Maximo Application Suite IBM Product Update Release 9.1



June 25 - 26, 2025



Please note

- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.
- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion.
- Information regarding potential future products
 is intended to outline our general product direction and
 it should not be relied on in making a purchasing decision.

Advance asset management with IBM asset lifecycle management solutions



Extend the lifespan of assets.



Reduce maintenance and operations costs.



Manage risk associate with availability and sustainability



Optimize real estate portfolios throughout their lifecycle



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
- Facility Managers



Manage Intelligent Asset Management



Real Estate & Facilities
Intelligent Asset Management



Monitor
Monitor and Detect Anomalies



Health 360 View of Assets

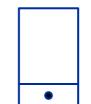


Predict
Predictive Failures



Visual Inspection
AI-Powered Insights

Mobility and Dashboards | Intuitive and Modernized



Operational Dashboard

Scheduling and Dispatching Dashboards

Service Requests

Work Execution

Inspections

Inventory Countbooks

Asset Audits

Issues and Transfers/ Receipts

Industry Solutions & Add-on's | Accelerate time to value



Manage

Manage

Reliability Strategies

Health Safety and Environment

RE&F

Manage

Lease Accounting

Scheduler Optimization

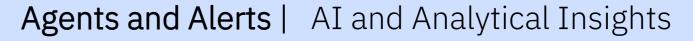
Manage

Maximo IT

=

RE&F

Space Planning



IBM Cloud Pak for Data | Watson | App Connect | Cognos Analytics



Infrastructure Independent Common Operating Environment

IBM Cloud



AWS



Azure



Google Cloud

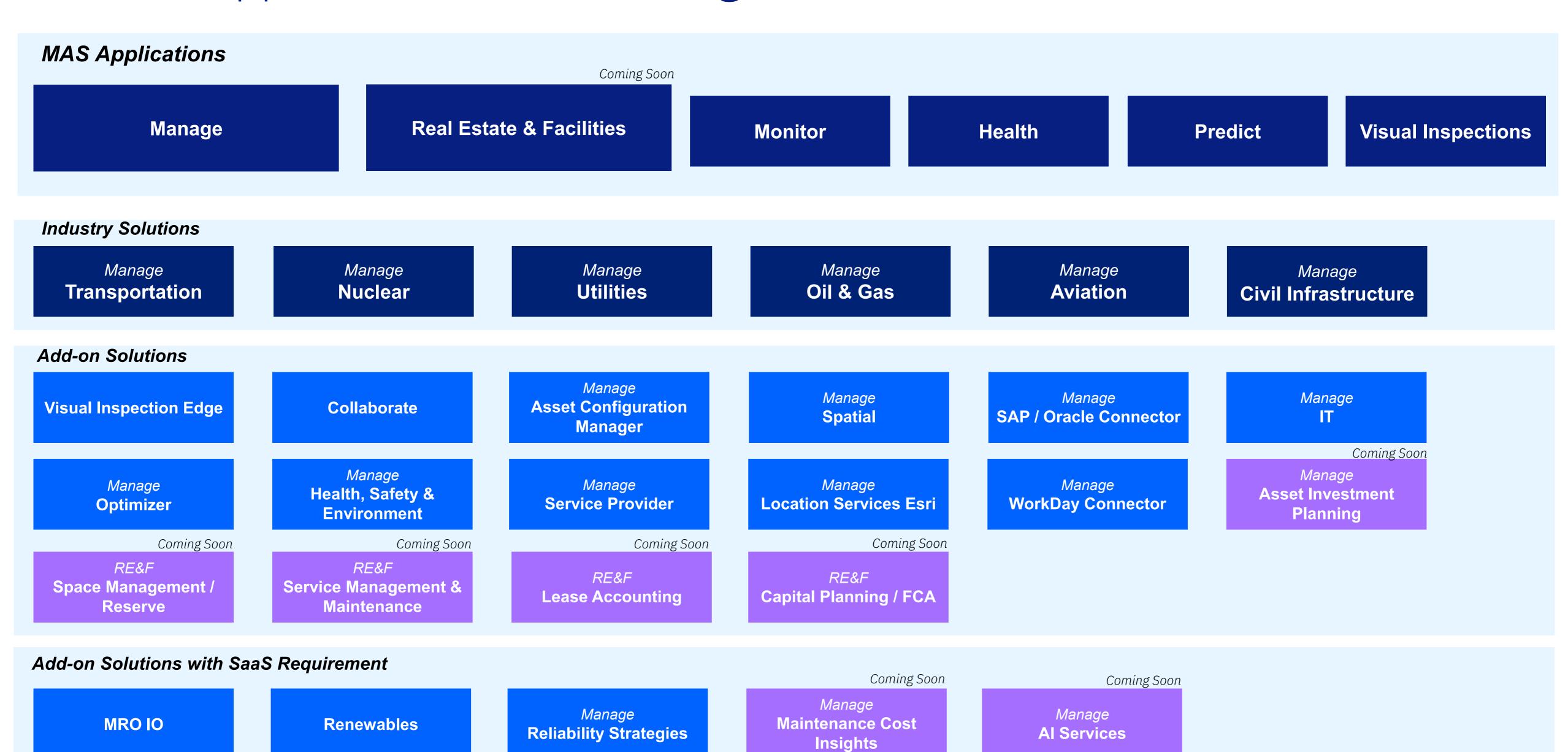
Private



Edge

Systems

Maximo Application Suite - Catalog



Note: Catalog does not represent licensing

IBM Maximo Application Suite Product roadmap highlights

June 2025
Planned
deliverables
(MAS 9.1)

Plan Operate Optimize

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

Asset investment planning

Solution for renewable assets to optimize utilization and emissions

Integration of Maximo for Real Estate and Facilities powered by TRIRIGA

Field Service Management:

Expanded assignment and crew support; drag & drop; customizable dashboard;

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

GenAI assistant for Work Order Intelligence (WO Similarity)

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

Evolve to <u>watsonX technologies</u> to improve TTV, capabilities, asset class coverage, and UX.

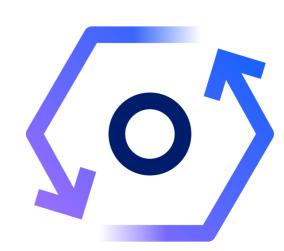
Reliability Strategies: watsonX support for FMEA creation; expanded integration.

Integration of MROiO into MAS

<u>Total Cost Maintenance</u> (powered by Apptio)

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

Maximo Application Suite 9.1 GA Targeted Q2 2025



Extending MAS for ALM

- Real Estate and Facilities (TRIRIGA)
- Asset Investment Planning
- Maintenance Cost Insights

Unify MAS for ALM

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

Enhanced processes with embedded AI

- Similarity tracking for WO
- Conversational UX
- Reliability Strategies

Maximo Real Estate and Facilities

Moving TRIRIGA TAS capabilities into MAS

- Space Management and Reserve

 Optimize space management and workplace experience with dynamic space planning and forecasting, real-time usage insights, and occupant services.

Capital projects and facility condition assessment

 Improve capital investment decision-making to build a credible budgetary framework, justify investment strategies, and effectively execute capital programs and projects.

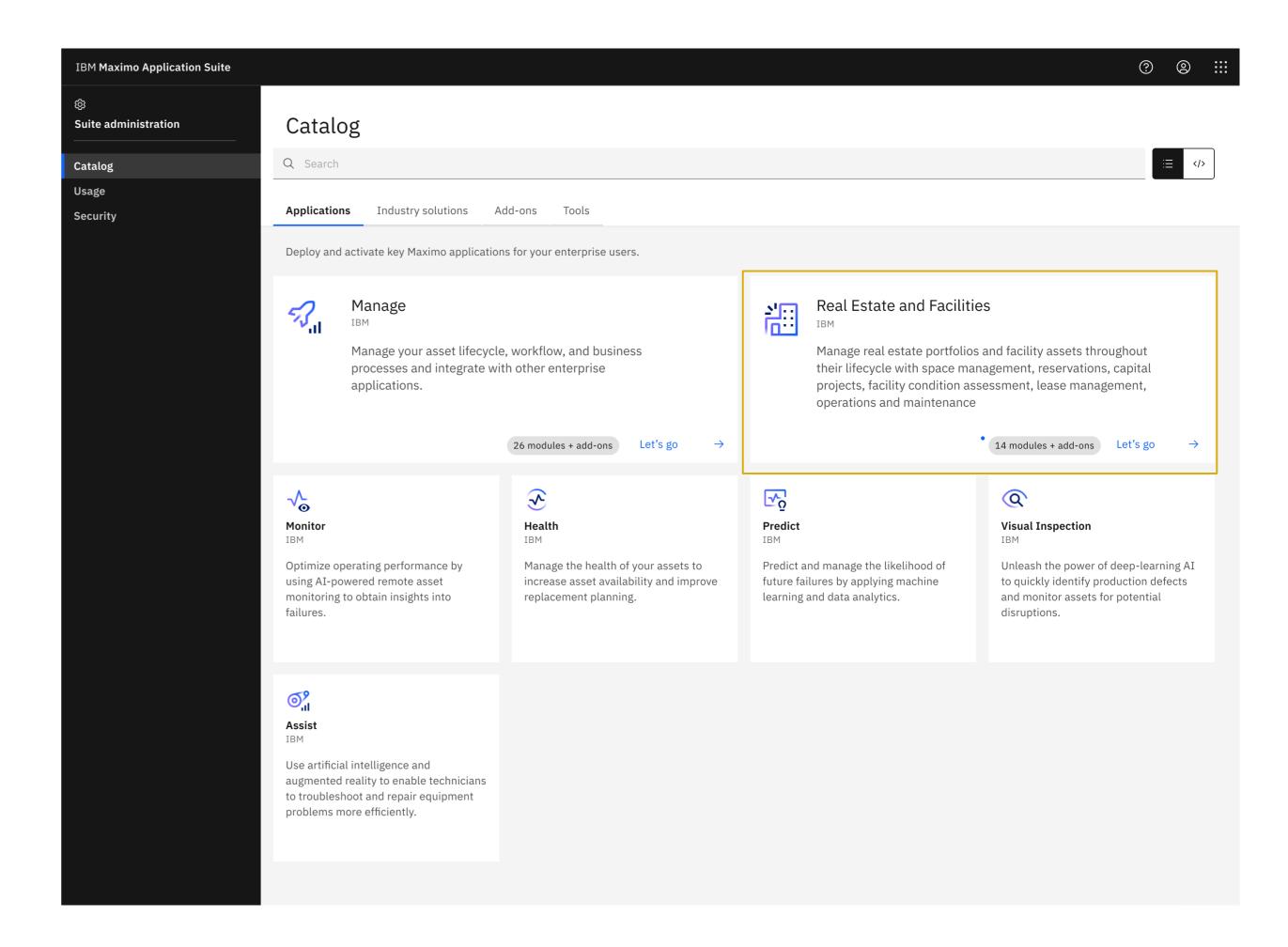
Lease Accounting, Administration and Transactions

 Integrate lease administration and accounting to optimize cost savings, meet contractual and regulatory requirements, and gain insights with AI.

