

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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June, 2024

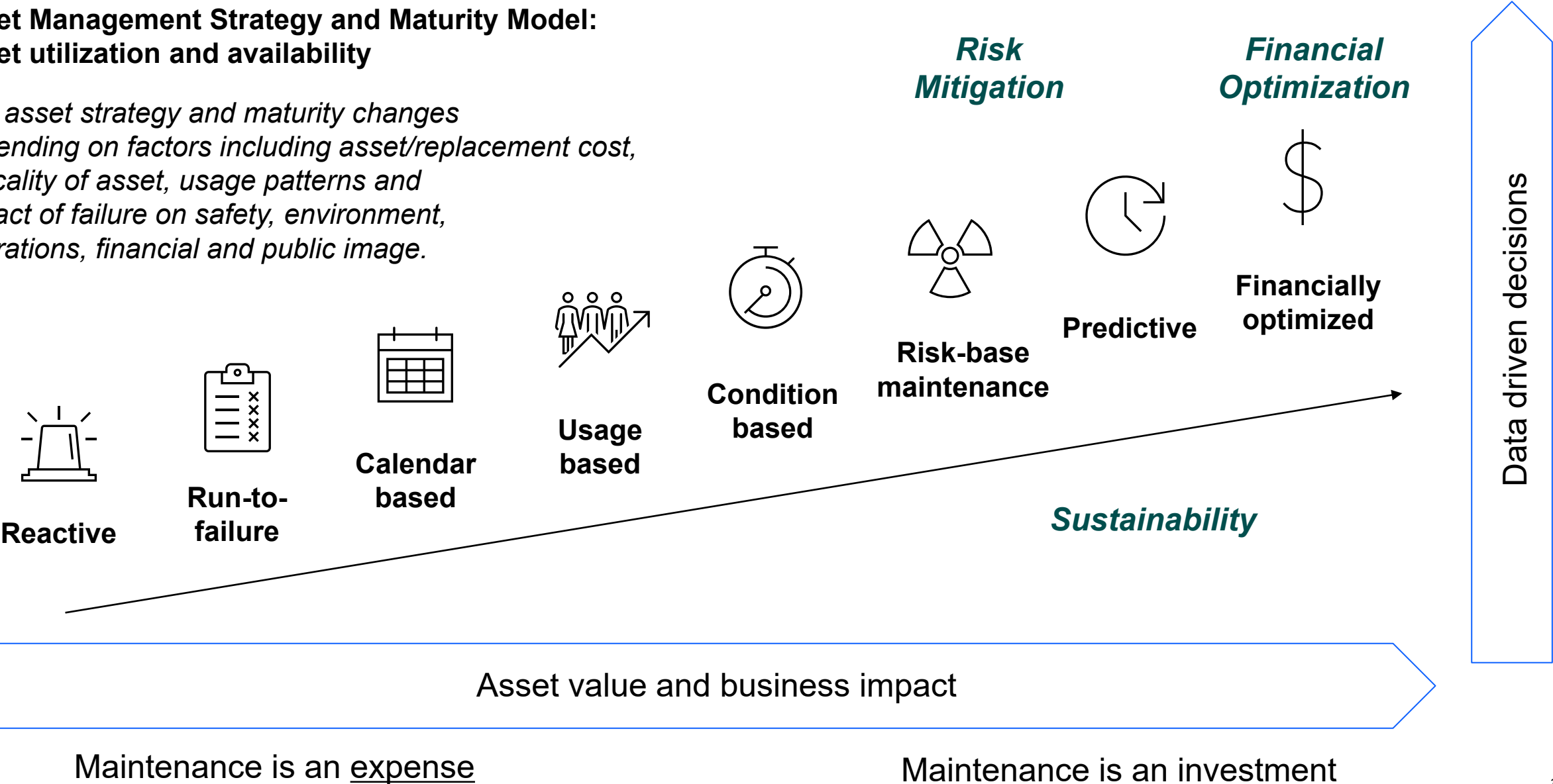
Please note

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

Aligning Maintenance Strategies to optimize ALM

Asset Management Strategy and Maturity Model: Asset utilization and availability

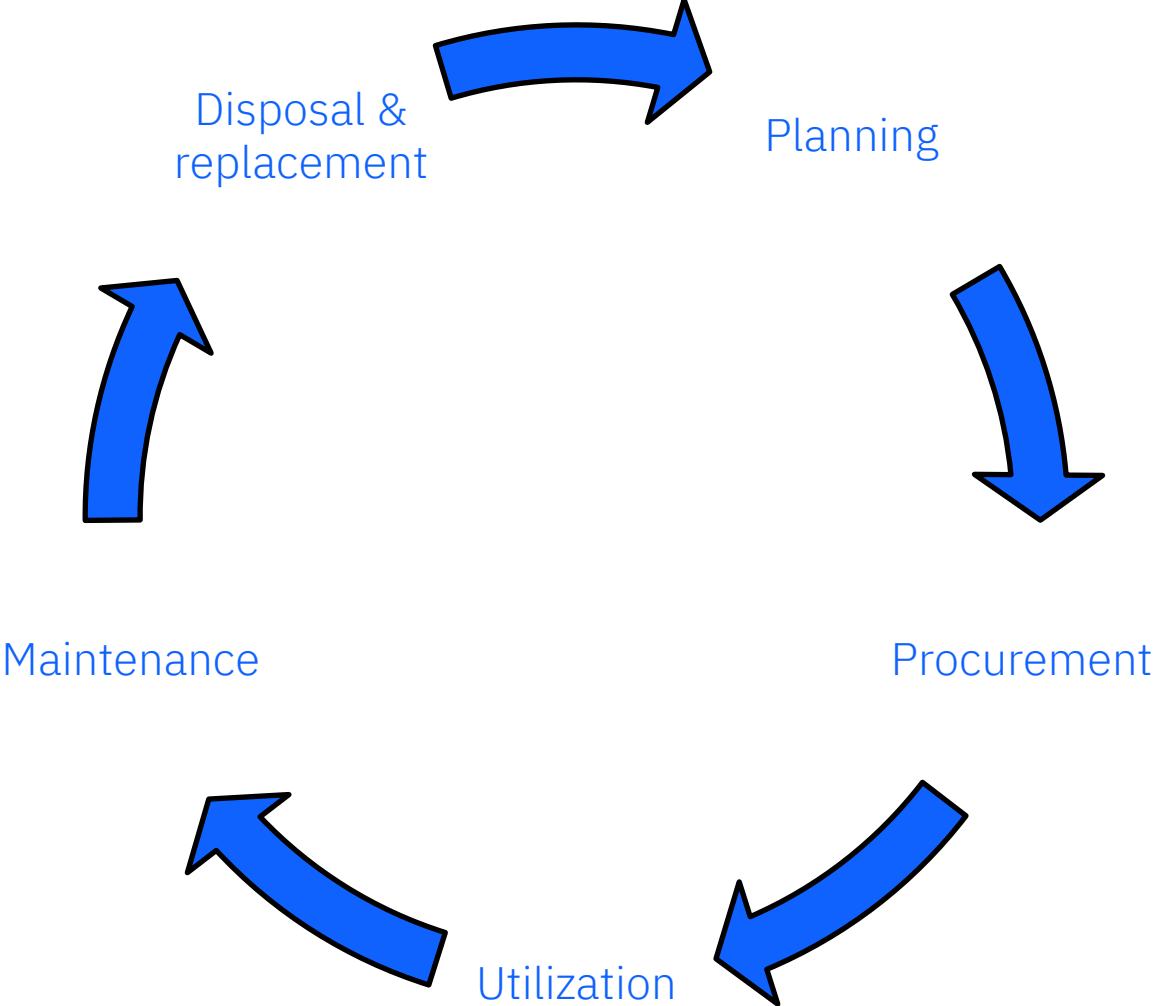
The asset strategy and maturity changes depending on factors including asset/replacement cost, criticality of asset, usage patterns and impact of failure on safety, environment, operations, financial and public image.



What is asset lifecycle management?

Asset lifecycle management (ALM) combines a range of strategies designed to extend the lifespan of an asset and increase its efficiency.

- Assess projected value to the organization
- Identify how the new asset will fare within the overall ecosystem
- Maximize the performance
- Value vs costs



Daily challenges IBM hears from clients

We want to decrease downtime / improve maintenance

\$21K / Minute

Cost of unplanned downtime in large-scale auto production

False Positives

Up to 30% in excess maintenance costs

70%

Hours lost with reactive versus preventive maintenance

We need to derive new value from data...

82%

of asset failures appear randomly

99%

of data collected from sensor-enabled assets goes unused

We are losing the most experienced technicians...

30%

of the total workforce is retiring

32%

average turnover in the field workforce

\$170B

cost of safety incidents in US industries in 2019

We want to decrease rework and warranty cost...

1.2%

of annual revenue is rework and material waste costs










2.0%

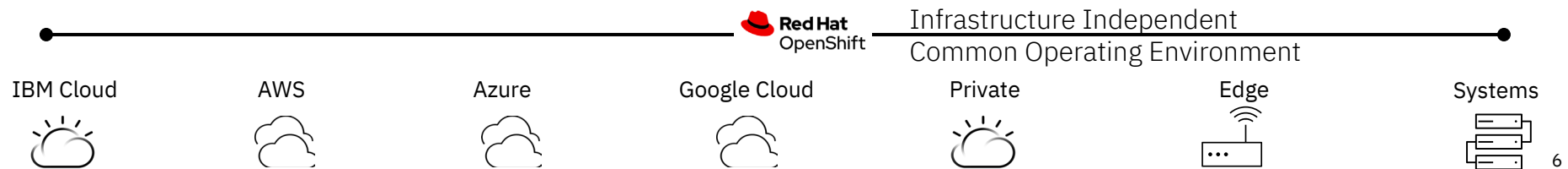
of annual revenue is warranty work costs

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*

 <p>Manage Intelligent Asset Management</p>	 <p>Monitor Monitor and Detect Anomalies</p>	 <p>Health 360 View of Assets</p>
 <p>Predict Predictive Failures</p>	 <p>Visual Inspection AI-Powered Insights</p>	 <p>IT ITSM and ITAM combined</p>
 <p>Mobile Technician Work Execution</p>	 <p>Assist Prescriptive Assistance</p>	 <p>Reliability Strategies Dedicated Reliability Centered Maintenance</p>
<p>Industry Solutions Accelerate time to value</p>		
<p>Maximo Accelerators Catalog Complement, extend or enhance MAS</p>		
<p>IBM Cloud Pak for Data Watson App Connect Cognos Analytics</p>		



Maximo Application Suite - Catalog

MAS Applications

Manage	Monitor	Health	Predict	Maximo EAM Suite	Assist
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Industry Solutions

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

Visual Inspection Edge	<i>Manage</i> Health, Safety & Environment	<i>Manage</i> Asset Configuration Manager	<i>Manage</i> Service Provider	<i>Manage</i> Oracle Connector	<i>Manage</i> SAP Connector
<i>Manage</i> Reliability Strategies	<i>Manage</i> IT	<i>Manage</i> Optimizer	<i>Manage</i> Spatial	<i>Manage</i> WorkDay Connector	<i>Manage</i> TRIRIGA and Envizi Connectors

Accelerator Catalog

MAS Deployment Options

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

Simplified Licensing and Usage

MAS AppPoints will be used across suite

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

1. Single license

One entitlement to entire Suite

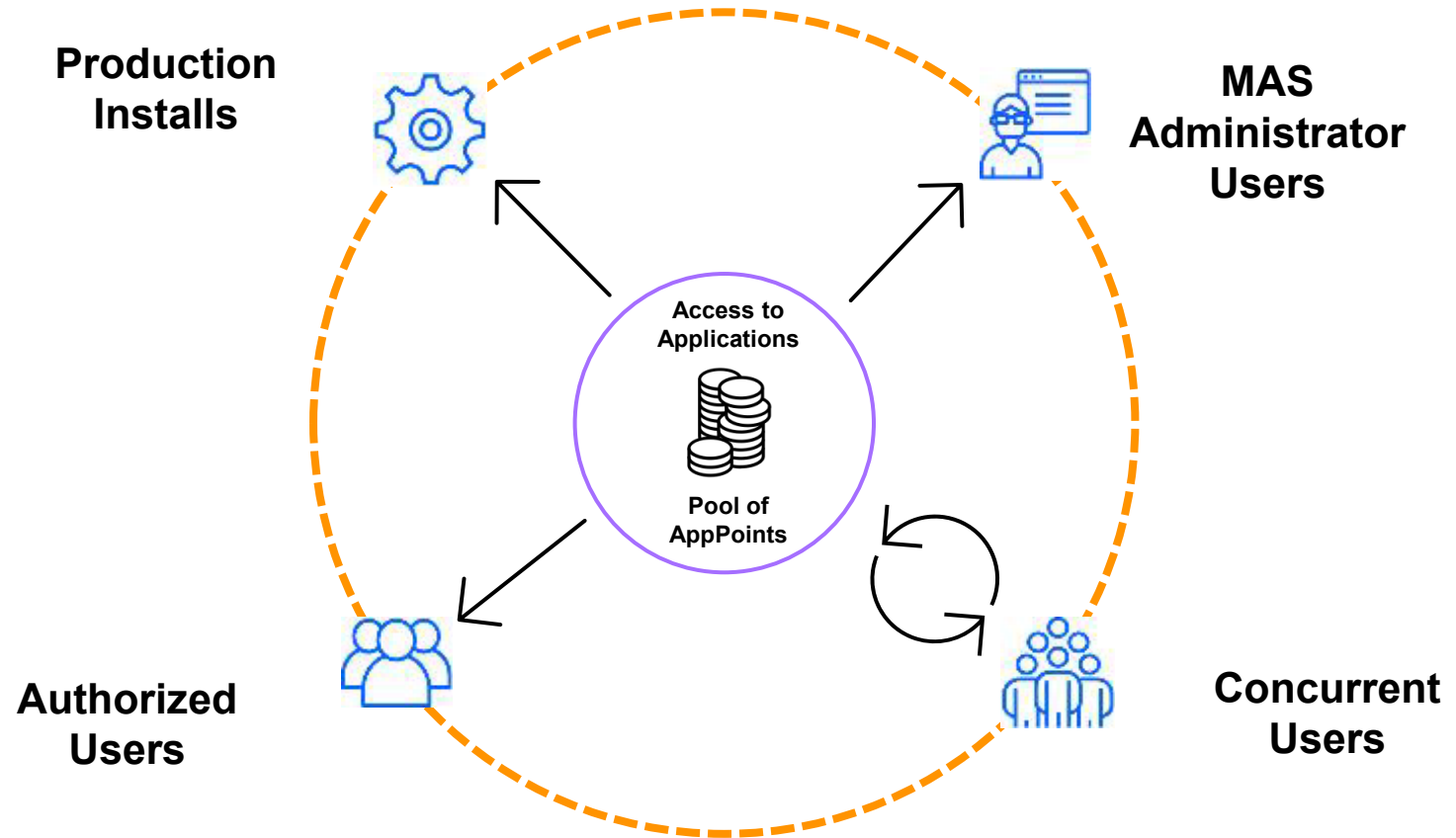
2. Flexible consumption

Sharing of license through Concurrent Users

Guaranteed access for Authorized Users

3. Simplified usage

Access applications without additional provisioning



MAS AppPoint License Model

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

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.

