

IBM Maximo Application Suite

– Roadmap & Strategic Direction

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January 2024



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IBM Sustainability: Turning ambition into action

IBM helps companies achieve their sustainability goals by infusing data with AI into daily operations enabled by expertise to deliver profit and purpose.

Sustainability Strategy, Data & Reporting



Co-create roadmaps that capture business value and leverage the power of generative AI to accelerate clients' realization of their sustainability agendas. Curate, report and operationalize data to unlock competitive insights, improve performance, and meet regulatory requirements.

*Envizi ESG Suite
OpenPages | Planning Analytics*



Energy transition & climate resilience

Support electrification with grid efficiency and modernization of energy infrastructure to expedite transition to renewables and build resilience to climate impacts.

*Maximo
Environmental Intelligence Suite (incl
fm.geospatial)*



Intelligent assets, facilities & infrastructure

Build more efficient physical operations to increase productivity, advance decarbonization and reduce cost, waste and emissions.

*Maximo
TRIRIGA*



Responsible computing & green IT

Optimize infrastructure and computing with AI at the core to enable more efficient, less energy intensive IT and drive social impact.

*Turbonomic
z16 | LinuxONE | Power | Storage
IBM Cloud
Apptio*



Sustainable supply chains & circularity

Design and manage intelligent workflows for equitable, transparent supply chains to enable a just transition, Scope 3 emissions management, and circularity.

*Envizi Supply Chain Intelligence
Sterling Order Management
Engineering Lifecycle Management*

IBM Technology

*Scale and accelerate
impact with hybrid cloud
and watsonx*

IBM Consulting

*Embed strategy, experience,
technology, thought leadership,
provision of managed services*

IBM Research

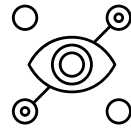
*AI and climate research,
accelerated sustainable
materials discovery*

Ecosystem Partners

*Collaborate with a diverse
network of strategy, technology
and services partners*

Why Maximo?

An innovation leader in
**Asset Lifecycle
Management**



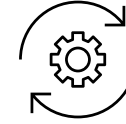
Inspections

Reduce the cost of your inspections, while increasing frequency and effectiveness.



Maintenance

Achieve higher first-time fix rates, reduce PMs and improve productivity and use of resources.



Reliability

Extend asset life while reducing downtime and asset costs.

Supports ESG objectives: Advance decarbonization and avoidance

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

Maximo Application Suite

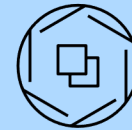
Accelerate your transformation journey while lowering total cost of ownership



Improved usability with a unified look and feel



Single entitlement across the suite



Ease of implementation with OpenShift containers



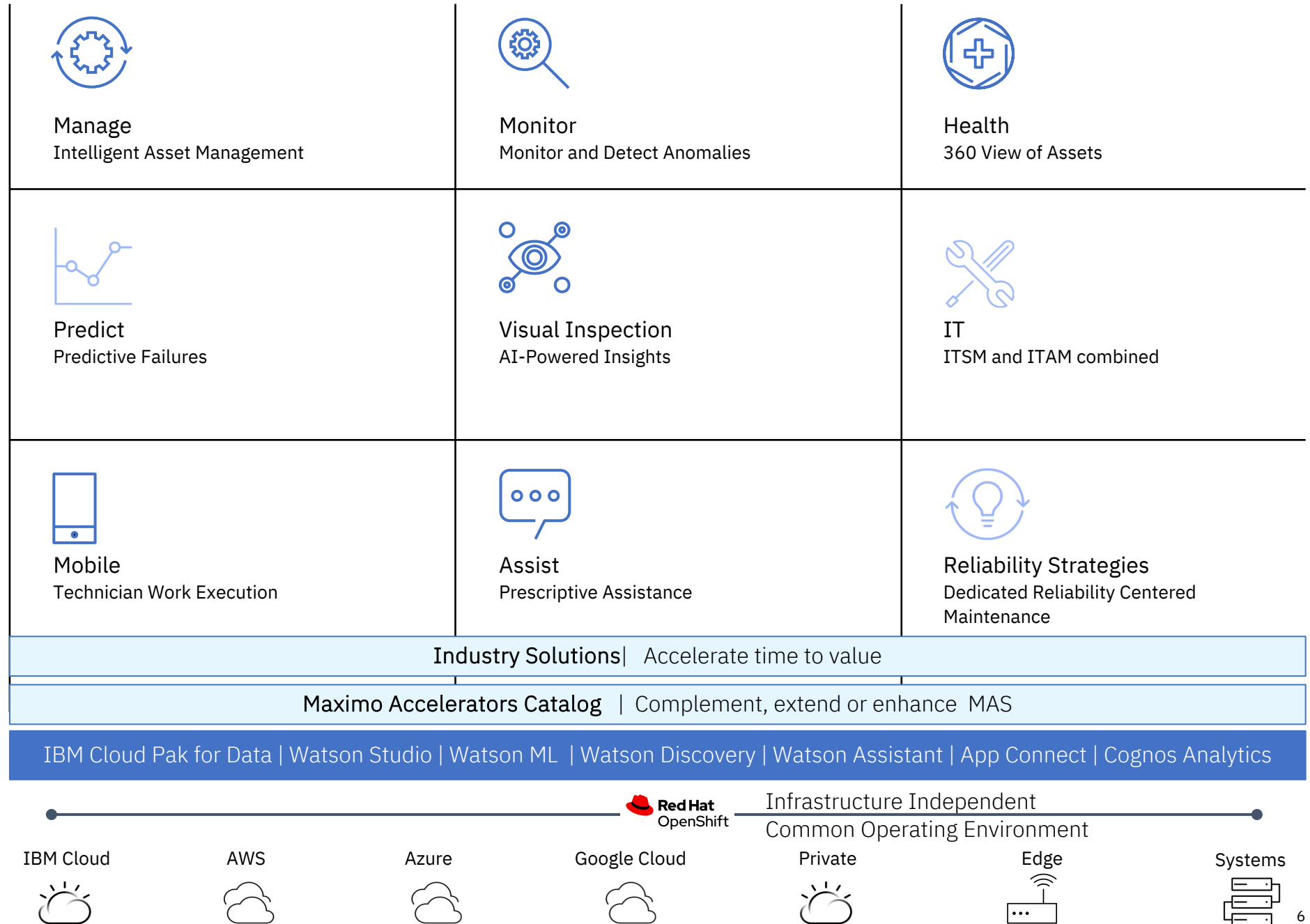
Provides industry-leading capabilities and functionalities

Maximo Application Suite

1. Manage assets, infrastructure, and resources
2. Monitor and measure operations
3. Improve product and service quality

MAXIMO IS EVERYWHERE

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



Maximo Application Suite (MAS) – High level applications

IBM Maximo Application Suite

Take a tour



Suite navigator

Applications

Industry solutions

Add-ons

Accelerators

Tools

Your applications

✓ Manage with Health

Manage

Manage your asset lifecycle, workflow, and business processes and integrate with other enterprise applications.



Health

Manage the health of your assets to increase asset availability and improve replacement planning.



✓ Monitor

Optimize operating performance by using AI-powered remote asset monitoring to obtain insights into failures.



✓ Predict

Predict and manage the likelihood of future failures by applying machine learning and data analytics.



✓ Visual Inspection

Unleash the power of deep-learning AI to quickly identify production defects and monitor assets for potential disruptions.



✓ Assist

Use artificial intelligence and augmented reality to enable technicians to troubleshoot and repair equipment problems more efficiently.



More applications

🔒 MRO Inventory Optimization

Use analytics and optimization

New MAS SaaS deployment models

Maintenance & Inspection Essentials

ESSENTIALS

Entry level offering for new SaaS clients

- Starting at less than \$40K per year
- Fixed configurations at a fixed price
- Traditional SaaS operational policies
- Communication exclusively via support tickets & CCC
- Best for new entry-level & small on-premises clients

STANDARD

Current MAS SaaS offering

- Mid-priced option suitable for most clients
- Select additional purchase options available
- Traditional SaaS operational policies
- Communication exclusively via support tickets & CCC
- Best option for most SaaS Flex clients