Monitor with workplace analytics & energy and asset monitoring

 Track space utilization with IoT sensors and Wi-Fi. Existing IoT sensors can be integrated for energy monitoring on facilities and assets

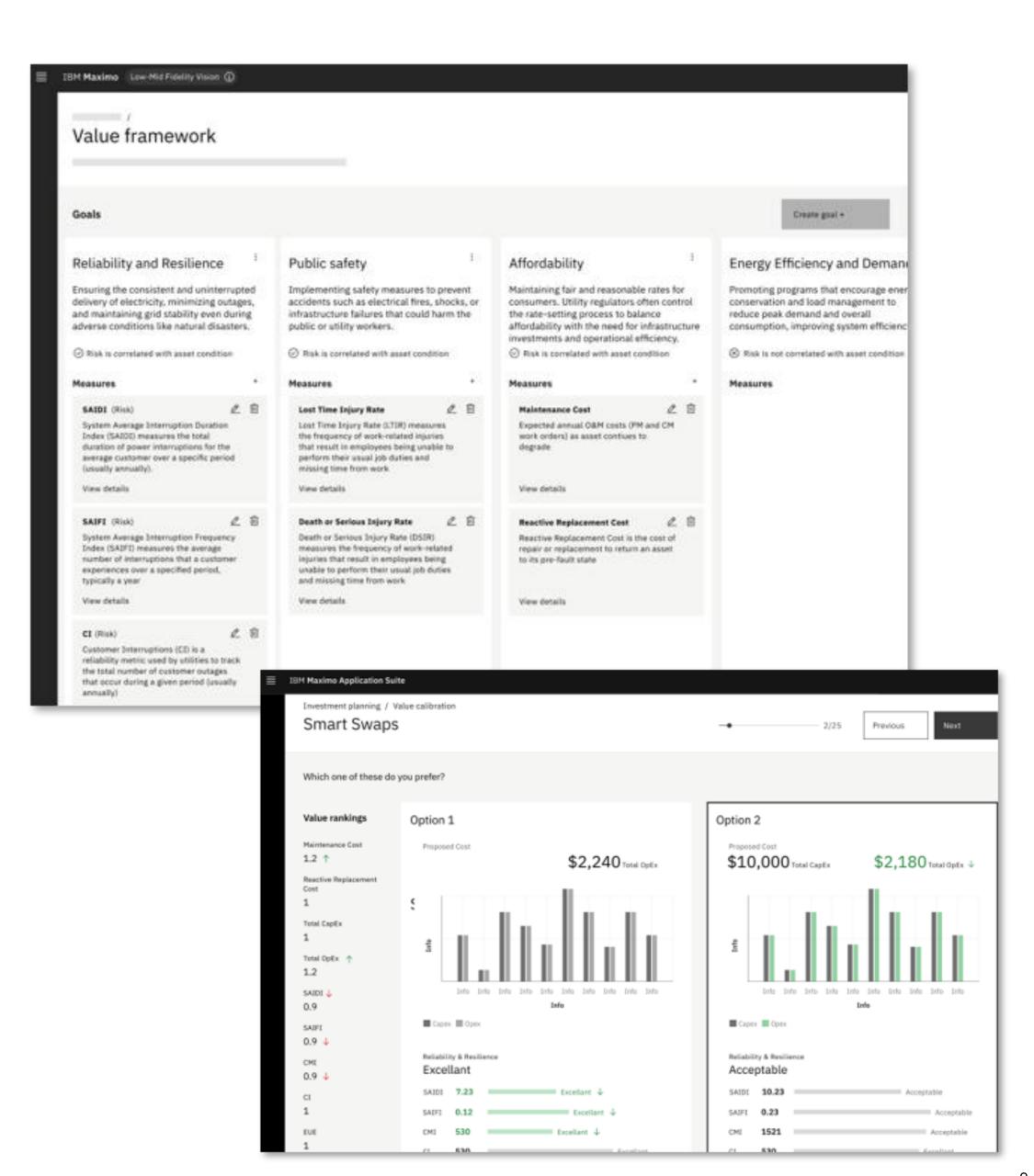
Targeted MAS 9.1



Asset Investment Planning

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

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

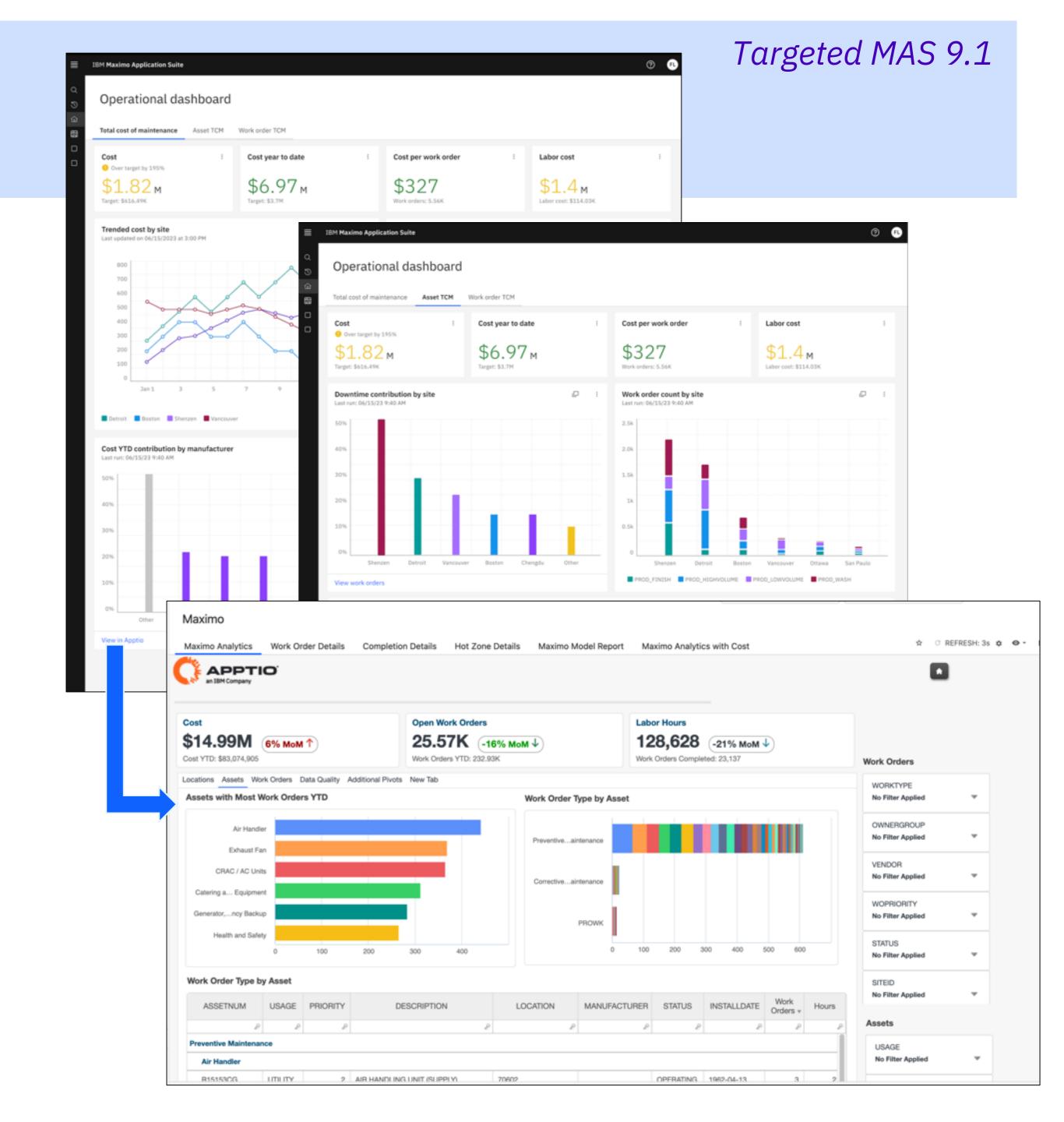


Maximo Maintenance Cost Insights

- powered by IBM Apptio

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

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



Maximo Application Suite 9.1 GA Targeted Q2 2025



Extending MAS for ALM

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

Unify MAS for ALM

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

Enhanced processes with embedded AI

- Similarity tracking for WO
- Conversational UX
- Reliability Strategies

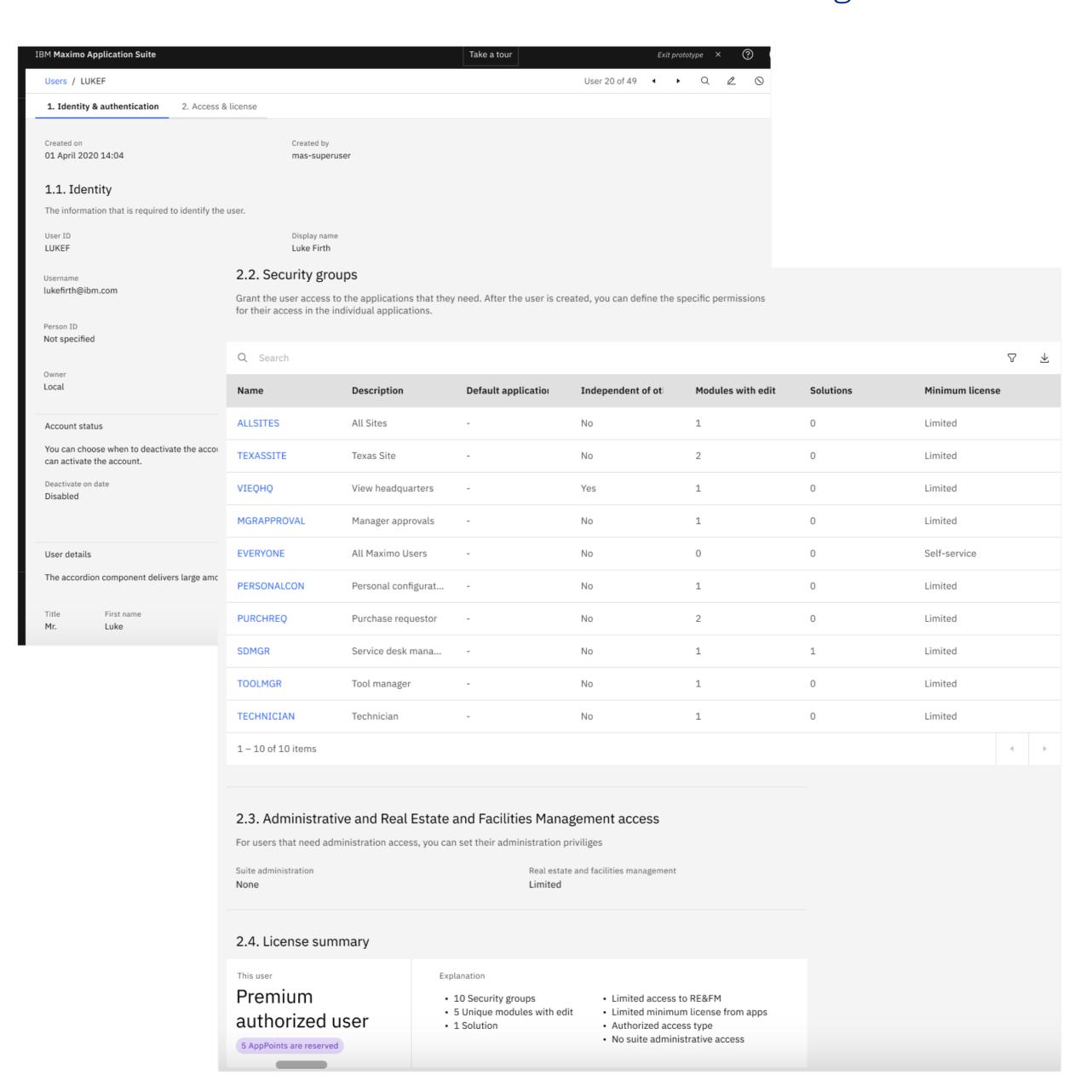
MAS 9.1 with Manage

MAS (core)