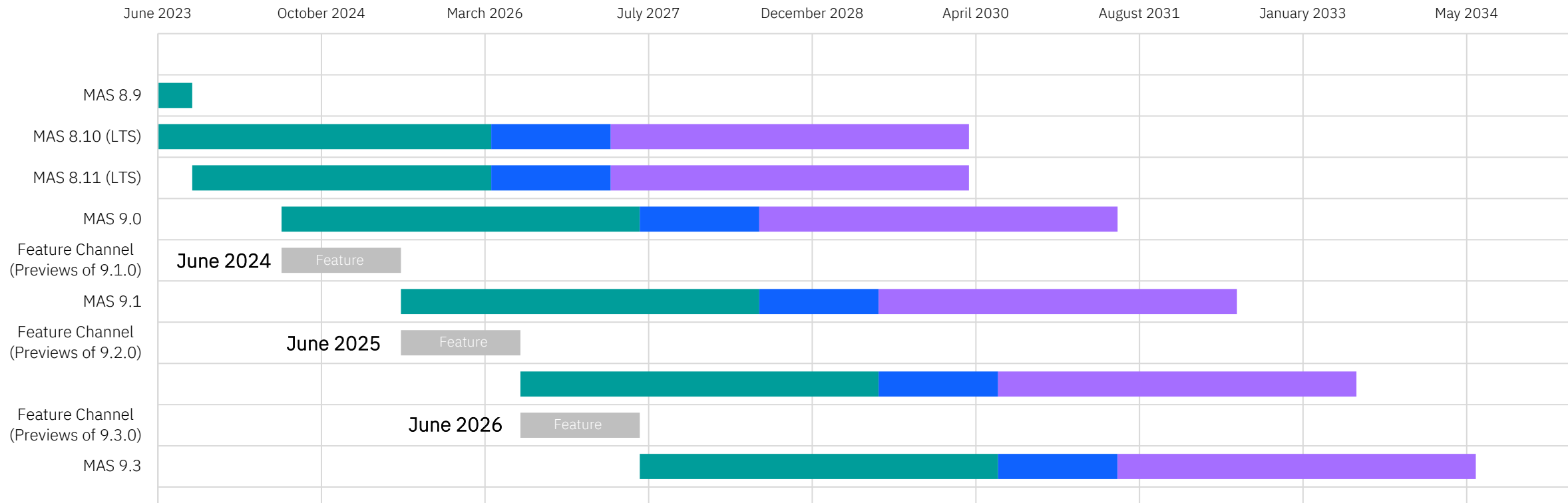
MAS 9.0 will provide:

- 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

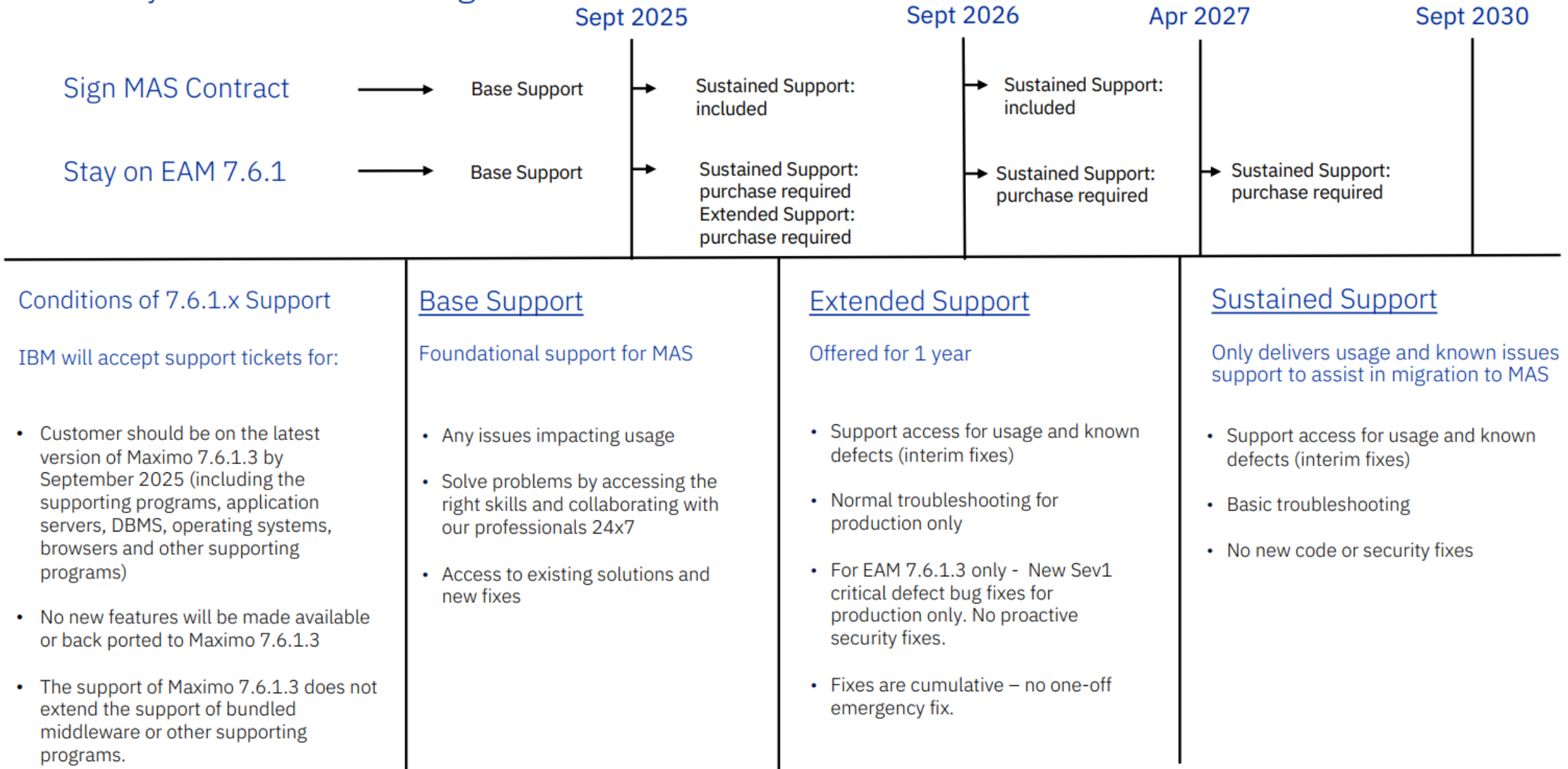


- Follow 3+1+3 lifecycle
 - Release every 12 months (9.x)
 - Monthly maintenance updates for 36months (Base Support)
 - Initial Extended Support for another 12 months
 - Ongoing Extended Support for another 36months
 - Feature Channel to explore new features in non-production
 - Builds in the feature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

Maximo EAM 7.6.1 Support Lifecycle

Summary of Customer-Managed



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 shows the 'Edit work order' interface in IBM Maximo. The main description is 'Compressor pump vibrations at high operational load'. A modal window titled 'Recommendation' is open, displaying a table of suggested problem codes with their descriptions and confidence scores. The table is as follows:

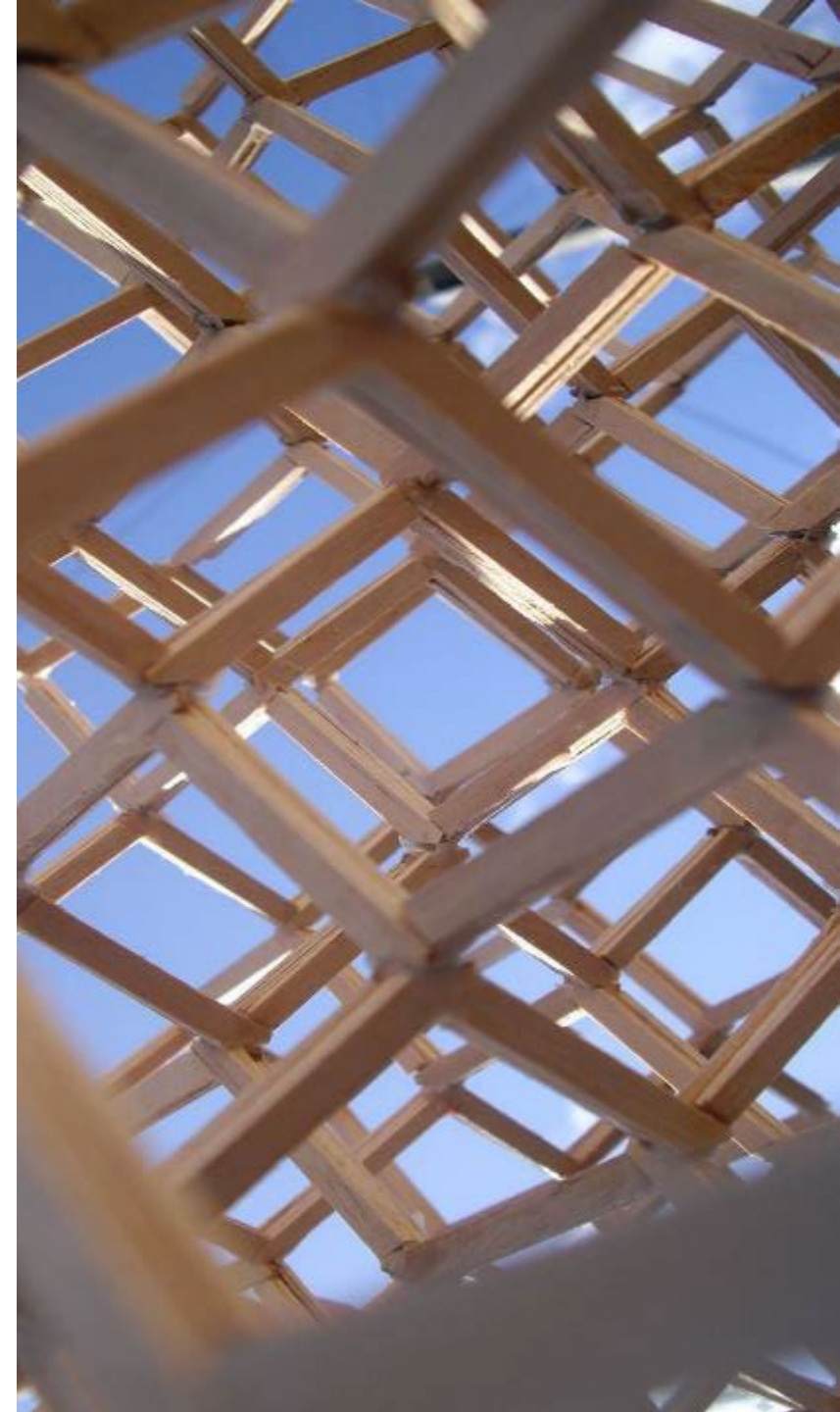
Problem code	Description	Confidence
<input checked="" type="radio"/> VIB	Vibration	60%
<input type="radio"/> NOI	Noise	55%
<input type="radio"/> PLU	Plugged/chocked	50%

Below the table, there is a 'Problem code' search field containing 'Unspecified' and a link for 'Recommendation + 2 more'. A red box highlights this search area. At the bottom of the modal, there are 'Cancel' and 'Apply' buttons. The background interface shows fields for 'Work type' (CM), 'Reported by' (Edward Smith), 'Asset' (983763), and 'Location' (BR430). A 'Failure class' dropdown is set to 'PUMP'. At the bottom of the main interface, there are 'Save' and 'Cancel' buttons.

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

(MAS 9.0)

Operational Dashboard

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

Work Orders

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

Work Queues

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

Work Order Intelligence

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

The image shows a screenshot of the IBM Maximo Operational Dashboard and a detailed view of the Work Orders interface. The dashboard includes several KPI cards and charts. The Work Orders interface shows a table of emergent work orders for Bedford and Chelmsford.

Operational dashboard (Last updated on 2/1/2022 at 3:30 PM)

Refresh KPIs manually or schedule refreshes in KPI Manager.

- Overdue emergency work:** Over target by 3. 4 work orders (5% from last refresh).
- PM work orders overdue:** On target. 6 work orders (7% from last refresh).
- PM performance:** On target. 95% (7% from last refresh).
- Work orders waiting approval:** Under target by 12. 25 work orders (20% from last refresh).

PCT of corrective or emergency WOs by department (Last run: 1/26/23 9:40 AM)

Safety critical backlog (Last updated on 01/12/2023 at 3:00 PM)

Work orders (Emergent work)

Emergent work for Bedford and Chelmsford

Work order	Description	Location	Asset	Status	Target start	Priority
EM 1000	Relocate Guard Rails Around	Location 1	11120	Approved	2021-09-08 14:00	P1
EM 1001	Pump replacement	Location 1		Waiting on approval	2021-09-08 14:00	P1
CM 1002	12 Month Service on Shipping Dept #1	Location 2	11348	Waiting on approval	2021-09-08 14:00	P2
EM 1003	Rebuild Feedwater Pump	Location 1	11327	Approved	2021-09-08 14:00	P1
PM 1004	Check for Plumbing Problem	Location 2	2020	Approved	2021-09-08 14:00	P1
EM 1005	Generator Overhaul	Location 1	43987	Waiting on approval	2021-09-08 14:00	P1
EM. 1006	Electric Cart Tune-Up	Location 1		Approved	2021-09-08 14:00	P1
EM 1007	Feedwater Pump Services	Location 1		Approved	2021-09-08 14:00	P1
EM 1008	Packaging Mach Elevator & Drainpan	Location 1		Approved	2021-09-08 14:00	P1
EM 1009	Repair Damaged Conduit Feeding	Location 1		Waiting on approval	2021-09-08 14:00	P1

[Operational Dashboard Overview](#)

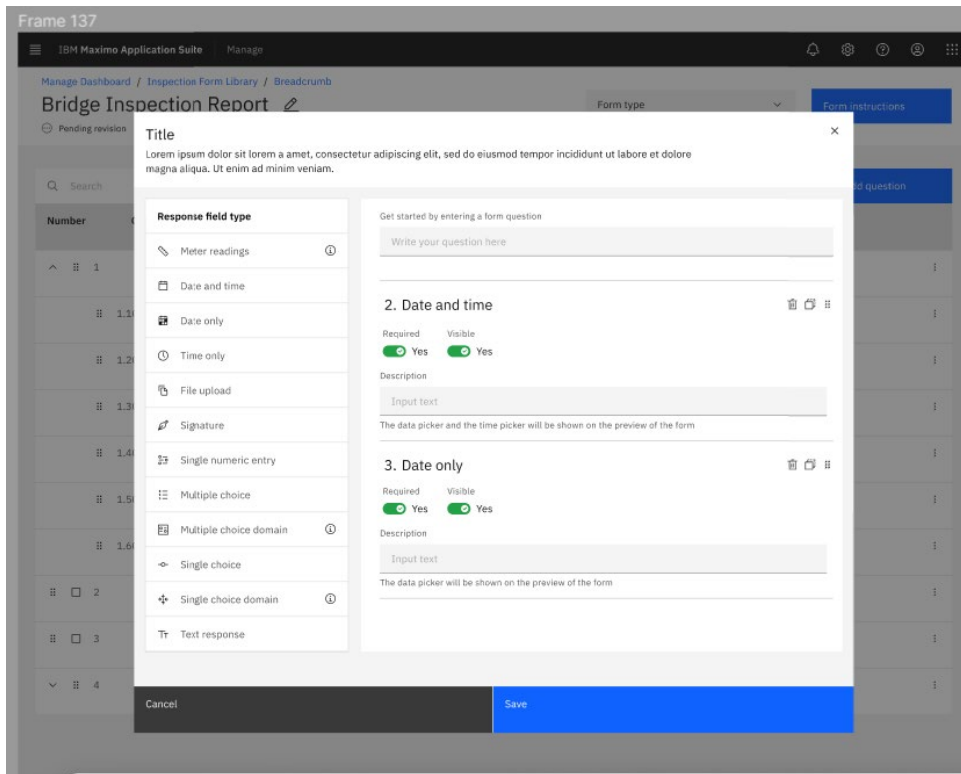
[IBM Maximo Manage Work Orders](#)

