

watsonx Integration with Maximo



PragmaEdge

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Agenda



- Business Challenge
- watsonx in Action : Maximo Intelligent Assistant

Service Ticket Intelligence.



MAS with watsonx intelligence will help:
Provide the knowledge from past issues resolution on that asset, identify the technician who knows that asset well, and uncover any warranty coverage remaining on the asset.

Challenges

Identifying the past similar issues occurred on the specific asset

Identifying the technician who mostly worked on the asset/similar issues

Identifying past resolutions

Identifying the Warranty Coverage

Solution

Train an LLM to do classify and report similar kind of issues history and who worked on it

Assign the issue to a technician who knows the asset and who resolved past issues

Provide resolution documents and steps to improve the fix efficiency

Request/schedule warranty site visit with the equipment manufacturer based on remaining warranty period

Benefits

This approach saved the customer costs and expedited the resolution process by deploying a technician with prior experience on the asset, ensuring a quick and efficient outcome.

Issue/s would be resolved without impacting the operational budget, thanks to leveraging warranty coverage.

The Central Plant operator reports about the vibration of pump.

Supervisor is Creating a Service Request





watsonx in Action : Maximo Intelligent Assistant

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AI+ Offering Map

Offering	Business Imperative	AI Type	AI Method	AI Model	AI Capability	Application / Use Case
Above Ground Biomass	Sustainability Strategy and Roadmap	Decision Mgmt	Constraint Satisfaction	Classification	Anomaly Detection	Action Recognition
EIS Outage Prediction		Interaction	Dynamic Programming	Closed Form Optimization	API Task Orchestration	Anomaly removal from data for KPIs
EIS Thematic Change Maps	ESG Data, Reporting and Risk Management	Deep Learning	Motion & Manipulation	Clustering	Association Rules	Anomaly detection from asset sensors
EIS Vegetation Mgmt		Machine Learning	Optimization	Constraint Propagation	Augmentation for Supervised Learning	Anomaly detection for doc flows
ELM RQA	Intelligent assets, facilities and infrastructure	Generative/FM	Perception	Constraint Satisfaction	Computer Vision	Apportionment
Envizi			Probabilistic Models	Dimension Reduction	Data Augmentation	Asset Failure Probability Prediction
Maximo Assist	Responsible Computing and Green IT		Reinforcement Learning	Direct Policy Search	Data Compression	Asset Failure Date Prediction
Maximo Monitor			Rules Engine	Simulation	Distributional Methods	Asset Failure Progression Prediction
Maximo Predict	Sustainable supply chain and circularity		Self-Supervised Learning	Dynamic Programming	Factor analysis	Business Milestone Interval Prediction
Maximo Scheduler			Simulation	Supervised Learning	Linear Programming	Demand and Inventory Prediction
Maximo Visual Insights			Unsupervised Learning	Mixed Integer Programming	Failure Detection	Finds documents associated with a business transaction flow
MRO IO				Nonlinear Programming	Forecasting and Prediction	Fulfillment optimization
SCIS Research Asst				Regression	Fraud Detection	Image Classification for assets
SCIS Watson Asst				Search	Gradient Boosted Decision Trees	Inventory Optimization
Sterling BTI				Simulation	Hierarchy Discovery	Object Detection for assets
Sterling BTI Doc Corr				Structure Discovery	Image Classification	Power Outage Forecasting
Sterling FO				Time Series Analysis	Image Generation	Product Requirements Quality Analysis
TRIRIGA Building Insights				Value Function Estimation	Language Understanding	Product Usage forecasting
					Movement Planning	Q & A Assistant on client data
					Multi-objective Optimization	Scheduling optimization
					Object Detection	Scope 3 emissions estimation
					Pixel Segmentation	Vegetation proximity to Power Lines
					Product Segmentation	Visual Change Detection for Satellite Imagery
					Recommendation Systems	Visual Defect Detection for assets
					Relationship Discovery	
					Sales Forecasting	
					Scheduling optimization	
					Spam Detection	
					Text Generation	
					Time Series Forecasting	
					Time to Failure	
					Video classification	
					Video Generation	
					Visualization	

Reach out to us for all off the details of specific “Route Maps of AI” in our offerings!