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

Technical

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



Targeted MAS 9.1

New User Application

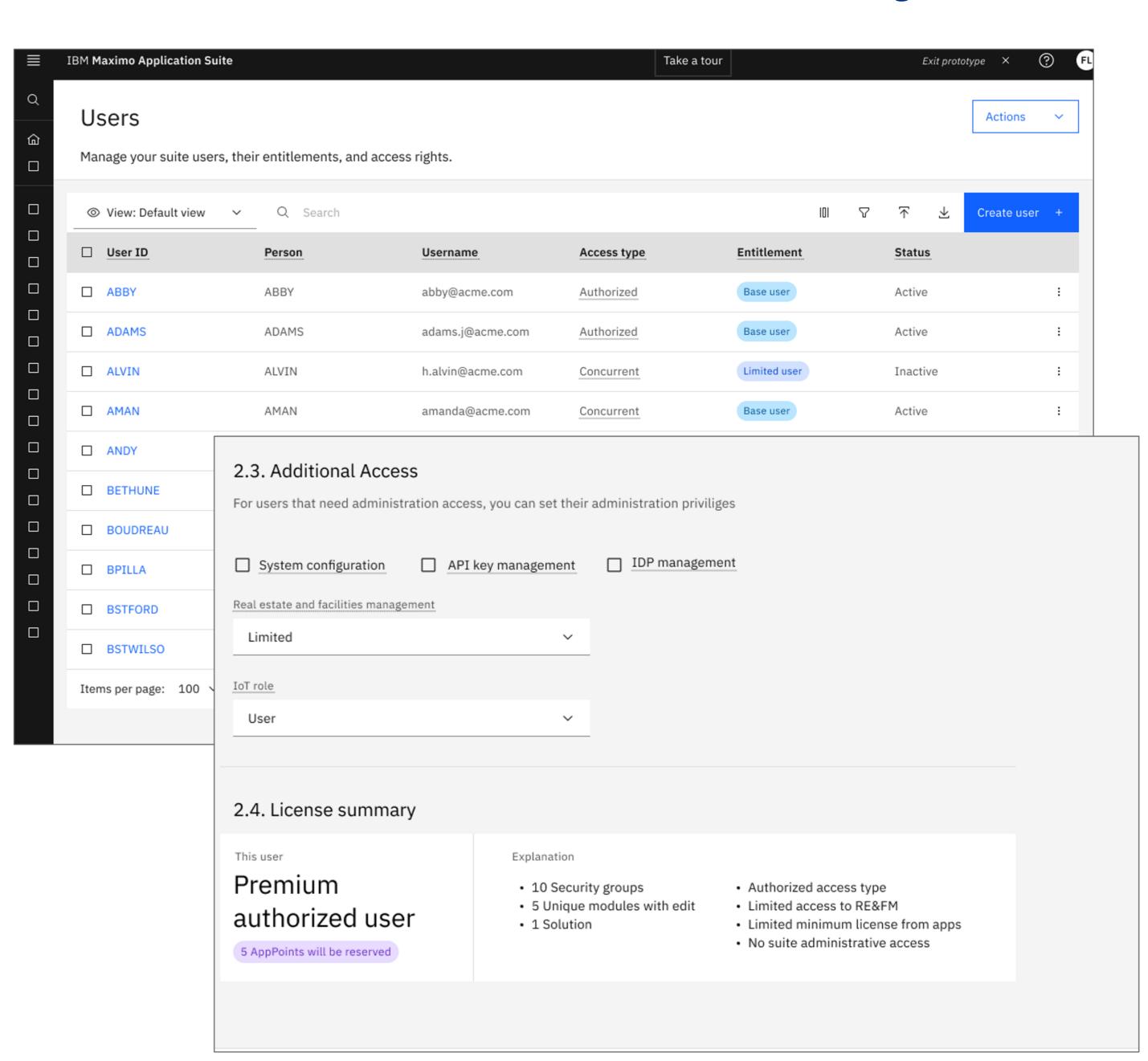
Maximo Application Framework

New User Application

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

Add a Security Group to a User

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



New Security Group Application

Maximo Application Framework

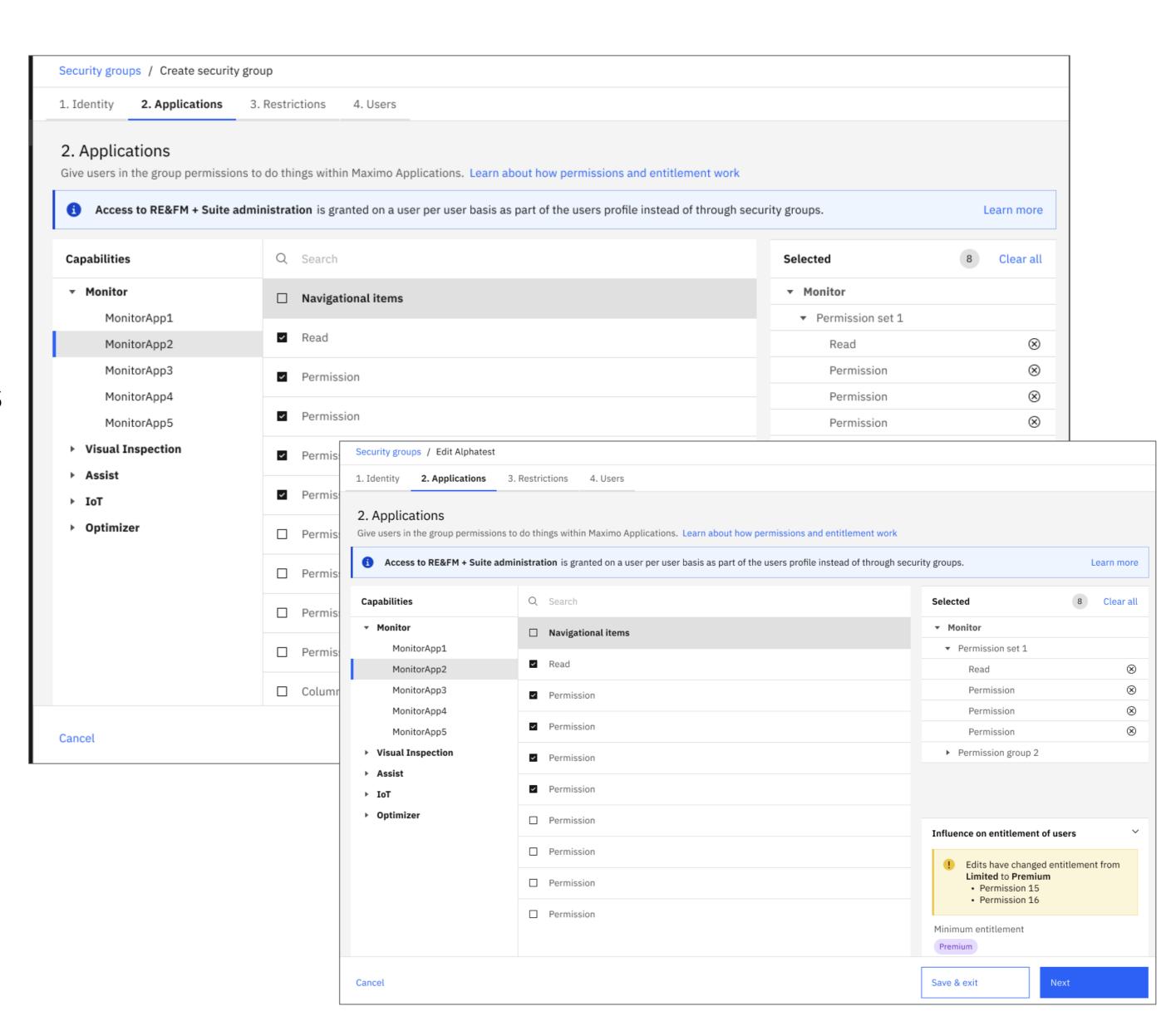
Security Groups:

Create/Update Groups:

- Applications/Capabilities across the suite (includes Monitor, MVI)
- Granting of Access/Permissions to items/actions
- Read, Save, Create, Delete

Summary Card

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



Unified Navigation

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

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

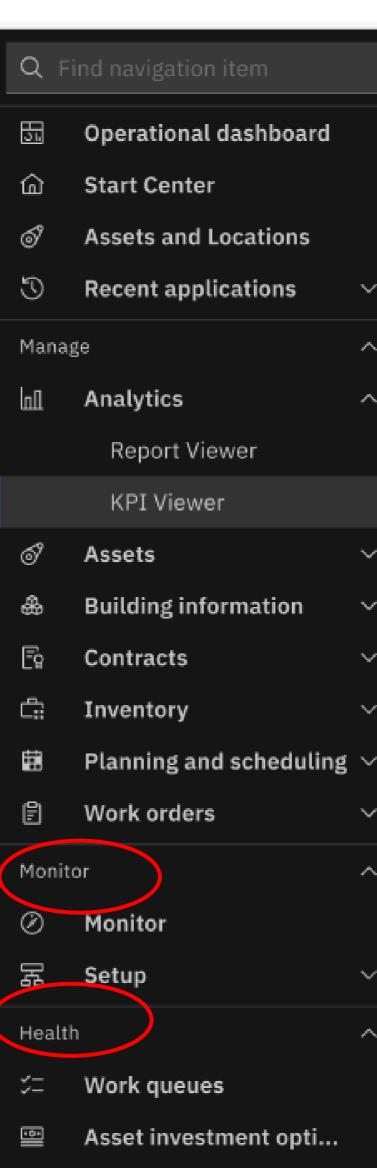
MAS 9.1 Release: 1 Left Nav Bar

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

Full Suite

-0-

ಸಿ



Score settings

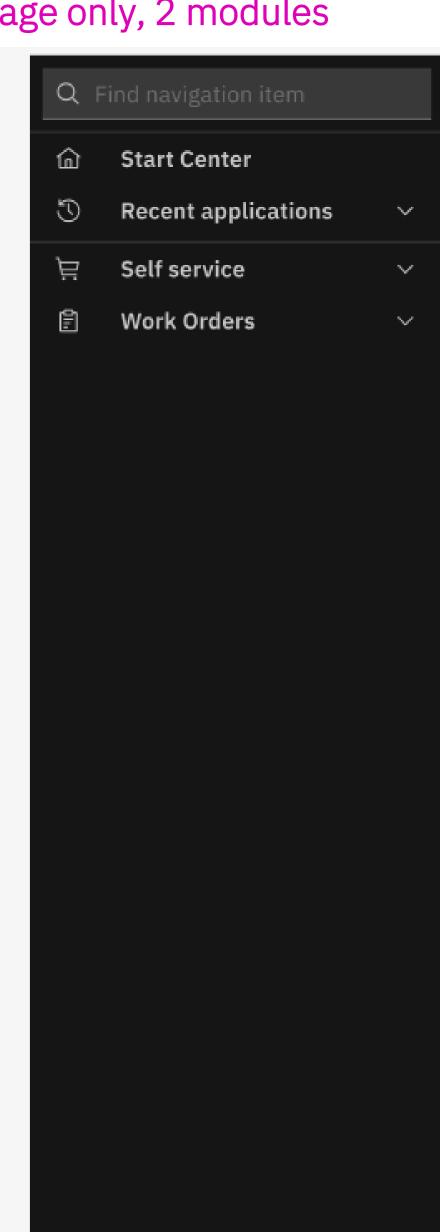
MAS App

Module

Application

Application (Current)