PREMIUM

Advanced options for clients with specific requirements

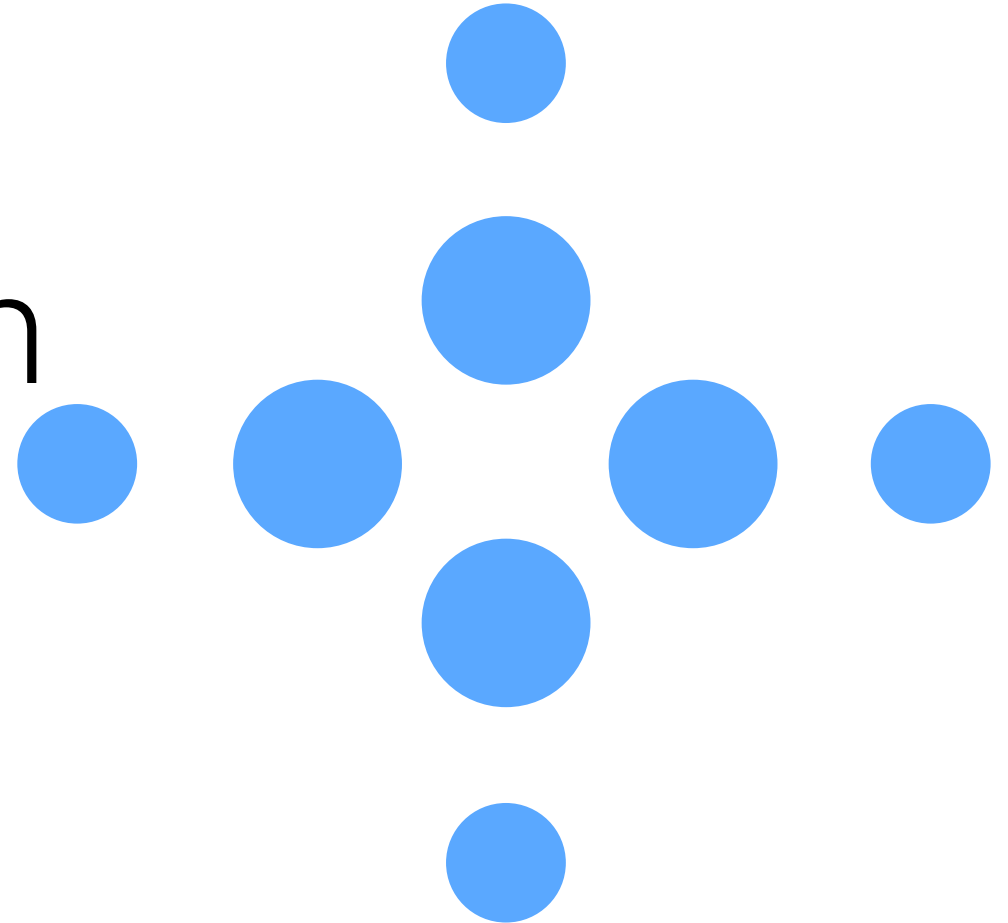
- Selection of advanced purchase options¹
- Broad operational flexibility options¹
- Tailored configurations for complex deployments
- Communication initiated via tickets; has assigned personnel
- SaaS alternative to MAS Dedicated

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

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

Roadmap & Strategic Direction

- Maintenance
- Inspections
- Reliability



IBM Maximo Application Suite High-level product direction

2023

2024

2025

2026

2027

New Functionality

- Reliability Strategy Library (RSL)
- Maximo IT
- Accelerator Catalog

Manage IS/Add-ons Updates

- Indoor Mapping
- FISMA/FIPS/Accessibility
- Operational Dashboard
- Dispatching Dashboard

Civil Infrastructure

- 2D Stitching service
- Manual Defect reporting
- Usability

Visual Inspections

- Self service enhancements

Monitor – OMNIO adapters

Maximo Mobile

- Inventory Count Books
- Receiving/Issues
- Extended Mapping

Health & Predict

- Investment Project Planning

MAS Core

- Improved User Management
- Login Enhancements

MAS Core

- Cross MAS application Dashboard

- Operator Maturity
- Federal Readiness

Manage IS/Add-ons

- GenAI assistant for Work Orders
- Field Service Management - dispatching, mobile
- Maximo IT – Service Insights

- RSL expanded library

Visual Inspections (MVI)

- Edge Appliance

Maximo Mobile

- Support for Calibration
- Configuration tool enhancements
- Updates to Inventory apps

Maximo Application Suite

- Vegetation Mgmt Solution
- Expand Asset Optimization

Accelerator Catalog

- Carbon Emissions module
- Renewables functionality

MAS Core

- Improve cross MAS user Security
- Java 17
- Support for Power/Z
- Dataloader dashboard

Manage

- GenAI assistant for Tickets and MVI
- Civil Infrastructure – Defect Dashboard
- Maximo IT – ITIL v4, Discovery API's

Maximo Mobility

- Industry Solution applications
- Incident reporting app
- Work Assignments

Maximo Application Suite

- MVI - scalability
- Monitor – for Real Estate & Facilities
- Asset Investment Planning
- Health – additional scoring methodologies

MAS Core

- Platform Improvements
- Continued Security & Regulatory Compliance updates

Manage

- Additional GenAI use-cases
- Industry Solution and Addon updates
- Maximo IT – ITIL v4 updates
- Manage application enhancements
- RSL Builder application

Maximo Mobility

- Material Request application
- Aviation mobile application
- MAS level scheduling
- Configuration application enhancements

Maximo Application Suite

- Optimized Investment Planning
- Updates to Monitor, Health, Predict, Manage

MAS Core

- Customer and Market driven enhancements
- Improved Reporting and Data management

New Industries or Markets

- Mining
- others

Maximo Managed Service

- Additional applications
- Continued Security & Regulatory Compliance updates Serviceability
- GenAI use-case expansion
- Maximo IT Service Agent portal

Maximo Mobility

- Enhancements to existing applications







Maximo Application Suite

- MVI Edge enhancements
- Updates to Monitor, Health, Predict, Manage

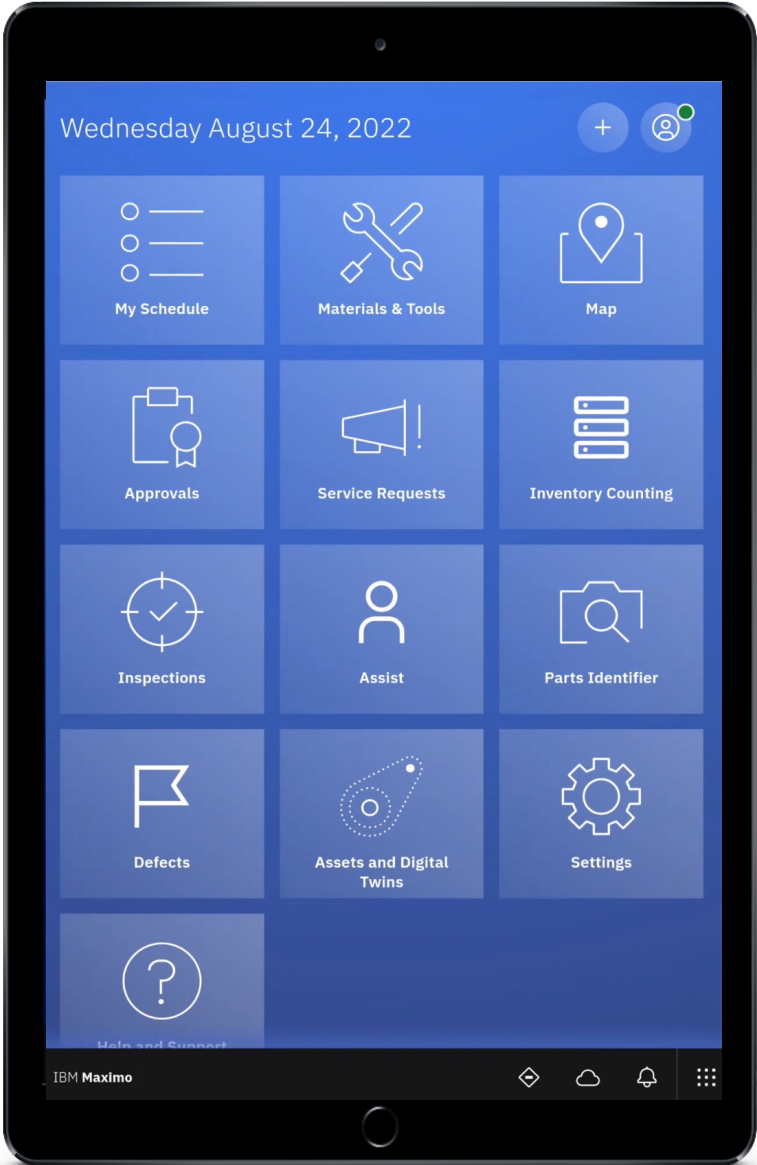
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Maximo Mobile

Optimized User Experience

-  1 application, 1 role-based interface
-  Connected and disconnected
-  Intelligent workflows = blue button
-  Trustworthiness: data quality is higher, and real-time updates
-  Intelligent forms = configurability
-  iOS, Android, Windows

- Mobile users are fundamental to asset and performance management
- Critical applications are available
- Easy to consume – Just another user on the system
- Configurable and carry forward through upgrades
- Continued investment in stability and capability
- Established with initial waves of customers