MAS Modernized Dashboards and Applications

2024 and Beyond

Inspection Form Builder

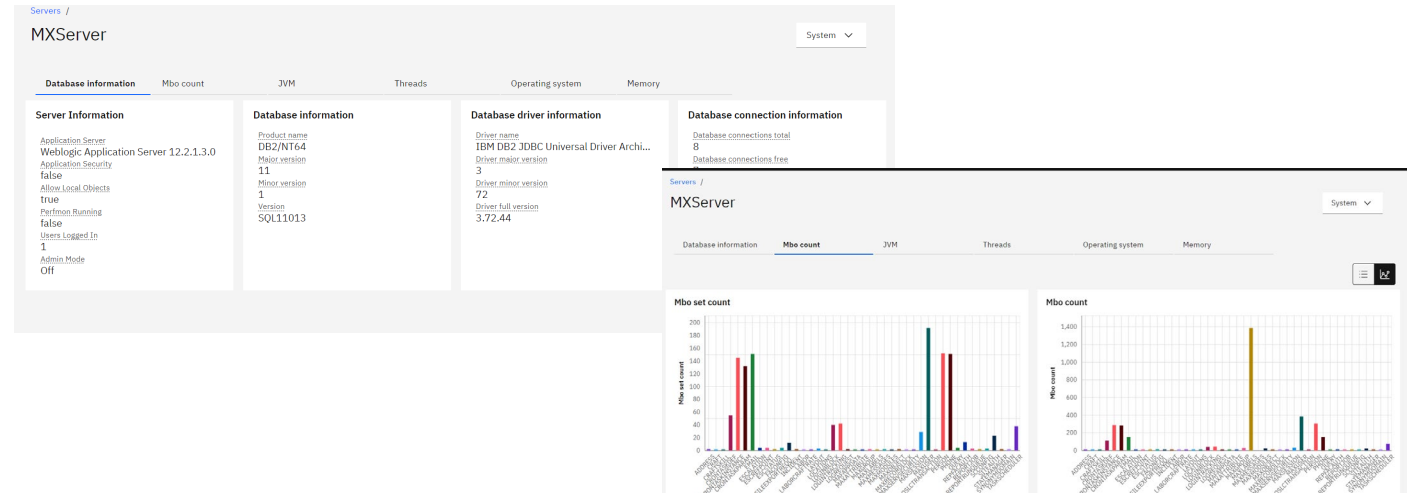
(MAS 9.0)



Maximo Management Interface (MMI)

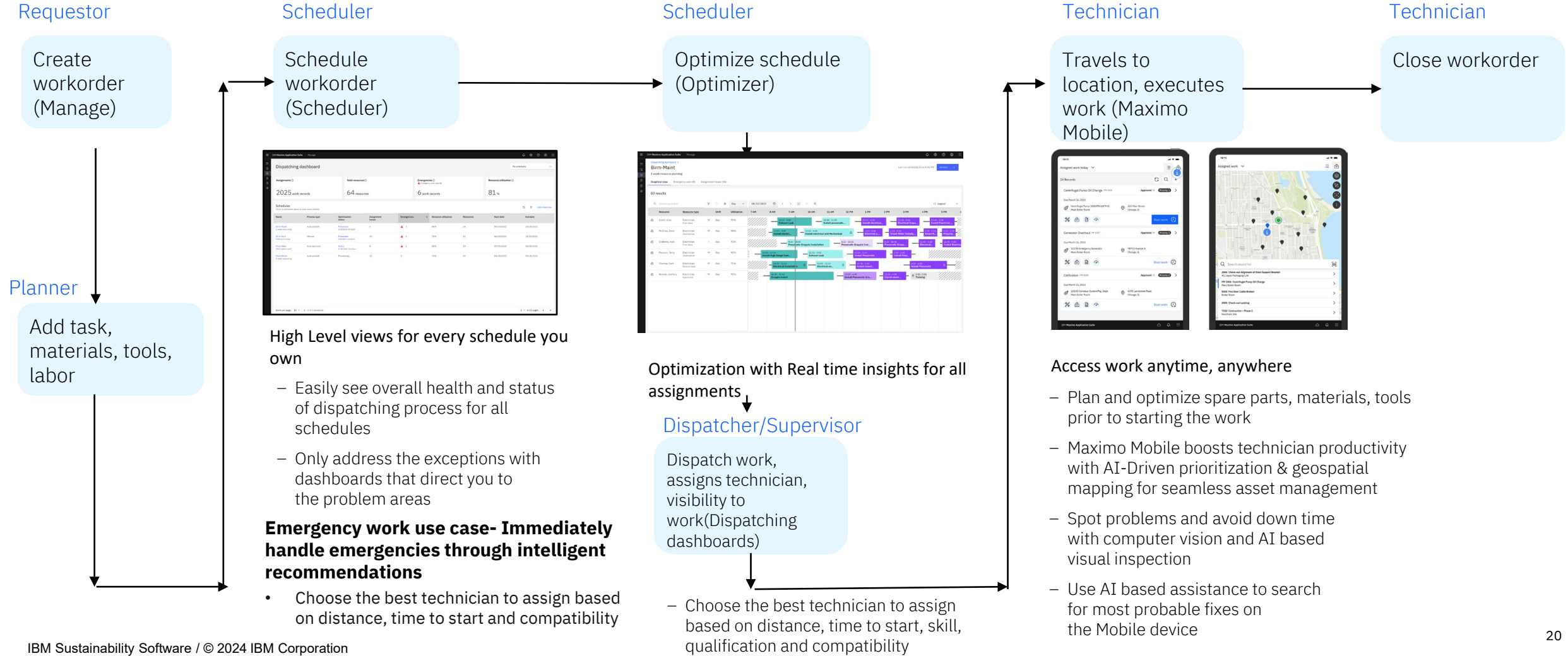
(MAS 9.0)

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



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

Initiate Plan Schedule/Dispatch Execute Close



Scheduling & Dispatching Dashboard

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

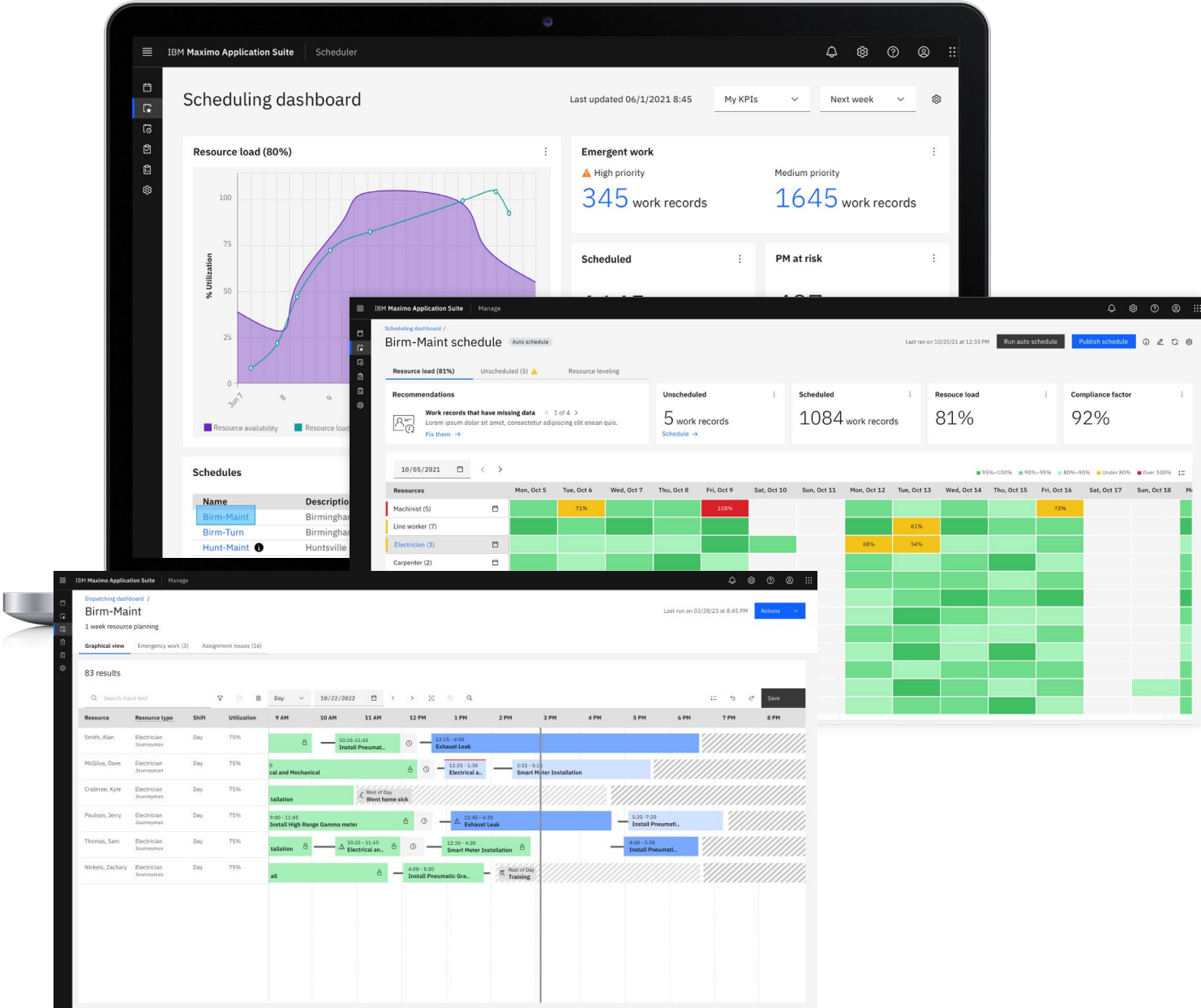
New Enhancements (9.0):

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

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

New Enhancements (9.0):

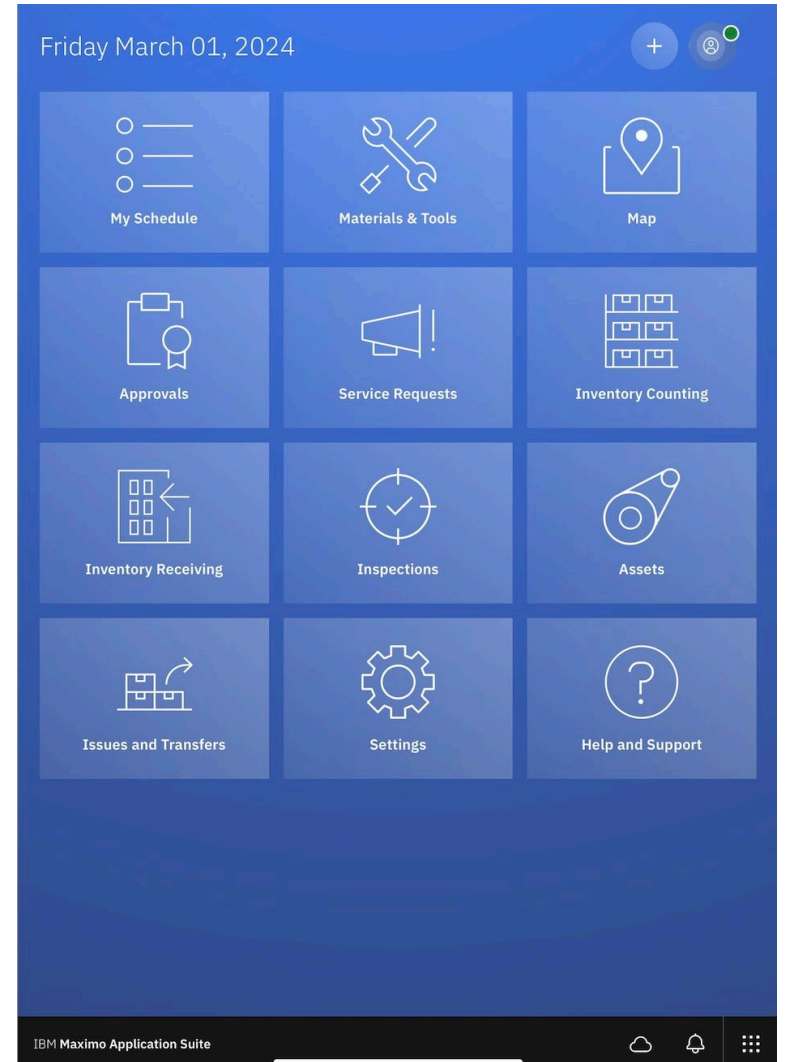
- Emergency Intelligent Assignment Workflow
- Integration with Mobile (Assignments and Near Real-time Technician Position)
- Gantt View Improvements (e.g. additional Statuses, Tooltips)
- Map Views of Technician's Scheduled Route
- Qualifications can now be considered during Dispatching.



Maximo Mobile Updates

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



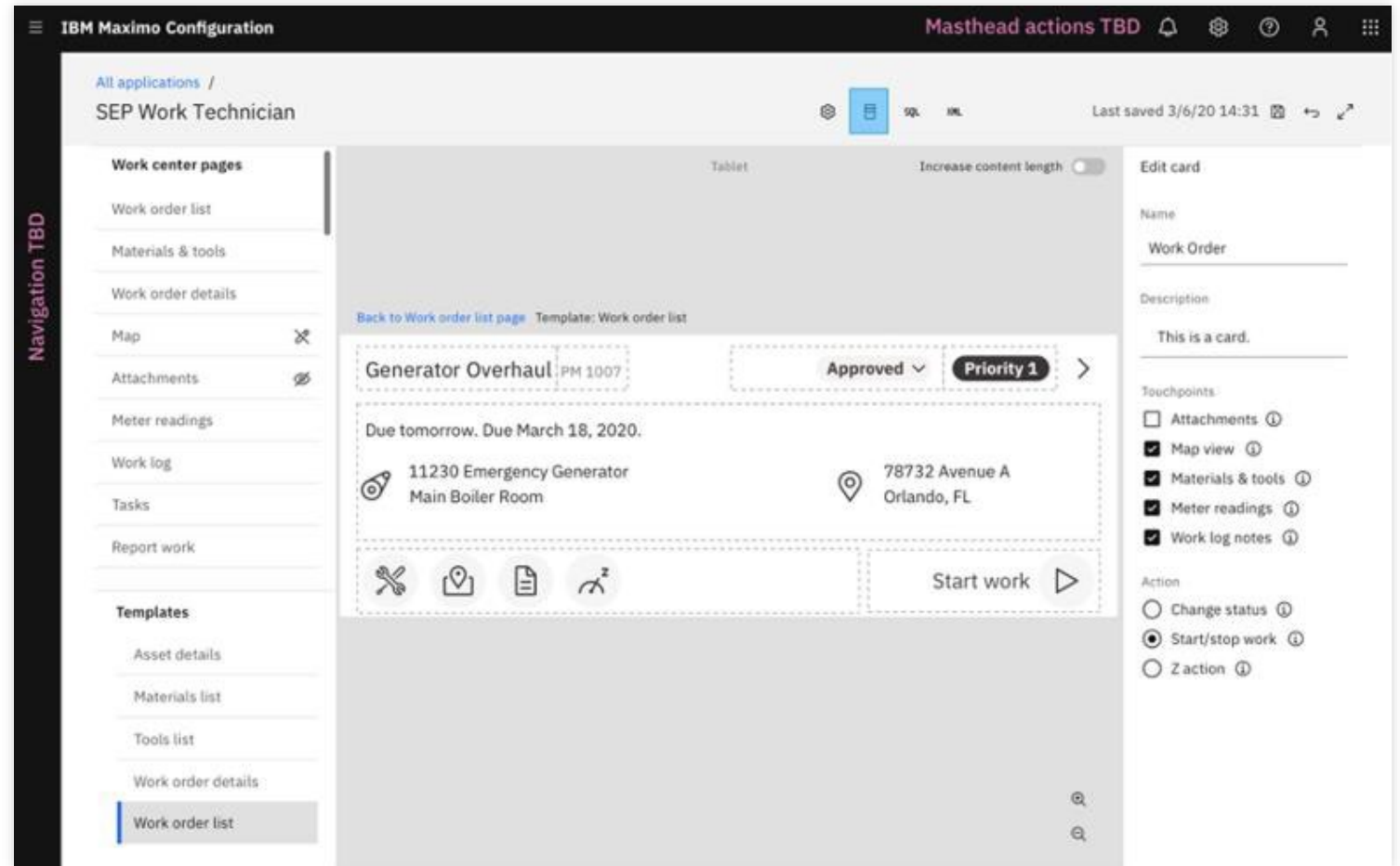
Accelerate adoption



Protect your investment



Quicker time to value



[Community Library of MAF Configuration Resources](#)

Application Designer 9.0 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 9.0 interface. The top screenshot shows the 'Configuration' view for an application named 'TECHMOBILE'. It features a 'Navigator' on the left with a tree view of components, a central 'app.xml' editor showing XML code for a 'maximo-application' component, and a 'Properties' panel on the right with a table of configuration parameters. The bottom screenshot shows the 'Design' view for the same application, displaying a 'page' configuration table and a 'Canvas' area with a 'smart-input' component. A context menu is visible over the 'description' field of the smart-input, offering options like 'Delete', 'Copy', 'Cut', and 'Paste'.