Manage only, 2 modules



User Profile

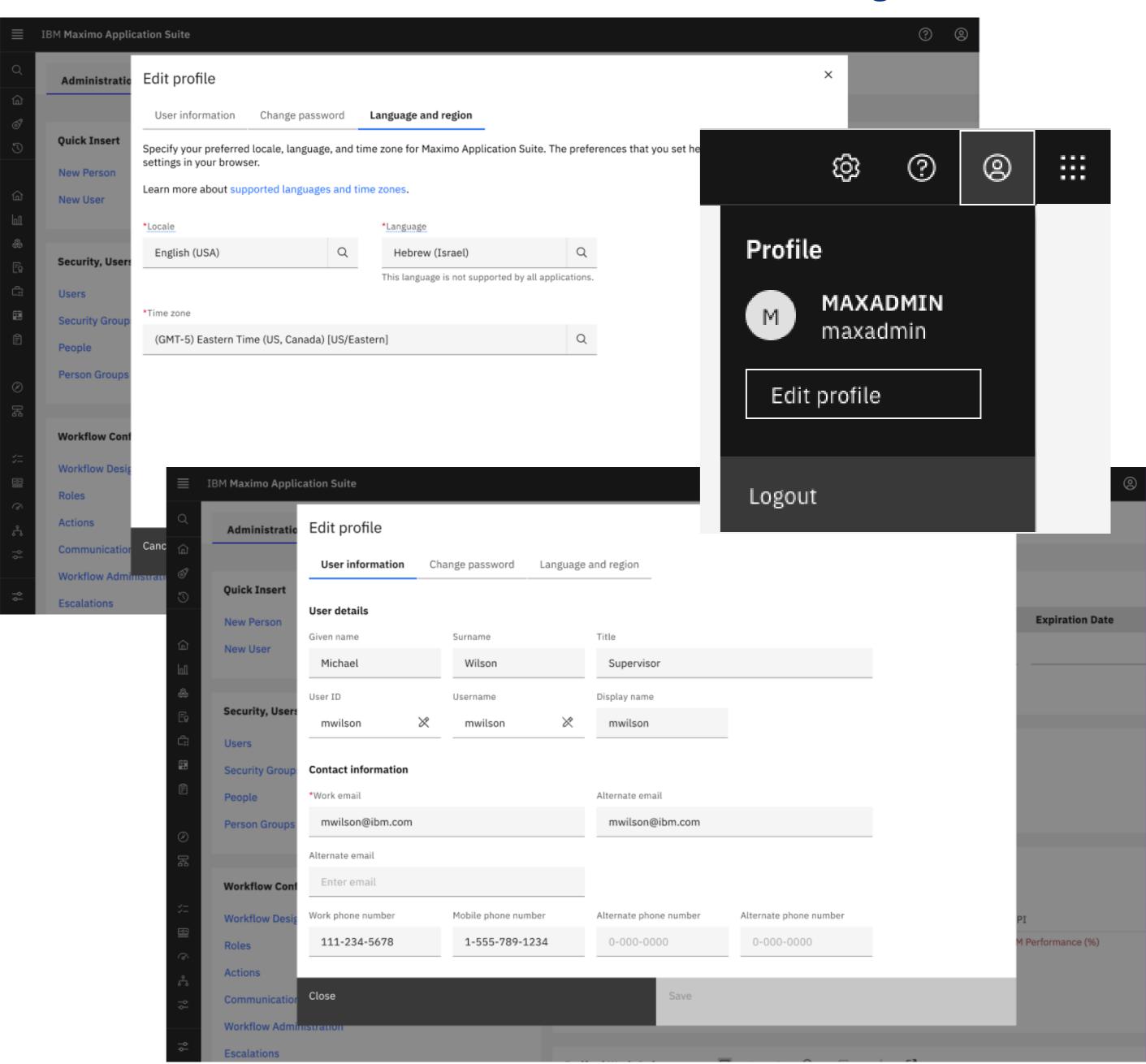
Current (9.0): Profile page in MAS "Core"

- Navigates away from your current app, no breadcrumb back
- Minimal editability
- Conflicts with Manage "Default information" dialog

MAS 9.1: Global profile dialog

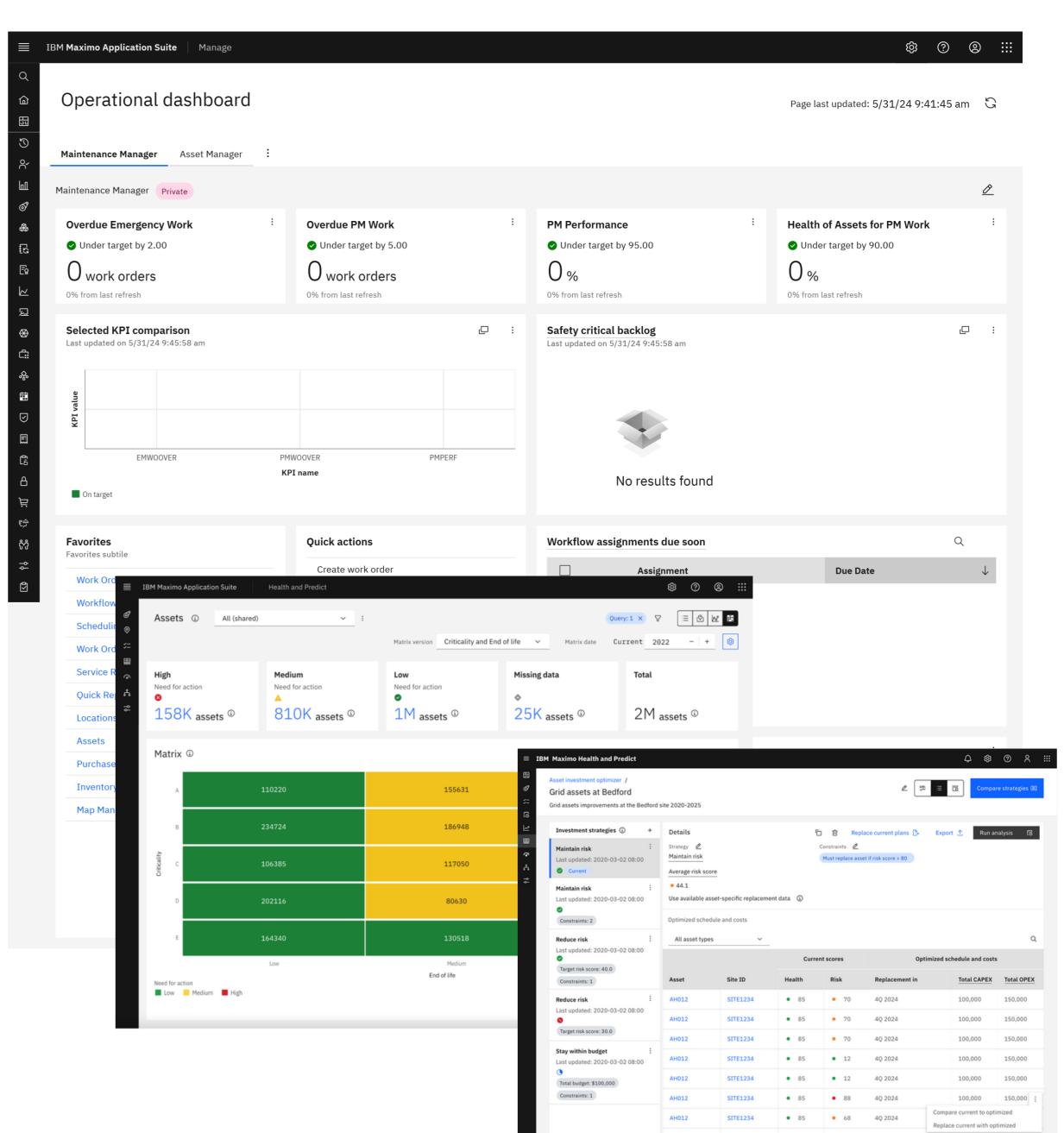
- Opens over your current app
- Separate selectors for language and locale
- Syncs with Manage default info dialog (does not replace)
- BiDi (Hebrew & Arabic) and Accessibility compliant

Targeted MAS 9.1



MAS Dashboard Updates

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



MAF Application Configuration

Configuration Tool Migration

Current State

Configuration tool is desktop only

• MAS 9.1

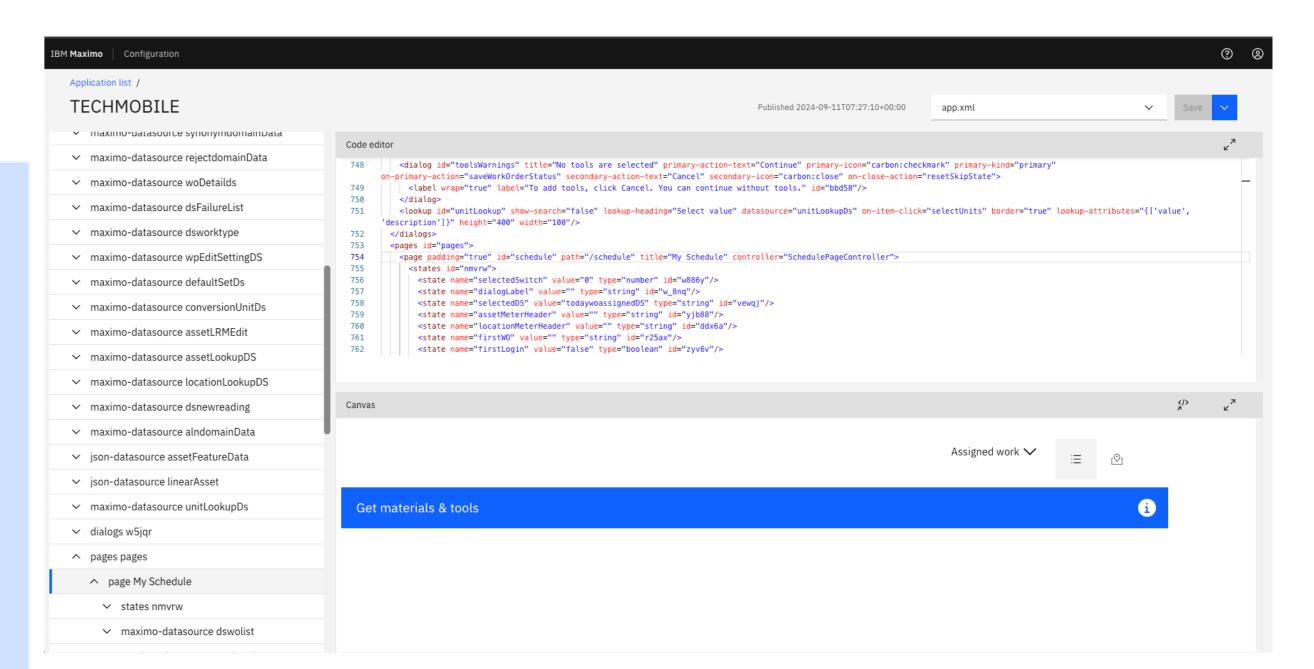
Moving configuration tools to the MAS level.

Benefits

- Provides easier access to configuration tools (<u>no local docker</u> needed)
- Eases support requirements (no need for Mac and Windows experience on how to configure Docker, podman, etc)
- Better customer experience

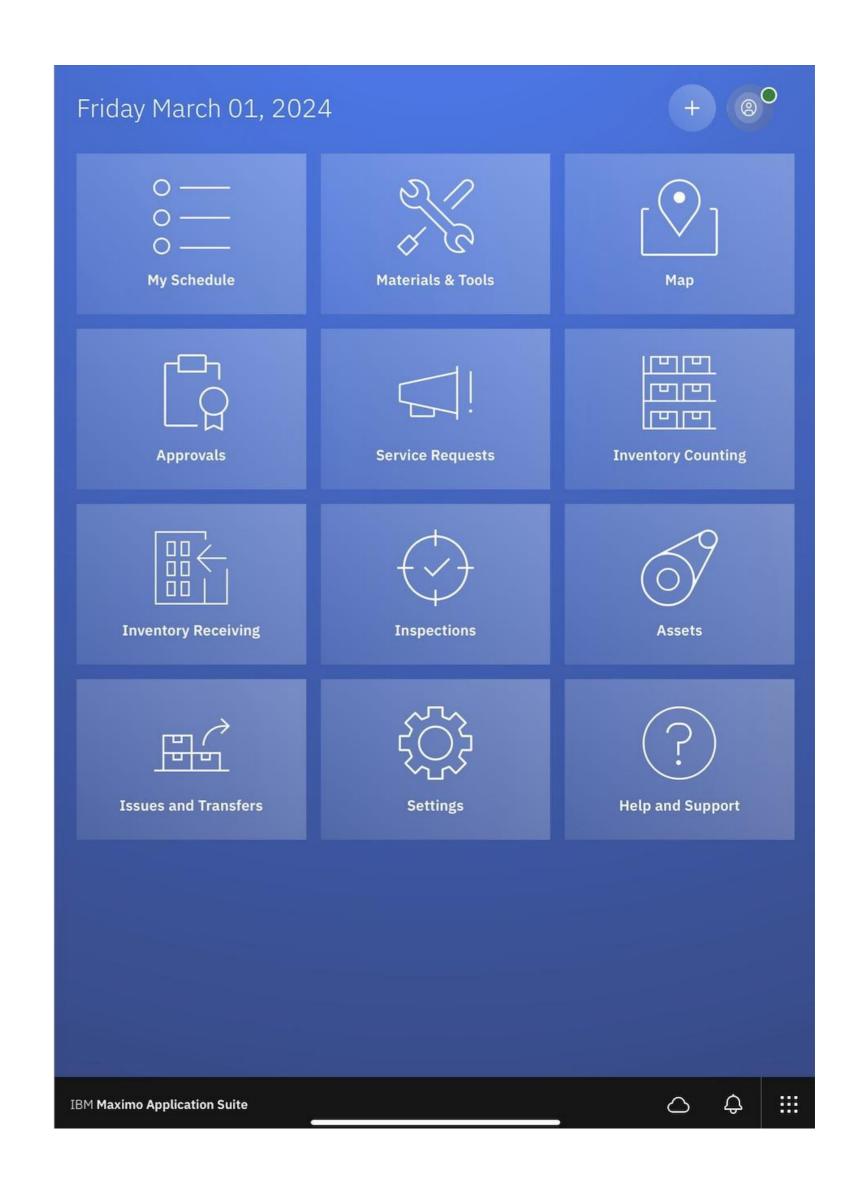
Architectural Improvements

- repo is moving from maximo-app-framework to maximoappsuite to better take advantage of the MAS specific docker build pipeline tools in that org
- No longer supporting desktop deployments (although it will still be possible)
- Will be bundled with MAS core image
- Will not be installed automatically (ie, no need to deploy the config container on prod environments if it's not used there)
- Requires persistent storage



