

IBM Update - Maximo Application Suite

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

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May, 2024

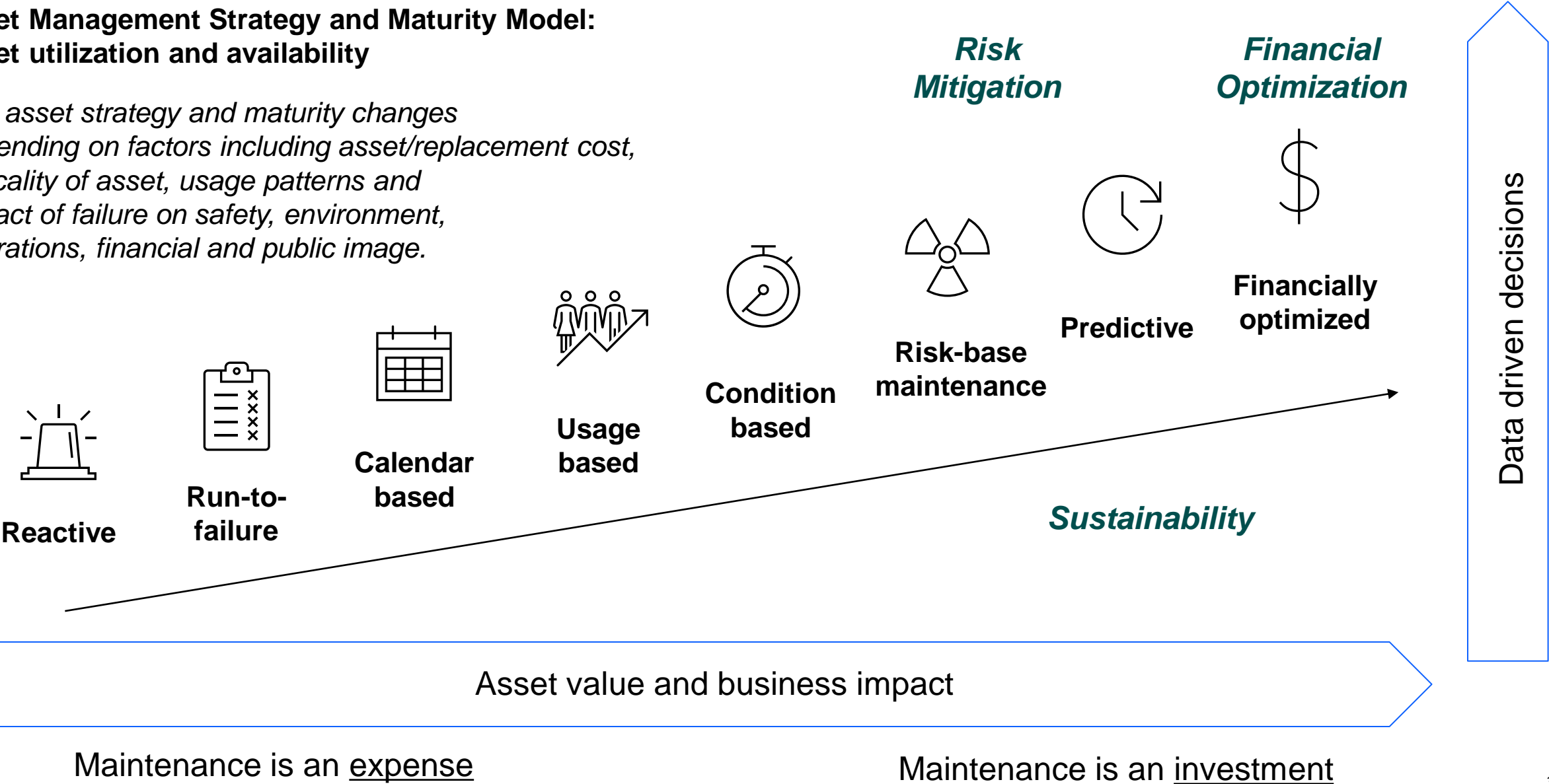
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Aligning Maintenance Strategies to optimize ALM

Asset Management Strategy and Maturity Model: Asset utilization and availability

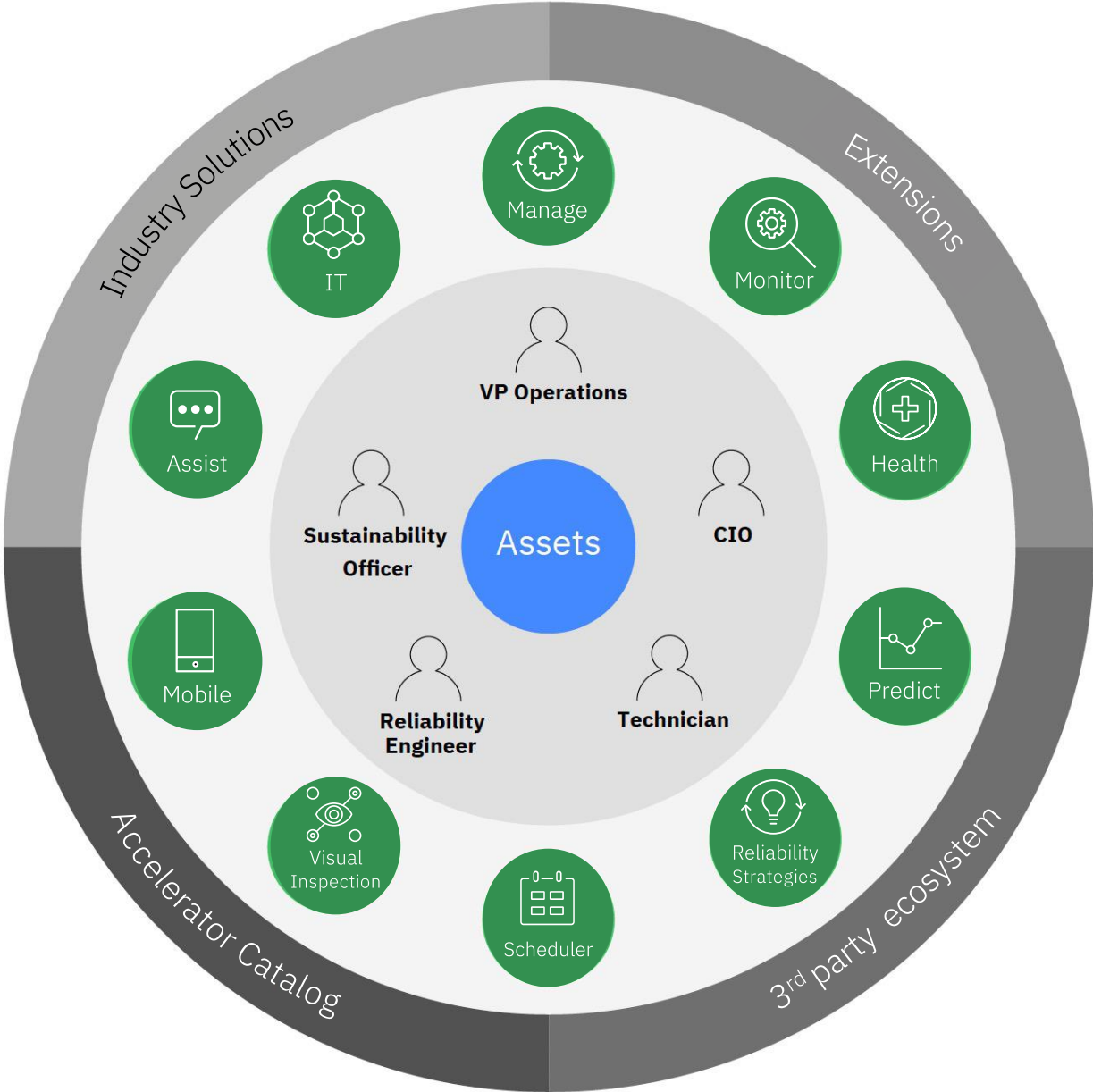
The asset strategy and maturity changes depending on factors including asset/replacement cost, criticality of asset, usage patterns and impact of failure on safety, environment, operations, financial and public image.



IBM Maximo Application Suite

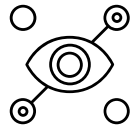
Remote asset monitoring, maintenance, and reliability applications in a single platform

- Integrated solution
- Usage flexibility
- Multi-cloud deployment



Why Maximo?

An innovation leader in
**Asset Lifecycle
Management**



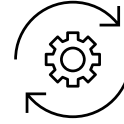
Inspections

Reduce the cost of your inspections up to **75%**, while increasing frequency by **50%**



Maintenance

Achieve first-time fix rates **>90%**, reduce PMs up to **50%**, improve productivity **44%** and reduce truck rolls **25%**



Reliability

Extend asset life **20%+**, reduce downtime up to **43%**, and reduce cost **20%**

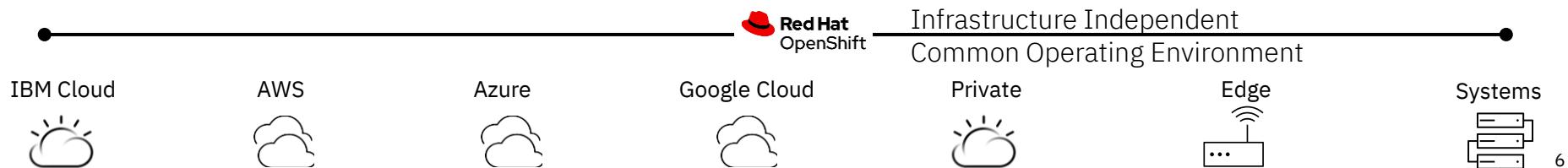
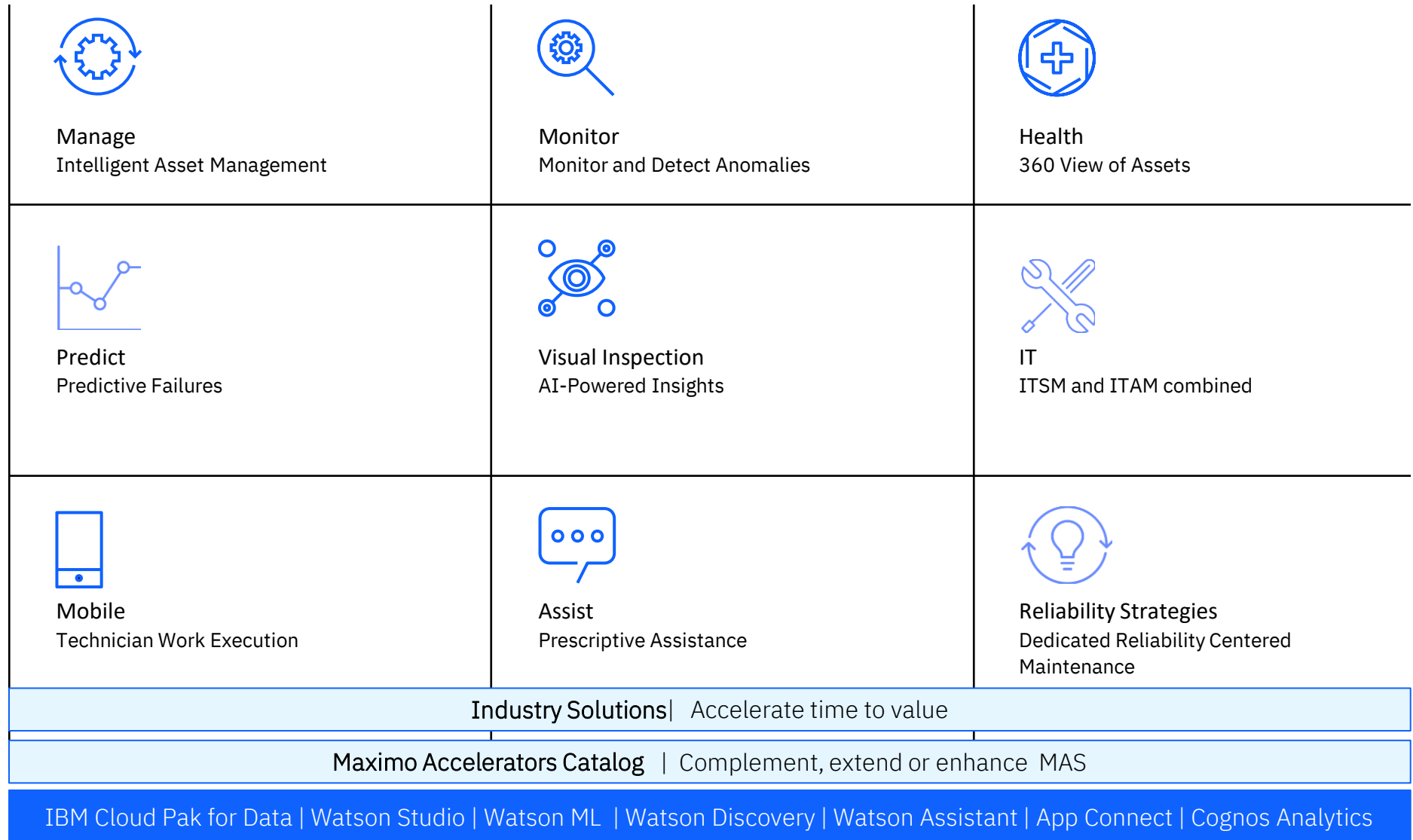
Supports ESG objectives: Advance decarbonization and avoidance

- Improving carbon capture through lifecycle extension
- Reducing asset energy usage **20%** through optimization
- Reducing chemical and water usage/waste
- Enabling the next generation of knowledgeable workers

Maximo Application Suite

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

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



Introducing MAS 9.0

Targeted GA June 2024



What does it mean?