Configuration View (Top Screenshot):

- Application list / TECHMOBILE
- Published 2023-10-17T11:32:17-04:00
- Save [button]
- Preview [button]
- Navigator: maximo-application, Technician, properties nba7e, states v_5ez, menu k9p4v, maximo-datasource synonymdomainData, maximo-datasource woDetails, maximo-datasource dsFailureList, maximo-datasource dsworktype, maximo-datasource wpEditSettingDS, maximo-datasource defaultSetDs
- app.xml editor:

```
1 <maximo-application navigator-tile-order="100" controller="AppController" theme="touch" product-name="Maximo"
2 product-name-adaptive="Maximo" title="Technician" id="techmobile" version="8.11.0.0" default-log-level="error"
3 user-menu-enabled="true" nav-initial-open-state="false" mas-enabled="false">
4   <properties id="nba7e">
5     <property name="mxe.mobile.travel.prompt" id="rnmkq"/>
6     <property name="mxe.mobile.travel.radius" id="m4z4e"/>
7     <property name="mxe.mobile.travel.navigation" id="rrbw3"/>
8     <property name="maximo.mobile.usetimer" id="m_bkw"/>
9     <property name="maximo.mobile.statusforphysicalsignature" id="p788z"/>
10    <property name="maximo.mobile.wostatusforesig" id="mxwj2"/>
11    <property name="maximo.mobile.completetestatus" id="dgewr"/>
12    <property name="mxe.mobile.navigation.windows" id="wp7dp"/>
13    <property name="mxe.mobile.navigation.ios" id="g6aen"/>
14    <property name="mxe.mobile.navigation.android" id="gee82"/>
15    <property name="maximo.mobile.allowmultipltimers" id="rybaq"/>
16    <property name="maximo.mobile.safetyplan.review" id="em6ep"/>
17  </properties>
18 </maximo-application>
```
- Canvas: maximo-application is not a graphical component
- Properties table:

*id	te
about-link	Er Upgrade
admin-link	Enter the value
banner-title	Enter the value
banner-type	Unspecif... [dropdown]
company-name	Enter the value
content-padding	Unspecif... [dropdown]
controller	AppController
default-log-level	error [dropdown]
documentation-L...	Enter the value
domain-link	Enter the value

Design View (Bottom Screenshot):

- IBM Maximo Configuration
- Application list / TECHMOBILE
- Published 2024-02-21T18:01:36-08:00
- app.xml
- Save [button]
- Navigator: page
- Properties table:


*id	creatwto
clear-stack	<input type="checkbox"/> False
comp-group-vali...	Enter the value
context-id	Enter the value
controller	WorkOrderCreate
disable-page-relo...	<input type="checkbox"/> False
file	Enter the value
hidden	<input type="checkbox"/> False
icon	Enter the value
license	Enter the value
name	Enter the value
- Canvas: Overview, smart-input - j3d2k, description [input], Long description, description_longdescription, Priority
- Context menu: Delete, Copy, Cut, Paste

Providing mobile applications across roles and functions

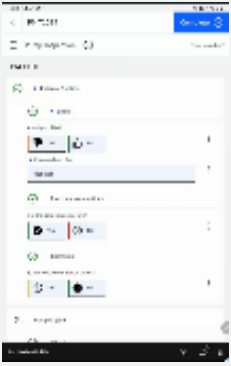
Maintenance

Inventory


Technician




Inspections



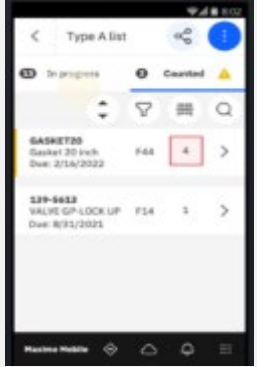
Service Request




Receiving




Countbooks




Approvals



Asset Manager



Issues

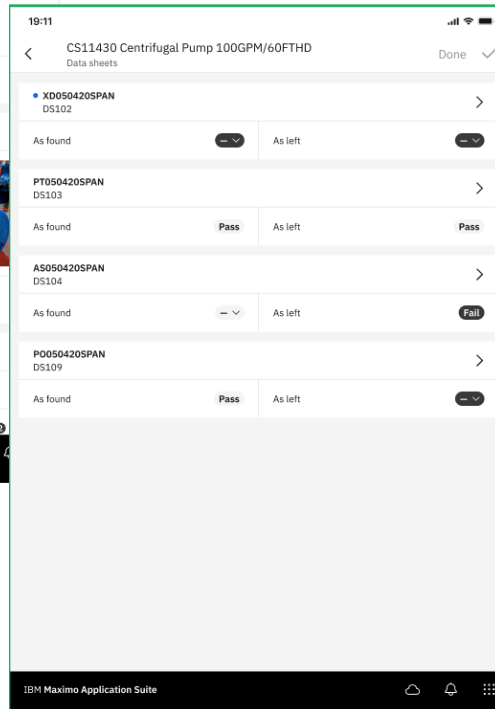
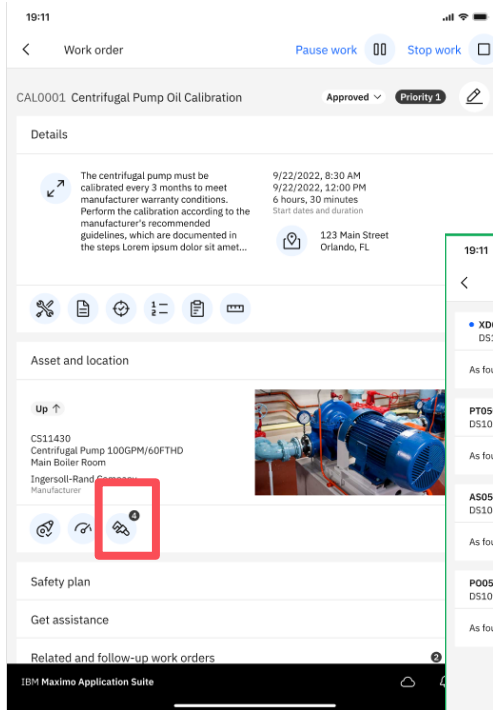




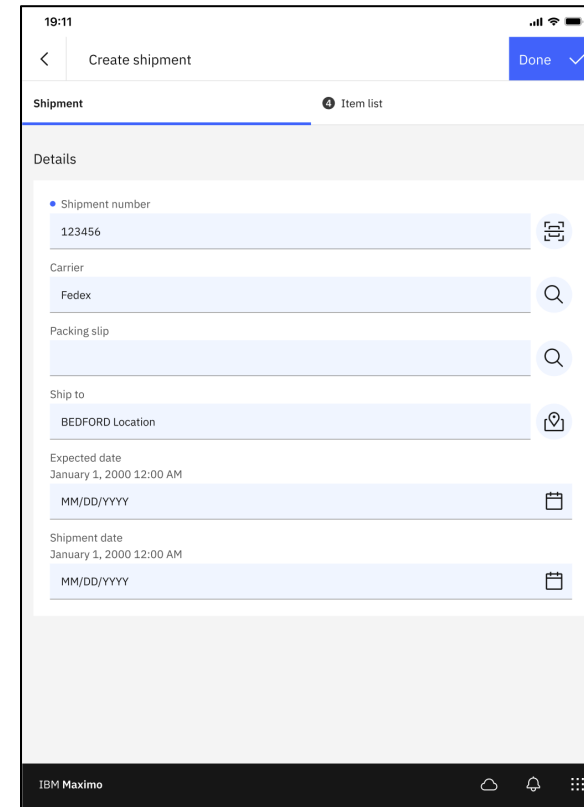
Roadmap to extend Mobile Applications - 2024

Calibration

Capabilities to access calibration details within the Technician mobile application



Inventory - Transfers & Staging & returns



Maximo Mobile for Inventory

Inventory, Returns

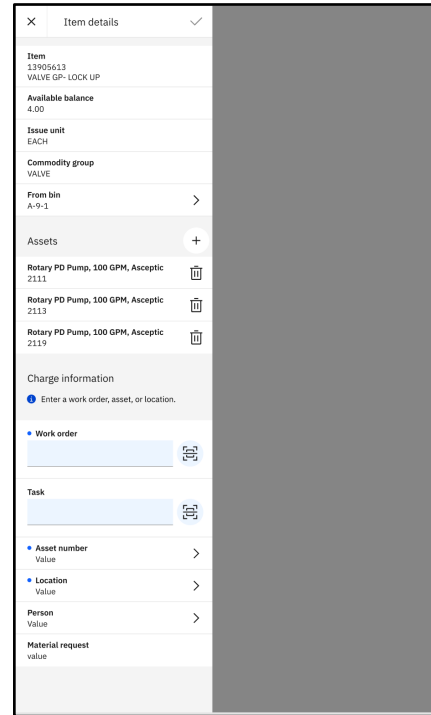
Issue additional items without Reservations from Inventory using Inventory Usage Records

- 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

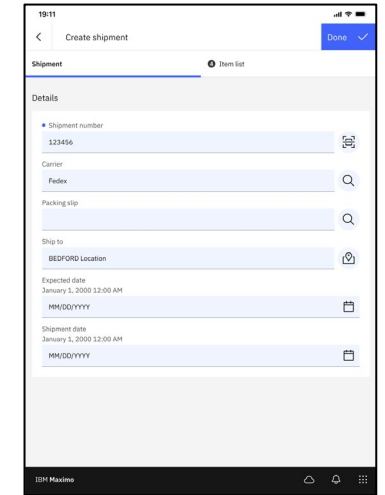
Transfer Inventory items using Inventory Usage Records

- 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

MAS 9.0



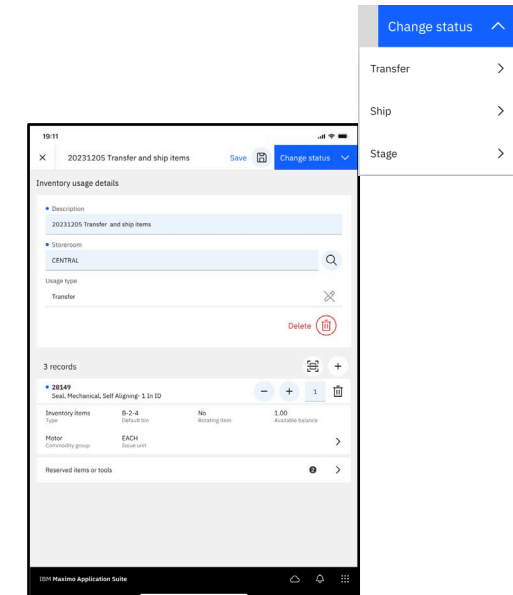
Staging

Stage Inventory Usage Records

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

Transfer, Issue or Ship Staged Inventory Usages

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



Assist Remote Guidance



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



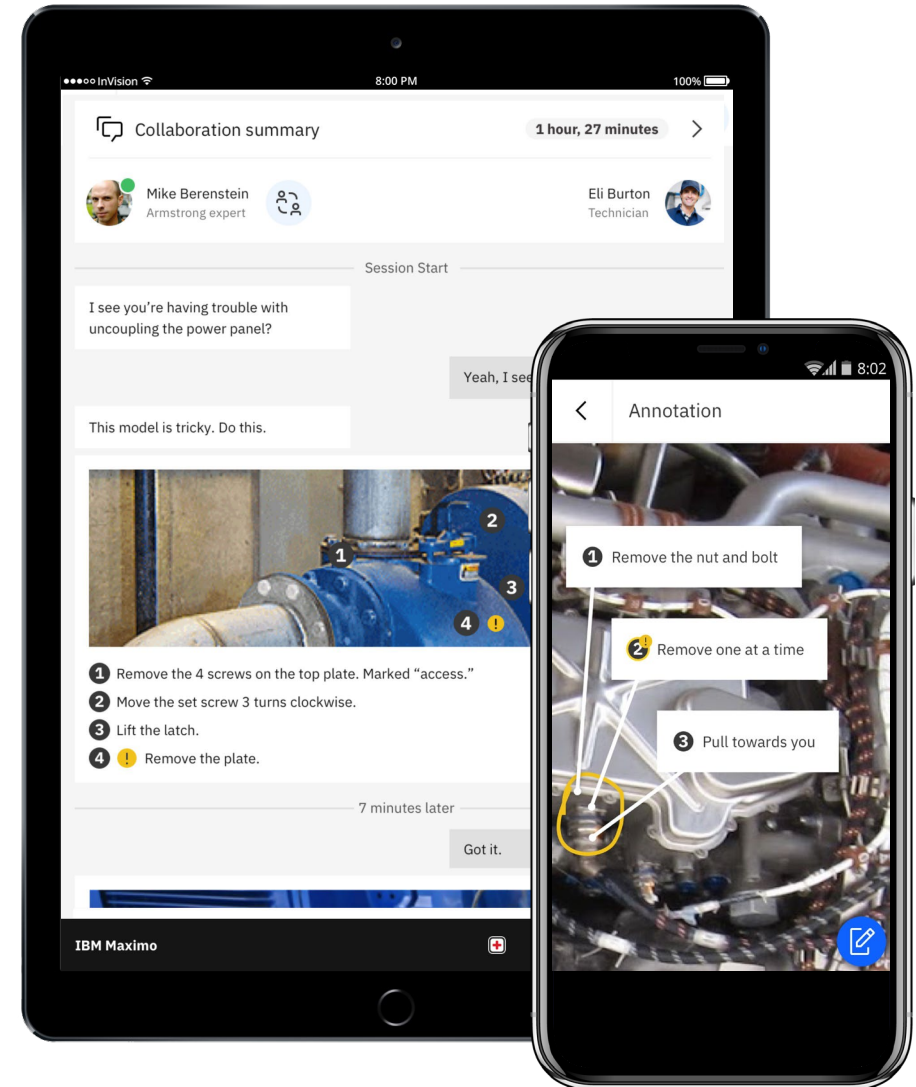
Remote Guidance session history **attached to the Maximo work order** for future reference and added to AI knowledge base



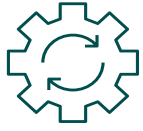
Capture your expert knowledge and make it searchable next time a similar incident occurs



Enhance experience for new technicians and help **every technician perform like your best technician**