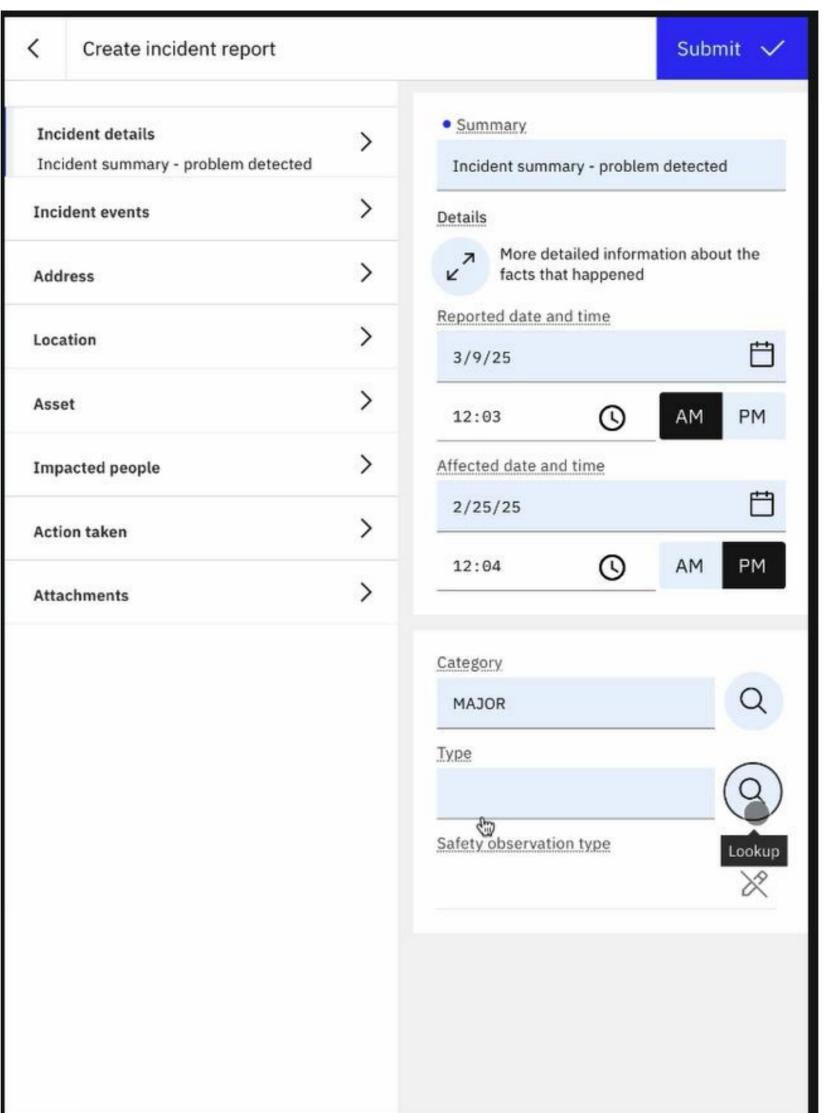
Maximo Mobile Highlights for 9.1 Release

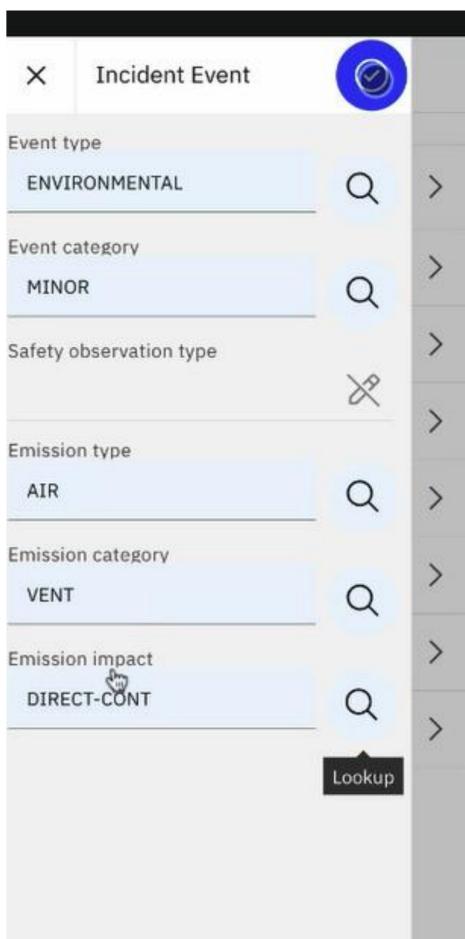
- Ability to perform Assignments for work orders and Inspections
- Support for Rotating Asset and Asset auditing
 - Create rotating assets and receive purchases including rotating assets
- Enhanced set of options on how Technicians find the correct work order to execute, including online search
- Consolidated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



Maximo Mobile Incident Reporter

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





Field Service Management & Capacity Planning

Continue to improve efficiency and effectiveness of critical resource utilization

Dispatching

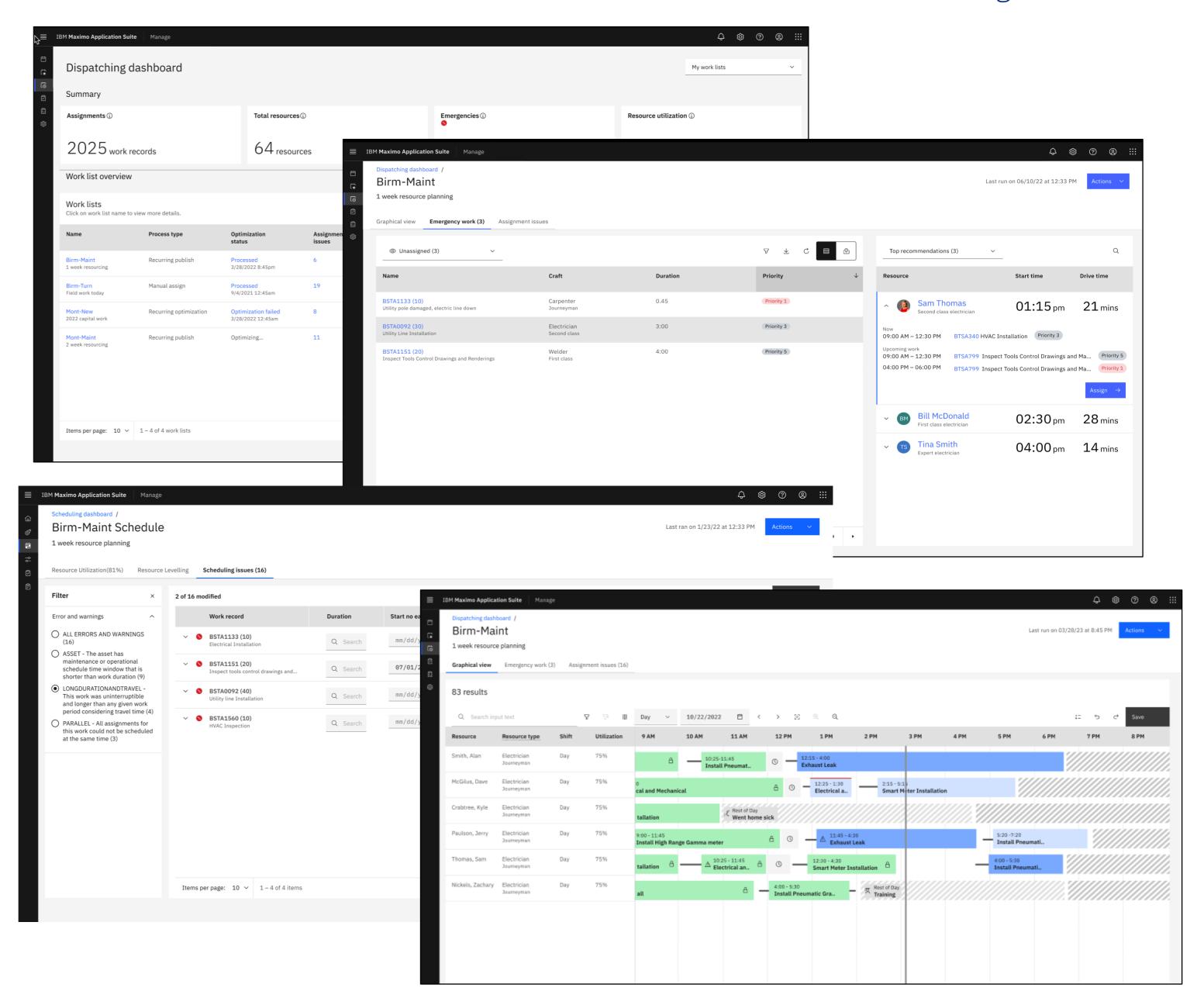
- Assignment Full Lifecycle
- Assignment Estimated Times
- Gantt View Improvements
- Additional Map Support
 - Routes
 - Matrix
 - Assignments
- Emergency Workflow (Crew)
- Qualifications (Crew)
- Customizable Dashboard