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

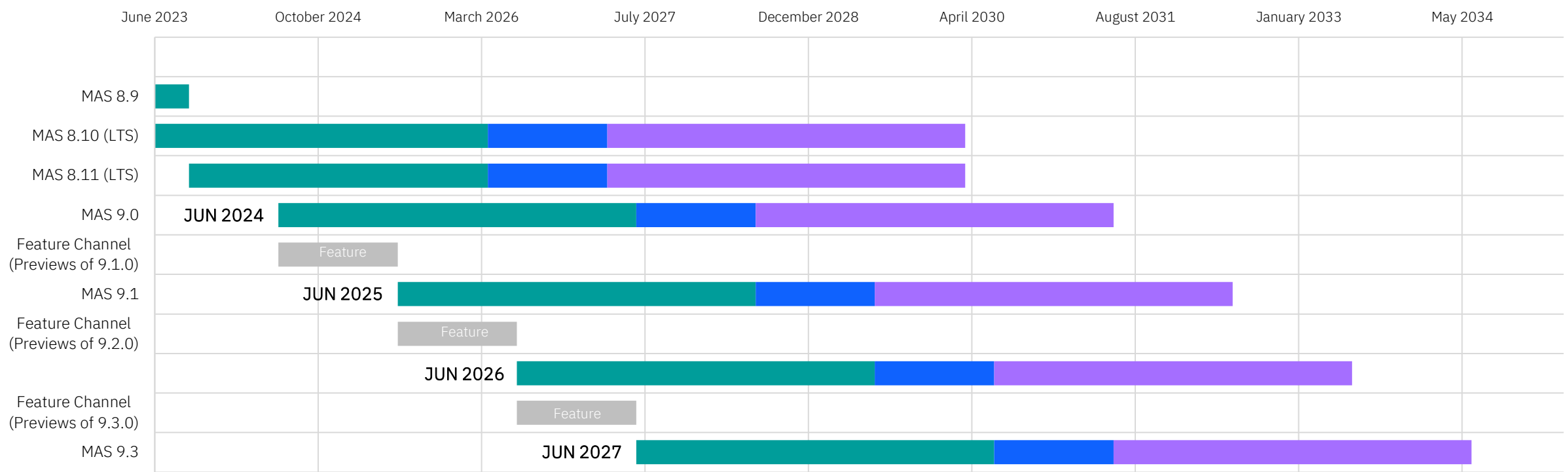
MAS 9.0 will provide:

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

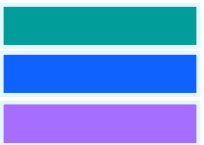
Note: EAM customers on 7.6.0.10/7.6.1.2/7.6.1.3 will be able to directly upgrade to 9.x

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

**Please review MAS SaaS policies for their release cadence



- Follow 3+1+3 lifecycle
- Release every 12 months (9.x)
 - Monthly maintenance updates for 36months (Base Support)
 - Initial Extended Support for another 12 months
 - Ongoing Extended Support for another 36months
- Feature Channel to explore new features in non-production
 - Builds in the feature channel have short term availability and would never be 'fixed'



*Usage + Existing & Sev1 Critical Defect Fixes
 *Usage + Existing Fixes
 * [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
 All MAS sub-components (i.e., Manage , IS/Add-ons, Health, etc.) will now align to the release version – for example 9.0

IBM Maximo Application Suite

Product roadmap highlights

1H 2024
Planned
deliverables
(MAS 9.0)

Maintenance

Inspection

Reliability

Instrumentation and improved User Management; Federal Readiness; Maximo Mobile (scalability, performance, serviceability); Accelerators; Improved Migration		
GenAI assistants for Work Order Intelligence	MVI scalability and Maximo Mobile integration improvements	Expansion of Reliability Strategy Library & enabling customers to create new strategies
Field Service Management: Dispatching, mobile, optimization, and omni-channel integration	MVI GigE Camera Support, Facial Redaction	Improve Health TTV by utilizing existing Manage data. Assist in identifying/resolving missing data.
Increase the operational efficiency & agility of Maximo IT clients	Mobility for regulated industries (calibration and asset install/remove)	Optimize asset performance using data from the edge
Improved Accelerator deployment experience		
Emissions Management for critical assets		
MAS SaaS continuous delivery updates		

Work Order Intelligence

Automatically identify and correct inaccurate failure codes in Maximo work orders



Challenges

- Understanding why a work order was created is key in finding patterns and in optimizing operations
- The collection of failure mode information in work orders is typically manual and very error prone.
- Clients often do not collect data for all of their asset classes and it can take a significant amount of time to build up an adequate history of failure data



Solution

- Train an LLM to classify and recommend work order failure codes
- Use that model to verify, correct or suggest the **proper failure code** for a given work order
- Find **similar** work orders to identify near-duplicate items and understand first time fix efficiency
- Enable automatic **approval** of work orders based on work order characteristics

Products and Technology:

Maximo Manage, watsonx.ai



Benefits

- Dramatically reduce the effort required to capture and maintain accurate failure code data
- Better understanding of the patterns of failures and potential problem parts
- Automatic approval of typical workorders enabling technicians to focus on solving the problems



WO Intelligence Problem Code Recommendations using watsonx

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

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

The screenshot displays a web interface for managing work orders. The main content area shows a 'Summary' section with a description: 'Compressor pump vibrations at high operational load'. Below this is a rich text editor with a toolbar and a text area. To the right, there are fields for 'Work type' (CM), 'Priority' (1), 'Reported by' (Edward Smith), 'Asset and location' (Asset: 11430, Location: BR430), and 'Failure class' (PUMP). A modal window titled 'Select problem code' is open, showing a table of recommendations:

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	

At the bottom of the modal, there are 'Cancel' and 'OK' buttons. In the background, the 'Problem code' field in the 'Failure class' section is highlighted with a red box and contains the value 'HIGHPRES' with an 'AI' icon and a search icon.

Field Service Management

Automatically optimize work orders across your workforce

Customer Profile:

Spans across all industries requiring asset management

About the target user

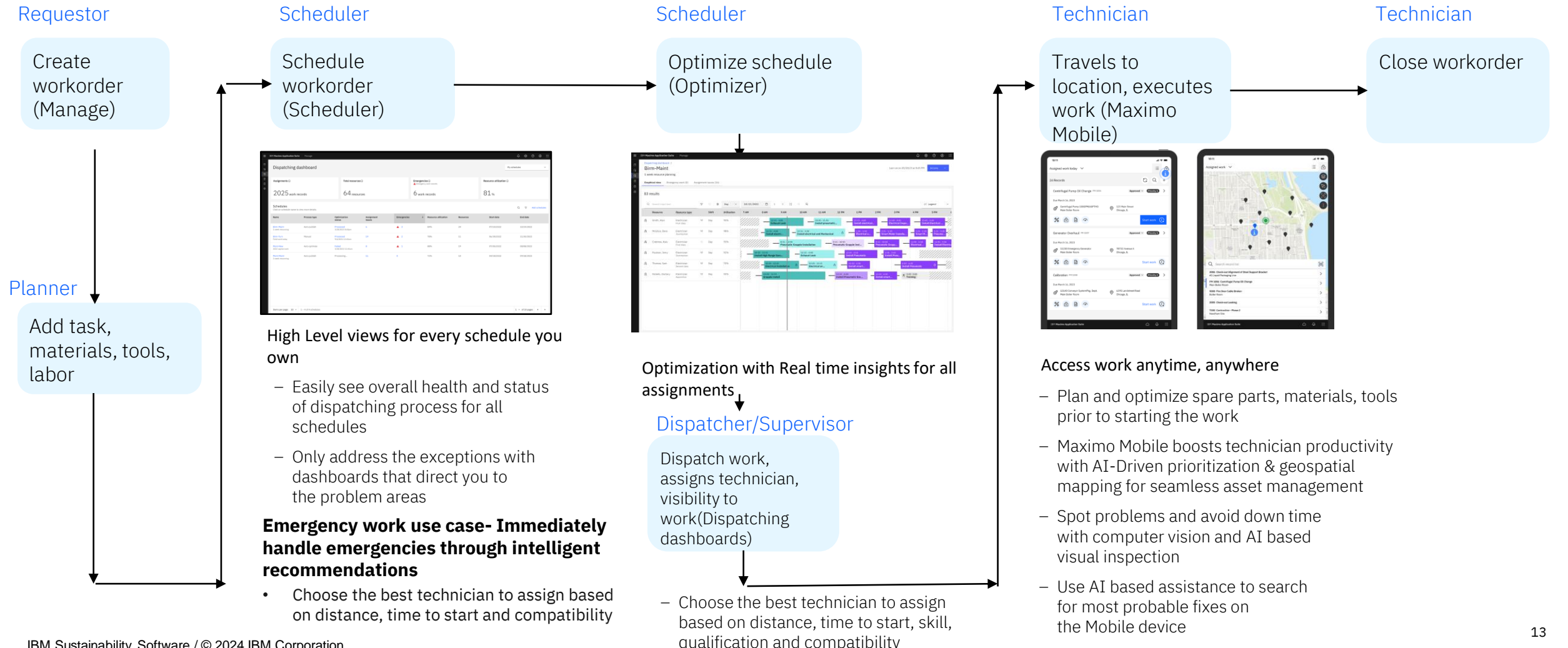
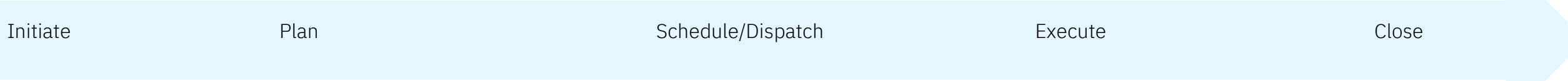
- **Planner and Scheduler** needs to assess the resource levels and create rolling work schedules
- **Dispatcher/Supervisor** needs to make the assignment of the workorder and monitor daily work of crew work
- **Technician** receives the assignment, executes the work and reports on progress and completion
- **Customer Service Representative** needs to ensure customer expectations are met and needs to schedule/reschedule appointments with a clear view into technician's availability and location

Problems (Why)

- Time consuming scheduling and dispatching is done via inefficient tools or manual process causing scheduling conflicts, rising costs
- Disconnected and lack of visibility between field force and back office
- Paper based checklists/inspections may result in reduced data quality, poor work quality and increased time to do the job
- Reliance only on technician's knowledge due to lack of efficient technology to seek expert assistance may result in reduced first time fix rate



IBM Maximo – Field Service Management is the solution



Key features of IBM Maximo Field Service Management

Scheduling and dispatching optimization

Scheduling Dashboard

- Key Indicators driving all work from dashboard
- Optimization engine run via scheduler or at specific times
- Resource levelling via interactive graphical view
- Choose the best technician based on distance, time to start, skill and compatibility
- Visibility to work backlog and ability to bring into the current schedule
- Compliance reporting with configurable metrics

Dispatching Dashboard

- Gantt View: Providing visibility on technicians progress on assigned work
- Rule based optimization
- Emergency work recommendations
- Interactive timeline view allows dispatchers to monitor work status as the day progresses
- View real time status updates from Maximo Mobile

Access work anytime, anywhere

- IBM Maximo Mobile app available on iOS, Android and Windows, works in both online and offline mode, provides seamless connectivity between technicians and backoffice
- Improve efficiency with intuitive capabilities, including image capture, mobile redlining and barcodes
- Technicians can also use voice-to-text functions and access GPS to better navigate to assignment locations
- Guided workflow provides ease of application use
- Configurable inspections forms for accurate quick repeatable tasks
- Industry specific functionalities like calibration (Pharma), ACM (Aviation, Transportation)
- Design custom changes that suits your organization needs via Maximo Application Framework providing easy configuration options

AI based visual inspection

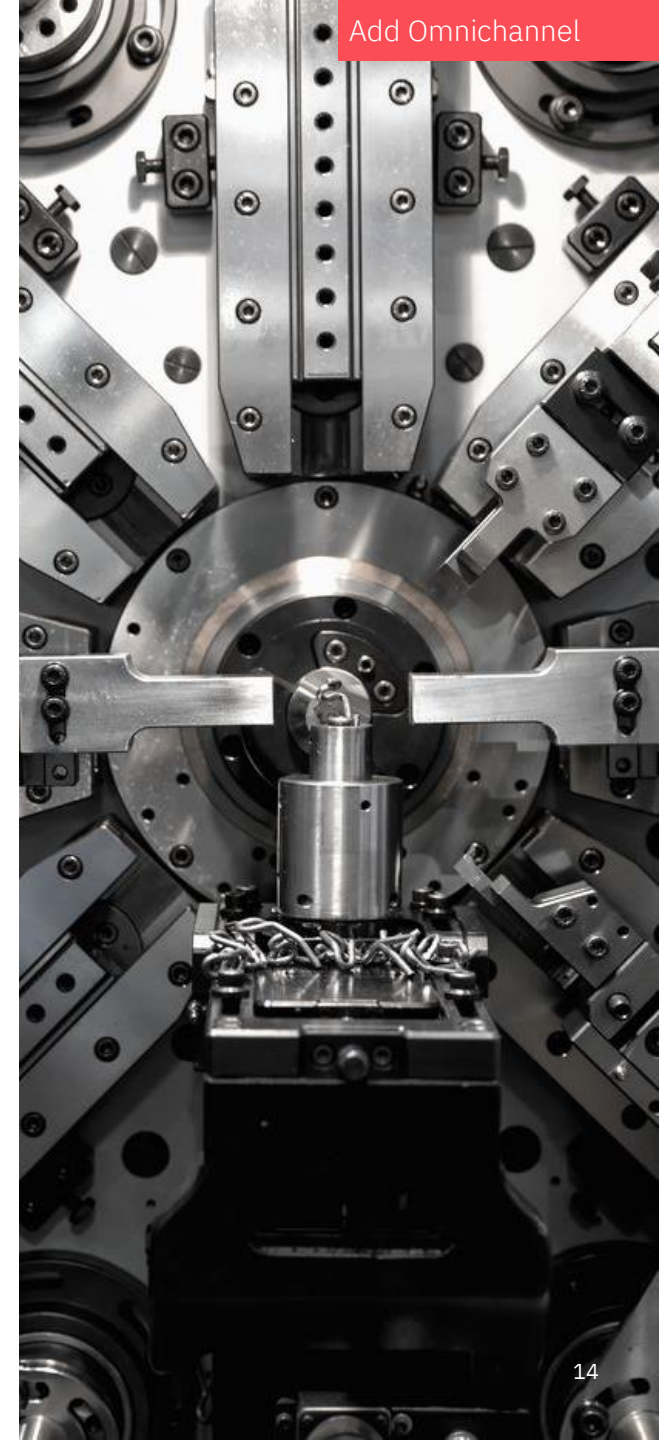
- Spot problems and avoid down time with computer vision and AI based visual inspection using Maximo Visual Inspection feature

AI Powered assistance for technicians (In Progress)

- IBM Maximo Assist
- Provides AI based assistance to search for most probable fixes on the Mobile device
- Roadmap: Evolve the approach to leverage watsonX (GenAI)