Providing Mobile Applications across roles and functions

Maintenance

Technician



Inspections



Approvals



Asset Audit



Service Request

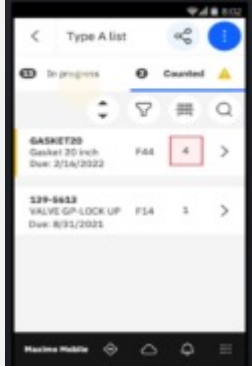


Inventory

Receiving



Countbooks

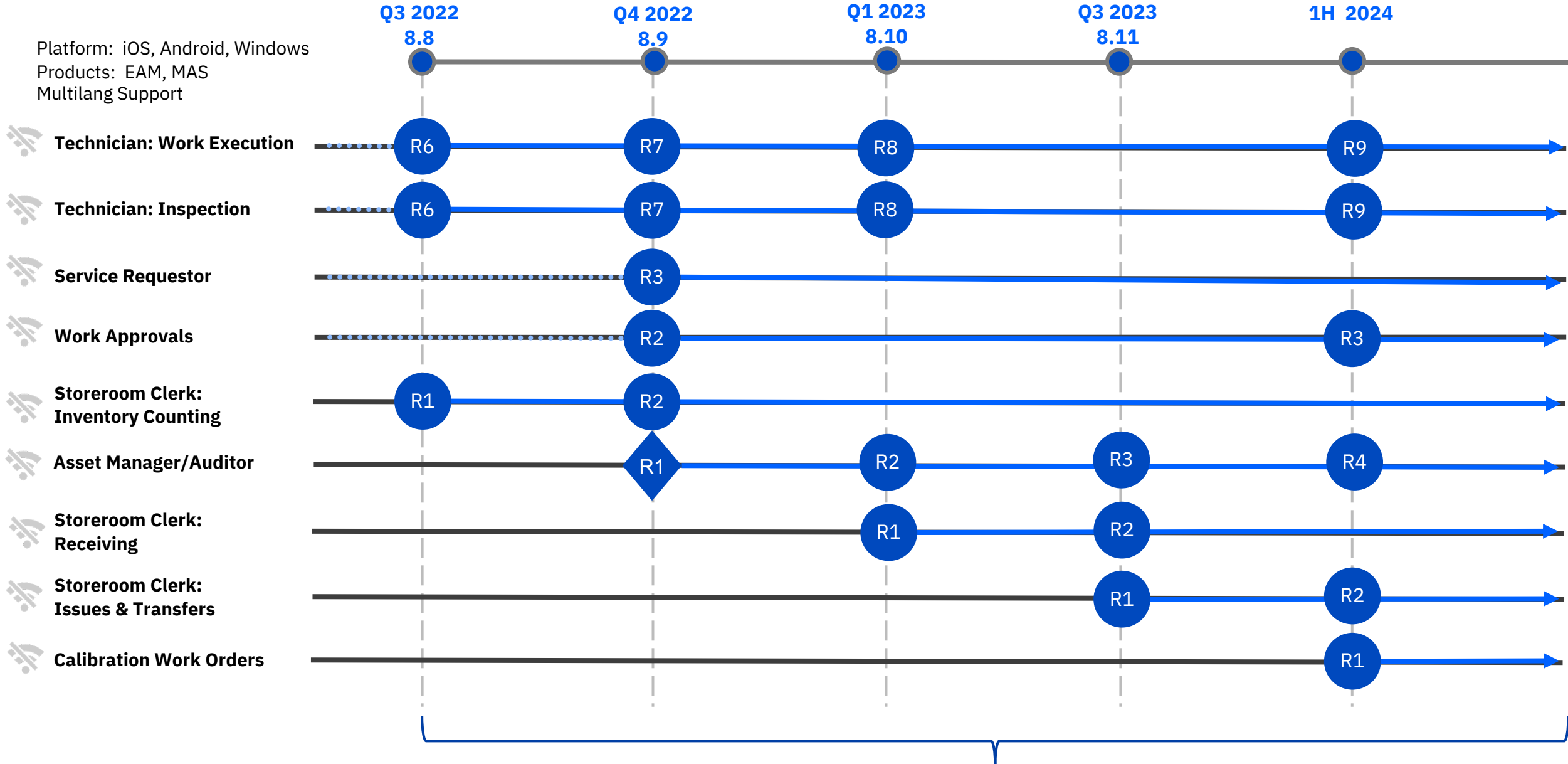


Issues



Available in
MAS 8.11

Roadmap to Expand Maximo Mobile



MAS Dashboard – Operational Dashboard

IBM Maximo Application Suite | Manage
? @ ☰

Operational dashboard

Page last updated: 7/27/23 3:44:00 pm ↻

Refresh KPIs manually or schedule refreshes in KPI Manager.

Overdue Emergency Work

⚠ Over target by 29

31

work orders

▲ 0.00% from last refresh

Overdue PM Work

⚠ Over target by 387

392

work orders

▲ 0.00% from last refresh

PM Performance

✅ Under target by 45.14

49.86

%

▲ 0.00% from last refresh

Health of Assets for PM Work

✅ Under target by 90

0

0% from last refresh

Selected KPI Comparisons

Last updated on 7/27/23 3:44:00 pm

KPI Name	KPI Value
WOOPENAPPR	0
PMWOOVER	387
PMPERF	~45
EMWOOVER	~29

Selected KPI Trends

Last updated on 7/27/23 3:44:00 pm

Date	EMWOOVER	PMWOOVER	PMPERF
Jun 29, 07 AM	~29	~387	~45
08 AM	~29	~387	~45
09 AM	~29	~387	~45
10 AM	~29	~387	~45
11 AM	~29	~387	~45
12 PM	~29	~387	~45
01 PM	~29	~387	~45
02 PM	~29	~387	~45

Favorites

- [Work Orders](#)
- [Workflow Assignments](#)
- [Scheduling Dashboard](#)

Quick actions

- [Create work order](#)
Work Order Tracking
- [Create service request](#)
Service Requests

Workflow assignments due soon

<input type="checkbox"/> Assignment	<input type="checkbox"/> Due Date
<input type="checkbox"/> TASK 3 Site BEDFORD, Work Order 2769	7/27/23 10:56:21 am

14

MAS Dashboard – Workorders application

IBM Maximo Application Suite | Manage | Take a tour

Work orders | Create work order +

3 items selected | Select owner or owner group | Change status | Start workflow | Clear selections

Work Order	Description	Location	Asset	Status	Scheduled Start	Type
wonum	description	location	assetnum	status	schedstart	worktype.wtyp...
<input checked="" type="checkbox"/> 88111	LEAK	BR450	11450	CLOSE	4/29/98	Emergency
<input type="checkbox"/> 1695	Condensate Return Pu...	BR430	11430	CLOSE	7/26/98	Emergency
<input checked="" type="checkbox"/> 31105	check out problem @ 1...	BR430	11430	CLOSE	8/2/98	Corrective I

IBM Maximo Application Suite | Manage | Take a tour

Work orders / LEAK

Work order 88111

Status: CLOSE

Workflow: Unspecified → WAPPR → WMATL → APPR → WSCH → INPRG

Summary

Related records

Workflow assignments

Work log

Communication log

Summary

Emergency Maintenance Priority 1

Reported by: Unspecified

Scheduled start: 4/29/98 8:45:49 pm

Target start: 4/29/98 8:45:49 pm

Failure class: PUMPS

Classification: Unspecified

Parent work order: Unspecified

Owned by: [Select](#)

Scheduled finish: 4/29/98 8:45:49 pm

Target finish: 4/29/98 8:45:49 pm

Problem code: LEAK


Class description: Unspecified

GL account: Unspecified

Asset and location

Asset: 11450

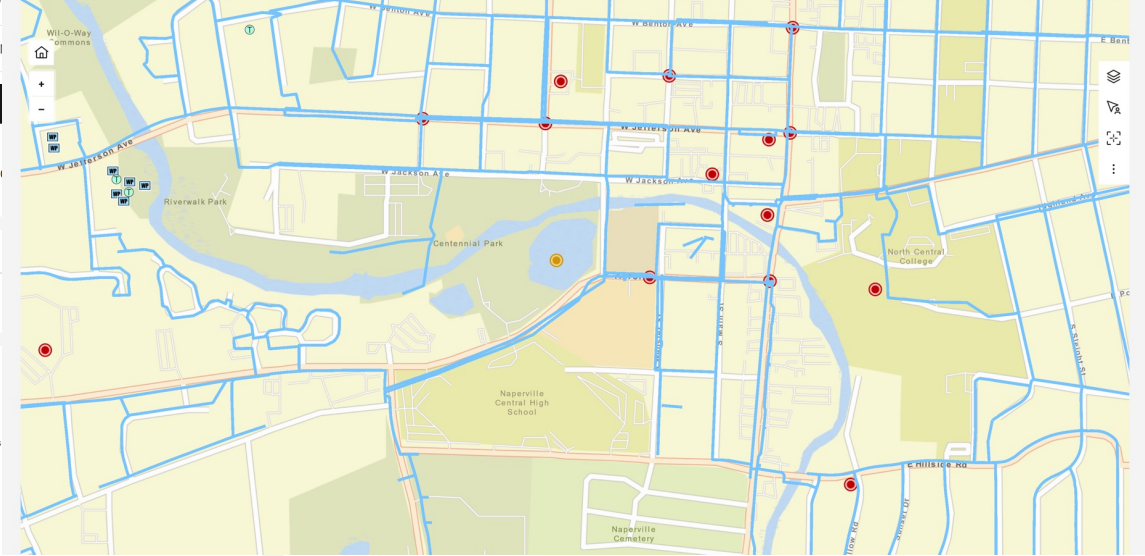
Centrifugal Pump 100GPM/60FTHD



Attachments: 0 files

History: 0 updates

Work orders | Create work order +



MAS Dashboard – Workflow Assignments application

IBM Maximo Application Suite | Manage

Workflow assignments ?