Scheduling

- Drag/Drop Resource Levelling
- Customizable Dashboard

Planning

Dashboard



MAS 9.1 with Maximo IT

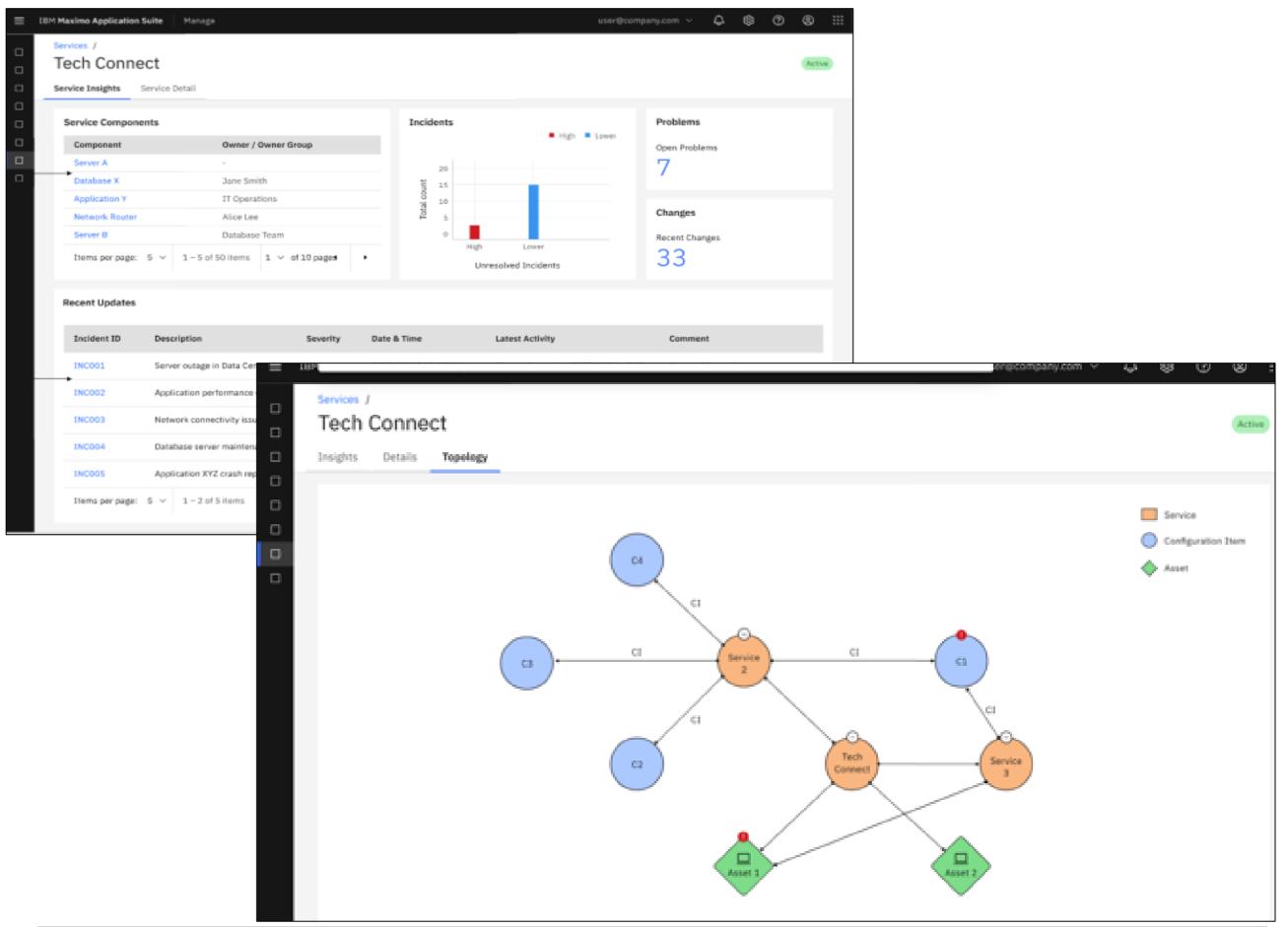
Modernize & Integrate

New Applications

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

Integrations and collaboration

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

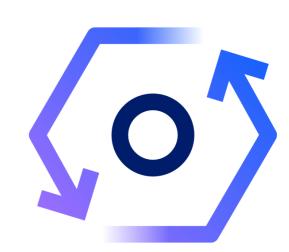




- Availability Management,
- Change Management,
- · Configuration Management,
- Financial Management,
- Incident Management,
- Knowledge Management,

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

Maximo Application Suite 9.1 GA Targeted Q2 2025



Extending MAS for ALM

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

Unify MAS for ALM

- Cross-Suite Administration
- Cross-Suite Dashboards
- Mobile
- Spatial Mapping
- Field Service Management
- I7

Enhanced processes with embedded AI

- Similarity tracking for WO
- Conversational UX
- Reliability Strategies

GenAI in Maximo

Integrated AI experiences that deliver immediate value, increase productivity and seamlessly scale.

Part of the MAS 9.1 GA

FMEA Builder

More Coming Soon!

Work Order Intelligence

- Improve maintenance decisions and data quality for reporting/analytics.
- Work Order Intelligence, problem code recommendations (available in MAS 9.0)
- Expanding to support other Maximo form fields using AI and provides new analysis methods to improve productivity.

- Reduce creation time of asset FMEA (Failure Mode and Effect Analysis) from 100s of hours to minutes.
- The FMEA data will provide AI Agents with knowledge about asset failure causes and mitigations.
- Enhance productivity via a conversational AI experience.

Maximo Assistant

- Accessible from the new dashboards and on every page in Manage.
- Presents results dynamically in a consumable and interactive UI.

- Intelligent CBM
- Introducing AI agents that can autonomously complete tasks and collaborate with other agents.
- AI agents to generate smart alerts, asset condition insights, and execute workflows.



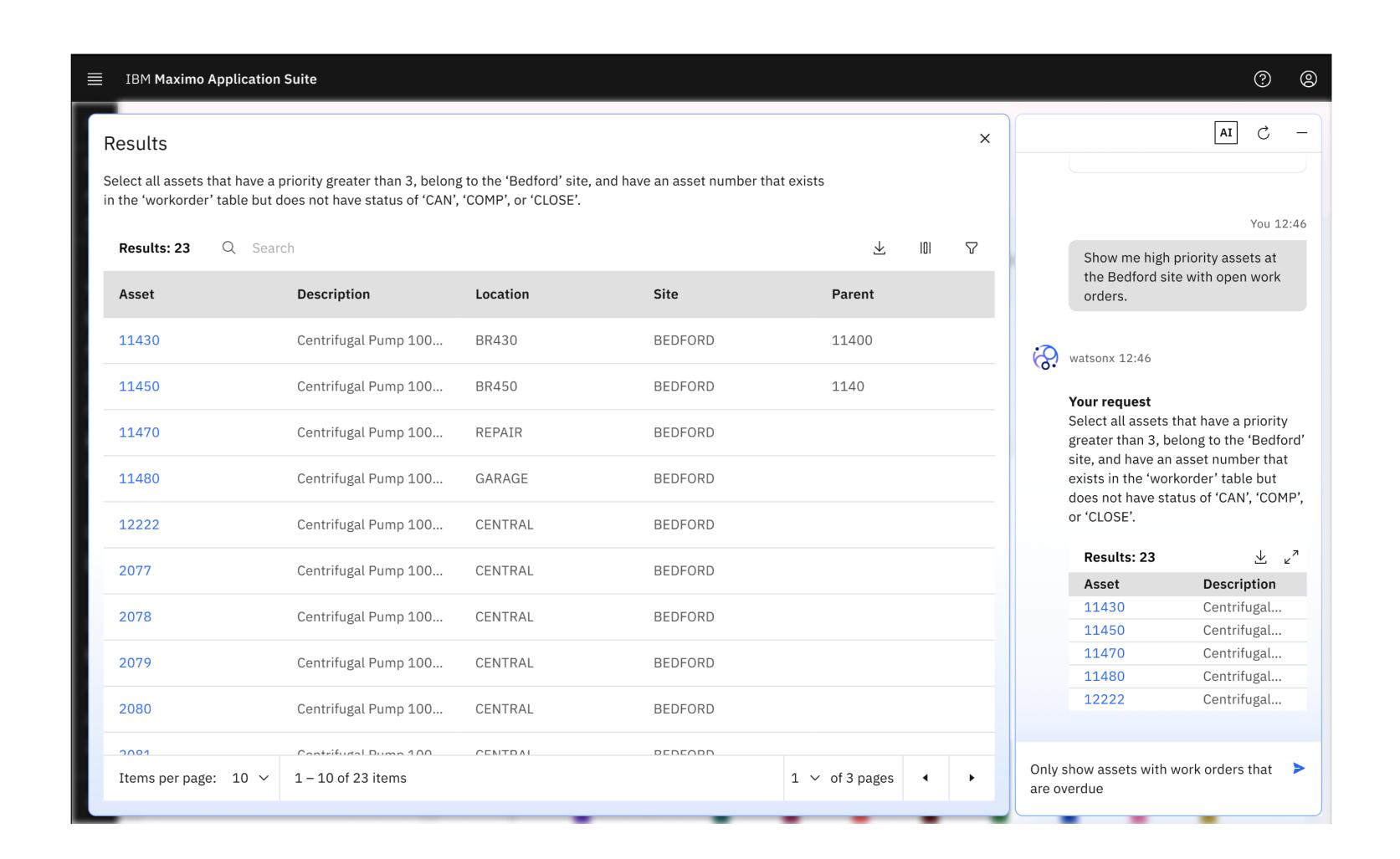
Maximo AI Assistant: A New Way of Working

Embedded the Maximo Application Suite, it reimagines the user experience by allowing teams to interact with data in natural language, eliminating the need for complex queries, technical knowledge, and multi-step processes

Capabilities in MAS 9.1:

Database Retrieval – Instantly present data related to work orders, assets, and service requests in a dynamic table by describing your need in plain language

Analytical Insights – Get analytical results on-demand (ie. count, sum, average, frequency, max/min, etc.)

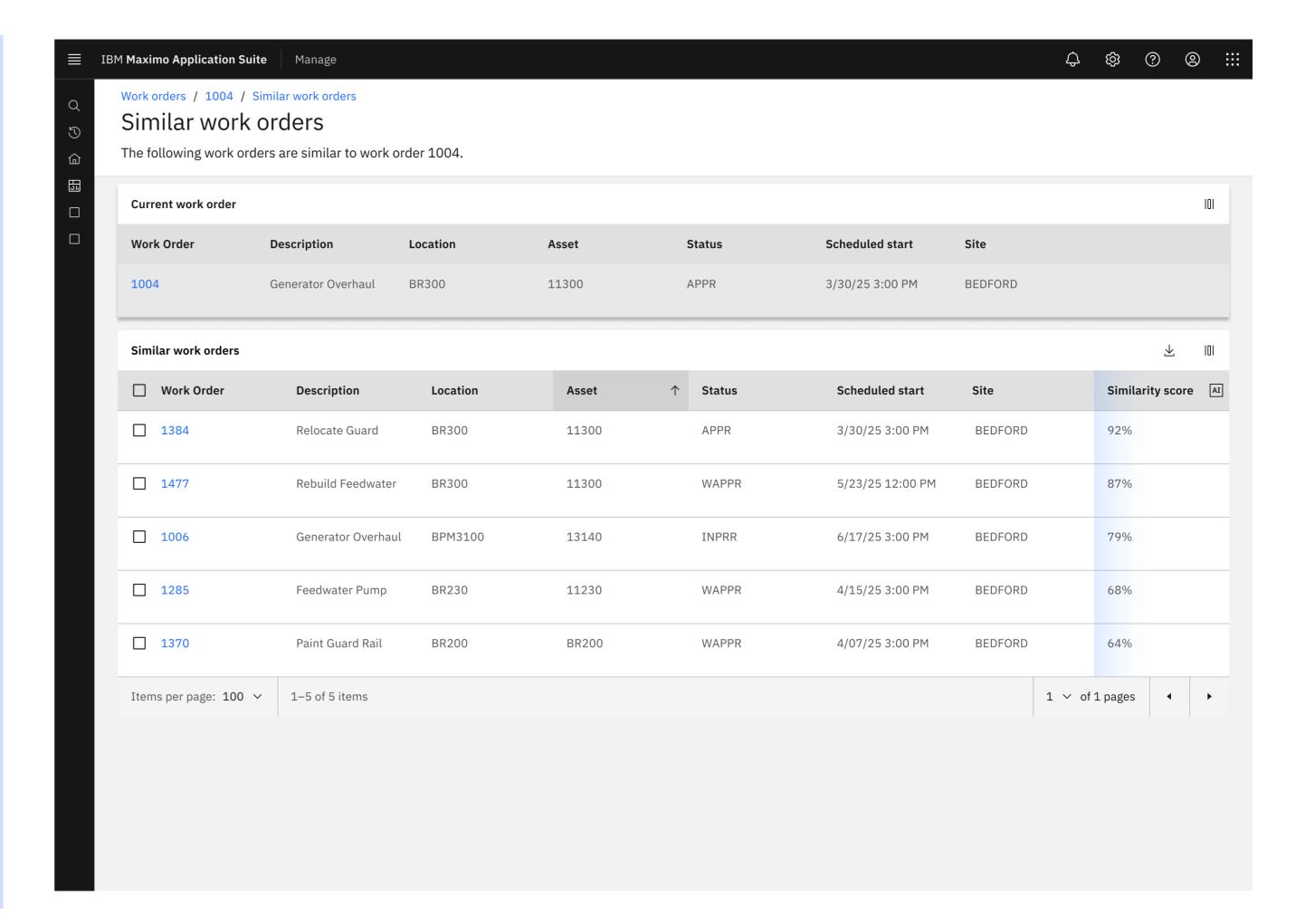


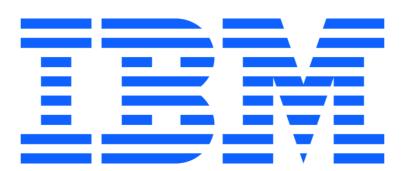
AI powered - Similarity

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

Helping with a variety of use cases:

