Resource availability through mobile, expanded collaboration and notifications.

Mobile: Expand support for MVI and Facility Condition Assessments.

## Optimize

Reliability Strategies: Expand AI support for FMEA creation; expanded integration.

Move MAS towards fully automated Condition Based Maintenance.

Expand Total cost of Maintenance views and dashboards.

MaximoAI - built on watsonX: Deliver AI agents, AI assistants, and AI workflows to improve business process and support various roles. Expand Language support. Support extension of agents, assistants and models for additional use cases.

# Resources

# Maximo User Groups 2025

Event	Dates	Location	
<a href="#">Maximo Utility Working Group Spring (MUWG)</a>	Mar 31 - Apr 3, (CT)	Allen, TX, US	
<a href="#">Pacific Maximo Users Group North (PACMUG)</a>	Apr 9 - 10, (PT)	Portland, OR, US <i>Portland General Electric</i>	
<a href="#">GOMaximo (Oil &amp; Gas)</a>	Apr 29 - May 1, (CT)	Houston, TX, US	
<a href="#">Canada Maximo Users Group Toronto (CanMUG)</a>	May 13 - 14, (ET)	Toronto, ON, Canada	
<a href="#">Pacific Maximo Users Group Central (PACMUG)</a>	May 21 - 22, (PT)	Sacramento, CA, US	
<a href="#">Northeast Maximo Users Group Spring (NEMUG)</a>	May 6 -7, (ET)	New York, NY, US	
<a href="#">Facilities Management &amp; Maintenance Users Group (FMMUG)</a>	Jun 3 - 5, (PT)	San Diego, CA, US	
<a href="#">West Mountain Maximo Users Group (WMMUG)</a>	Jun 25 - 26, (MT)	Denver, CO, US <i>US Mint</i>	
<a href="#">Pacific Maximo Users Group South (PacMUG)</a>	Jul 23 - 24, (CT)	Santa Ana, CA, US	
<a href="#">MaximoWorld</a>	Aug 4 – 7	Phoenix, AZ	
<a href="#">Canada Maximo Users Group Calgary (CanMUG)</a>	Sep 23 - 24, (MT)	Calgary, AB, Canada	

# 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](#)

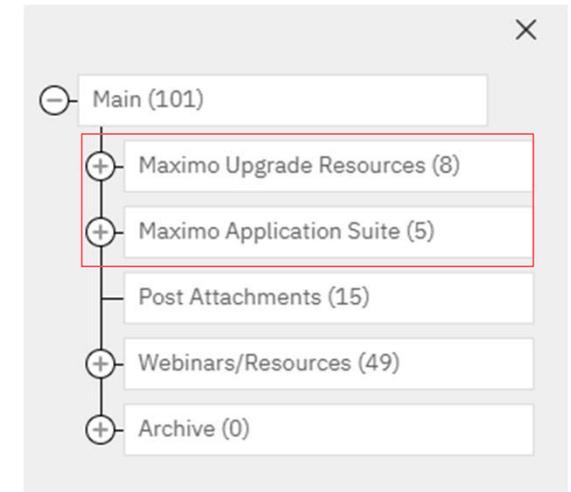
## Maximo Groups

IBM Maximo Product Updates [Request to Join](#)

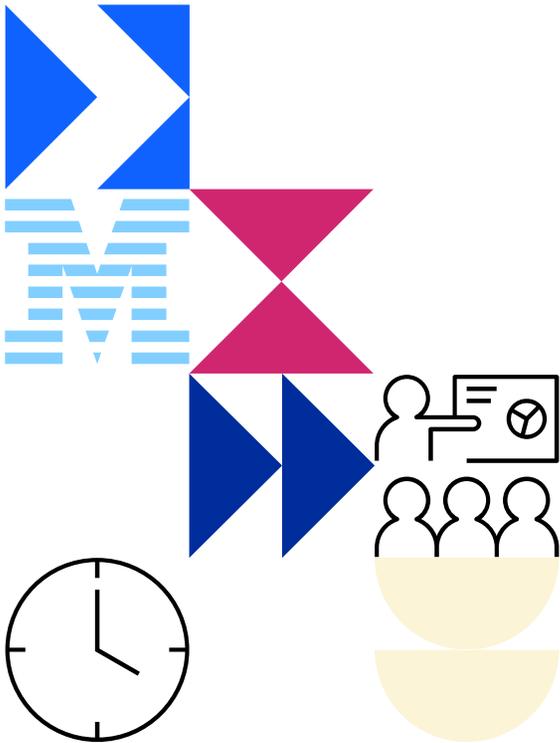
Discussions **0** | Libraries **0** | Members **21**