Maps



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



Online and Offline maps



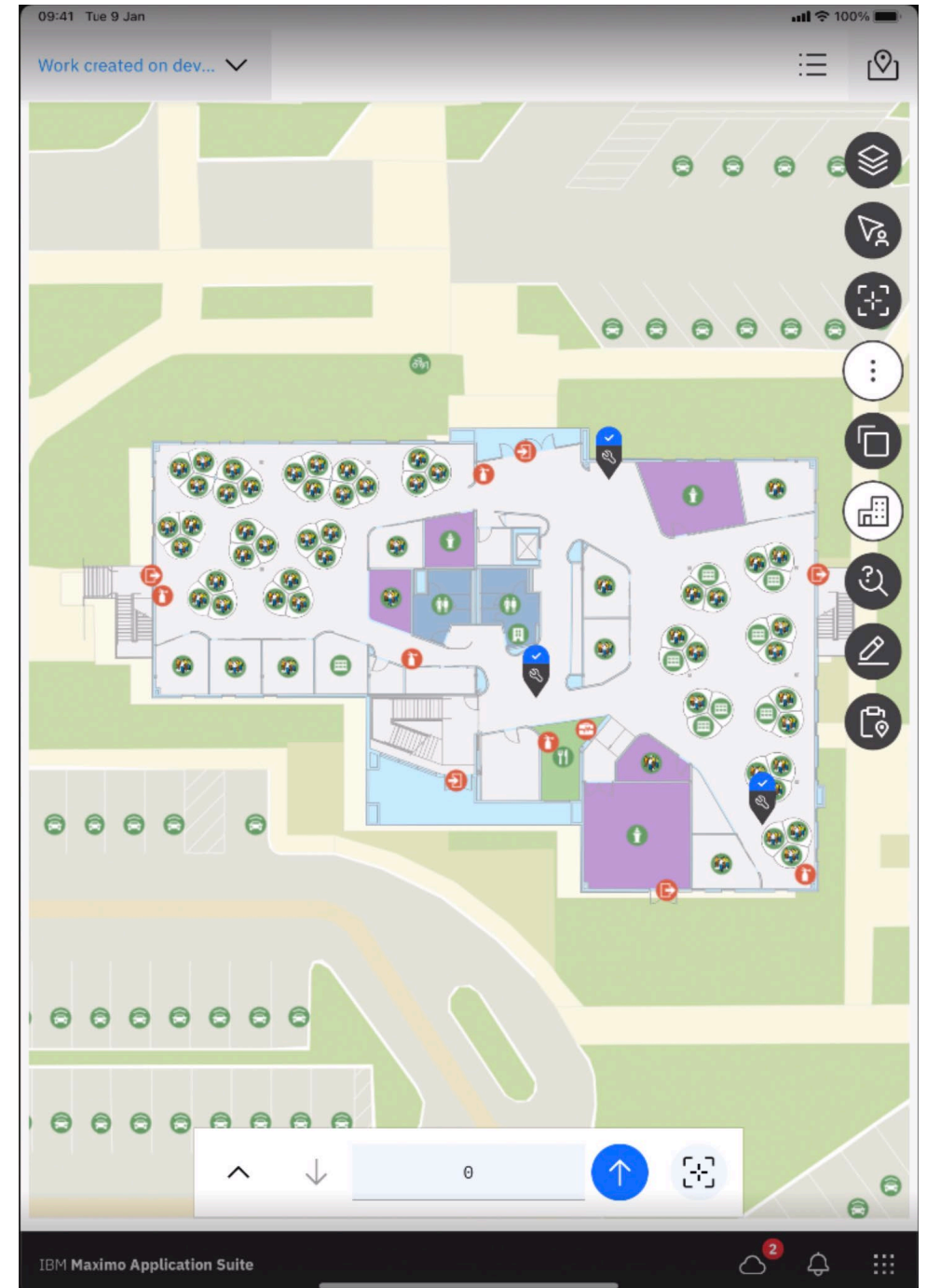
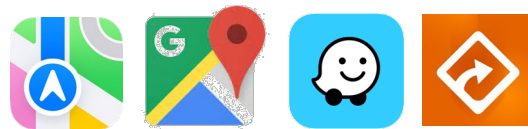
Outdoor and Indoor maps.
-Indoor Positioning System



Download and Sync capabilities for
Map data (OTA)



Navigation

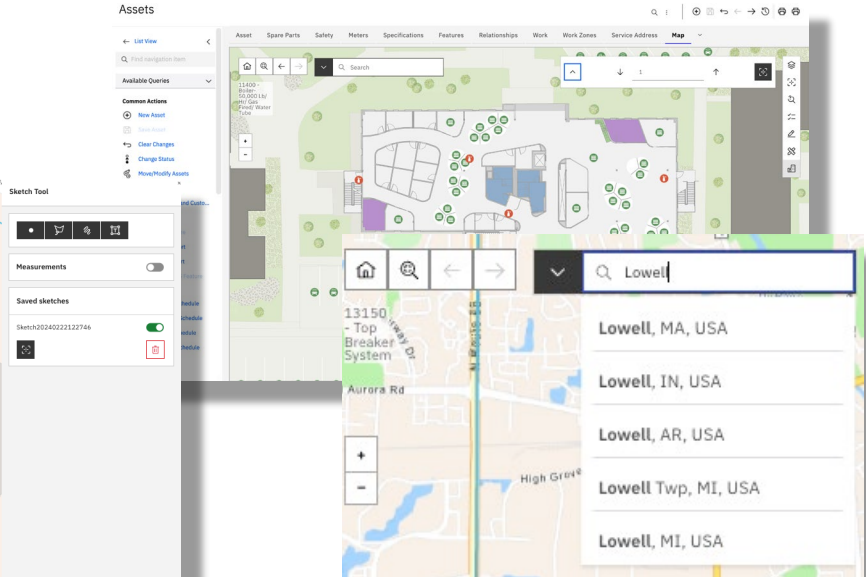
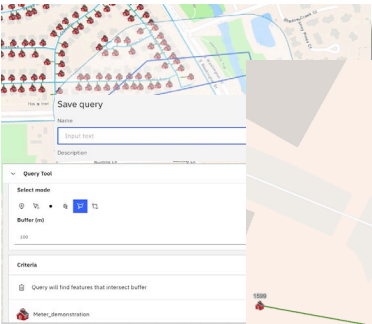
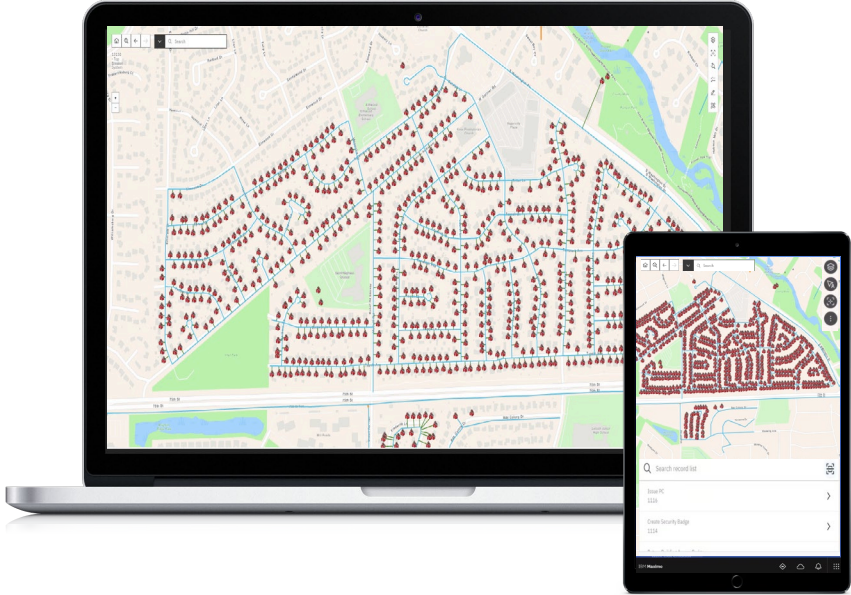


Maximo Spatial Updates

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*



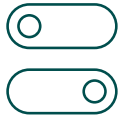
Provide analytic information to meet strategic and operational needs of our customers



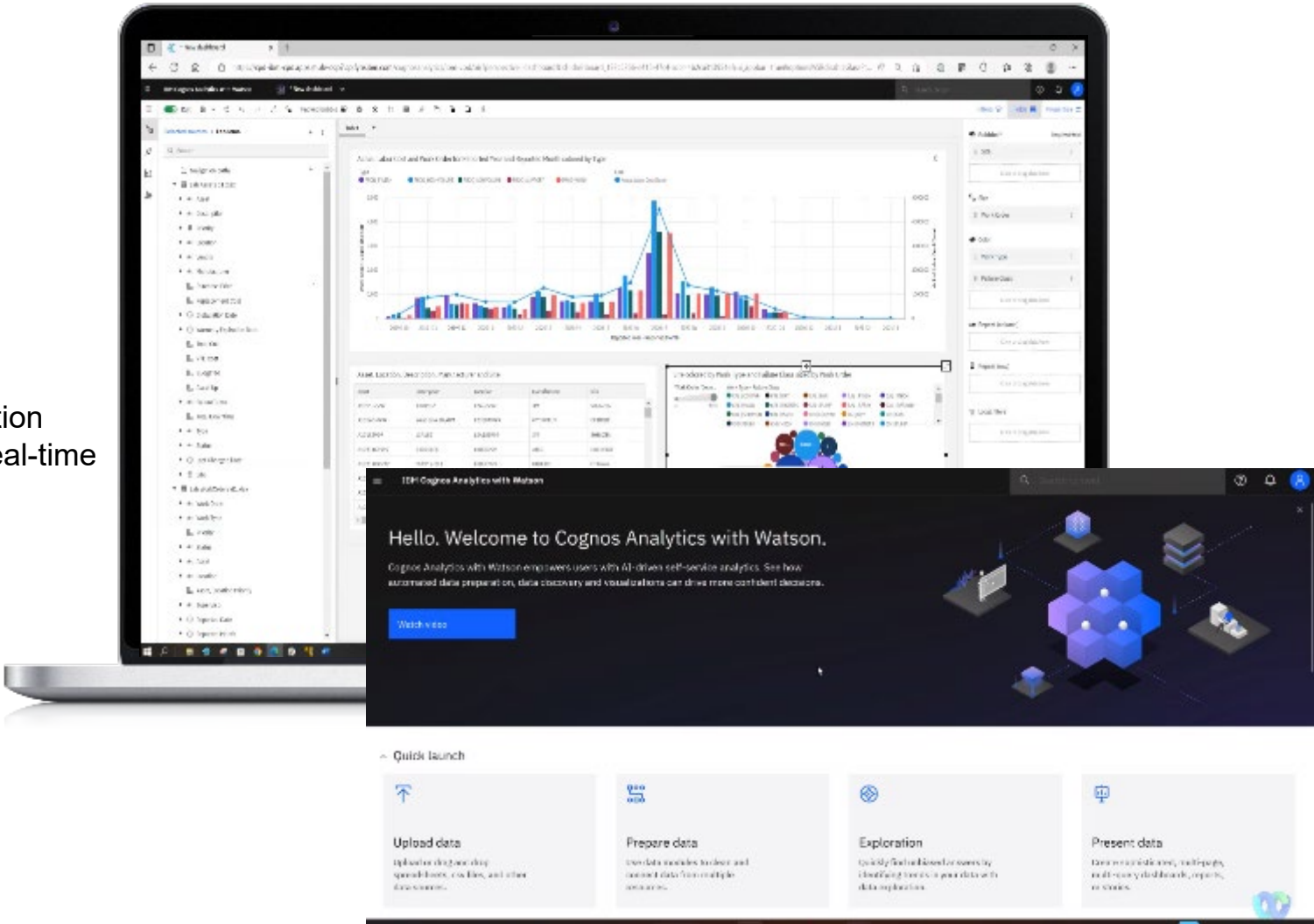
Display information quickly and in real-time



Deliver critical metric to drill down into actionable items



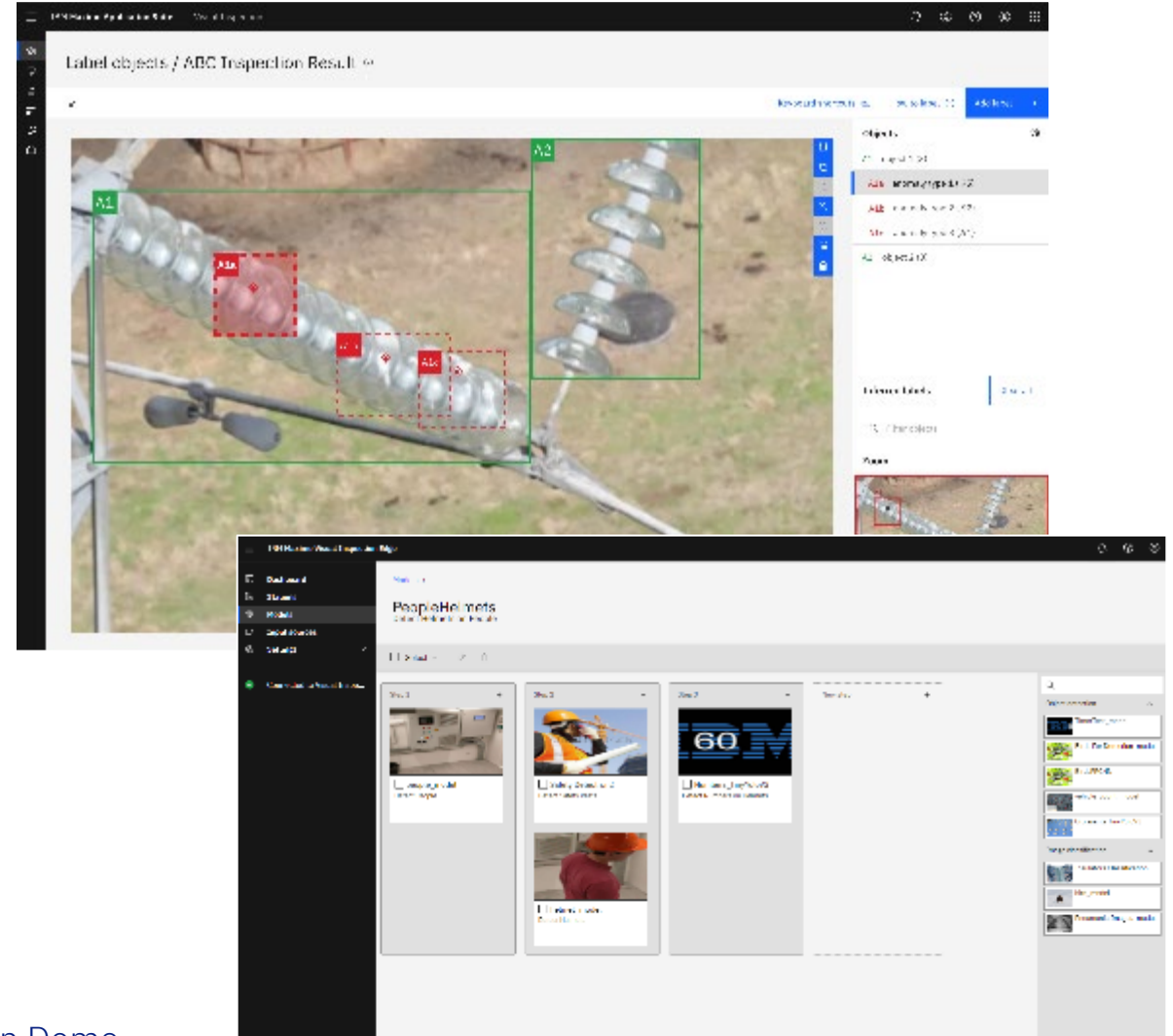
Make content customizable



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

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](#)

MVI: Use visual inspection to identify anomalies – 2024 investments

MAS 9.0

Support GigE Vision

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

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

Plug-and-Play: easy setup

Scalability: compatibility and expandability.