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





Resources

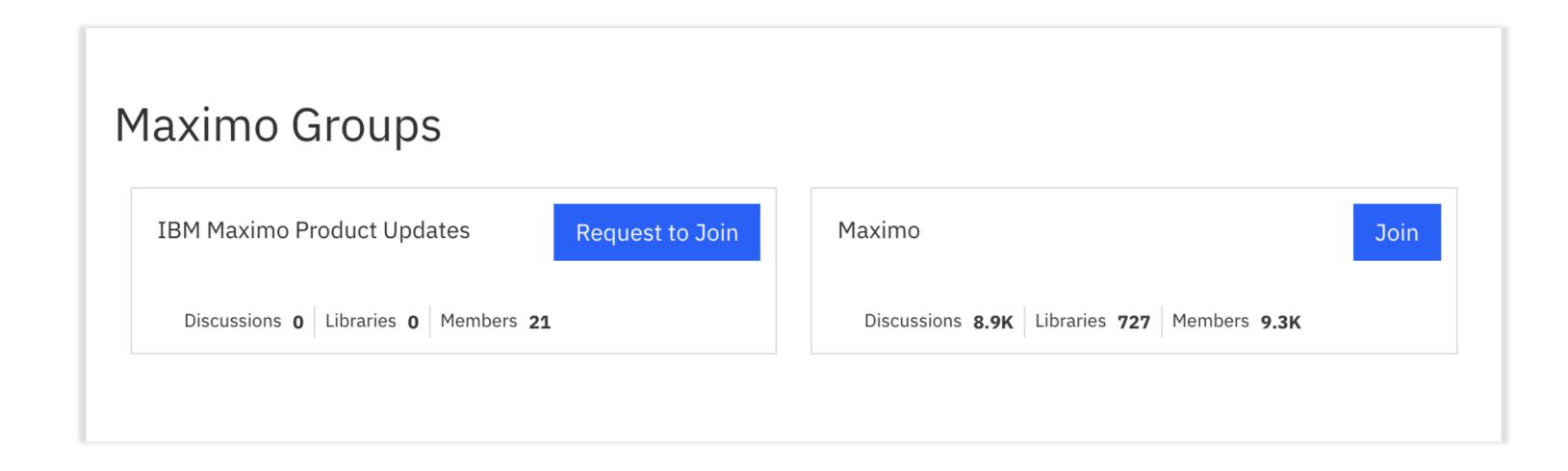
IBM TechXchange Community

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

IBM Asset & Facilities Management

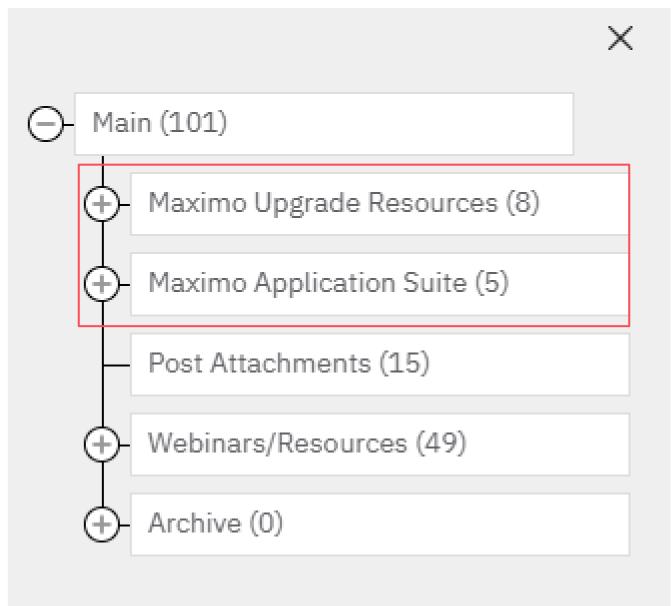
Your destination for peer and expert insights to help unlock the power of data with AI and Asset & Facilities Management to advance your digital reinvention.

Join and participate in the Maximo Community HERE

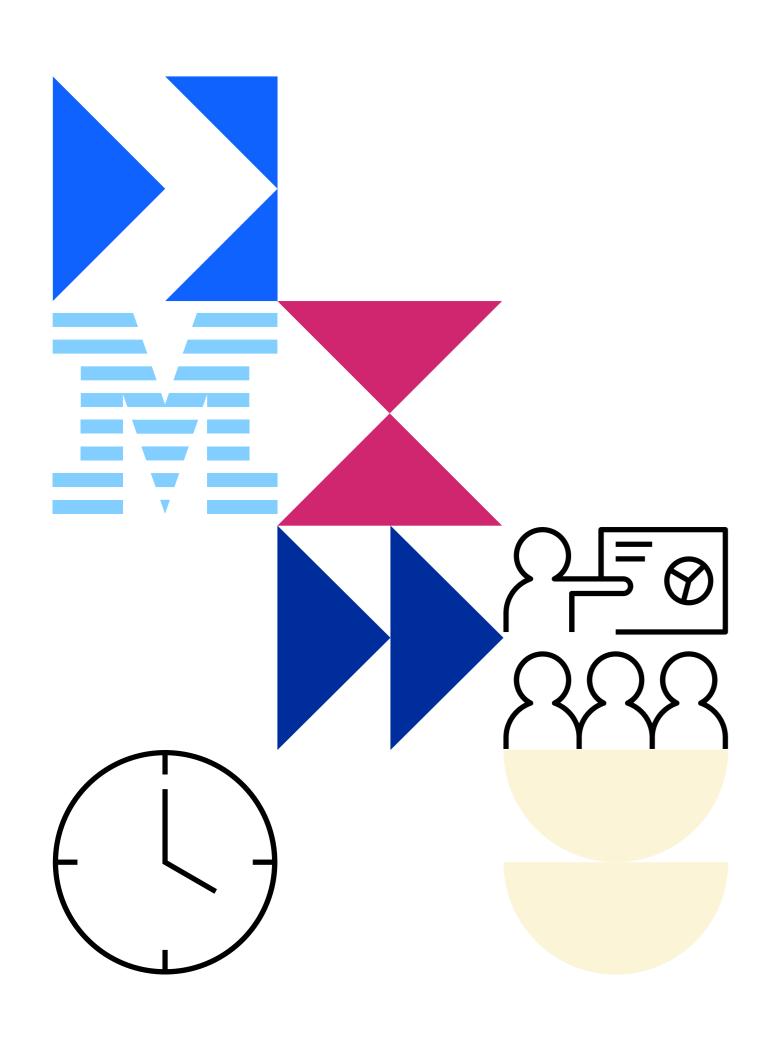




Scan to Join the Product Updates Group



Your experience drives the future



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

Become apart of IBM's User Engagement Program.



Scan the code to join!



Online, self-paced product training through IBM portal

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

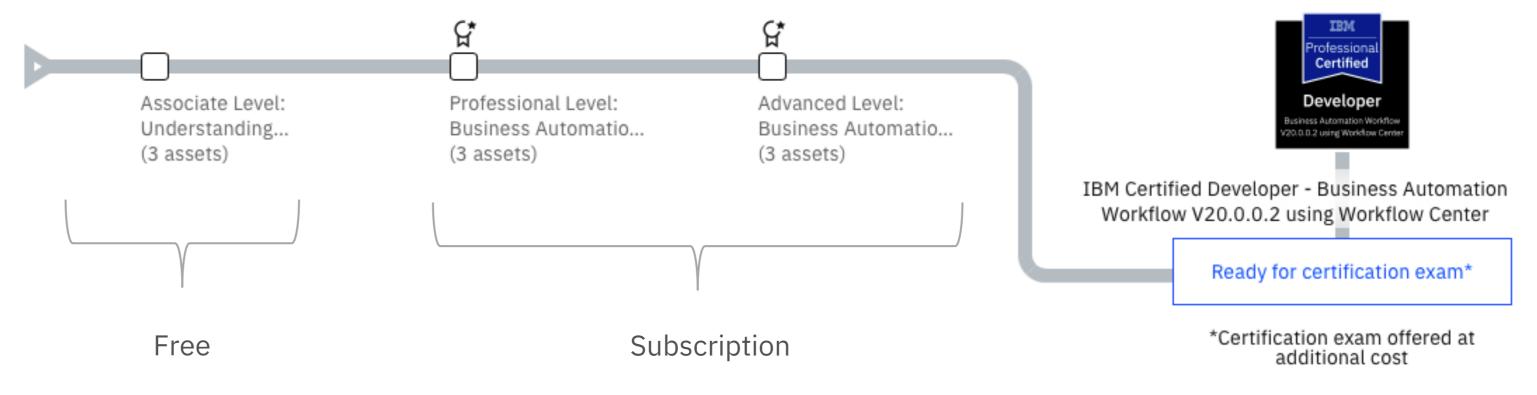
Learning paths available at www.ibm.com/training

\$3,504 (with Certification exam voucher)
With Red Hat®: \$7,500

An IBM Learning Subscription is a great way to access a lot of training while keeping to a budget.

- Variety Select from the entire digital catalog of self-paced courses and access to new or updated courses released during your subscription duration.
- Flexible Learning Time Plan and enroll in courses across a full 12 months allowing time in between to practice your new skills. Content is available 24 hours per day, 7 days a week.

An IBM Learning Subscription includes unlimited access to self-paced courses, 9 hands-on labs and an IBM Certification exam voucher.