Last refresh at: 2/15/23 9:48:23 am ↻

Overdue
0 assignments

Due this week
1 assignments

Priority 1
0 assignments

Work orders
1 assignment

1 item selected Route  | Cancel

<input checked="" type="checkbox"/>	Description	Owner Description	Priority	Due Date	Start Date	Application	Assignment Status	Owner Table
<input checked="" type="checkbox"/>	TASK 3	Site BEDFORD, Work ...		2/15/23 6:02:21 am	2/15/23 6:02:21 am	WOTRACK	ACTIVE	WORKORDER

Items per page: 10 ▾ | 1-1 of 1 items ▸ | 1 ▾ | 1 of 1 pages ◀ ▶

MAS Dashboard – Work Queue Manager application

IBM Maximo Application Suite | Manage

Work queues

Create work queue

Results: 7

Queue Name	Description	Priority	Items	Active
NEWQUEUE	NEWQUEUE	1	0	Active <input checked="" type="checkbox"/>
RR	rrr	1	0	Active <input checked="" type="checkbox"/>
WOQUEUE1	WOQUEUE1	1	0	Active <input checked="" type="checkbox"/>
WOQUEUE22	WOQUEUE22	2	2	Active <input checked="" type="checkbox"/>
WOQUEUE33	WOQUEUE33			
WOQUEUE44	WOQUEUE44			
WQWOAPPR	Work Orders for approval			

Items per page: 10 | 1-7 of 7 items

IBM Maximo Application Suite | Manage

Create Work queues

1. Define work queue | 2. Define query | 3. Add actions Optional

*Name: WQWOAPPR

Description: Work Orders for approval

Priority: 1

1=Urgent, 2=High, 3=Medium, 4=Low

Cancel | Back | Next

IBM Maximo Application Suite | Manage

Create Work queues

1. Define work queue | 2. Define query | 3. Add actions Optional

Object structure: MXAPIWODETAIL

*Query: APPROVEWORK

Launch application: WOTRACK | State: Active

Select field to be displayed in the query table

Available fields	Selected fields
<input type="checkbox"/> flowactionassist	<input checked="" type="checkbox"/> Search
<input type="checkbox"/> amcrew	<input checked="" type="checkbox"/> ownergroupp
<input type="checkbox"/> assigneddownergroupp	<input checked="" type="checkbox"/> wopriority
<input type="checkbox"/> crewworkgroupp	<input checked="" type="checkbox"/> worklocation

3 items selected | Clear changes

Cancel | Back | Next

MAS Dashboard Builder

Edit icon enters personalization

IBM Maximo Application Suite | Manage

Operational dashboard

Page last updated: 9/8/23 3:18:04 pm

Refresh KPIs manually or schedule refreshes in KPI Manager.

Overdue Emergenc...	Overdue PM Work	PM Performance	Health of Assets for...
Over target by 32.00	Over target by 395.00	Under target by 20.12	Over target by 3.70
34 work orders	400 work orders	69.88%	93.7%
0.00% from last refresh	0.00% from last refresh	0.00% from last refresh	0.00% from last refresh

Selected KPI Comparisons

Selected KPI Trends

Done and Cancel to save and exit editing mode

Cancel Done

Card Gallery

Select the card type to add or choose a card on the dashboard to edit.

- Value
- Table
- Favorites
- Work queues
- Quick actions
- KPI Value
- KPI Chart
- KPI Comparison