Seamless customer experience

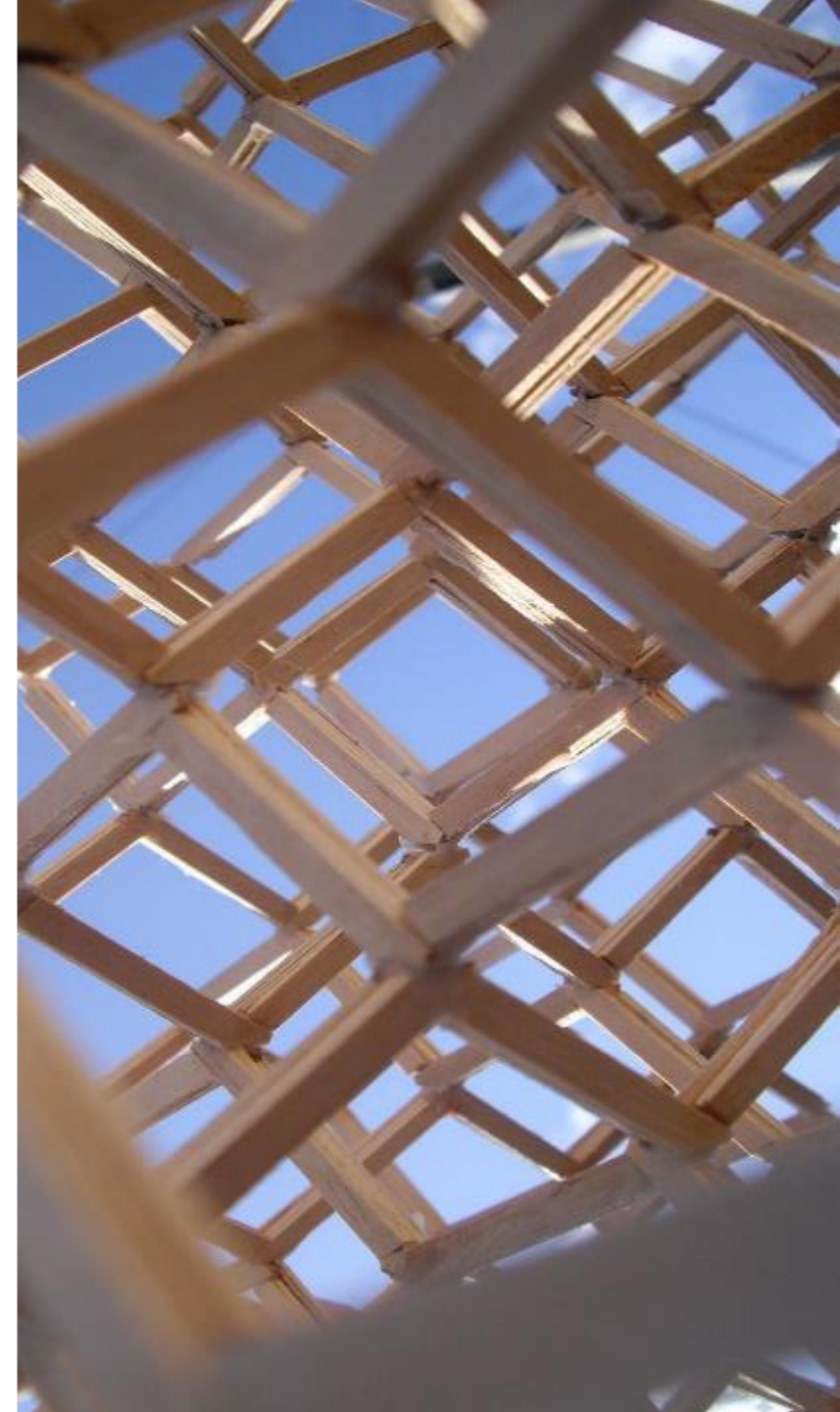
- Omni-channel Customer Experience Approach
- Integration connectors with strategic partners



Modernized Experiences to support the new workforce

Maximo Application Framework (MAF)

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



MAS Dashboards Updates

(Targeted for MAS 9.0)

Operational Dashboard

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

Work Orders

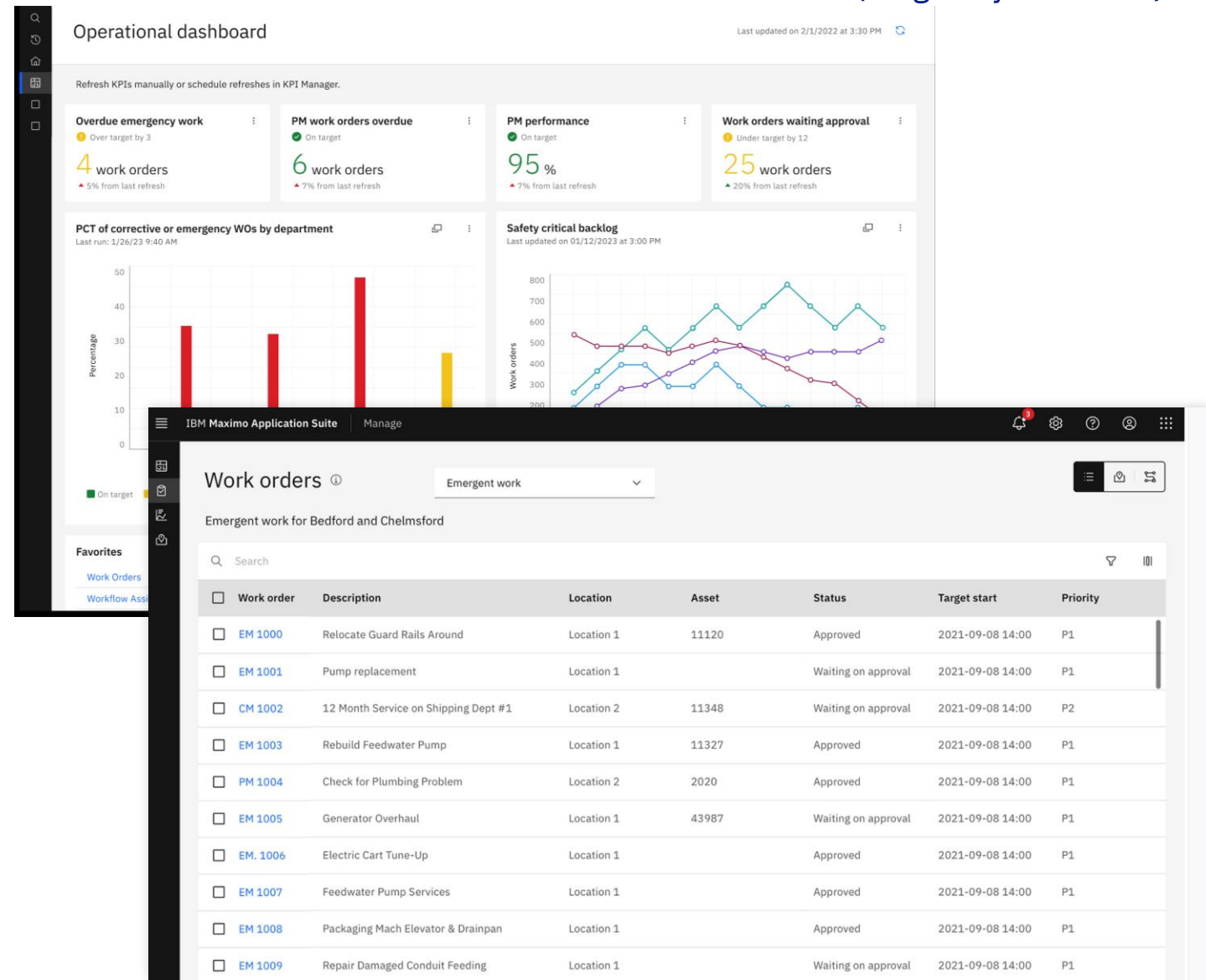
- New tab on Work Orders RBA for Work Plans: tasks, labor

Work Queues

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

Work Order Intelligence

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



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	

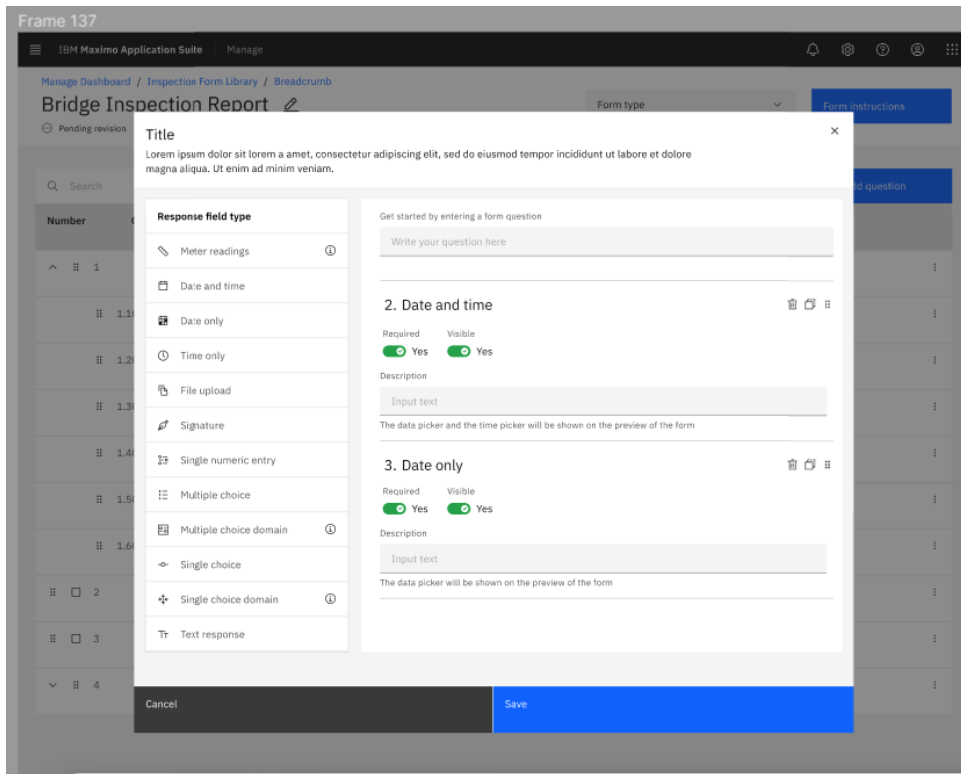
Emission could be continuous or fugitive eg leak, vent or spill

The screenshot displays the IBM Maximo Application Suite interface for Emission Management. The main dashboard provides a high-level overview of key performance indicators (KPIs) related to environmental compliance and safety. Key metrics include 25 incidents (5% increase from the last refresh), 6 environmental investigations (14% decrease), 2 MOC (Maintenance of Compliance) items, and 12 overdue work orders (20% increase). The dashboard also offers quick actions for creating incidents, investigations, and MOC purchase requests. A 'Favorites' section lists various entities like Incidents, Investigations, MOC, and Work Order Tracking. A 'SLA compliance by incident priority' chart is partially visible. An inset window titled 'View Continuous Emissions' provides a detailed view of emissions data for a specific location (BR400, Main Boiler- 50,000 Lb/Hr). This window shows a table of meters with columns for Meter, Emission Type, Date, Emission, Amount, and Unit of Measure. The table lists six meters, all reporting 'EMMISSION TO AIR' of Methane on 27/01/2024 at 8:00AM, with an amount of 1,234.0 CUBIC METER.

MAS Modernized Dashboards and Applications

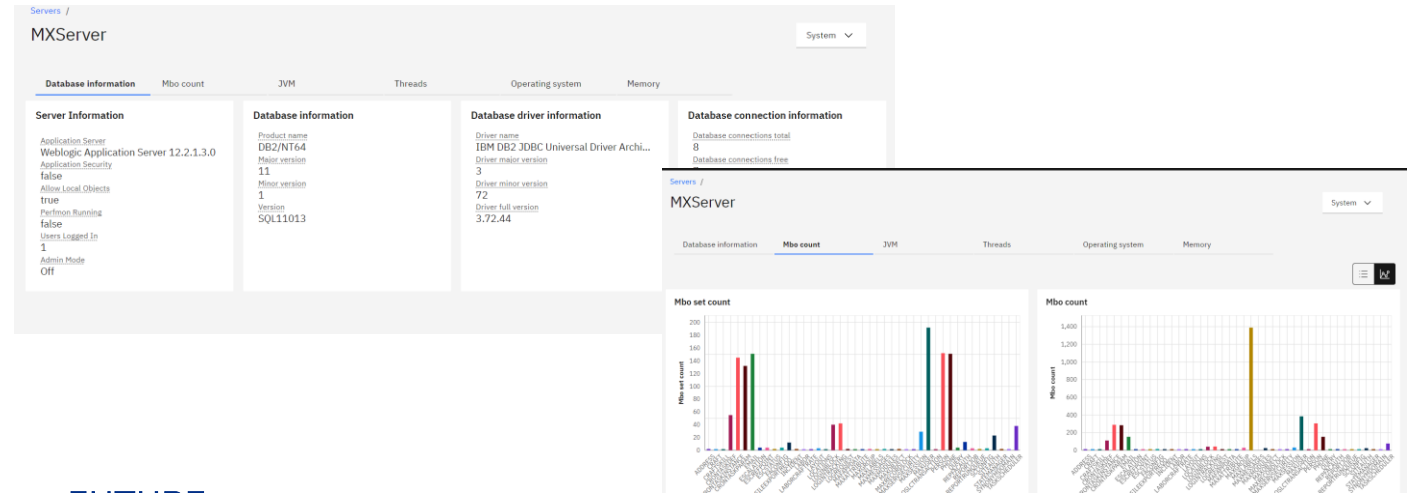
2024 and Beyond

Inspection Form Builder (Targeted for MAS 9.0)



Maximo Management Interface (MMI) (Targeted for MAS 9.0)