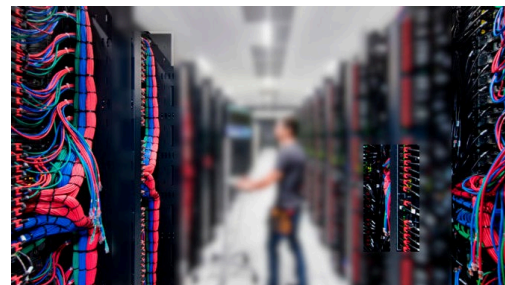


Facial Redaction

Image blurring technology for MVI Edge outside the detection boxes.

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

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

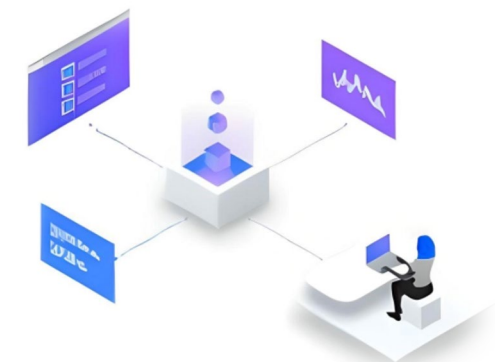


DLM

*Data Lifecycle Management
New Policy Manager*

Automate removing historical images and videos.

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



Reliability Strategies *help accelerate achieving RCM goals*

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

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



Reliability Strategy
Library* (Accelerator)



Start implementing
RCM 75% faster

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

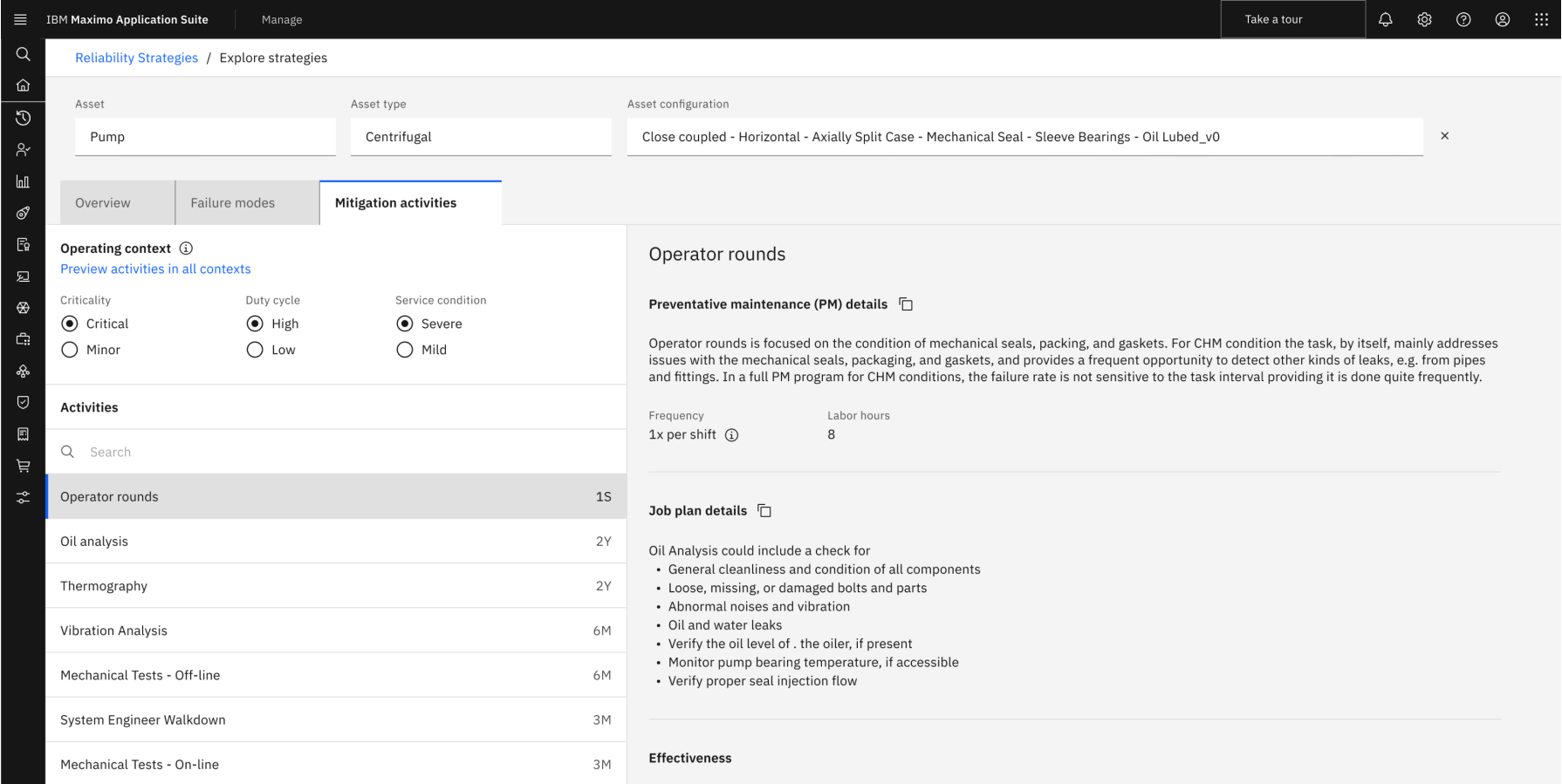
*Reliability Strategies can be deployed for existing Manage users ***without any additional AppPoints.***

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

Maximo RCM key capabilities

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

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



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

Left Screenshot: Create strategy

- Overview, Failure modes, Track actions
- Asset configuration
- Team members
- Strategy details

Middle Screenshot: Create failure mode

Failure mode details

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

Failure effects: Production line slows to prevent bearing over heating

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

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

Actions:

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

Final risk priority number (RPN): $2 \times 5 \times 1 = 10$

Right Screenshot: Tracker

Recommended actions table:

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

What it can do for your business

- Maximo IT provides the IT service management (ITSM) and Asset Management needed to simplify support of users and infrastructures.
- Adds capabilities to support IT/OT convergence
- Helps to reduce costs and increase satisfaction through self-service, automated service management and integrated, best practice-based service desk capabilities and IT Asset Management processes.
- Leverage your investment and knowledge of Maximo/MAS Manage



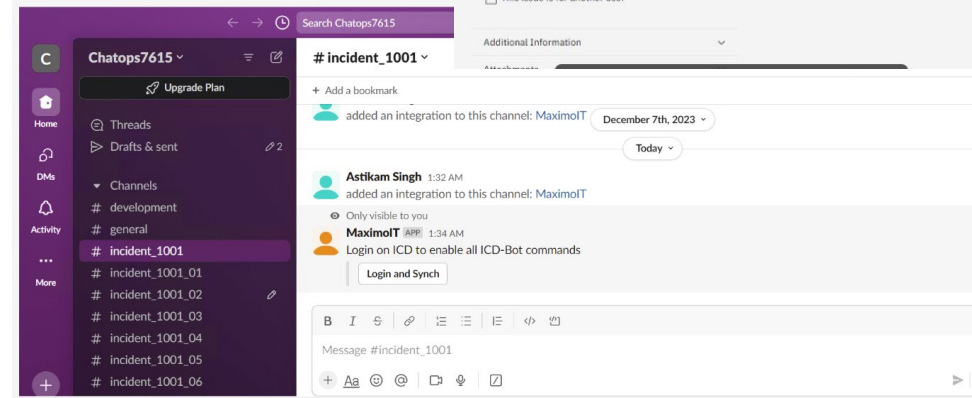
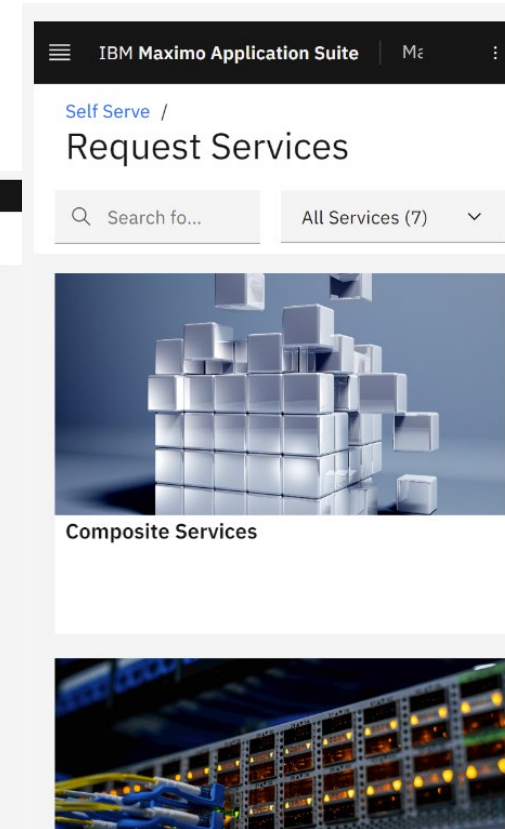
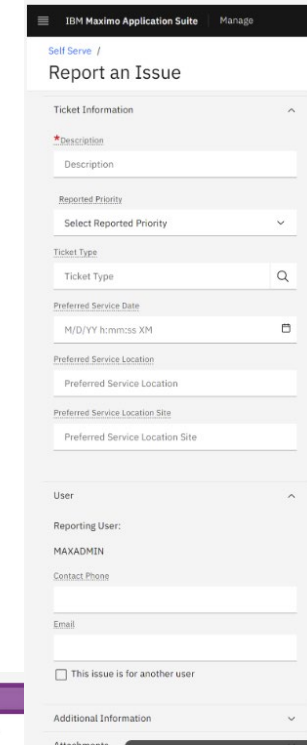
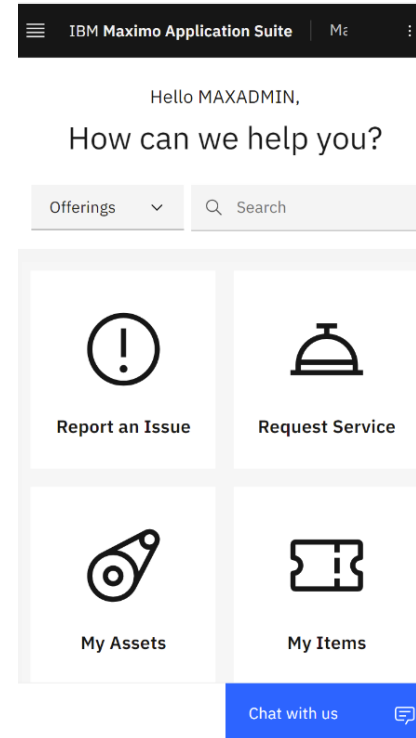
Maximo IT

(Customer-Managed Only)

(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)



Accelerator Catalog

Introduced in MAS 8.11

Provides customers access to a range of accelerators offered by both IBM and the Maximo Ecosystem

- Content, configurations, dashboards, attachments, model templates
- Scripts and code patterns
- New applications built on and for the Maximo Application Suite
- Integrations
- And much more....

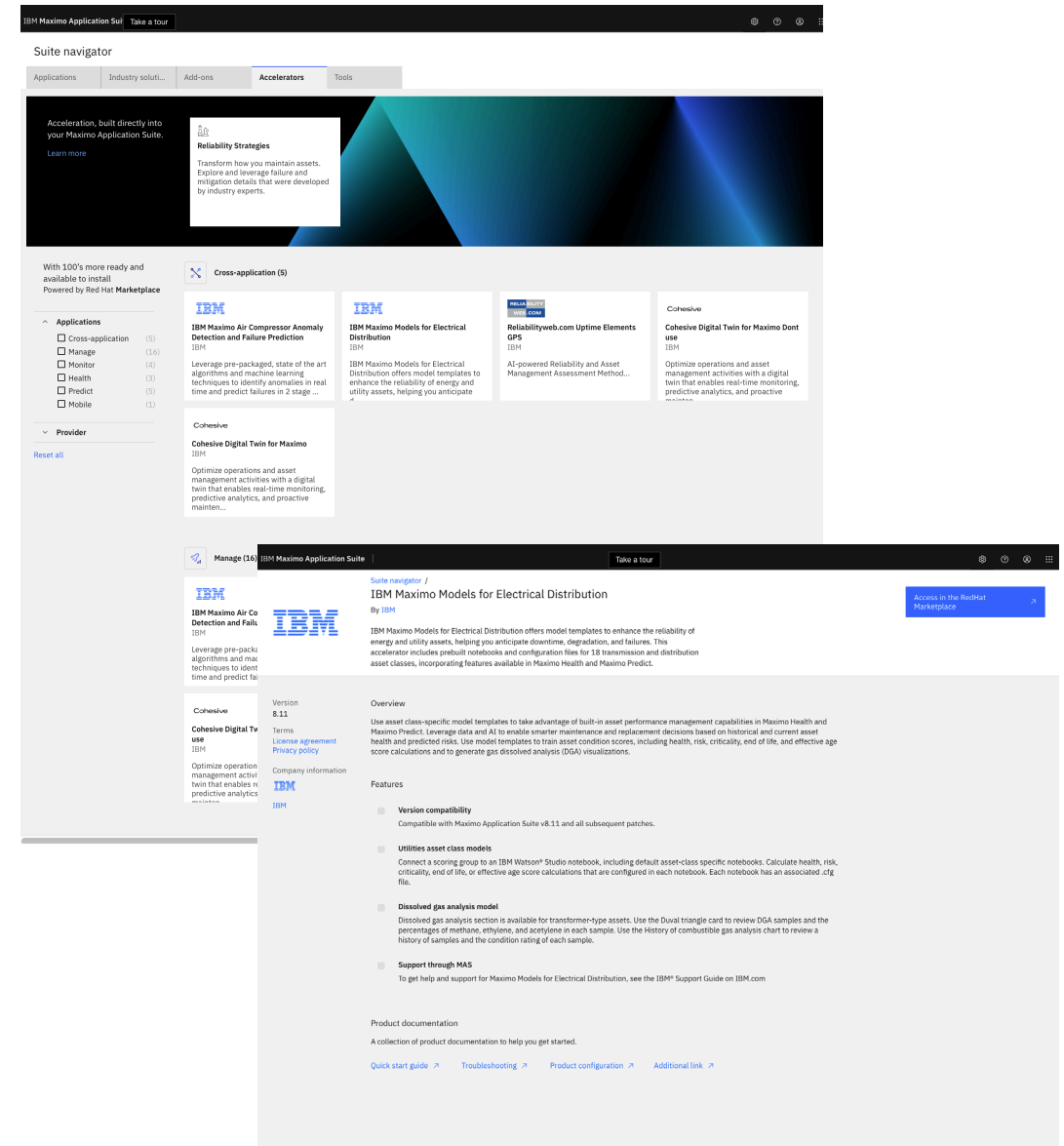
Accelerate time to value to productive use of accelerators (9.0)

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

Simplify administration of accelerators

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

Enhance trust and credibility with an accelerator certification program for partners



Maximo Monitor Updates

MAS 9.0

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

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

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

Use device library

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

Add custom device

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

*Gateway

Gateway type

Cancel Continue

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

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

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

Configure device

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

Gateway Gateway type (optional)

Gateway Floor A Gateway Type B

Device ID

Token

Autogenerated Custom

Devices are authenticated by using tokens.