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 a part of IBM's [User Engagement Program](#).



Scan the code to join!

# Maximo Wednesdays are back!

## IBM TechXchange

Maximo Wednesday:  
Expanding Maximo with  
Asset Performance  
Management through  
Expert Labs (with  
ConEd)

[Register to watch  
replay from April 2nd](#)

Maximo Wednesday -  
Maximo Renewables

[Register to Watch  
replay from April 9th](#)

Maximo Wednesday -  
MAS Integration  
Framework

**Wed, May 7, 2025**

[Register to Watch on  
May 7](#)

Maximo Wednesday –  
Visual Inspections

**Wed, May 28, 2025  
9am**

[Register to Watch on  
May 28](#)

Maximo Wednesday –  
Maximo IT

**Wed, June 11, 2025  
11am**

[Register to Watch on  
June 11](#)

Register for events and view replays [HERE](#)

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## IBM Ideas

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To learn more about the IBM Ideas Portal, visit our [support and FAQs](#) page.

Need help? Email us at [ideasibm@us.ibm.com](mailto:ideasibm@us.ibm.com)



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<https://ideas.ibm.com>

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As a thank you, you'll receive a **\$25 gift card** from G2—redeemable for options available in your country. **Share your experience now and make your voice count!**

Click here: <https://ibm.biz/BdnF8g>

or Scan the QR Code



### Share your insights on IBM Maximo Application Suite



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[Review Now](#)

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\*\$25 USD or equivalent. Users will receive a link to a selection of local cards available in their country of residence via Reward Link. Review must be of a product you currently use and must be approved by our QA team to be eligible for the reward. For reviews that meet these criteria, gift cards will be sent via email within 3 business days of review submission.  
Restrictions apply, see <https://www.rewardlink.io/terms-of-service>.

#### Recent IBM Maximo Application Suite Reviews

 <p>ghribi h. Enterprise (&gt; 1000 emp.) 3/29/2024</p> <p>★★★★☆ 4.5 out of 5</p> <p><b>"IBM Maximo Application Suite: A Powerful EAM Solution for Streamlining Asset Management"</b></p> <p>Maximo offers a wide range of features, from core functionalities like work order management and asset tracking to more advanced capabilities lik...</p> <p><a href="#">Read more</a></p>	 <p>SYED ATIF NASEEM-AMS M. Enterprise (&gt; 1000 emp.) 10/17/2023</p> <p>★★★★★ 5.0 out of 5</p> <p><b>"Asset Integrity Management Through EAM software"</b></p> <p>It can give the outcome by taking the Asset data along with integrate it with field device. Life cycle costing, capex, opex and operational and mal...</p> <p><a href="#">Read more</a></p>	 <p>Josh G. Mid-Market (51-1000 emp.) 7/17/2023</p> <p>★★★★☆ 4.0 out of 5</p> <p><b>"IBM Maximo: An Exceptional Asset Management Solution"</b></p> <p>IBM Maximo excels as an asset management solution. Its robust features enable efficient tracking, maintenance, and performance optimization. The cu...</p> <p><a href="#">Read more</a></p>
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## Share your Experience with Maximo Application Suite to help others and highlight your success

### Outline of the Survey

### Ready to Get Started?

#### 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.**

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)

- 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*

# IBM Maximo Application Suite – Manage

## Technical education recommended roadmap



### Legend

- Technical education Recommended
- Technical education Additional
- Technical education Coming soon
- Badge