Clicking on a Card will add a new card to the dashboard

Health of Assets fo...
Over target by 3.70

0.12

04 AM 05 AM 06 AM 07 AM 08 AM 09 AM

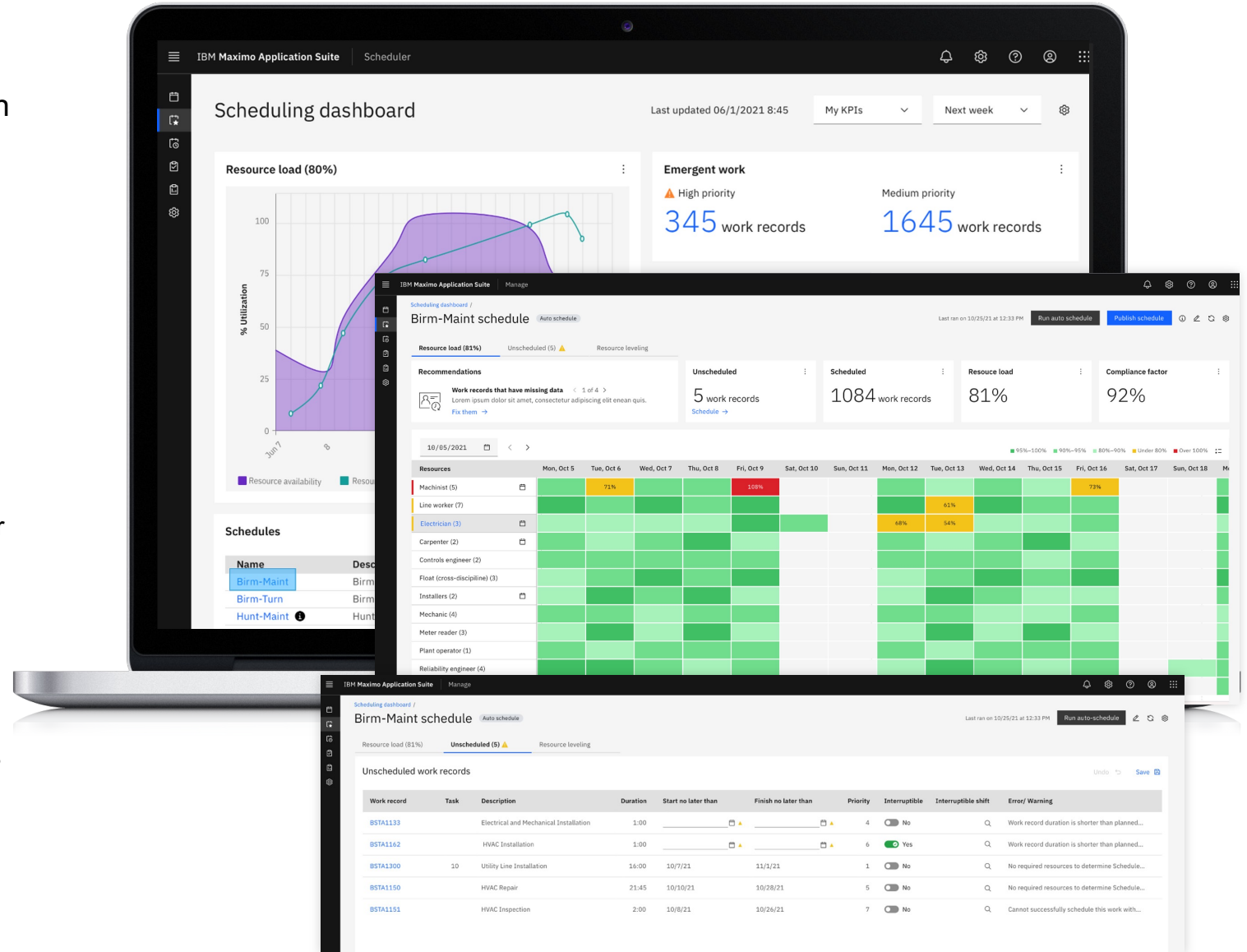
ments due soon

Scheduling Dashboard

Role Based Application

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

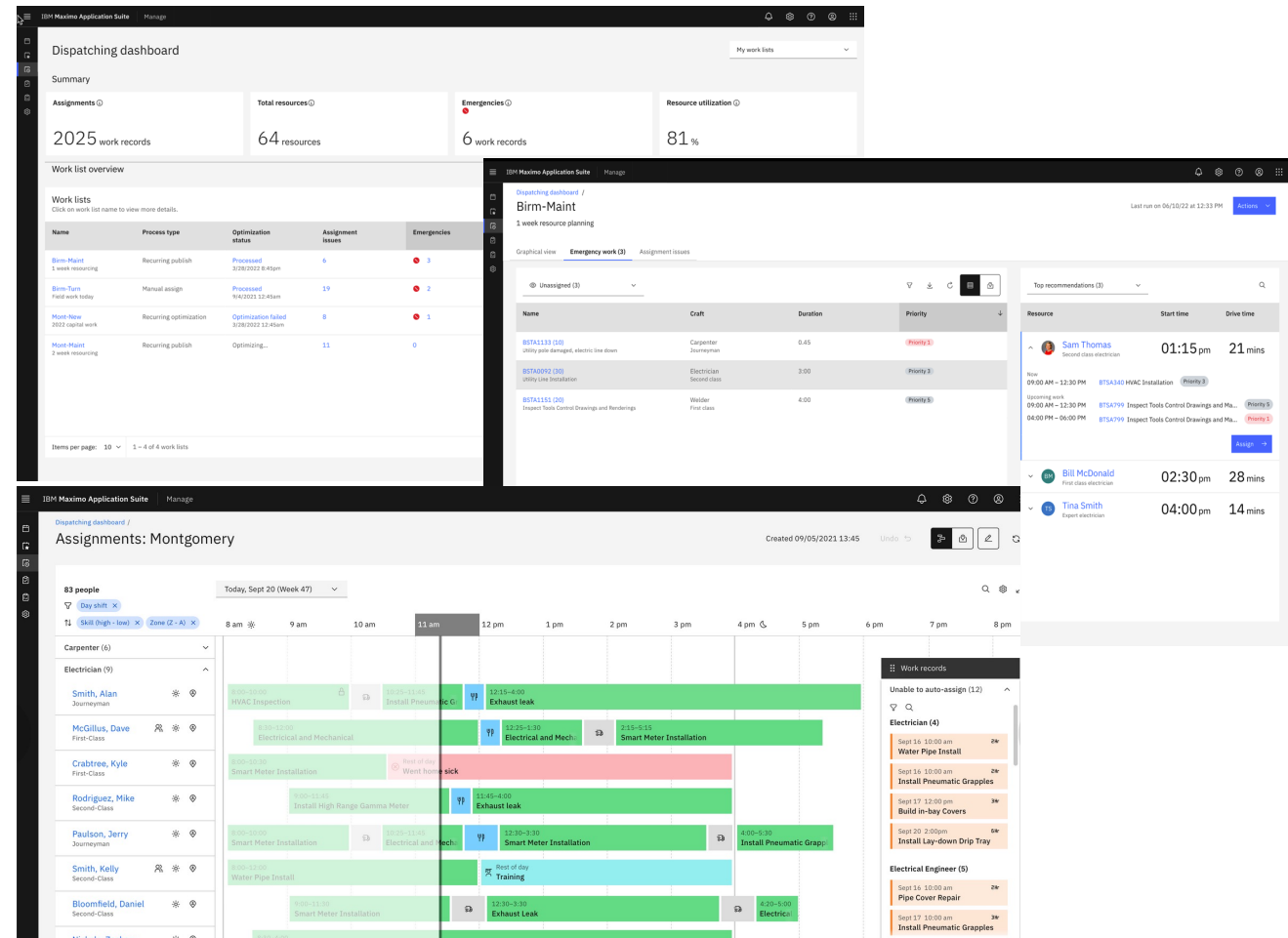
- Optimization initiated by the scheduler or at specific times using configurable parameters. The results of the optimized schedules are shown by resource load and resource levelling.
- Resource load and availability is presented as a heat map, clearly indicating areas of concern
- Resource levelling provides the user with an interactive graphical view
- Unscheduled work records are listed with the errors or warnings in a table that allows the user to fix inline
- Ability to bring work into the schedule from a backlog
- Compliance reporting with configurable metrics
- Leverages existing objects and methods of core applications. Ability to navigate to classic applications for details and additional modifications when necessary



Modernized Experience: Dispatching Dashboard

The dashboard is a holistic view indicating areas requiring attention with navigation to schedule.

- Rule based optimization can be initiated by the user or scheduled as specific times using configurable parameters. The results of the optimized assignments are presented as KPIs in graphical timeline or map
- Emergency work top recommendations presented to the user to make informed decisions to assign on the right person considering various factors such as skill, travel time and current assignments.
- Timeline interactive view allows the dispatcher to monitor work status as the day progresses and indicates areas requiring attention



Prototype of Dispatching Dashboard

Improving Manage via AI

Introducing AI into Manage

AI capability has been deployed across other MAS products but is not widely utilised

We have been carrying out proof of concept work on Manage AI capability for several years. Eg failure code identification

We have seen that the technology can work

We now need to work towards practical, scalable implementation

Initial focus will be on process automation with AI Advisors

Delivery vehicle will be the Operational Dashboard and Work Orders application using Work Queues and Actions

Introducing AI Advisors into Manage

Priority use cases

- Work Order Approval
- Failure code identification
- Work Order similarity

Challenges

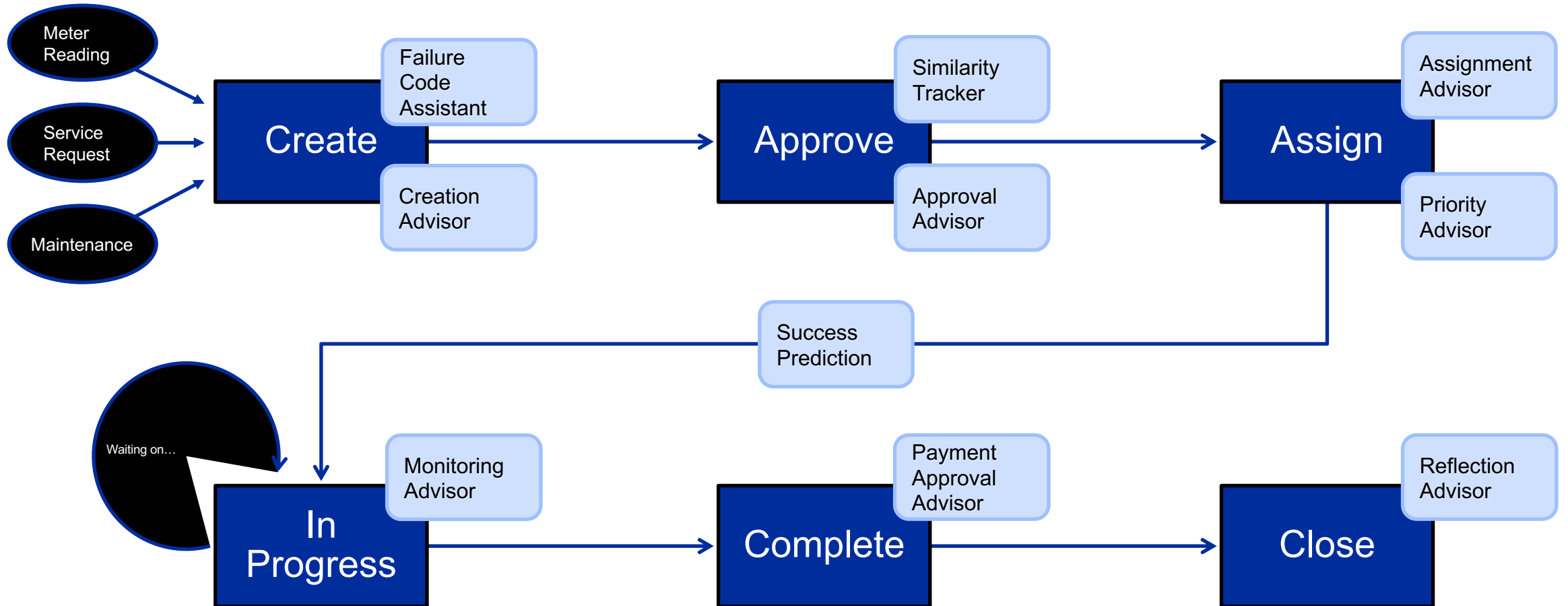
- Keeping the infrastructure simple
- Visibility and trust of decision making
- Model drift and training

Tickets, Supply Chain, Maximo Monitor KPIs and Work Queues

We are keen to engage with customers interested in being early adopters of this capability....

Work Order Flow infused with Assistants

There are a number of points within the lifecycle of a workorder that are being enabled with automation assistance



Introducing Reliability Strategies & Reliability Strategy Library

- One Software (Manage, RCM, APM)
- Rapid FMEA based reliability strategy creation
- Prebuilt FMEA, PM & Job Plan Library
- Advanced PM optimization balancing reliability and costs

20% reduction in maintenance cost

75% faster than traditional RCM

The screenshot displays the IBM Maximo Application Suite interface for managing Reliability Strategies. The main view is titled "Reliability Strategies / Explore strategies" and shows a list of strategies for a "Pump" asset. The selected strategy is "Horizontal - Axially Split Case - Mechanical Seal - Sleeve Bearings - Oil Lubed_v0".

Operating context (Preview activities in all contexts):

- Criticality: Critical, Minor
- Duty cycle: High, Low
- Service condition: Severe, Mild

Mitigation activities (Left sidebar):

Activity	Frequency
Operator rounds	1S
Oil analysis	2Y
Thermography	2Y
Vibration Analysis	6M
Mechanical Tests - Off-line	6M
System Engineer Walkdown	3M
Mechanical Tests - On-line	3M
Electrical Tests - Off-line	4Y
Calibration	1Y
Continuous Monitoring by MCSA	6M
Oil Lubrication	2M
Air Filter Replacement	3Y
Continuous Vibration Monitoring	0D
Refurbishment	12Y

Operator rounds (Main content):

Preventative maintenance (PM) details

Operator rounds is focused on the condition of mechanical seals, packing, and gaskets. For CHM condition the task, by itself, mainly addresses issues with the mechanical seals, packaging, and gaskets, and provides a frequent opportunity to detect other kinds of leaks, e.g. from pipes and fittings. In a full PM program for CHM conditions, the failure rate is not sensitive to the task interval providing it is done quite frequently.