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



FUTURE

Maximo Data Loader

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

Scheduling – Planner

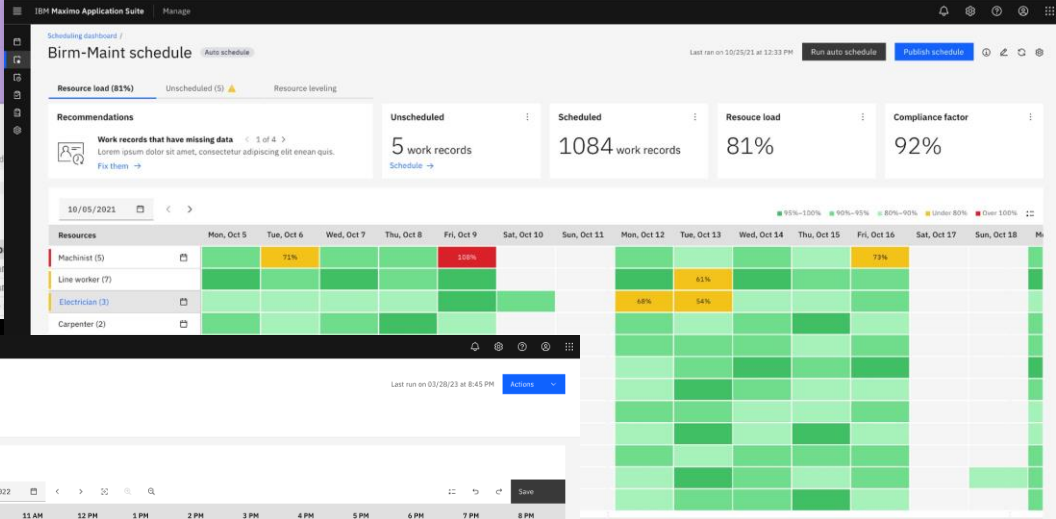
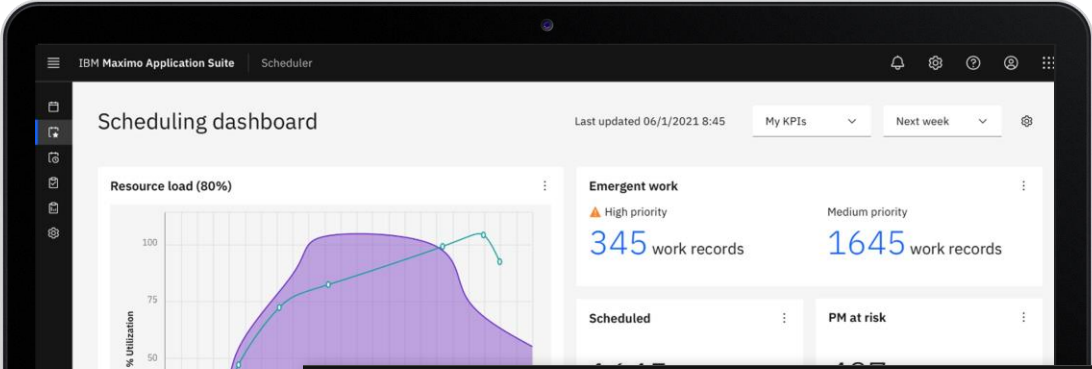
- Support longer term planning horizon scenarios

Scheduling & Dispatching Dashboard

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

New Enhancements (Targeted for 9.0):

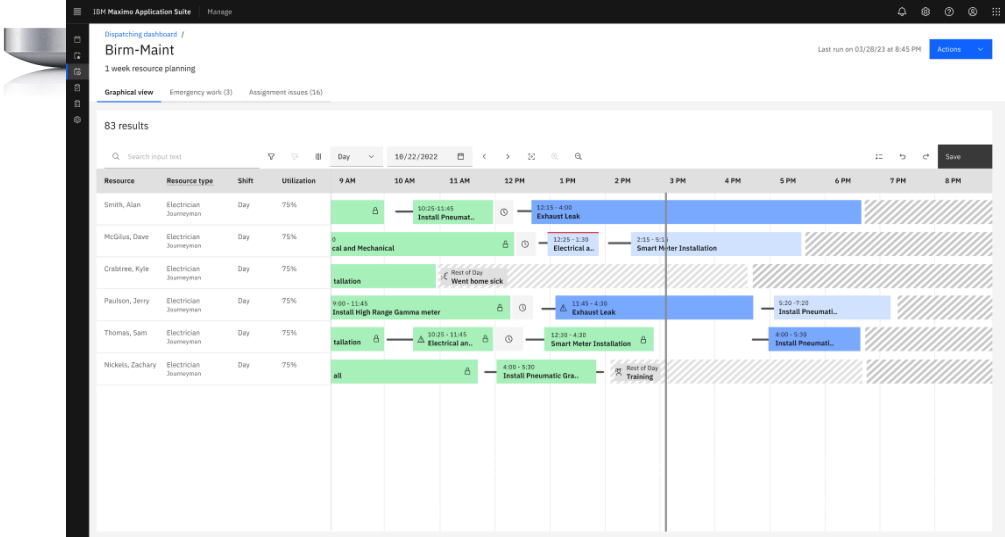
- Qualifications can now be considered during Scheduling.
- Resource Leveling - Drag/Drop
- Customer Work Week configurable start date
- Support for Multiple Email Addresses for Roll Project
- Adding Milestone to JobPlans / JobTasks
- Support for not splitting assignments in Graphical Work Week
- Support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



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

New Enhancements (Targeted for 9.0):

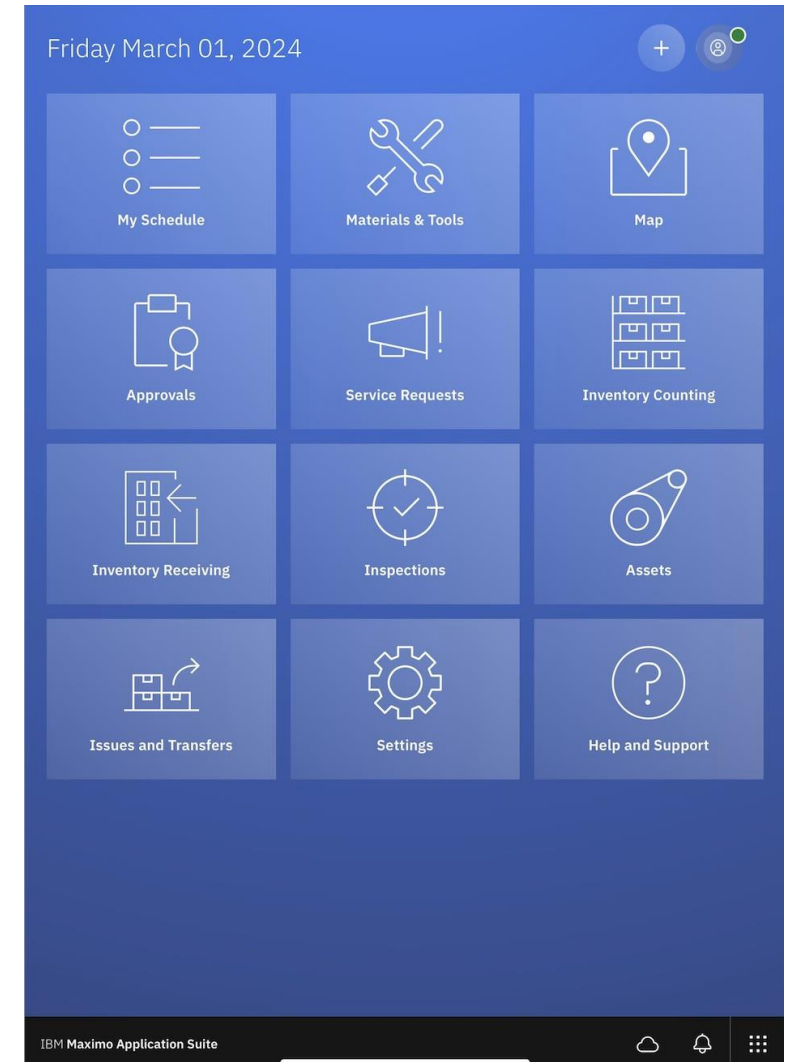
- Emergency Intelligent Assignment Workflow
- Integration with Mobile (Assignments and Near Real-time Technician Position)
- Gantt View Improvements (e.g. additional Statuses, Tooltips)
- Map Views of Technician's Scheduled Route
- Qualifications can now be considered during Dispatching.



Maximo Mobile Updates

Targeted for MAS 9.0

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



Adaptive UI and Configuration of the Maximo Application Framework

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

Drive Efficiency at Scale



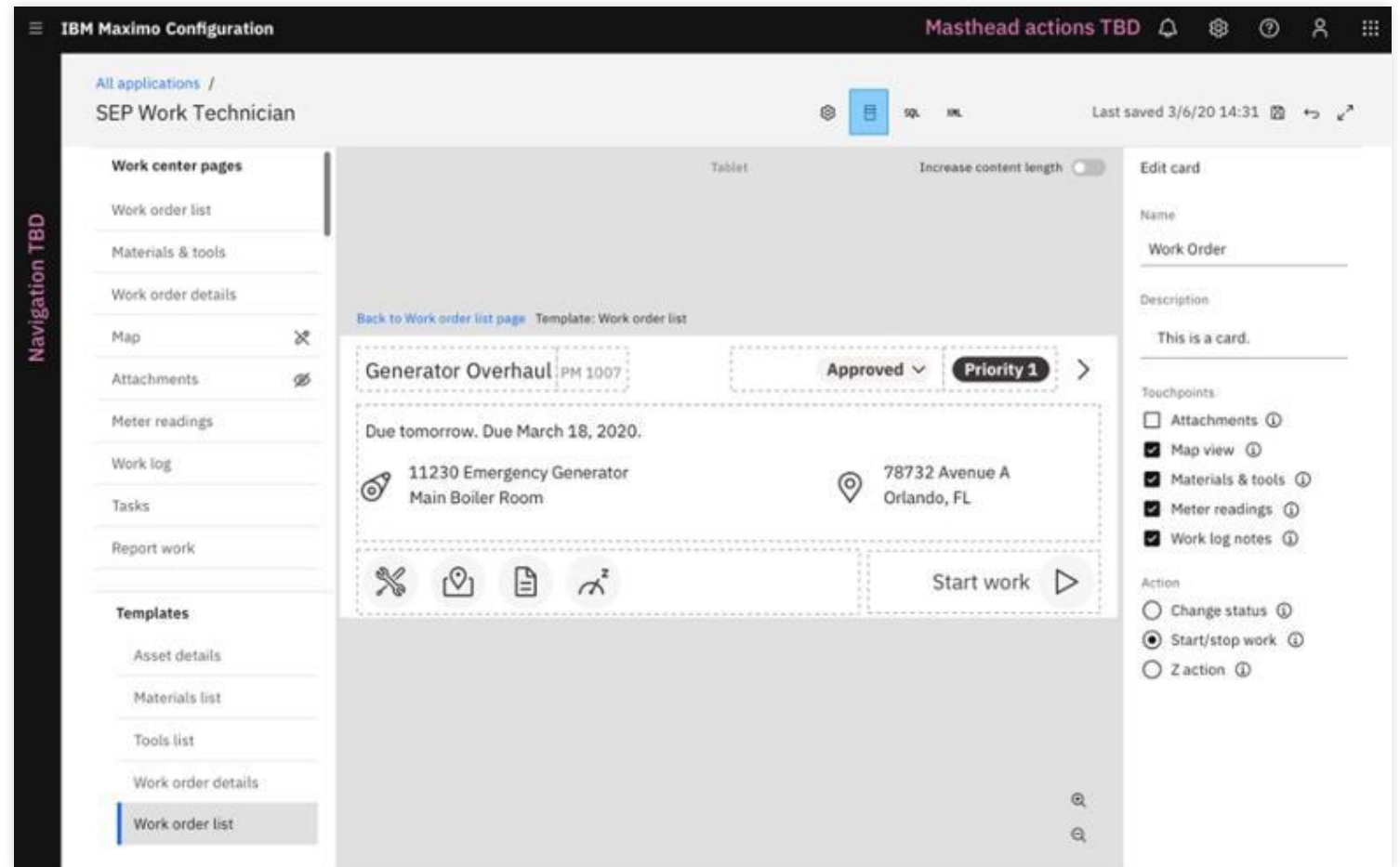
Accelerate adoption



Protect your investment



Quicker time to value



[Community Library of MAF Configuration Resources](#)

Application Designer 9.0 Targeted Improvements

Continuing to move towards a visual designer tool

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


The image displays two overlapping screenshots of the IBM Maximo Application Designer interface. The top screenshot shows the 'TECHMOBILE' application configuration page with the 'Properties' tab selected. The 'Properties' panel on the left lists various attributes such as 'id', 'clear-stack', 'comp-group-vali...', 'context-id', 'controller', 'disable-page-relo...', 'file', 'hidden', 'icon', 'license', and 'name'. The main canvas area shows a 'smart-input - j3d2k' component with a 'description' field. The bottom screenshot shows the 'app.xml' code editor with XML code for the application configuration, including properties like 'navigator-title-order', 'controller', 'theme', 'product-name', and various mobile-specific settings.

