

Design the future of Asset Lifecycle Management



With you today



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Agenda

- 1 Delivering you a better experience
- 2 Big Ideas activity
- 3 Roundtable discussion
- 4 Day 1 playback
- 5 Continue the conversation: User Engagement Program

Daily challenges we hear

1

We want to decrease downtime / improve maintenance

2

We need to derive new value from data

3

We're losing the most experienced technicians

4

We want to decrease rework and warranty cost

What you need Maximo to do

Make it easy

→

"I don't want to spend a lot training my users."

"Our younger users have higher expectations around usability."

Help me do my job
– better, faster

"It should be intuitive, informative, and help me do my job."

"Provide meaningful data and insights... without the noise"

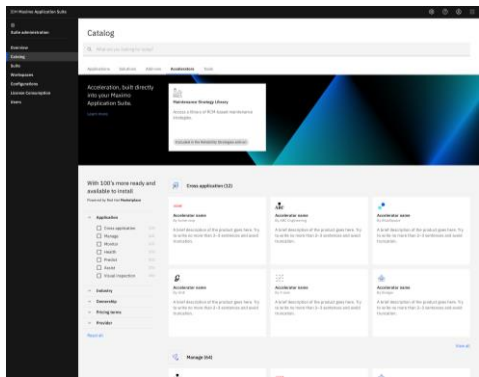
Give me the data I
need wherever I am

"I want access to information in the office, on the plant floor, or at home."

"I should be able to input data without a network connection"

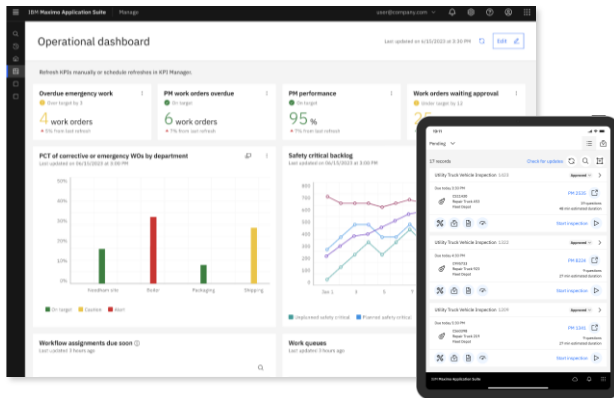
We've been innovating to bring greater value to your business

Administration



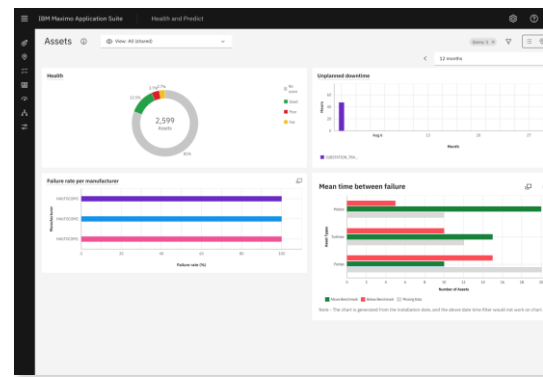
Licensing and deployment flexibility
Licensing usage monitoring
Maximo Application Framework app designer
Accelerator Catalog

Inspections & Maintenance



Powerful, customizable dashboards (operational views, scheduling, dispatching)
Streamlined work order views
Simpler, easy to use mobile experience
AI assistance for better decision making
Visual inspections

Reliability



Asset performance (Health scoring, asset investment planning and optimization)
Reliability Strategy app & library for better job plus with RCM
Ingestion of operational data and anomaly detection

How can Maximo further **help** **you** and your teams **succeed**?

The journey starts with an understanding of our customers and their needs

Let's have a fun conversation about possibilities

**Interactive big ideas
activity** for creative
ideation and problem
solving.

Everyone grab a sharpie
and a sticky pad!

Stand up and get writing.



Design Thinking prompts

Imagine there was a **single view** that contained all of the information you or your users' needed to make **confident, data-driven decisions**.

What would be on that view?

Imagine that you could, with a magic wand, **improve a process or task for you or your users** - make it more impactful or shorten the time it takes to do it.

What would that task or process be?

Imagine your **ideal upgrade, onboarding, or training experience** for Maximo.

What would be different than the experience today?

Do you wish your experience could be used to **make solutions fit** more naturally to the realities of your **business** and their **processes**?

The **User Engagement Program** incorporates client feedback through early **concept** previews & **design ideation** sessions.



Places Users and Non-Users at the center of all design & development efforts.

Enables feedback to be incorporated into all Product phases (Initial concept to delivery).

One-way confidentiality supports early previews of concepts across IBM.



Embraces continuous delivery methods (make changes, get feedback).

Provides opportunity to engage across the IBM portfolio.

Shapes informed solutions to fit the marketplace (not customized).

User Engagement Program

Project pipeline

- Do you have any thoughts to share on any of these concepts?
- Are any of interest to you or your organization?
- Do they address familiar challenges for you or your org?
- Would you be interested in participating as an subject matter expert, and co-creating potential solutions alongside IBM? (at your cadence, availability & convenience)

Concepts:

- 1 Asset management & work execution generative AI use cases
- 2 Operational Dashboards - visualizations, KPIs, and actionable insights
- 3 Field Service Management
- 4 Emissions tracking and management
- 5 Climate risk and resiliency
- 6 Speed to value - faster administration and user onboarding

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