Frequency: 1x per shift | Labor hours: 8 | Implementation tracker: Not added

Job plan details

Oil Analysis could include a check for:

- General cleanliness and condition of all components
- Loose, missing, or damaged bolts and parts
- Abnormal noises and vibration
- Oil and water leaks
- Verify the oil level of the oiler, if present
- Monitor pump bearing temperature, if accessible
- Verify proper seal injection flow

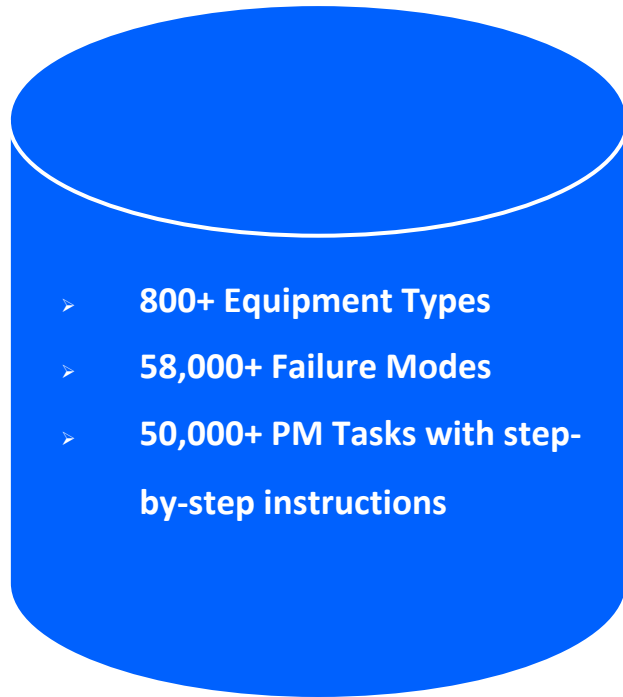
Effectiveness

Failure mode	Activity effectiveness
Gaskets, O-Rings - Cracked - Impact	High
Gaskets, O-Rings - Loss of width - Cr	High
Shaft - Bent - Manufacturing	High
Shaft - Bent - Corrosion	High
Shaft - Bent - Impact	Moderate
Shaft - Bent - Misalignment from r	High
earing, seal, impeller or wear rings.	Moderate

Pre-Built Strategies for 800+ Asset Types

...based on 25 years of large-scale RCM studies

Reliability Strategy Library



Features for each asset include...

- Time scales of degradation
- Explicit identification of wear-out & random processes
- Stressor influence on degradation time scales
- PM tasks one to one mapping with failure modes
- PM effectiveness at detecting specific degradation

Purpose-Built for RCM

With rapid time to value, you can create and optimize reliability strategies quickly and easily

Initial Capabilities

FMEA Viewer

Reviewing equipment failure mechanisms

Reliability Strategy Composer

Rapidly builds Reliability Strategies with PMs and Job Plan tasks

Road Mapped Capabilities

Reliability Strategy Builder

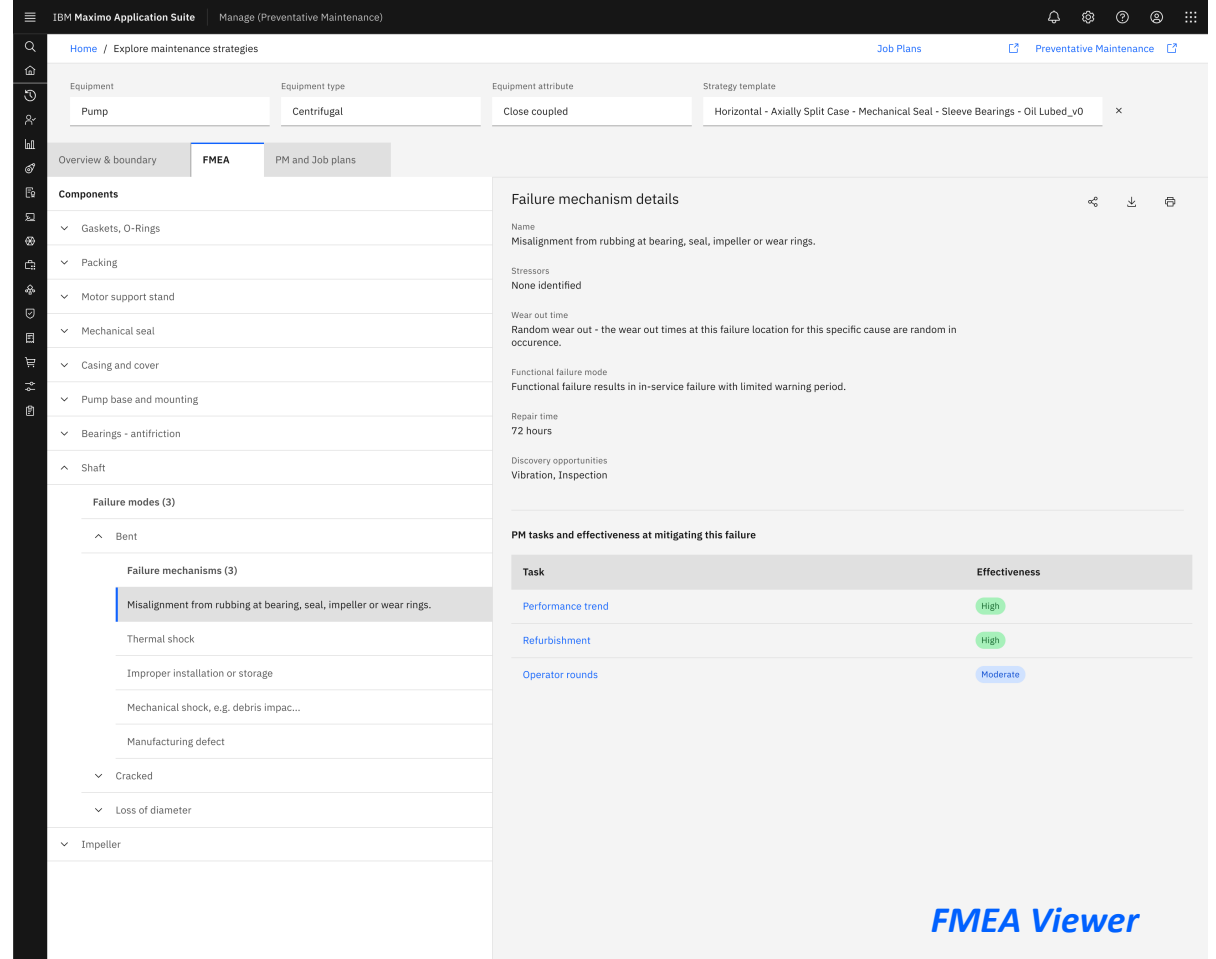
Edit or add to the Reliability Strategy Library

Reliability Strategy Optimizer

Optimize PM's for both reliability and cost

Conditioned Based Maintenance with Advanced Analytics

Drive condition-based maintenance with failure mode/parameter coupled machine learning libraries

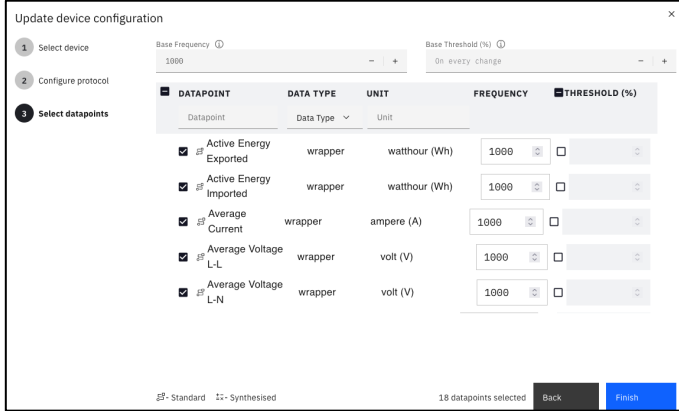
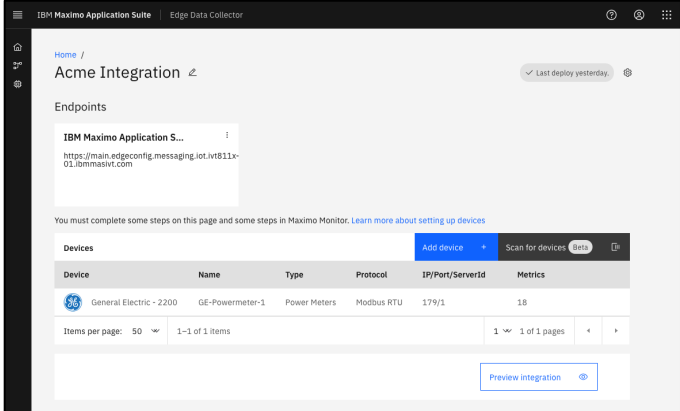
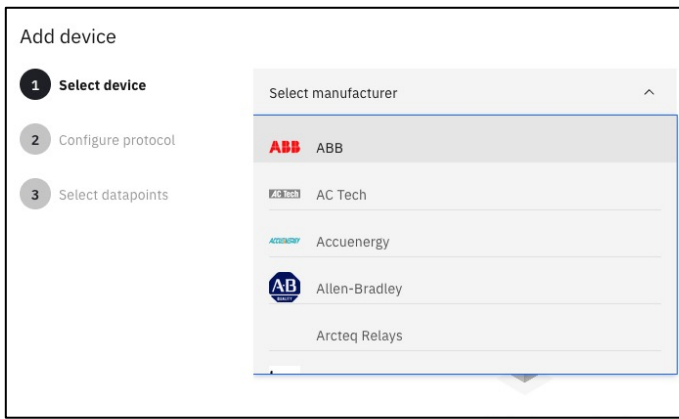
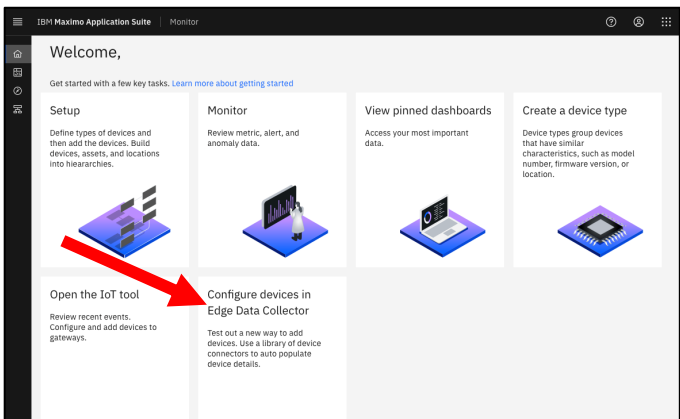