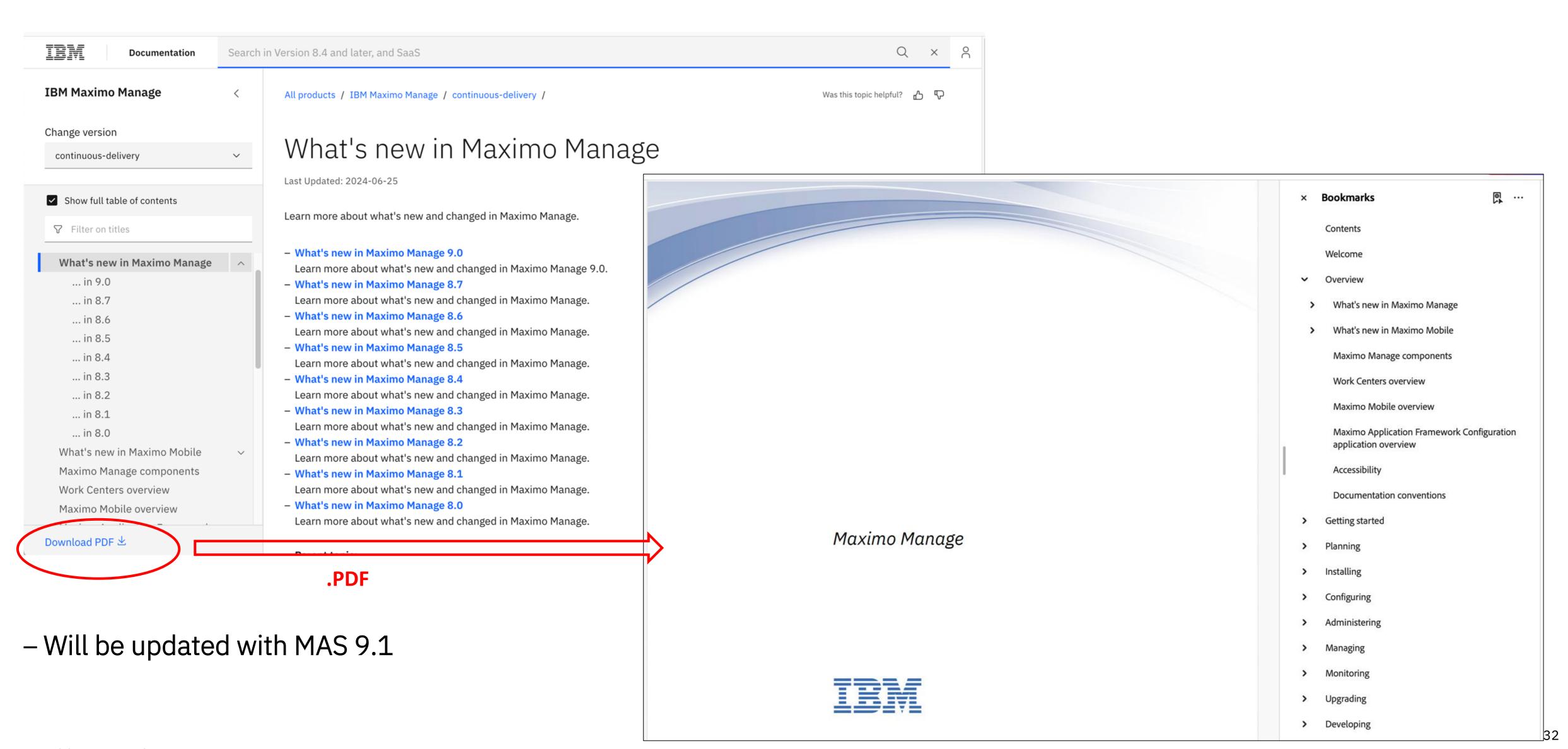


Check out the Learning Subscription at www.ibm.com/training/subscriptions.



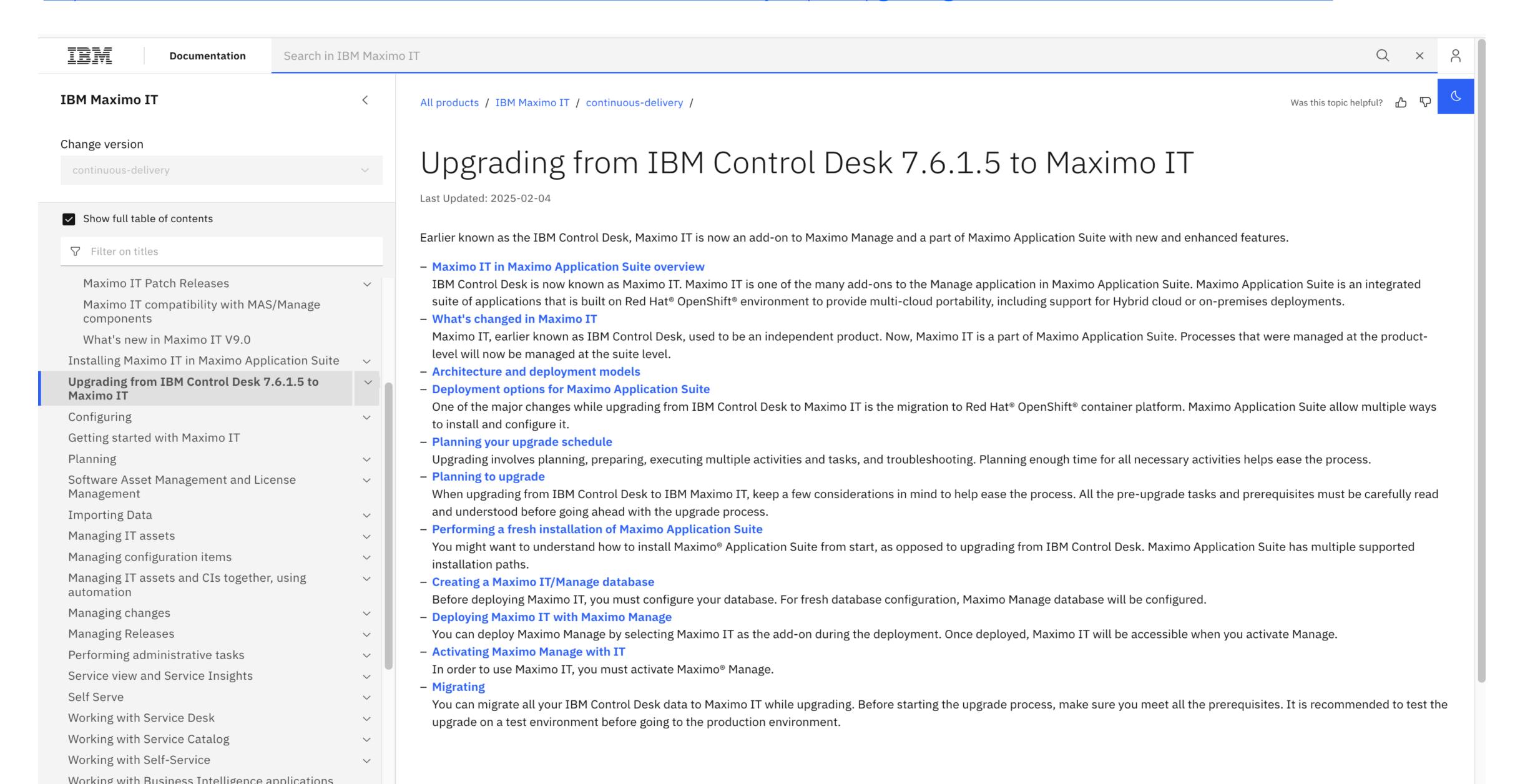
Where to find more on What's New for Manage...

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



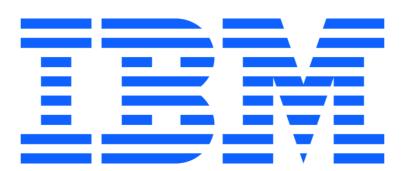
Where to find Upgrade from ICD to Maximo IT documentation

https://www.ibm.com/docs/en/masv-and-l/max-it/continuous-delivery?topic=upgrading-from-control-desk-7615-maximo-it



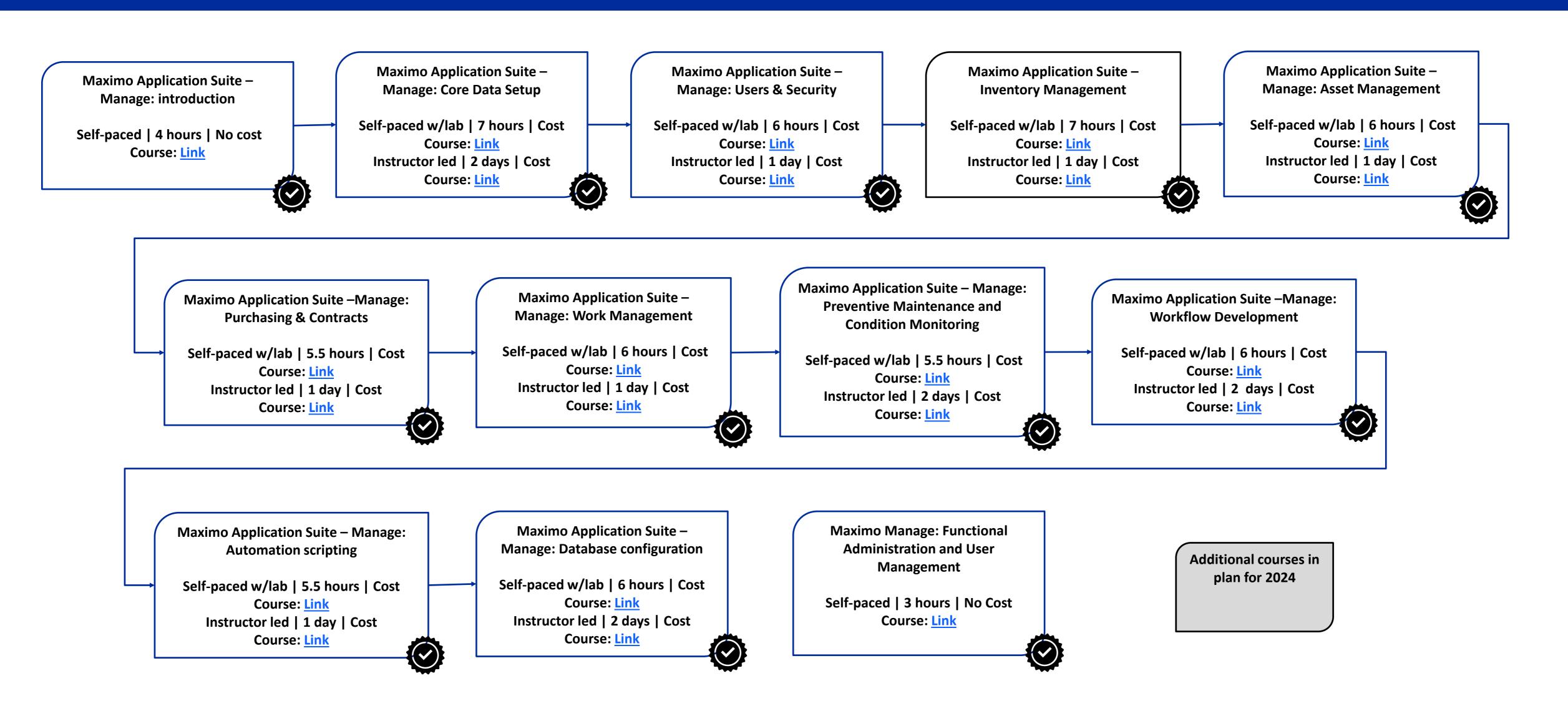
Thank you





IBM Maximo Application Suite – Manage

Technical education recommended roadmap



Technical education

Coming soon

Badge

Technical education

Additional

Technical education

Recommended

IBM Maximo Application Suite

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

Leveraging Health for Maximo

Self-paced | 5 hours | Cost Course: Link

Health

Visual Inspection

Monitor

Scheduler

Mobile

Maximo Visual Inspection: Application Suite - Manage Functional Essentials

> Self-paced | 2 hours | No Cost Course: Link

Implementing Monitor in Maximo Application Suite

> Self-paced | 6 hours | Cost Course: Link

Short-term Planning with Maximo Scheduler

> Self-paced | 7 hours | Cost Course: Link

Maximo Scheduler: Graphical Assignment and Crew Management

> Self-paced | 7 hours | Cost Course: Link

Maximo Mobile Customization Overview Self-paced | 2 hours | No cost Course: Link

Maximo Mobile: Technicians Training Self-paced | 2 hours | No cost Course: Link

Maximo Mobile: Inspectors Training Self-paced | 1 hour | No cost Course: Link

Maximo Mobile: Asset Managers Training Self-paced | 1 hour | No cost Course: Link

Maximo Mobile: Storeroom Clerks Training Self-paced | 2 hours | No cost Course: Link

Maximo Mobile: Administration and Supervision

Coming soon

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

Technical education Recommended

Technical education Additional

Technical education Coming soon

Badge

Technical certification

Maximo Application Suite 8.x

Maximo Manage hands-on preparation for Deployment certification

Self paced w/lab | 6 hours | Cost Course links: <u>Link</u>

Legend

IBM Certified Deployment Professional –
Maximo Manage v8.0
(including prep material)

Self paced | Exam fee Credential: Link

IBM Certified Administrator – Maximo Manage v8.x (including prep material)

Self paced | Exam fee Credential: Link

Maximo Application Suite 9.x

Maximo Manage hands-on preparation for Deployment certification

Coming soon

IBM Certified Maximo Manage v9.0
Functional Deployment – Professional
(including prep material)

Self paced | Exam fee Credential: Link