Device type

VariableFrequencyDrive

Cancel Previous

3. Device Details

IBM Maximo Application Suite Monitor

Setup / Device

Device ID

Data Overview Dashboards Metrics

Details Dimensions

Device type	Gateway ID	Gateway type
Device type	Gateway Floor A	Gateway Building A
Description		
This sample shows simulated time-series data for an industrial boiler. It demonstrates how to perform a Monte Carlo simulation. It also shows how		
Data simulator		
Enabled		
Protocol	IP address	Server or unit ID
Modbus TCP/IP	1.210.255.21	1
Serial number	Model	Hardware version
456D687Be687-000	300	5.6.1
Device class	Firmware version	Location description
A4	N/A	Lorem ipsum sit amet
Token type	Certificate authority path	Certificate path
Token type	/home/gateway/certs/ca.crt	/home/gateway/certs/fts.crt

4. Easily add Simulated device from a template

Choose a template

Template

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

Configure the det...

Basic template

This template does not include default metrics or dimensions.

Sample boiler type template

This sample shows simulated time-series data for an industrial boiler. It demonstrates how to perform a Monte Carlo simulation. It also shows how to apply heuristics to detect leaks.

Sample packaging hopper type templ

This sample demonstrates anomaly detection on simulated data from a cereal packaging plant.

Sample robot type template

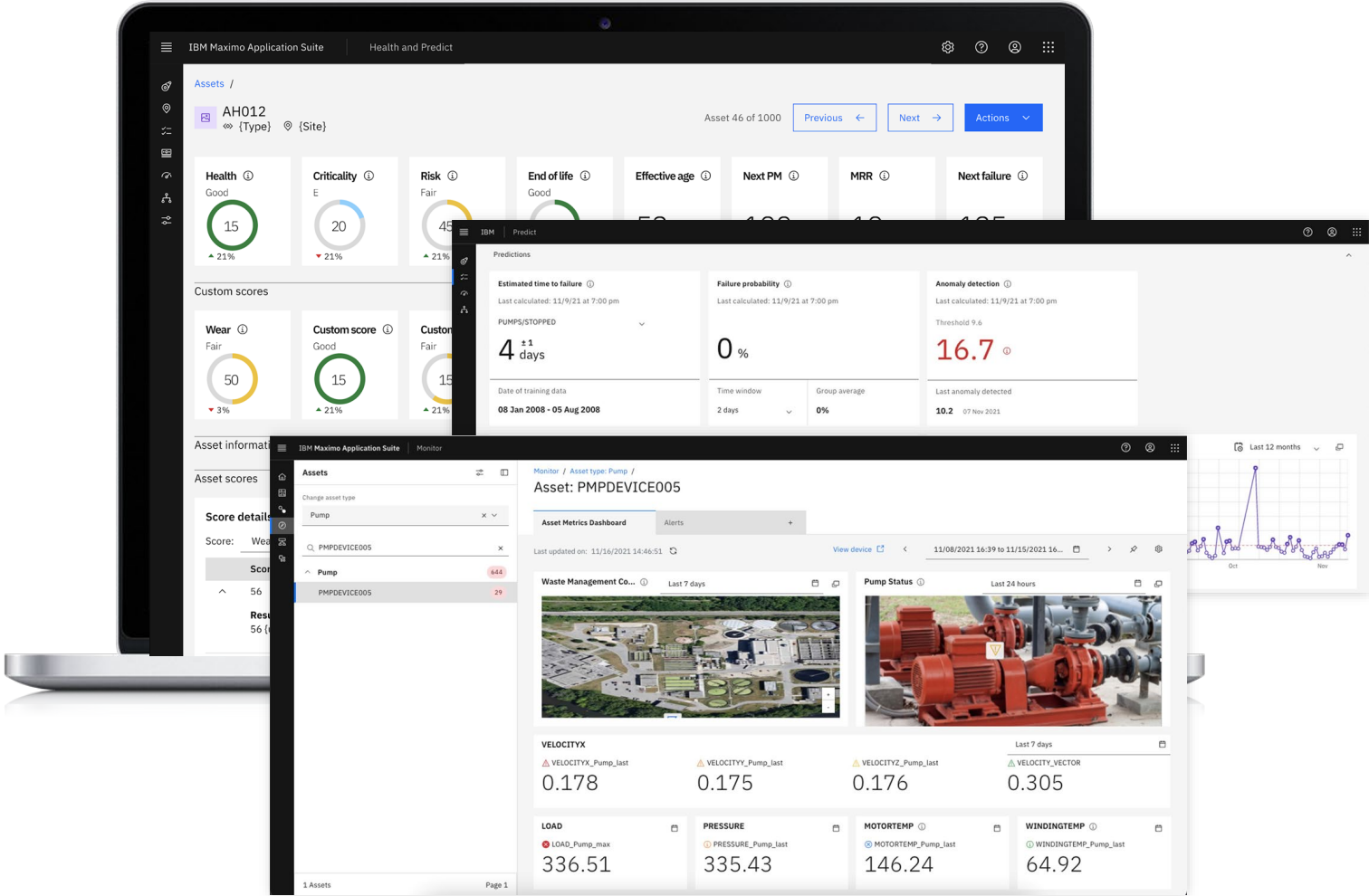
Sample entity type based on data commonly available for industrial robots. This sample illustrates the ability to combine time-series sensor data with other data. It shows how to calculate activity durations from an activity log...

Sample soundough leavening type ter

This sample demonstrates using AI to make recommendations about the leavening process during the product bread.

Health - Investigate assets at risk from a single page

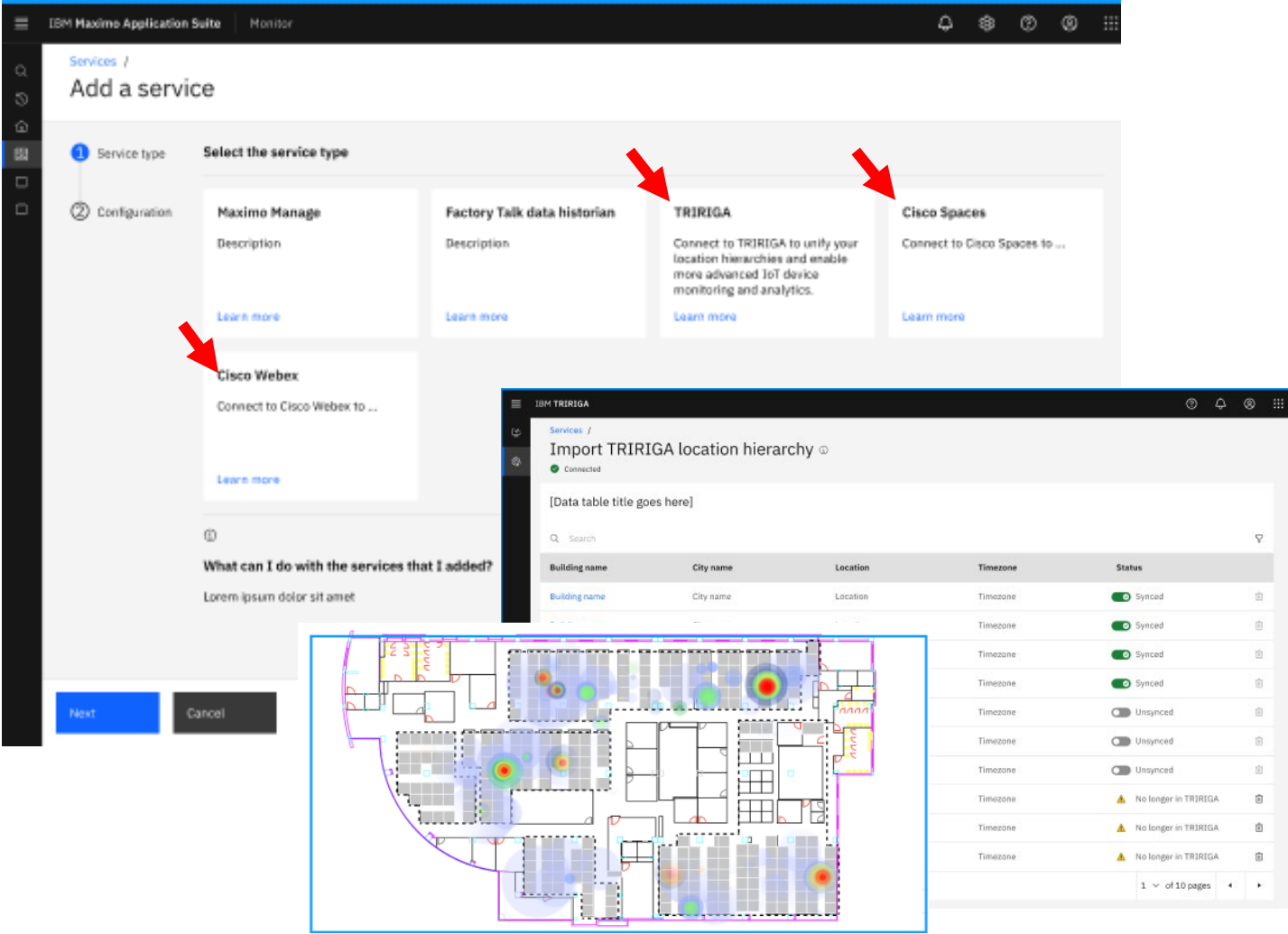
- See KPIs and other important asset information in one place
- Review health, criticality, risk, end of life, effective age and custom scores
- See dissolved gas analysis for transformers
- Visualize predictive model scores built from OOTB templates
- Review trends to determine what to do, and when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



Monitor with Workplace Analytics (aka TRIRIGA Building Insights)

Deliver TRIRIGA Building Insights (TBI) use-cases within Monitor.

- Leverage a single IoT and technology stack that runs in MAS and TAS to minimize duplication of effort and speed up delivery
- Support new integrations between TRIRIGA and Maximo and enable common UI and use cases.
- Support import of TRIRIGA location hierarchy data into Monitor
- Support integration of CISCO Webex devices into Monitor to support sensor-based occupancy tracking of spaces within a facility (e.g. meeting rooms)
- Support integration of CISCO DNA Space into Monitor to track Wifi based occupancy across the building.
- Enable visualization of floorplan, heatmaps and occupancy KPIs in Monitor to support Space Planner use cases in TRIRIGA



Maximo Health Updates

Health Mean Time Between Failure

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

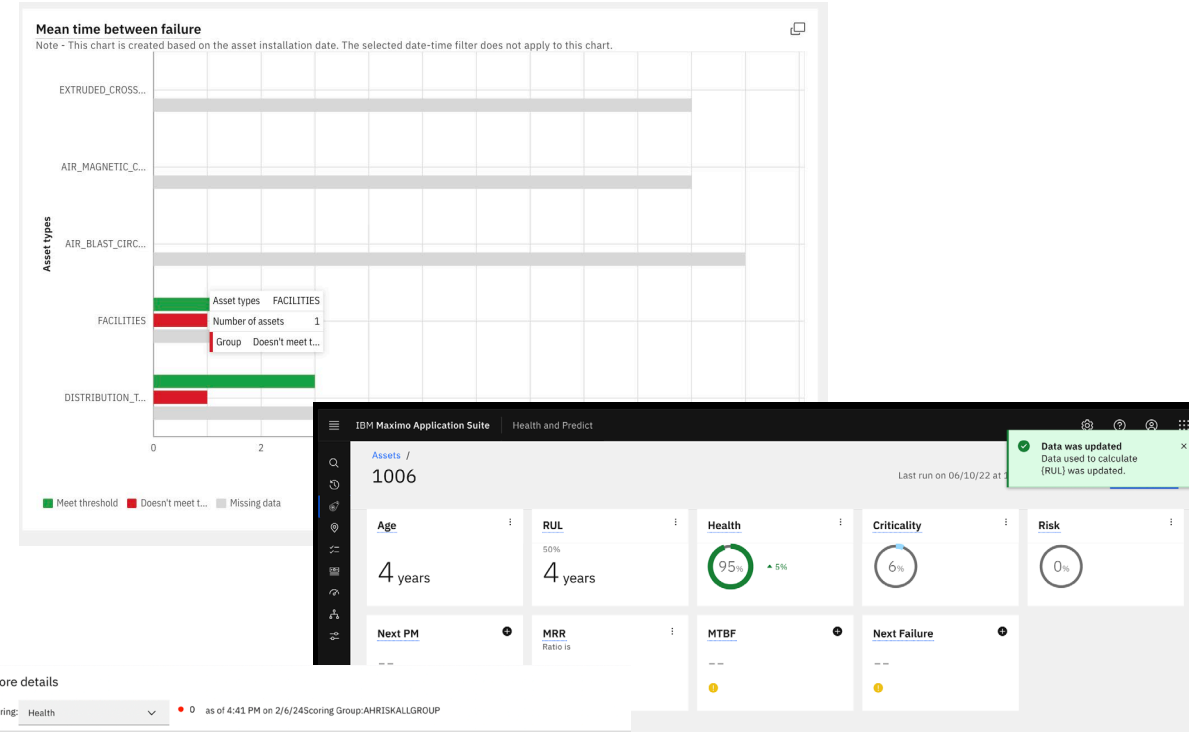
Identify and Correct Missing Asset Data for KPIs

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

Health Made Easy with Out of the Box Score Calculations

Maximo Models for Electric Transformers

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



The screenshot shows the IBM Maximo Models for Electric Transformers product page. It includes a 'Score details' table, a 'Formula result' section, and a 'Product page' with a 'Purchase' button. The 'Score details' table shows a score of 0 for 'OPEN CM' with a weight of 50%. The 'Formula result' section shows a score of 10 (10 is the worst, 0 is the best) for the formula 'count\$opencmwo'. The 'Product page' includes a 'Purchase' button and a 'Create account' button.