Maximo Monitor

Integrating Omnio Software – Improves Time to Value

Integration of the capabilities provided by the acquisition of the Omnio software.

- Users can quickly select and configure integrations with a wide range of industrial data sources, including OT devices, Programmable Logic Controllers (PLCs) and Open Platform Communications (OPC) servers.
- Provides a comprehensive UI to configure integrations launched from within Monitor.
- Connector pre-configurations are searchable by manufacturer, product type, and product name.
- Device datapoints are configurable by the user, which automatically transforms the device data into a standardized data model, providing an efficient method to unify data in MAS.
- Integration is facilitated via Docker using the “Edge Data Collector” software deployed to a IoT Gateway and updated remotely using terminal commands provided in the UI.



IBM Maximo Accelerators Catalog

**with content and solutions built for Maximo,
with Maximo, by Maximo people**

What is an “Accelerator”?

A solution that complements or extends Maximo Application Suite capabilities, experience or accelerates time to value

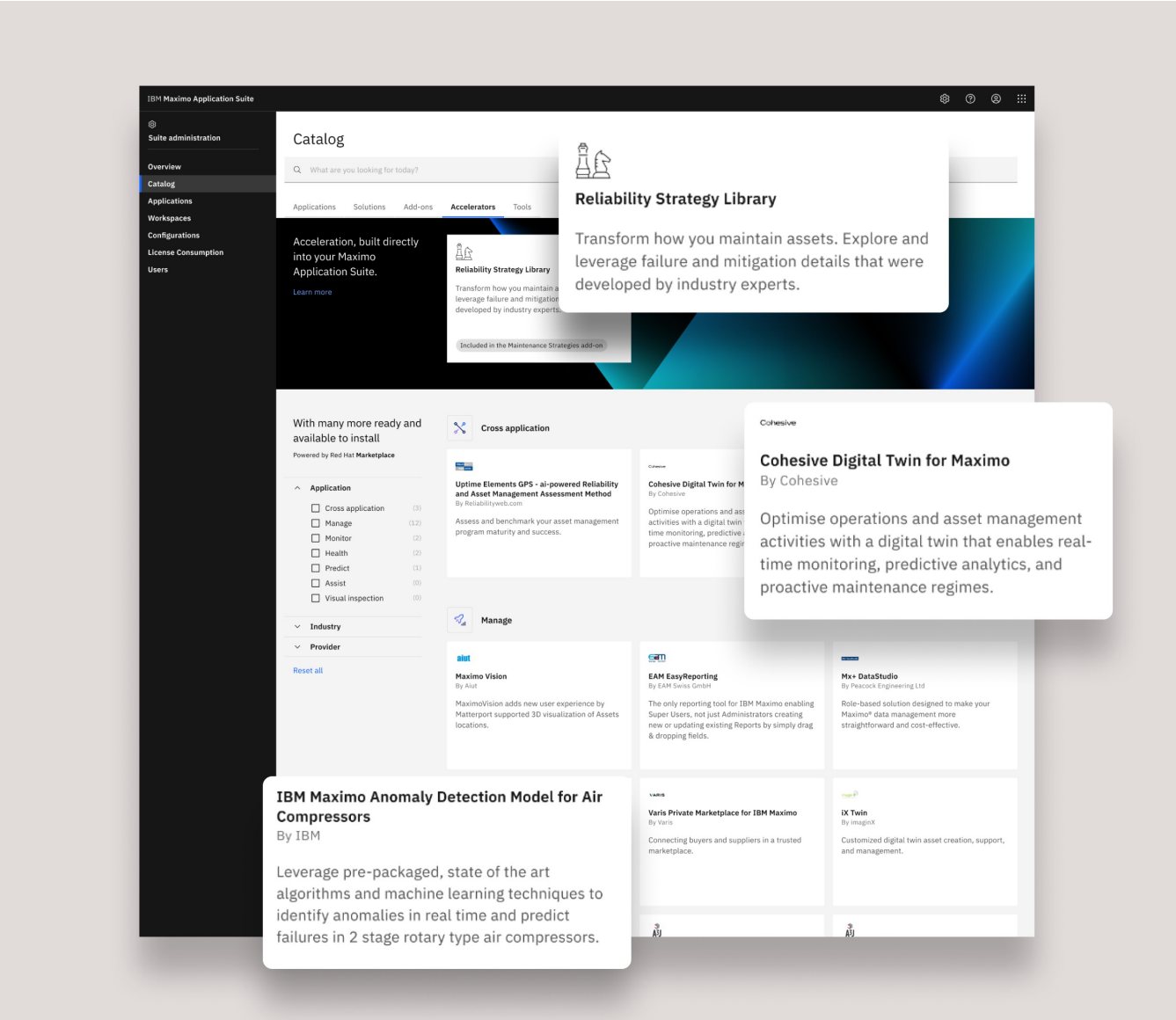
- Content, configurations, dashboards, attachments, model templates
- Scripts and code patterns
- New applications built on and for the Maximo Application Suite
- Integrations
- And much more....



IBM Maximo Accelerator Catalog

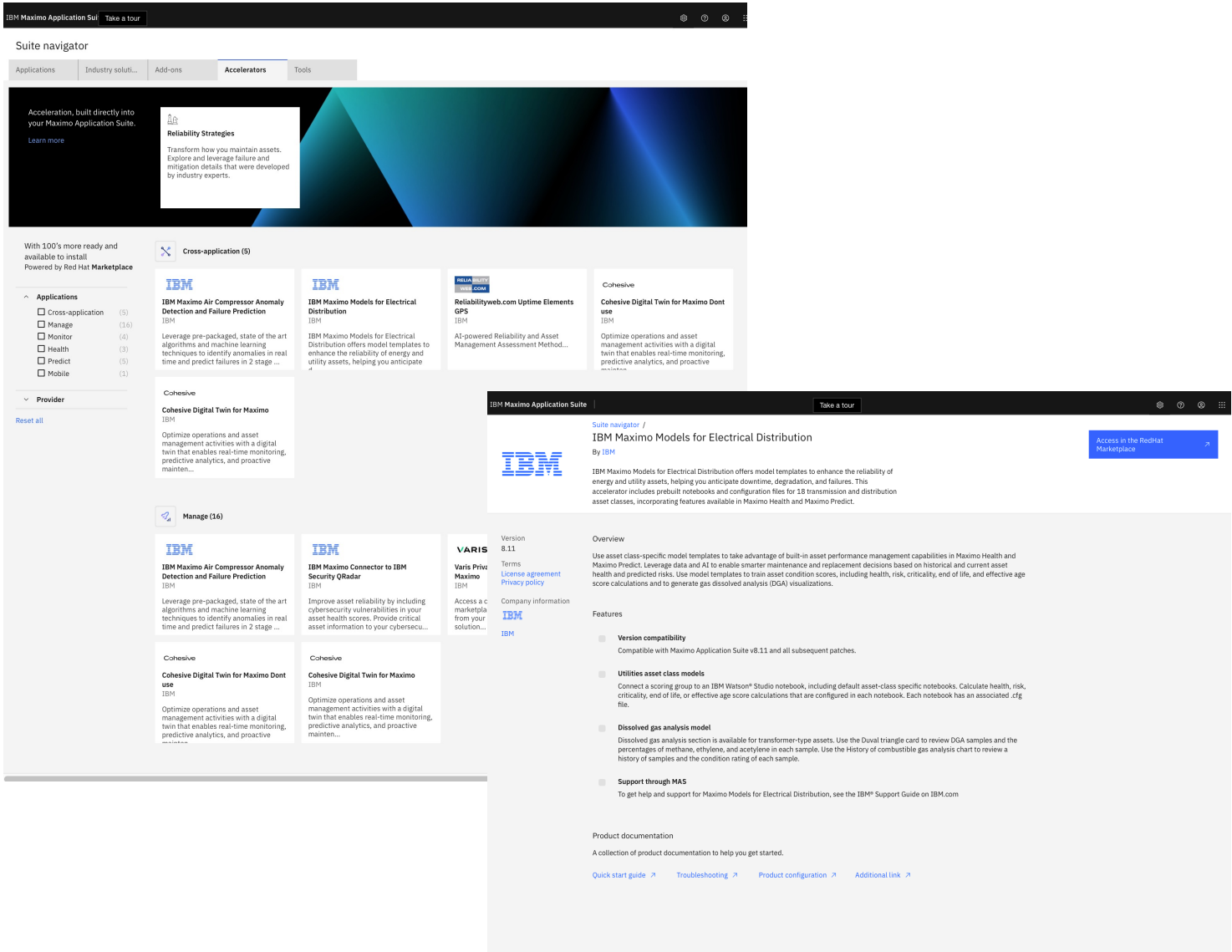
A marketplace at the fingertips of Maximo users