# 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

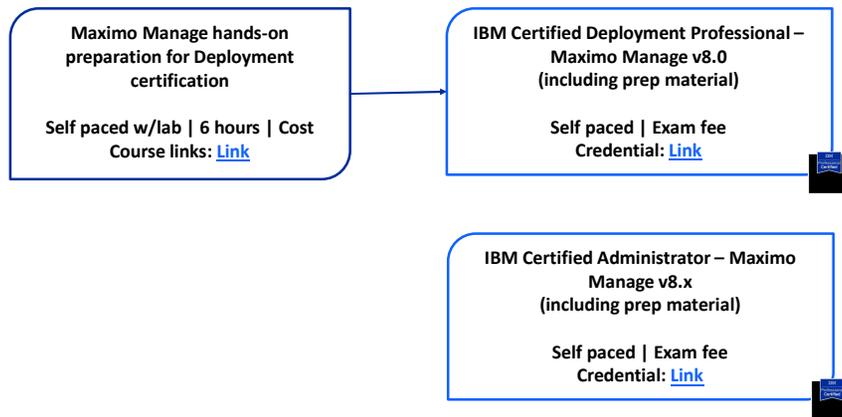
Technical education Coming soon

Badge

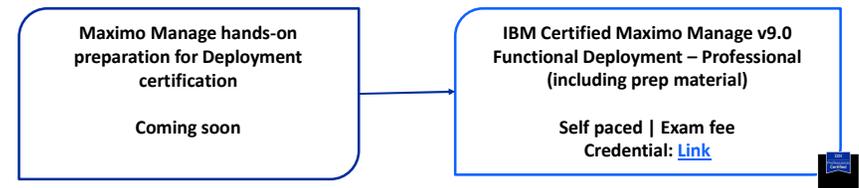
# IBM Maximo / Maximo Application Suite – Manage

## Technical certification

### Maximo Application Suite 8.x



### Maximo Application Suite 9.x





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Thank you



**IBM**

# IBM Maximo Application Suite

## Current Version - MAS 9.0

### 1H 2024 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)

Improved Accelerator deployment experience

Optimize asset performance using data from the edge

Emissions Management for critical assets

MAS SaaS continuous delivery updates

# 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

## 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

## 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

## 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 Symbology (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 search bar, a breadcrumb trail, and a list of version-specific updates. A red circle highlights the 'Download PDF' link in the left sidebar, with a red arrow pointing to a large PDF preview of the document. The preview shows the title 'Maximo Manage' and the IBM logo. A 'Bookmarks' sidebar is also visible on the right.

**Download PDF** → **.PDF**

# 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



# 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', 'SCHEUDLE, TARGET'.

## References

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

# Maximo Connector for SAP Applications

## Available Today

- Delivers 25 out-of-box configurable interfaces
- Integrates with SAP's FI, CO, MM, HR, PS and CATS modules
- Leverages SAP's PO/PI middleware
- Supports Maximo 7.6 Manage 8.x, Manage 9.0 with SAP ERP 6.0 and S/4 HANA On-Prem Edition
- More than 200 clients utilizing the connector

## Planned for 9.1

- Development work to replace PI/PO with SAP CPI
- Complete one scenario with complete purchasing process
- Continue Support for New releases of Maximo and SAP ERP, S/4 HANA
- Continue Automation of Testing work

## Coming later

- Complete SAP CPI Migration for all the existing integration points
- Migration path from existing connector to the new one
- Research work for additional integration points with SAP modules like SAP PM, EWM
- Retire the existing connector with SAP PI/PO as middleware

# Maximo Connector for Oracle Applications

## Available Today

- Delivers 21 out-of-box configurable interfaces
- Supports Maximo 7.6.x , MAS 8.x and MAS 9.0 with Oracle EBS 12
- Standards based integration
- Ongoing Support
- More than 100 clients using the connector

## Planned for 9.1

- Continue support for new releases of Maximo and Oracle
- Continue Automation of Testing
- No new development planned for this release

## Coming later

- Research for new connector for Oracle Cloud ERP