Providing mobile applications across roles and functions

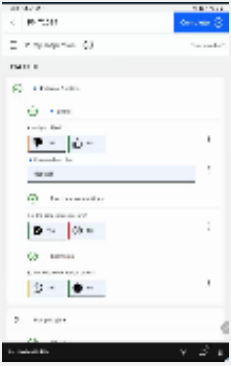
Maintenance

Inventory


Technician




Inspections



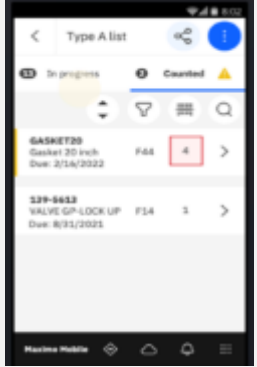
Service Request




Receiving




Countbooks




Approvals



Asset Manager

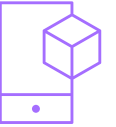


Issues



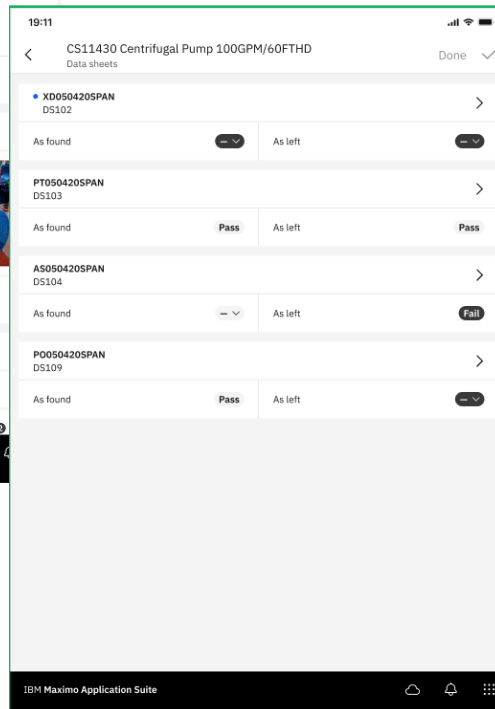
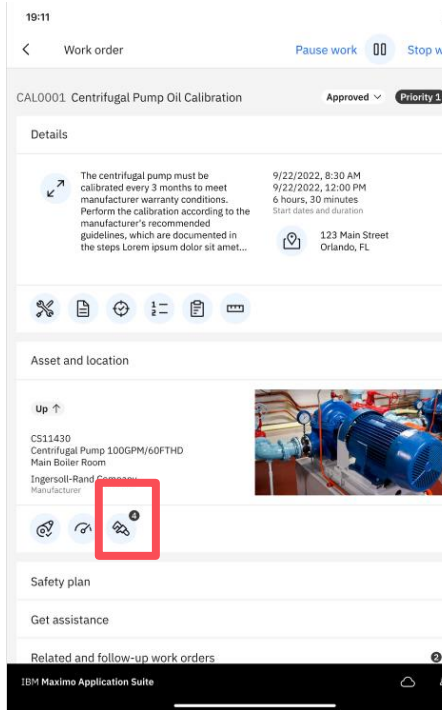
Roadmap to extend Mobile Applications - 2024

Targeted for MAS 9.0

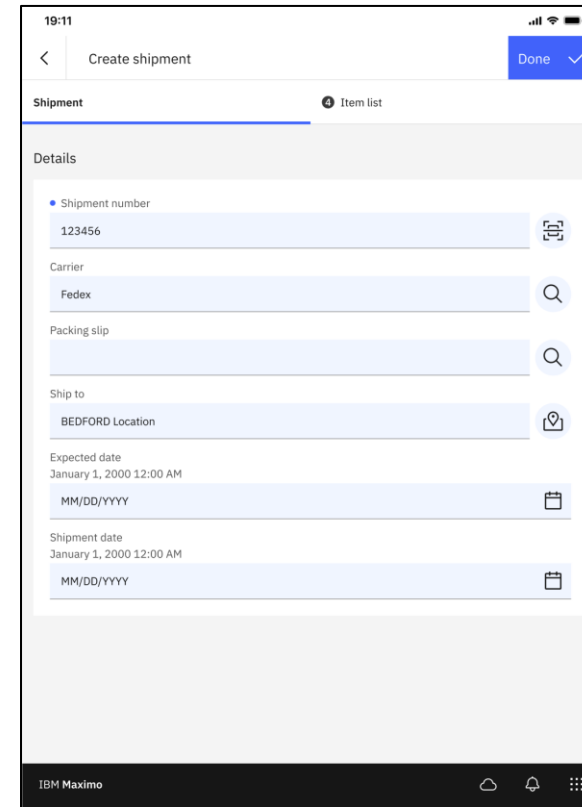


Calibration

Capabilities to access calibration details within the Technician mobile application



Inventory - Transfers & Staging & returns



Maximo Mobile for Inventory

Targeted for MAS 9.0

Inventory, Returns

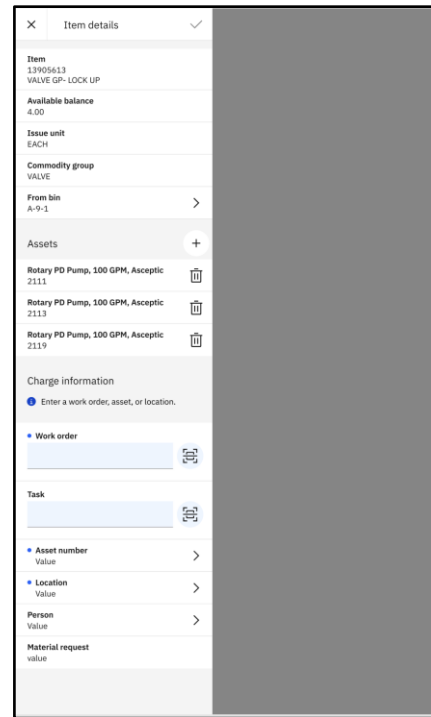
Issue additional items without Reservations from Inventory using Inventory Usage Records

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

Return Items to Inventory

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

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



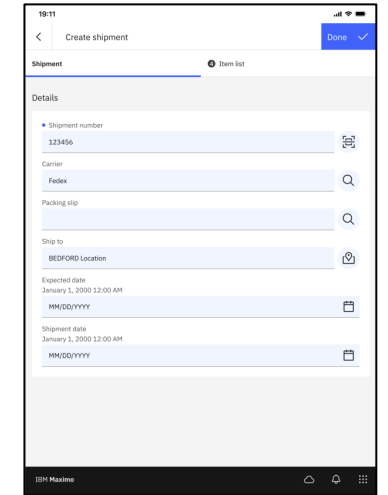
Transfers, Creating Shipments

Transfer Inventory items using Inventory Usage Records

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

Create Shipments on Mobile

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



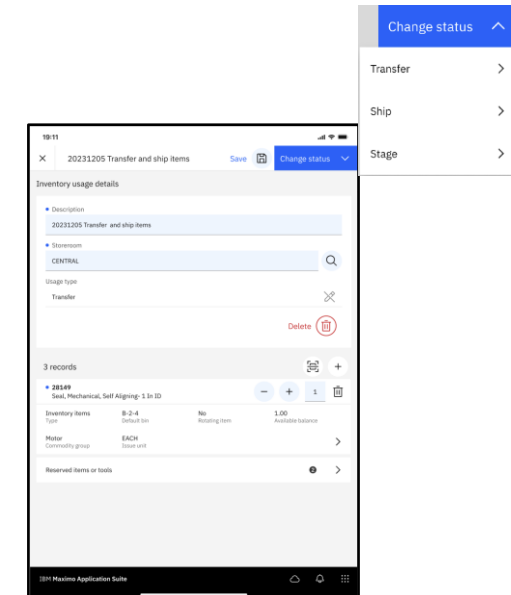
Staging

Stage Inventory Usage Records

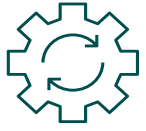
- Create Inventory Usages of Transfer or Issue type or Open Inventory Usage Records of Entered status
- Add Items from Inventory and Reservations
- Set Inventory Usage to Staged on Mobile both on or offline, define Staging Bin

Transfer, Issue or Ship Staged Inventory Usages

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



Maps



Esri ArcGIS

- ArcGIS Online and Enterprise
- Improvements for large map datasets



Online and Offline maps



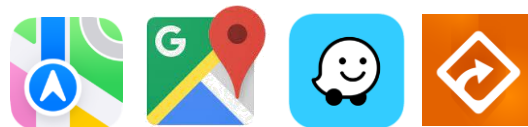
Outdoor and Indoor maps. -Indoor Positioning System



Download and Sync capabilities for Map data (OTA)



Navigation

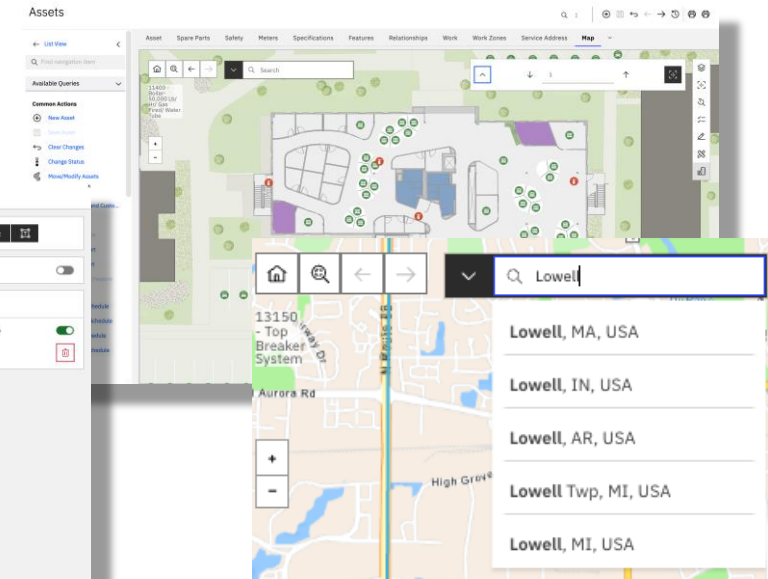
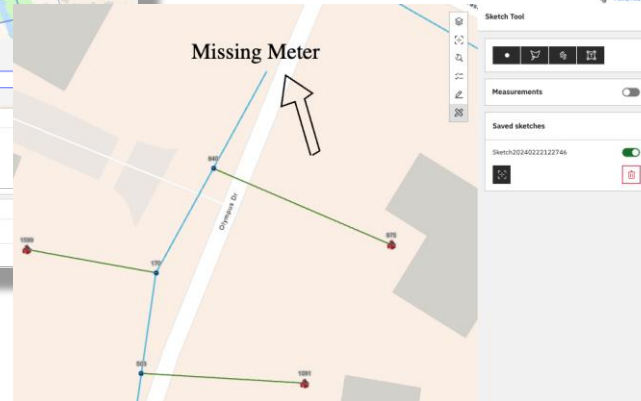
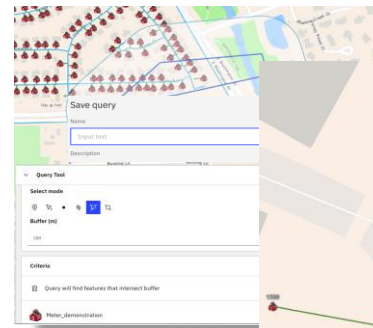
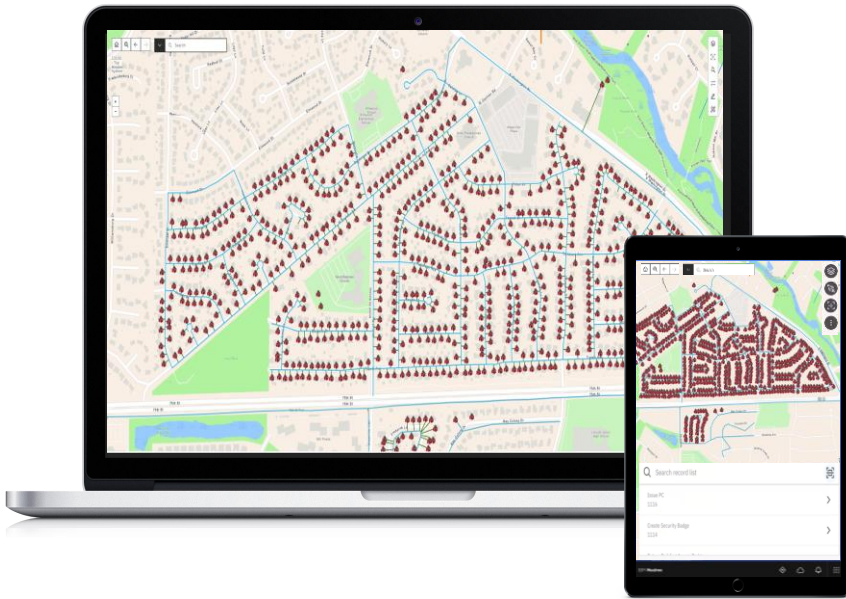


Maximo Spatial Updates

Targeted for MAS 9.0

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

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



Adding Cognos to the Maximo Application Suite



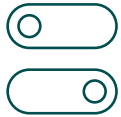
Provide analytic information to meet strategic and operational needs of our customers



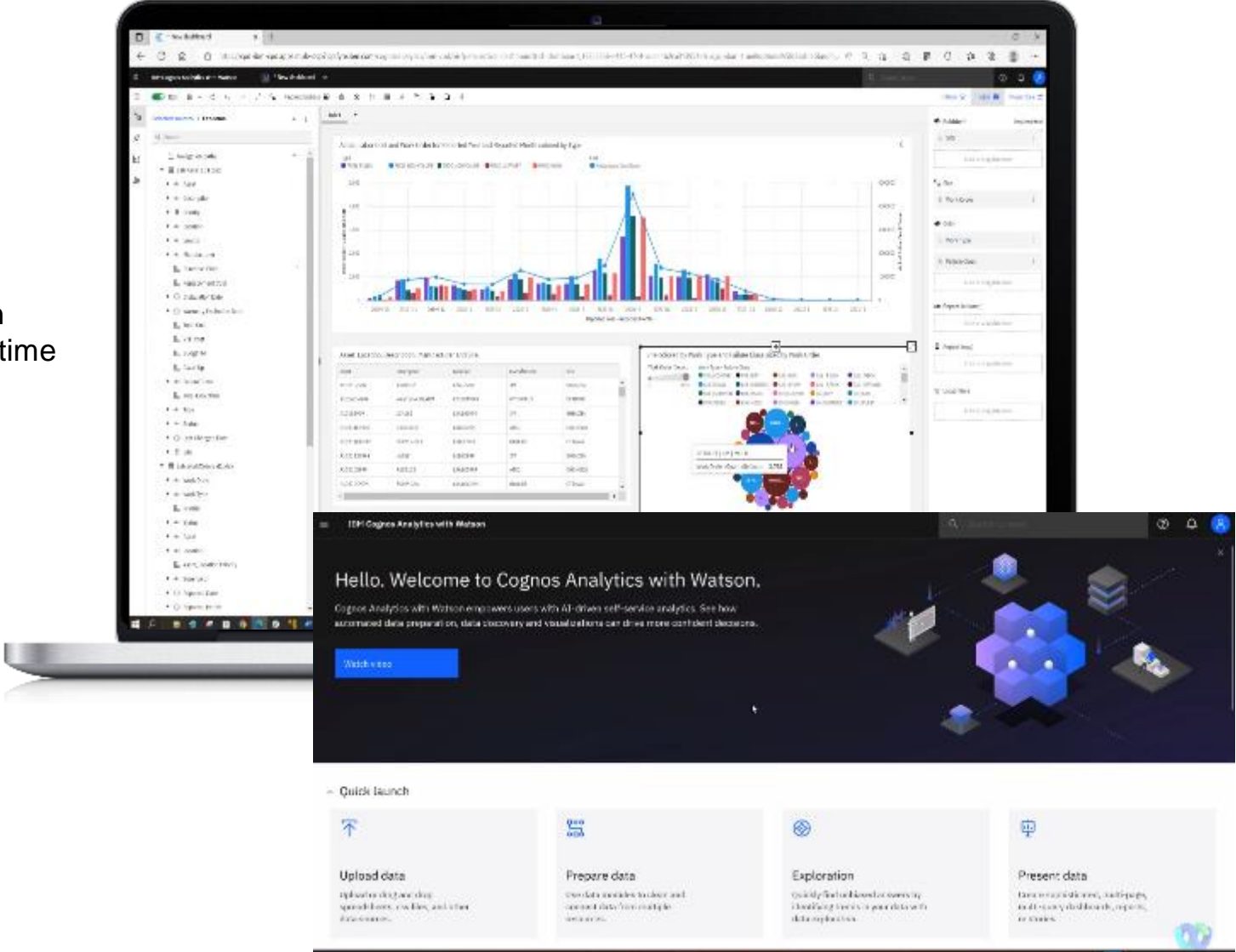
Display information quickly and in real-time