Score	Contributor	Weight
0		100%
0	OPEN CM	50%

Formula result:
10 (10 is the worst, 0 is the best)
Formula:
count\$opencmwo

Formula result:
0
Formula:
ManufacturerExpectedAge-CurrentAge

AppConnect supporting integration scenarios

Transformation - Flows capture business logic

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

Triggered via schedule or Web invoked API

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

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

Between IBM Solutions

- MAS to Workday

Between IBM and 3rd Party Solutions



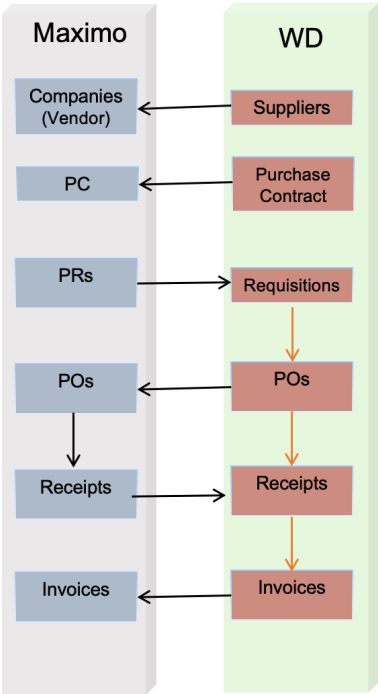
Maximo Application Suite – Workday Connector

(On-prem Only)

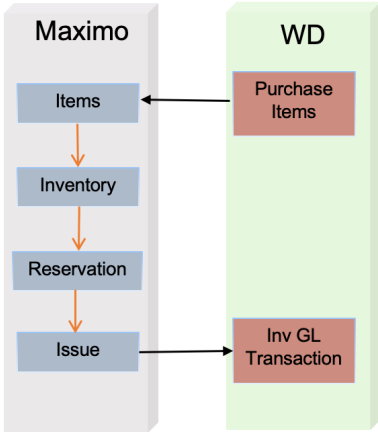
- Significant improvements in Financials Integration
- New Integration support for Purchasing scenario where purchasing is managed in Workday
- New Integration support for Inventory scenario where Inventory is managed in Maximo

Maximo-Workday - Purchasing and Inventory Scenarios

Workday managed purchasing



Maximo managed Inventory

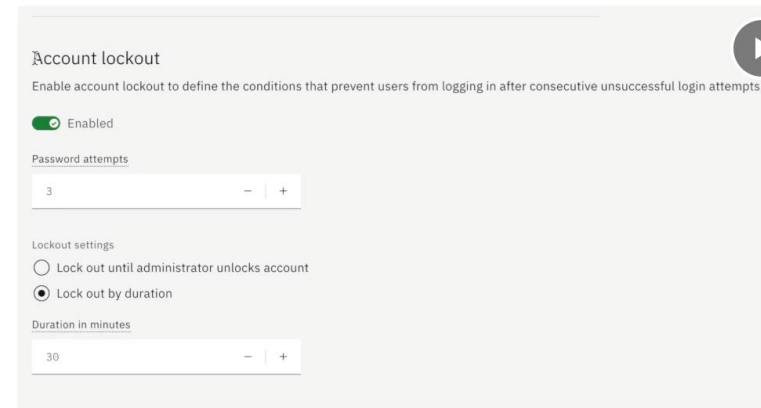
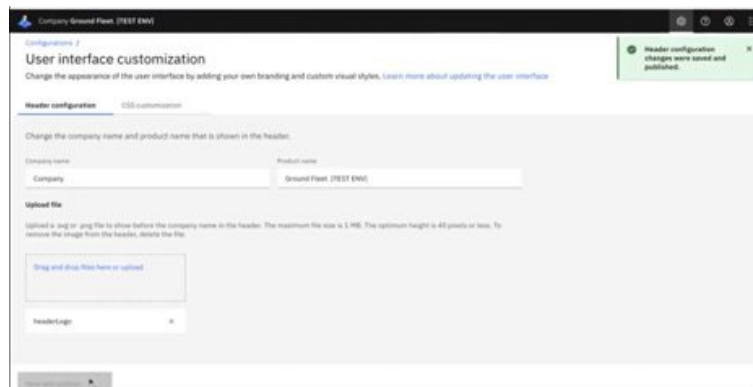


Create Inventory GL FINs integration)

Maximo Application Suite: Technical Updates

- MAS Admin can customize CSS and White Label
- User and Group mapping to MAS LDAP sync
- Support Multiple IDPs for the same authentication type (SAML/LDAP)
- Authentication Protection by adding password attempts restrictions
- Support synchronizing Manage e-sig password with MAS Core
- Support Self-Service Management
- SCIM 2.0 support
- Service Provider Initiated logout
- Published a FISMA Readiness Users Guide for MAS/Manage
- Added support for RDS SQL on AWS and SQL Managed Instance on Azure
- Added CP4D 4.8 and OCP 4.13/4.14 support
- Added support for Cognos v12
- Added support for Mongo v5 and v6
- Replaced the UDS operator for a new Data Reporting Operator (DRO) for collecting and processing metrics
- Update the Manage Workday Connector with support for new Purchasing and Inventory Scenarios

MAS Admin can easily change the Company and Product Name and add a new logo



IBM Maximo Application Suite












2025 Product roadmap highlights

Improved User Security across MAS, Federal Readiness, Guest Users Support, Java 17, Support for Power/Z

Role Based Application	Supervisors, technicians, purchasers or operators can utilize role specific applications to easily work with the information required to do their jobs.	IT	Increase the operational efficiency and agility in enterprises by integrating IT and OT systems for real-time data sharing, analysis, and decision making.
Field Service Mgmt	MAS users can access a differentiating Field Service Management experience that allows them to optimize schedules and routes, make informed dispatching decisions, and monitor work status in real time.	Mobile	Technicians can benefit from a broad range of mobile enhancements based on direct customer feedback.
AI	Deliver a consumable experience that empowers everyday users of MAS to derive greater value from AI insights and automations.	Health	Customers experience compelling value by providing Health insights and automation holistically in MAS
	Maintenance managers are 10-20% more productive processing routine work, and increasing the data quality 25-30%	Renewables	Deliver a renewables solution to sustainable power generators that operators can use to visualize the operability and health of their energy portfolio to optimize asset utilization and reduce GHG emissions
	A customer can create an FMEA (and mitigate the risk for each failure mode) for any asset class in a matter of seconds using AI	Climate Risk	An Asset Manager needs to understand how long-term Climate Risk will affect the life of an Asset.
Reliability Strategies	Clients can implement reliability-centered maintenance 75% faster and reduce their maintenance cost by 20%	Real estate and Facility Management	End users will be able to access the TRIRIGA app in the same way that they access other MAS apps. SRE will be able to manage the app in the same way that they manage other MAS Apps
		Civil and MVI use cases	Quicker time to value and easier adoption of defect management for more civil disciplines.

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

A promotional banner for two co-located events. The background is an aerial view of a city at sunset. On the left, a large, glowing sphere made of dots is partially visible. The text 'maximoworld' is written in a stylized font, with 'maximo' in grey and 'world' in orange. To the right, 'TRIRIGA WORLD' is written in green and white, with 'A RELIABILITYWEB EVENT' in smaller text below it. A blue pill-shaped button contains the text 'CO-LOCATED'. At the bottom, a large blue pill-shaped button contains the text 'AUGUST 5-8, 2024 • PHOENIX, ARIZONA' in white.

maximoworld

TRIRIGA WORLD
A RELIABILITYWEB EVENT

CO-LOCATED

AUGUST 5-8, 2024 • PHOENIX, ARIZONA

EVENT DETAILS [HERE](#)

Sustainability Software Digital Trials

Maximo Application Suite

(MAS SaaS with Health & Manage capability only)

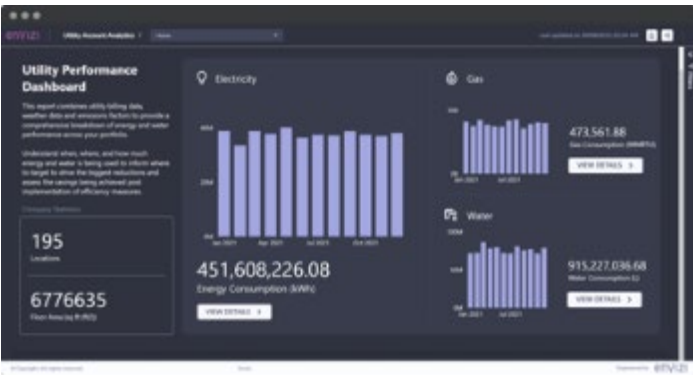
Environmental Intelligence Suite (EIS)

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.

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



Maximo Groups

IBM Maximo Product Updates

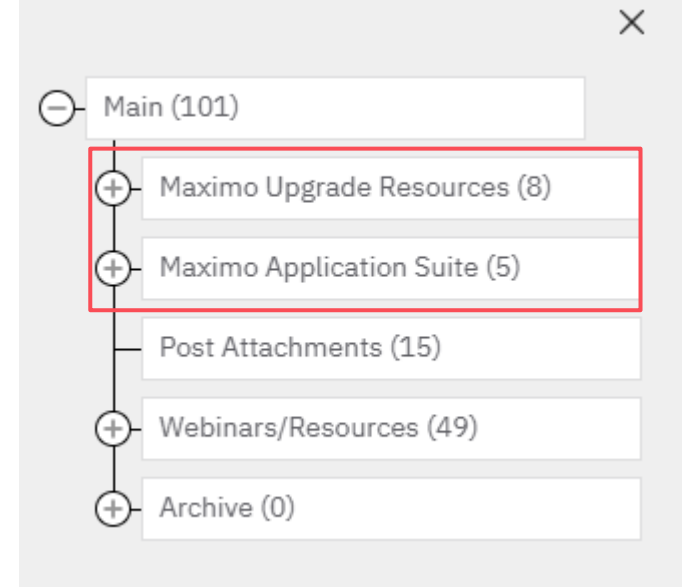
Request to Join

Discussions 0 | Libraries 0 | Members 21

Maximo

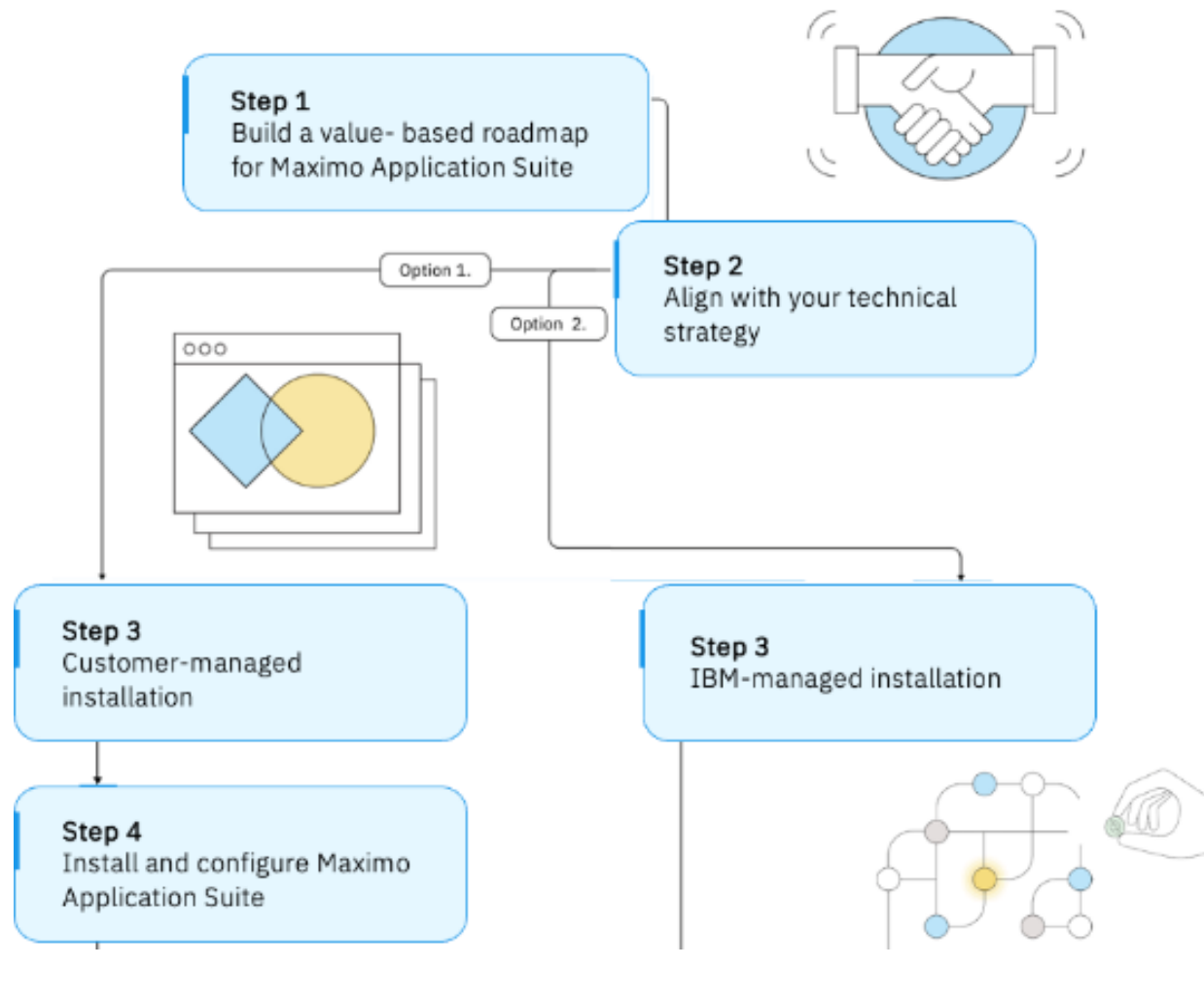
Join

Discussions 8.9K | Libraries 727 | Members 9.3K



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



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, 3D, white 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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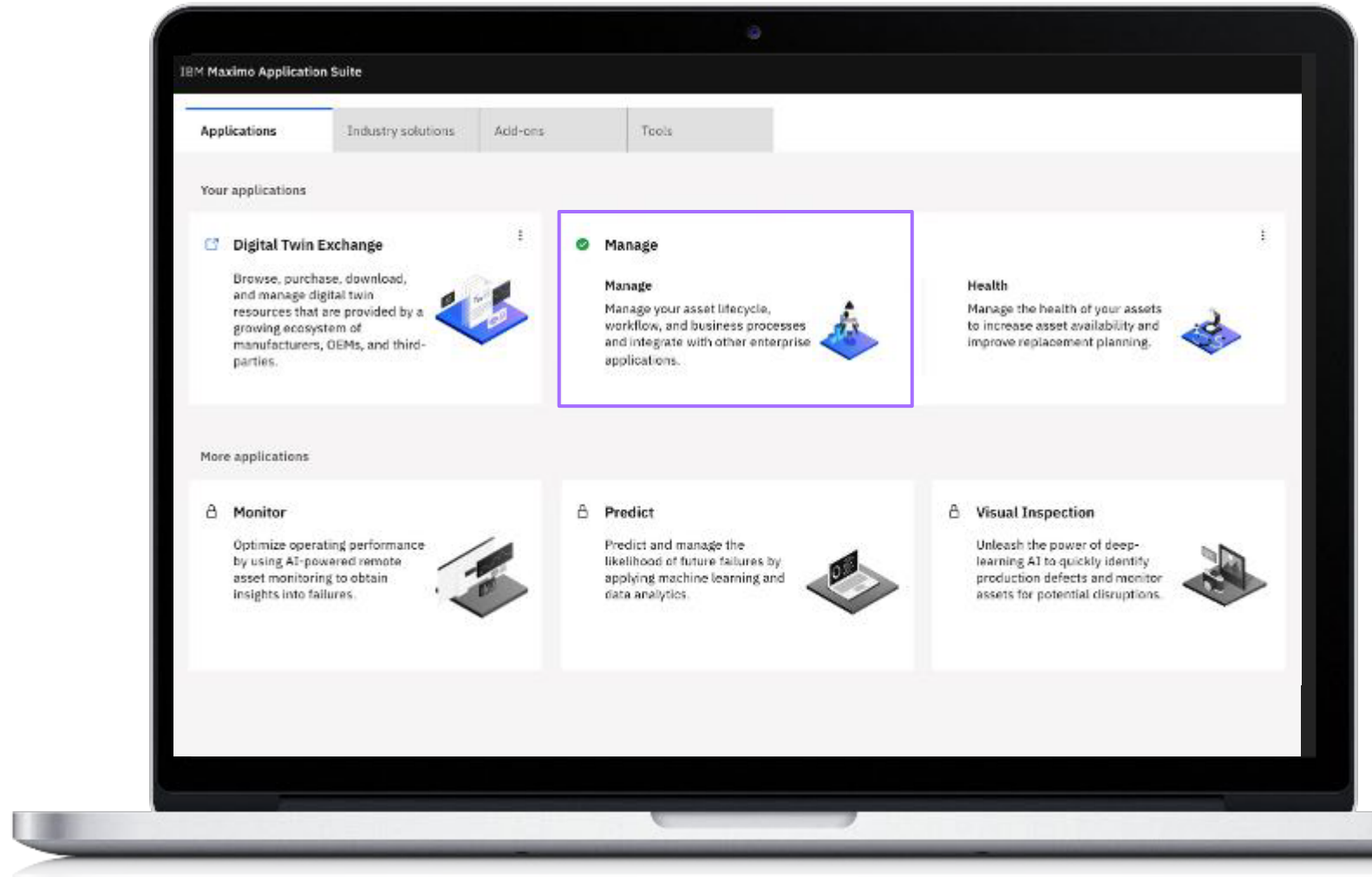
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Upgrade to Manage in the Suite

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>