Deliver critical metric to drill down into actionable items



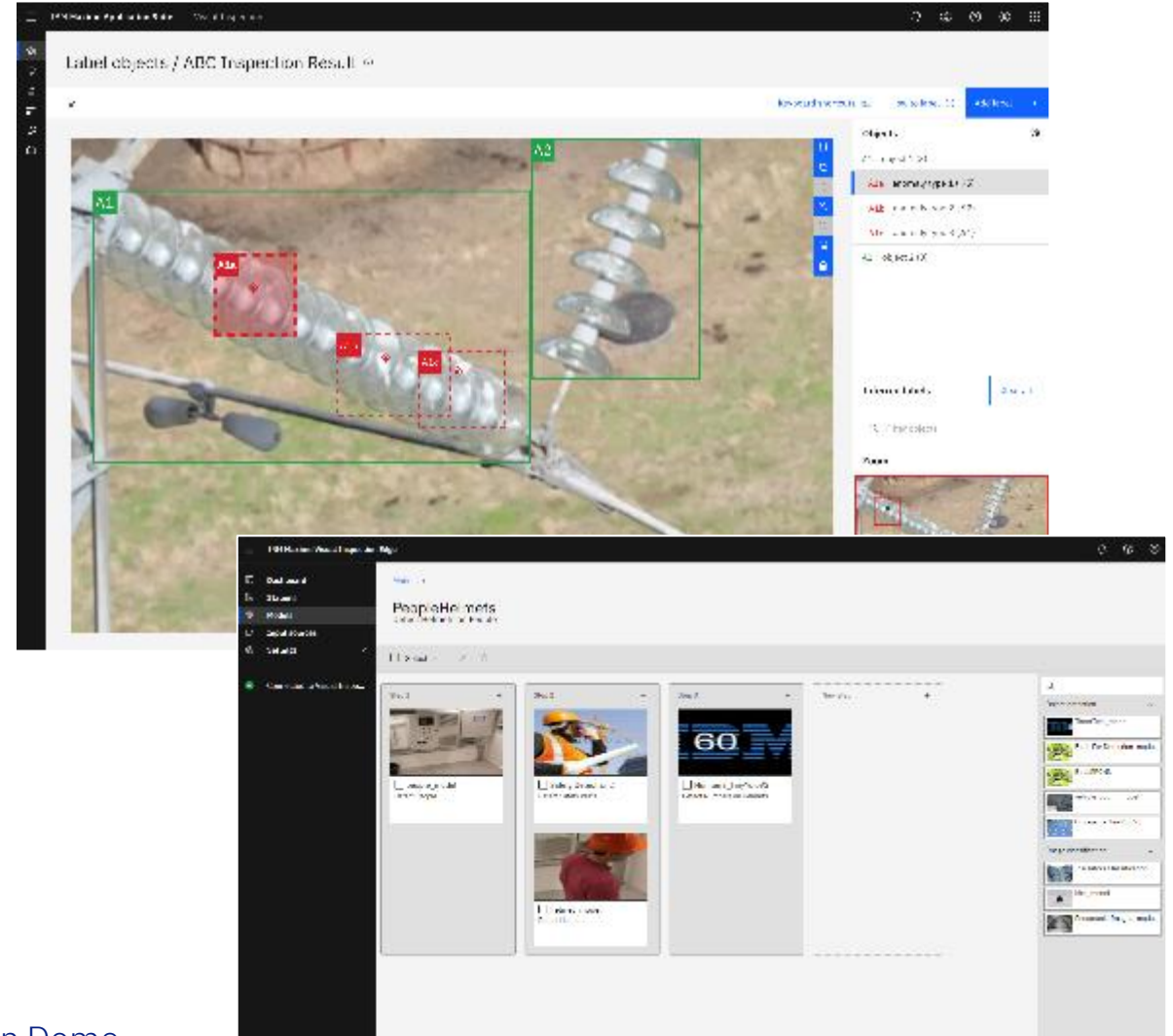
Make content customizable



MAS 8.11 Supports Cognos 11.2.4 & BIRT 4.8
 MAS 9 plans to support Cognos 12 & BIRT 4.14

MVI: Use visual inspection to identify anomalies

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



[Visual Inspection Demo](#)

Reliability Strategies *help accelerate achieving RCM goals*

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

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



Reliability Strategy
Library* (Accelerator)



Start implementing
RCM 75% faster

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

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

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

What's Coming: Reliability Strategies 9.0 Release

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 image displays two screenshots of the IBM Maximo Reliability Strategies 9.0 interface. The left screenshot shows the 'Create failure mode' form, and the right screenshot shows the 'Tracker' view.

Create failure mode form:

- Component:** Impellers
- Failure mechanism:** Wear
- Failure influence:** Cavitation from low NPSH
- Failure effects:** Production line slows to prevent bearing over heating
- Failure consequences:** loss of \$10,000/hr for every 10% of lost production
- RPN calculation:** $2 \times 5 \times 1 = 10$
- Initial risk priority number (RPN):** 10
- Actions:**

Action type	Occurs	Details	Frequency	Frequency value	Effectiveness
Preventive maintenance (P...	Recurring	During operator rounds the...	Interval	1 month	High
Redesign	Recurring	During operator rounds the...	Meter	100	High
- Final risk priority number (RPN):** 10

Tracker view:

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

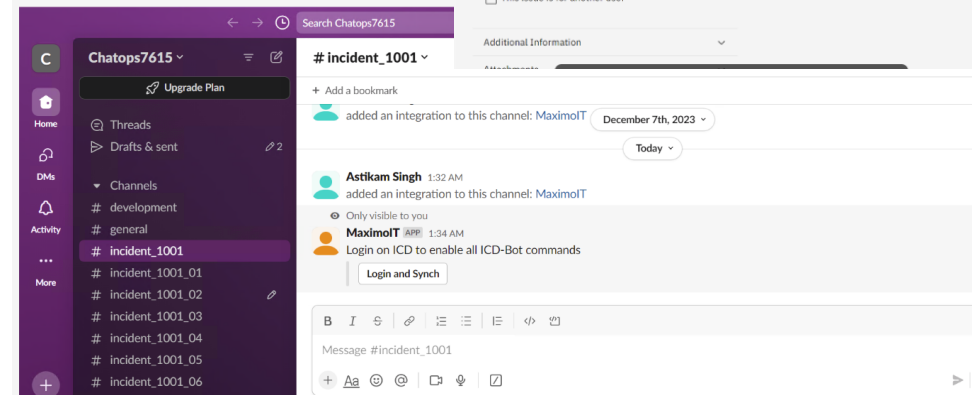
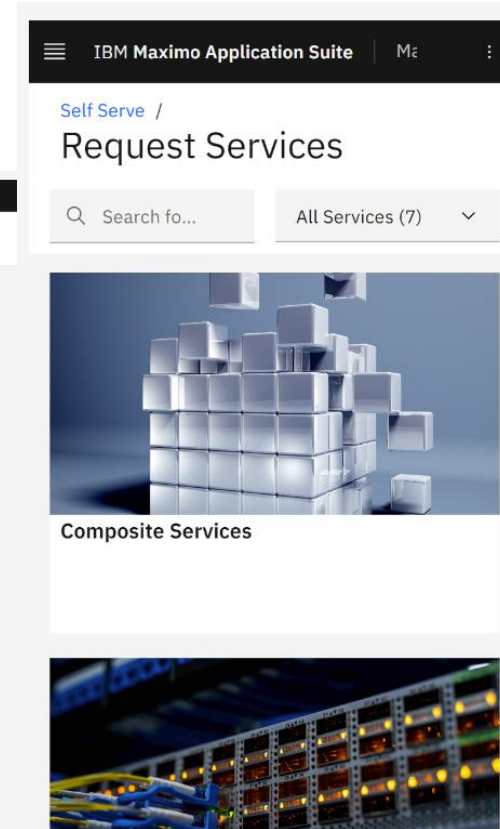
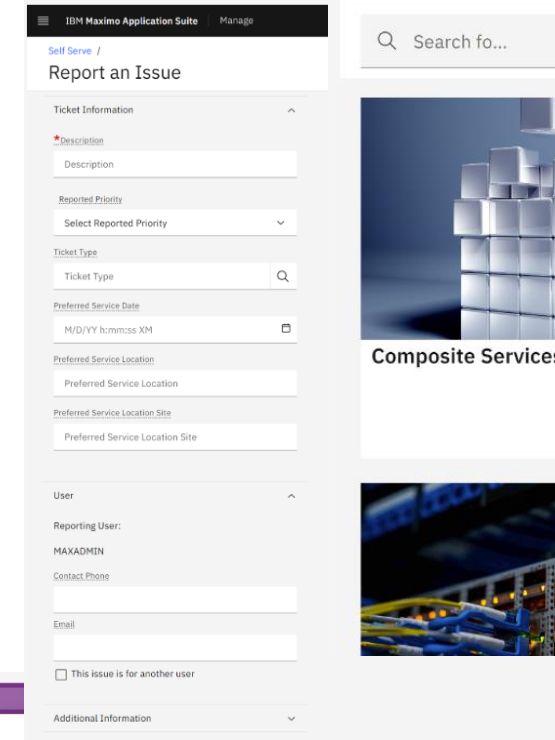
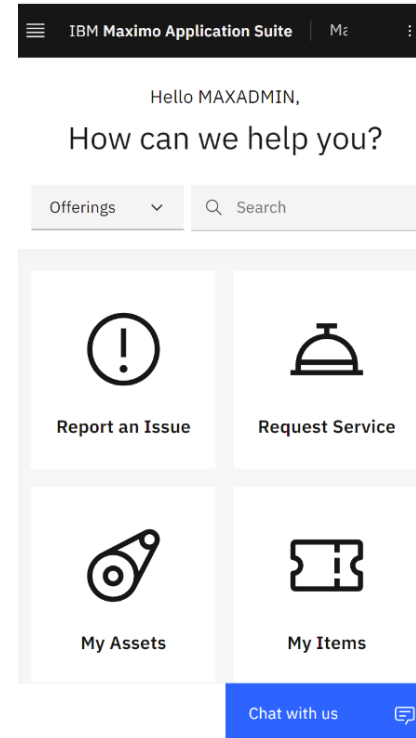
Maximo IT

(Customer-Managed Only)

(Targeted for MAS 9.0)

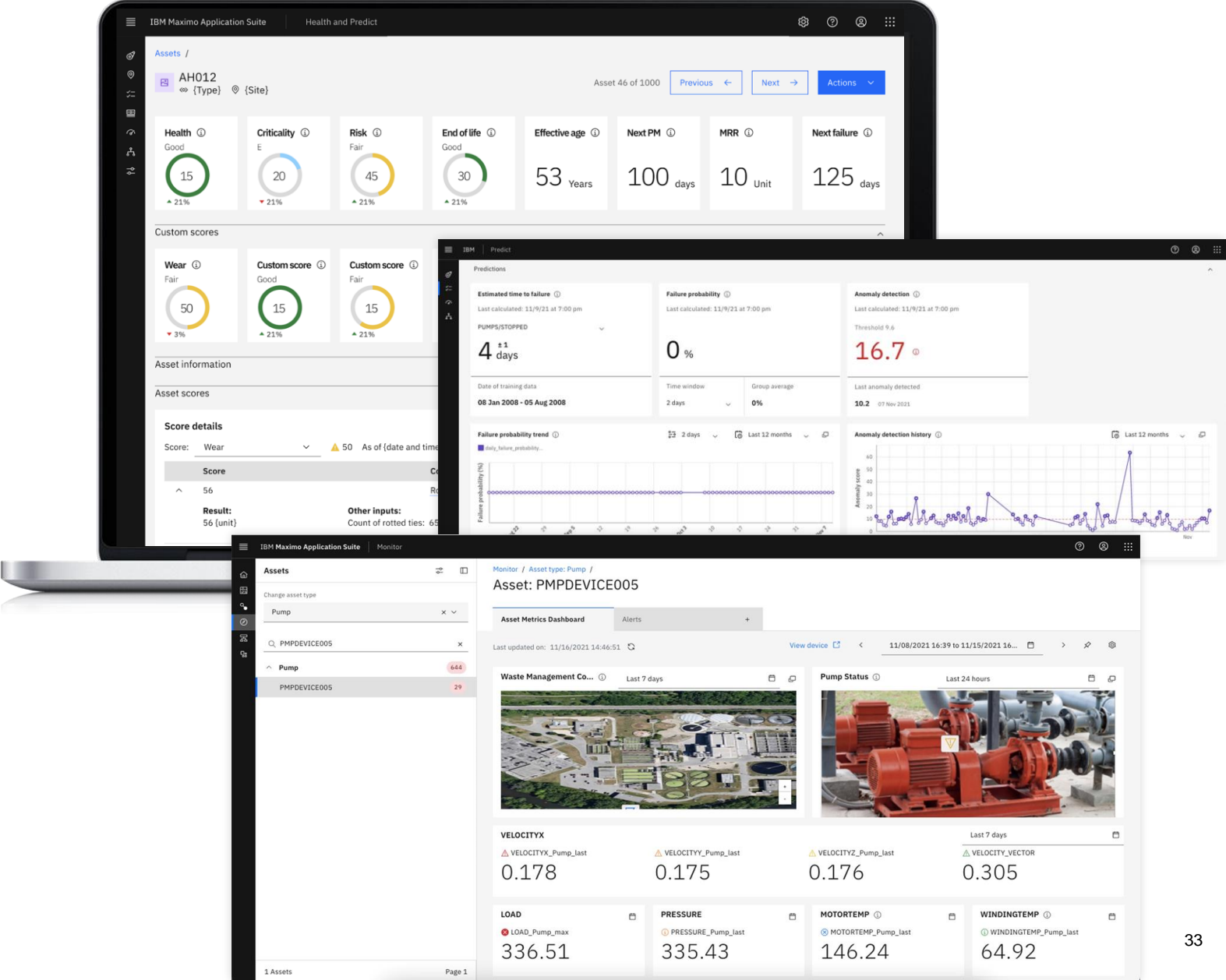
Maximo IT 9.0

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



Health - Investigate assets at risk from a single page

- See KPIs and other important asset information in one place
- Review health, criticality, risk, end of life, effective age and custom scores
- See dissolved gas analysis for transformers
- Visualize predictive model scores built from OOTB templates
- Review trends to determine what to do, and when to act
- Investigate top contributor factors and their importance scores for anomaly detection



Maximo Health Updates

(Targeted for MAS 9.0)

Health Mean Time Between Failure

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

Identify and Correct Missing Asset Data for KPIs

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

Health Made Easy with Out of the Box Score Calculations

Maximo Models for Electric Transformers

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

MAS Technical Updates












(Targeted for MAS 9.0)

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



Resources

Maximo User Groups - 2024

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

MaximoWorld



AUGUST 5-8, 2024 • PHOENIX, ARIZONA

EVENT DETAILS [HERE](#)

Sustainability Software Digital Trials

Maximo Application Suite

(MAS SaaS with Health & Manage capability only)

Environmental Intelligence Suite (EIS)

Envizi ESG Suite

Maximo: <https://www.ibm.com/account/reg/us-en/signup?formid=urx-51868>

EIS: <https://www.ibm.com/account/reg/us-en/signup?formid=urx-51911>

Envizi: <https://www.ibm.com/account/reg/us-en/signup?formid=urx-51857>



IBM TechXchange Community

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

IBM Sustainability →

IBM Asset & Facilities Management

Your destination for peer and expert insights to help unlock the power of data with AI and Asset & Facilities Management to advance your digital reinvention.

Group Home

Discussion 7.8K

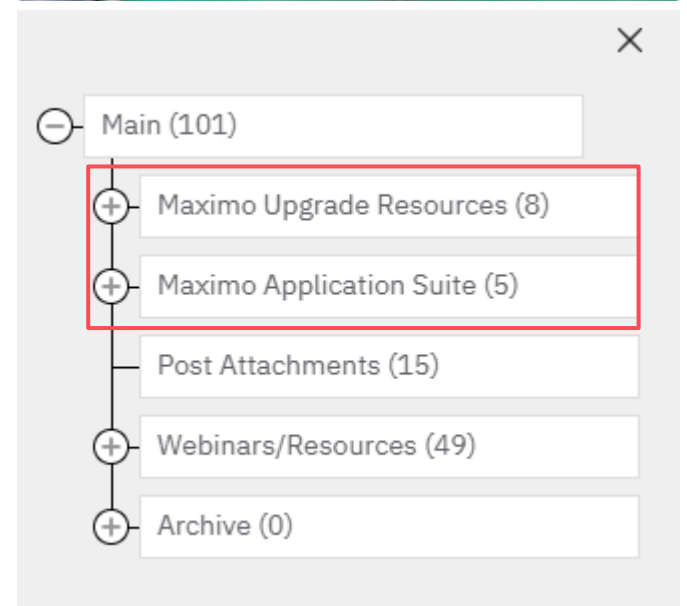
Library 688

Blogs 252

Events 4

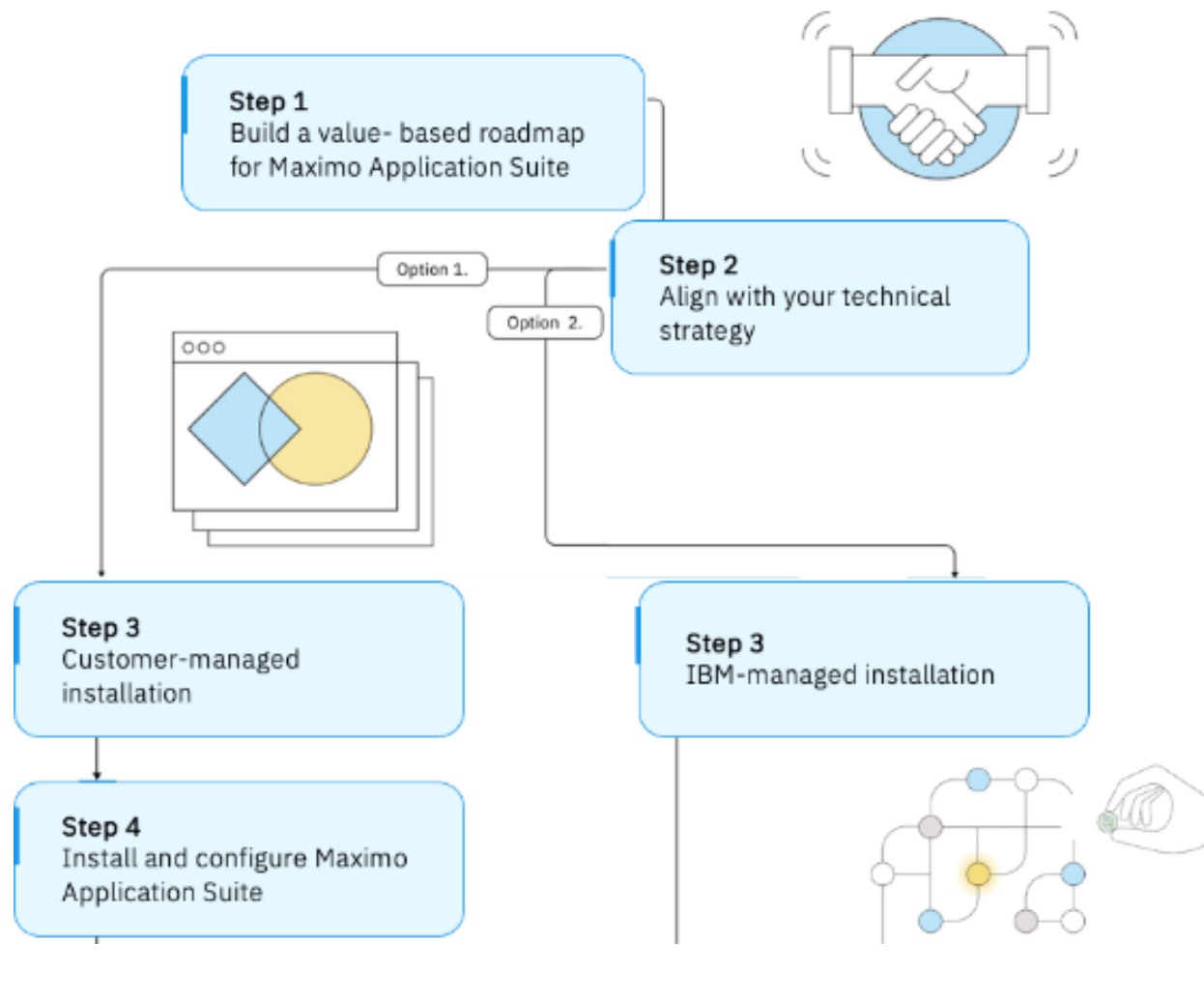
Members 8.7K

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



Supporting your Move to MAS

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



Scan the QR Code for more details



Access Additional resources



EAM Technical Assessment: Overview

IBM Expert Labs

Technical Assessment for MAXIMO /SaaS Flex upgrade and migration to MAS Managed Services

Key Activities:

- Focus on application layout and technical configurations using the IBM Maximo Sizing questionnaire as a starting point
- Identify areas of impact for upgrade and migration to MAS Managed Services
- Assess data structure
- Identify customizations and assess the gap from leveraging the out of the box adapters

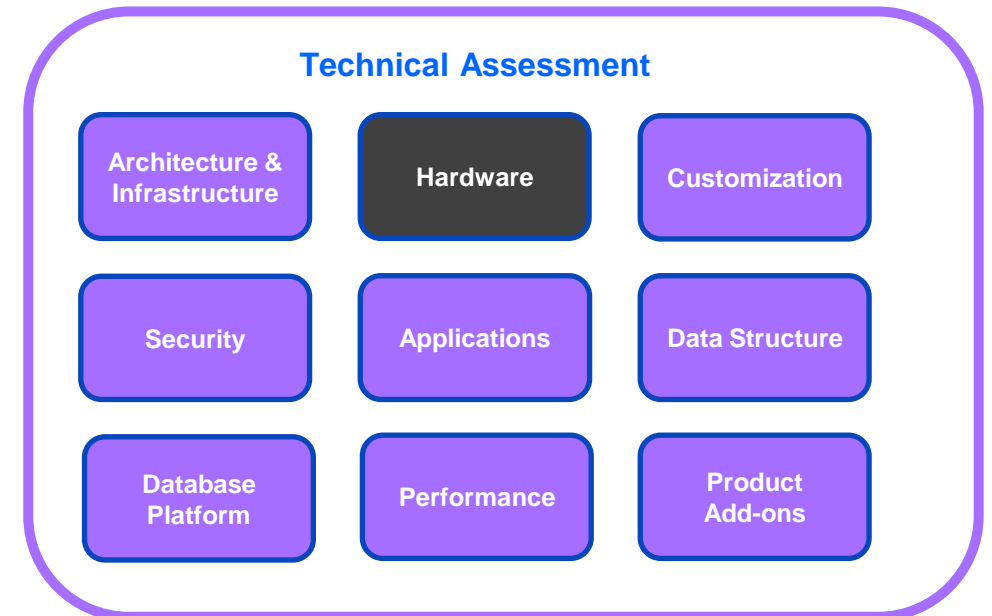
Expected Outcome:

- Maximo Technical Upgrade Assessment document containing tailored recommendations and a journey map for the upgrade

Duration:

- 5-7 weeks

Maximo Assessment Components



IBM Maximo Application Suite

Technical education brief

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

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

Share your Experiences with IBM Maximo

Your peers come to G2 to research Enterprise Asset Management (EAM) Software and other business solutions. Adding your perspective on IBM Maximo Application Suite will help others pick the right solution based on real user experiences.

[Review IBM Maximo Application Suite Products \(g2.com\)](https://www.g2.com/review/ibm-maximo-application-suite-products)

Submit Your Product Ideas



AI Applications - Ideas Portal

Welcome to the idea portal for IBM AI Applications Customers

IBM Employees:

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

Clients:

Shape the future of IBM!

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

Post your ideas

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

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

Help IBM prioritize your ideas and requests

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

Receive notification on the decision

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

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

Questions?

The image shows the IBM logo in a large, white, 3D font. The letters are blocky and have a slight shadow cast to the right, giving them a three-dimensional appearance. The logo is centered horizontally on the page.

Contacts

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Kim Woodbury
kwoodbur@us.ibm.com

Maximo Digital Learning Subscription

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

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

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

[IBM Maximo Individual Learning Subscription](#)

[IBM Maximo Enterprise Learning Subscription](#)

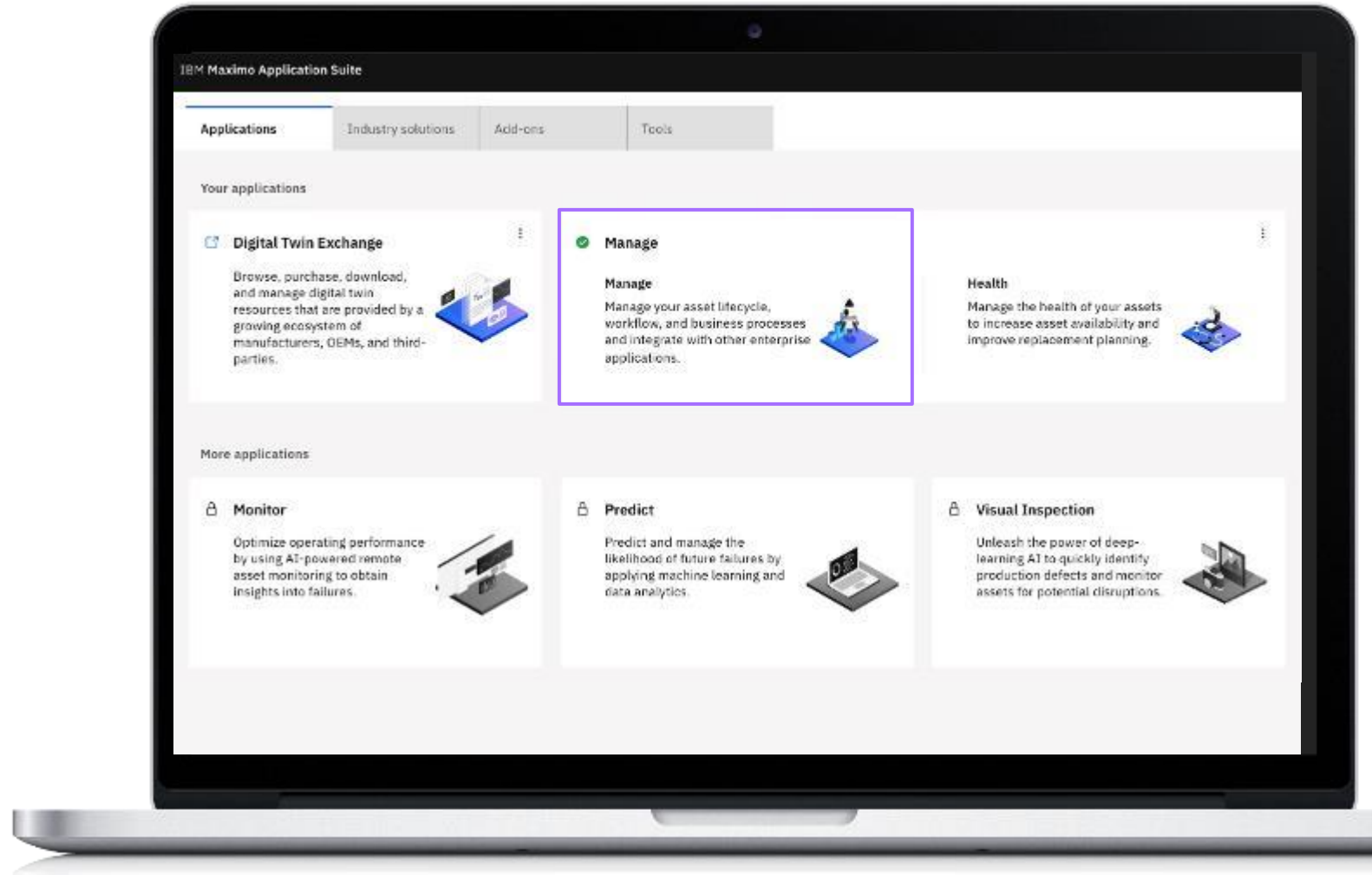
The image shows two side-by-side boxes representing different subscription types. The left box is titled 'Individual subscription' and lists benefits for a single student, including access to digital learning material for 12 months, up to 9 digital courses, and a list price of \$2400 USD. The right box is titled 'Enterprise subscription' and lists benefits for up to 30 students, including 30 digital enrollments, the ability for a company administrator to assign and track up to 30 courses, and a list price of \$12,504 USD.

Subscription Type	Key Features and Pricing
Individual subscription	<ul style="list-style-type: none">Individual student access to digital learning course material for 12 months for one fixed price.Student can take up to 9 digital courses from the Maximo DLS catalog.List price \$2400 USD
Enterprise subscription	<ul style="list-style-type: none">30 digital enrollments for up to 30 individual students for 12 months for one fixed price.Company Administrator can assign and track up to 30 courses to enterprise employees.List price \$12,504 USD

Upgrade to Manage in the Suite

Manage in the Suite

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



Documentation for Maximo EAM Upgrade to Maximo Application Suite:

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

MAS SaaS Service Comparison^{1,2}

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

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

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

MAS SaaS Service Comparison^{1,2}

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

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

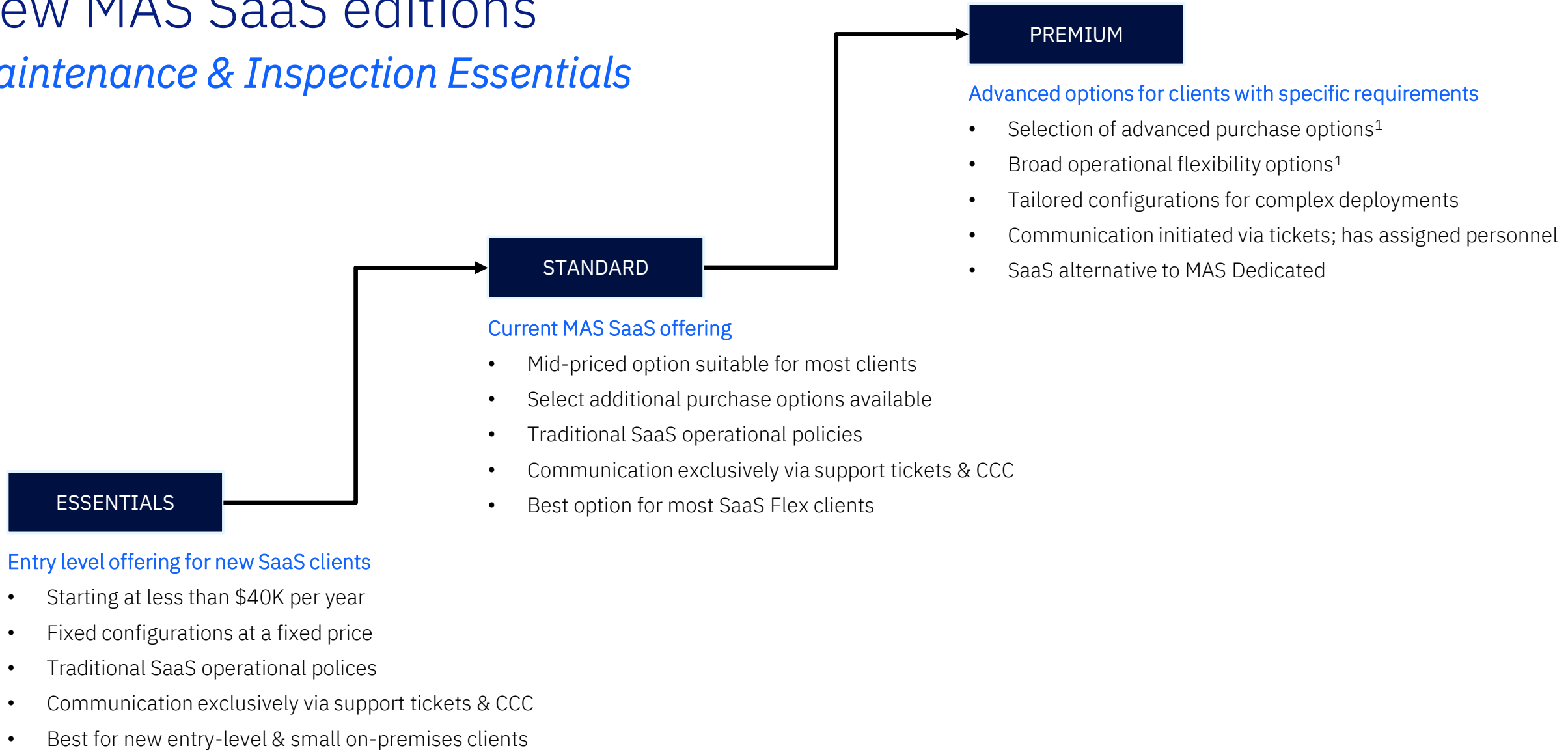
¹ Subject to change
² Availability of features will vary. Not all will be available at initial release.
⁸ Deployed for no additional AppPoints only for clients who require it.
⁹ Non-prod first, followed 30 days later by Production
¹⁰ Up to 6 months, excluding updates & security items
¹¹ Greater than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

MAS Deployment Options

Deployment	Availability	Procure	Provision & Operate	Client Benefits
On Premise Customer Managed	Now	Client purchases MAS from IBM Client provides infrastructure	Client provisions, manages, and operates full stack	<ul style="list-style-type: none"> Maximum operational flexibility
Hyperscalers Customer Managed	Now AWS Azure	BYOL Client purchases software from IBM and infrastructure from Hyperscalers	Client runs IBM-provided automation scripts to deploy MAS on Hyperscalers' cloud Client manages and operates both software and infrastructure	<ul style="list-style-type: none"> Simplifies procurement and deployment Allows client to select their Hyperscalers Flexibility for clients to manage and operate their environment
	Now AWS Azure	Paid (Marketplace listing) Client purchases software and infrastructure from Hyperscalers		
SaaS Editions IBM Managed	Now AWS	Client purchase single part (includes software, infrastructure, and operations) from <u>either</u> std IBM sales/channels or AWS Marketplace Essentials Standard Premium	IBM provisions, manages, and operates Client's MAS environment on AWS Cloud using IBM's AWS cloud account Provides a base implementation of Manage or MVI. Limited configuration. Provides full MAS Capability, with limited options and operational options Full MAS with more flexibility.	Reduced time-to-value Reduced operational costs Allows clients to focus on business priorities Entry Level for small implementations. Targeted at most clients requiring MAS and wanting to focus on standard capabilities. For clients wanting more operational features and flexibility. 51

New MAS SaaS editions

Maintenance & Inspection Essentials



<https://www.ibm.com/products/maximo/pricing>

¹ Availability of options will vary. Some are not available at initial release.

Simplified Licensing and Usage

MAS AppPoints will be used across suite

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

1. Single license

One entitlement to entire Suite

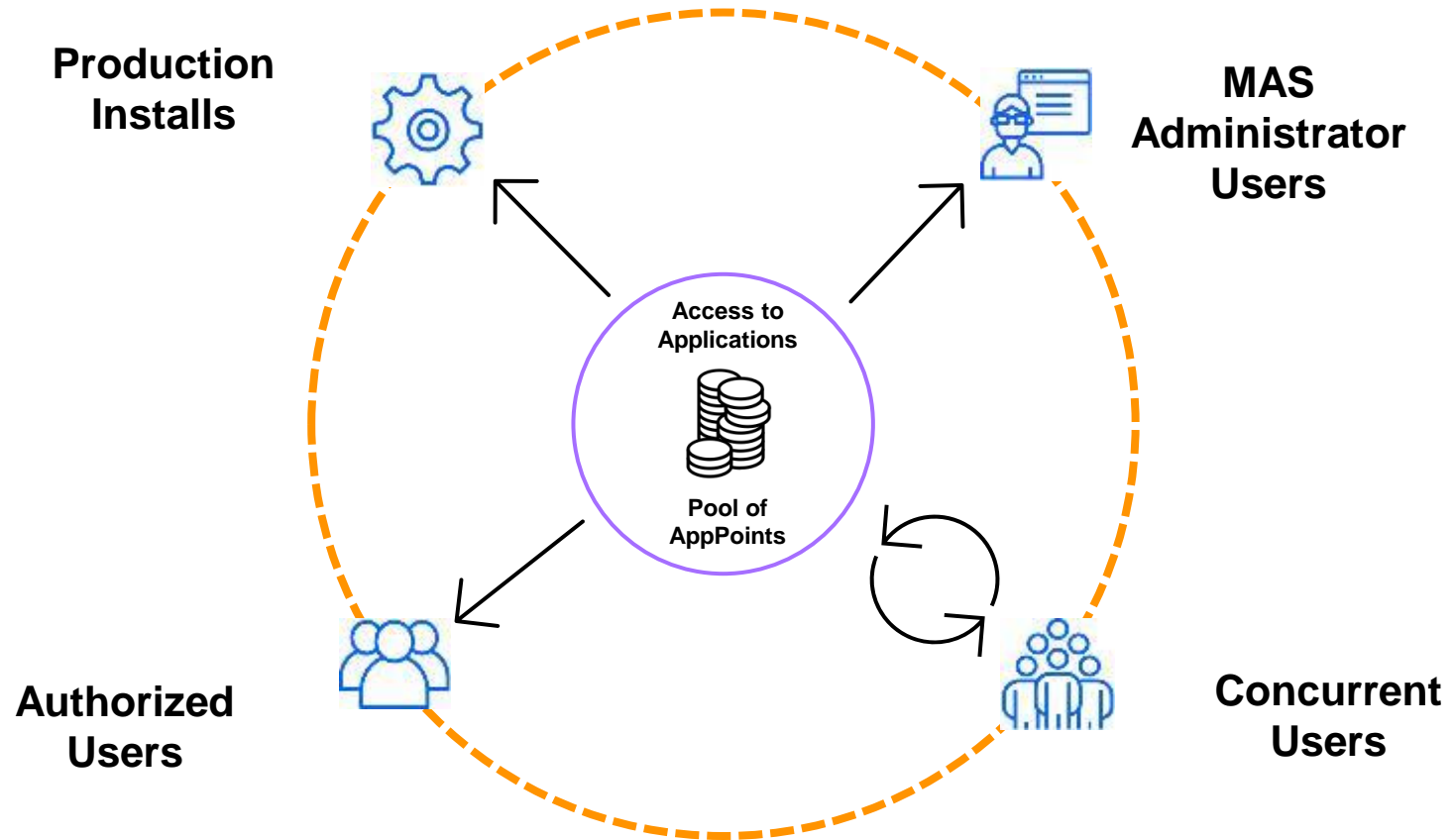
2. Flexible consumption

Sharing of license through Concurrent Users

Guaranteed access for Authorized Users

3. Simplified usage

Access applications without additional provisioning



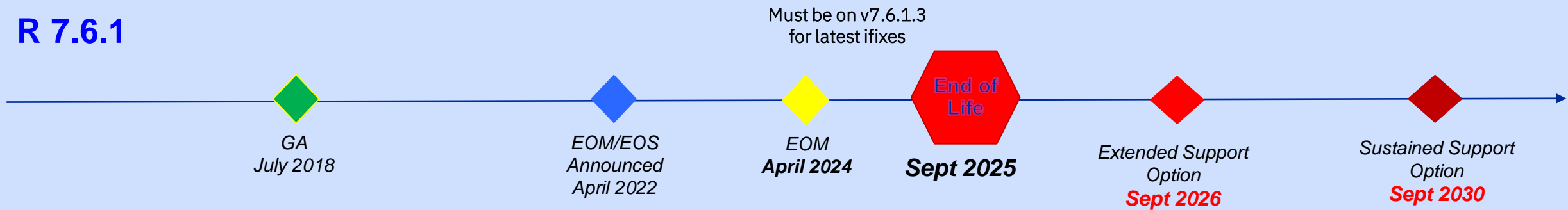
MAS AppPoint License Model

USER TYPES	Self Service	Limited	Base	Premium		
Administration Users (Authorized)	N/A	N/A	10 AppPoints	15 AppPoints		
Application Users (Concurrent)	0 AppPoints	5 AppPoints	10 AppPoints	15 AppPoints		
Application Users (Authorized)	0 AppPoints	2 AppPoints	3 AppPoints	5 AppPoints		
Applications	Self Service Applications <ul style="list-style-type: none"> • Service Requests • Desktop Requisitions • Requests (Oil & Gas) • Create/Review Incidents (HSE) • Vehicle Requests (Transportation) • Graphical Appt Book (Scheduler) • Bill review (Service Provider) 	Manage 3 Modules: <ul style="list-style-type: none"> • Manage (Linear/Calibration/Spatial) • Manage Industry Solutions • Manage Add-ons • IT • Maximo Mobile • 3rd Party Mobile Monitor Assist (requires install)	Manage Includes: <ul style="list-style-type: none"> • Linear • Calibration • Spatial (requires install) • Scheduler • IT Health	Manage Industry Solutions <ul style="list-style-type: none"> • Oil & Gas, Aviation, Transportation, Utilities, Nuclear, Civil Infrastructure Add-ons <ul style="list-style-type: none"> • Asset Configuration Manager, Service Provider, Health Safety & Environment Manager Predict Visual Inspection (requires install)		
Install AppPoints (Production Only)	SAP/Oracle/Workday Connectors (80)	Civil Infrastructure (50)	Visual Inspection (45) Edge (1)	Spatial (20)	Assist (150)	Optimizer (60) / (220)

Maximo EAM Lifecycle Updates

	DESCRIPTION	DATE
Announce End of Market (EOM & EOS)	Announcement Letter published IBM Announcement Letter #922-024	April 12, 2022
End of Marketing (EOM)	EOM and New Support Parts are available for purchase	April 19, 2024
End of Support (EOS)	Update Support Plans and Lifecycle page	Sept 30, 2025

R 7.6.1



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

***IBM Sustained Support:** Enables clients to continue to get support for "how to" questions, usage issues, and known defects published in IBM Fix Central after IBM standard/extended support ends for 7.6.1.x. IBM Sustained Support does not include support for new defects or new security fixes.

*[New Support Terms and Conditions](#)