- Discover Accelerators in the navigation or administrator catalog
- From IBM and the Maximo ecosystem
- Leveraging the RedHat marketplace to make it easy




Discover accelerators that solve business problems

- In the MAS catalog and navigation screens
- Dive deeper into accelerators to learn more
- Secure purchase and from the Red Hat Marketplace




Accelerators in onboarding process




Workflow Delegate

Select a single person to receive all records that are sent to you via workflow in Maximo.



Easy Reporting

With EAM EasyReporting, reports for IBM Maximo can be designed in Word or Excel and run directly out of IBM Maximo.




EAM FlexCalendar

Integrated, easy to deploy Add-On and a revolutionary new way of visualizing data in Maximo. The Add-On also allows you to create calendar links which users can subscribe to in their standard Mailing tools like Microsoft Outlook.



iX Twin

Customized digital twin asset creation, support, and management



Uptime Elements GPS

Ai-powered Reliability and Asset Management Assessment Service Delivery based on Reliability Web's Uptime Elements


VARIS

Varis


Marketplace that integrates with Maximo Application Suite



IBM Environmental Intelligence Suite integration for Maximo Spatial Assets



IBM Maximo Detection and Prediction for Air Compressors



IBM Maximo Models for Electric Distribution

Model templates to enhance the reliability of energy and utility assets. With predictive capabilities, it enables you to anticipate downtime, degradation, and failures, ensuring the delivery of safe...

With more partner and IBM solutions coming soon

IBM Research



Cohesive

IBM Security



And more...

Maximo Application Suite Roadmap

- Updated releases planned to be delivered on an annual basis.
- A release may include
 - enhancements to each of the high-level applications;
 - targeted updates to capabilities within an application;
 - technical and administrative improvements to MAS core;
 - addition of new applications/capabilities,
 - and as defect fixes.
- Maximo Test Automation Framework:
 - each release goes through extensive levels of application, system, security, and cross-suite integration testing to ensure compatibility for all included applications.
- 3+ years of on-going investment for product enhancements and to deliver expanded capabilities.
 - Roadmap items are prioritized based on input from customers, sales and the market/industry requirements.

What's New in MAS 8.11 for Manage – current release

Manage

- FISMA Readiness
- Accessibility Compliancy for Manage core, Industry Solutions and Add-ons
- Continued work on Continuous Delivery items (CICD) and Operator maturity level items
- Setting Users to Active/Inactive at MAS level

Maximo Mobile

- New Inventory Issues App
- Asset app now supports viewing assets in a map, as well as to classify and edit asset specifications in offline mode
- Performance enhancements on Technician and Inspection apps
- Deprecation of Parts Identifier
- Enhancements at the Platform level:
 - Shared device cleanup
 - Switch sites from the device
 - NFC scanning
 - EAudit moment support (capture when changed happened)

Dispatching Dashboard

- Dashboard KPI view
- Optimization Action
- Optimization Report
- Gantt View visualization
- Assignment Issues
- Emergency Work Order definition
- Emergency Optimization parameters

Scheduling Dashboard

- Resource Leveling improvements
- My Commit updates

Operational Dashboard

- Addition of KPI Trend card
- Addition of KPI Bar Chart card
- Addition of Work Queue card
- Addition of integrated Manage/Health KPI
- Addition of builder capability to edit the dashboard

Work Orders

- Extended edit capability
- Addition of Communication Log
- Map view on WO List page for Spatial users

New **Work Queue Manager** admin application

Spatial

New Tools:

- 1 – Show Related Records
- 2 – Result Tool/Panel
- 3 – Batch Attribute Editor
- 4 – Home Button
- 5 – Sync Tool – Operation Report

Enhancements:

- Performance on map load and ESRI integration
- Offline map Performance
- UI enhancement on Mobile and Desktop versions

Civil Infrastructure

- New 2D Stitching service
- Manually create defect polygon without MVI model
- Filter inferences by confidence level
- Usability improvements to defect management process
- Usability improvements to Operational maps in support of Possession/Closure process

Current Release, MAS v8.11 – September 2023

Applications, industry solutions, accelerators, and add-ons:

- [IBM Maximo IT \(new\)](#) – provides a single point of user support and enterprise service management of information technology (IT) and operational technology (OT) assets and processes.
- [Reliability Strategies \(new\)](#) - By using Reliability Strategies, you can access a library of maintenance strategies that are based on reliability-centered maintenance and include both failure details and mitigation activities for each failure
- [New accelerators](#) in the Maximo Application Suite catalog (new) - Accelerators are solutions that are provided by IBM and IBM partners to complement or extend Maximo Application Suite capabilities.
- [Maximo Optimizer](#) - Maximo Optimizer includes a new integration with the new Dispatching dashboard. Also, optimization models now use the new what-if analysis function.

IBM Maximo Application Suite

Product roadmap highlights

1H 2024
Planned
deliverables
(MAS 9.0)

Maintenance

Inspection

Reliability

Instrumentation and improved User Management; Federal Readiness; MAS Dashboards (Single Pane of Glass across MAS); Maximo Mobile (scalability, performance, serviceability); Accelerators; PLG (discovery and trials); 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

Expansion of Asset Investment Optimization and Planning

Increase the operational efficiency & agility of Maximo IT clients

Mobility for regulated industries (calibration and asset install/remove)

Improve Health TTV by utilizing existing Manage data. Assist in identifying/resolving missing data.

Improved Accelerator deployment experience

Vegetation Management solution leveraging Maximo and EIS

Optimize asset performance using data from the edge

Emissions Management for critical assets

MAS SaaS continuous delivery updates

Continued Investment in Maximo Application Suite – Focus Areas for 1H 2024 (MAS 9.0)

AI	Modernized User Experience	IT/OT Convergence	Administration & System Maintenance	Expand and Deliver through ecosystem	RCM Library
<p>Embrace Generative AI to bring value to each critical role in MAS</p>	<p>Enable 100% compliance and accurate asset data capture through mobile work and inspections activities for regulated industries</p>	<p>Increase the operational efficiency and agility in enterprises by integrating IT and OT systems for real-time data sharing, analysis, and decision making.</p>	<p>IT Administrator can improve system availability and ease of implementation and ongoing maintenance</p>	<p>Rapidly grow ecosystem of accelerators to address critical opportunities and TTV</p>	<p>Clients can implement reliability-centered maintenance 75% faster and reduce their maintenance cost by 20%</p>
<ul style="list-style-type: none"> Maintenance managers are 10-20% more productive processing routine work, and increasing the data quality 25-30% Deliver a consumable experience that empowers everyday users of MAS to derive greater value from AI insights and automations 	<ul style="list-style-type: none"> Modernize and Enhance role-based applications (Add Cognos) Optimize Scheduling and Dispatching capabilities Introduce Calibration, Incident Mobile Applications Configuration Tool Complete Issues and Transfers Include operational, condition and predictive, and additional inspection capabilities into MAS dashboards. Introduce MAS dashboards for engineers and operators. 	<ul style="list-style-type: none"> Improve the interoperability of IT and OT processes Service view application for service availability and value Data driven decisions Enablement of Chatops, Swarm, remote control and video support to Agents Simplified Discovery data load <p style="text-align: center;">APM</p> <p>APM as an essential component driving improved reliability.</p> <ul style="list-style-type: none"> Improve model lifecycle mgmt Expand AIP Link MVI outputs to Condition flow for assets Operations managers can easily connect, stream and automate actions optimizing performance using edge data 	<ul style="list-style-type: none"> User management, IDP options, authentication Continue development on migration to MAS items. Improve Operator Maturity Power &/or Z support for MAS Manage Continue to deliver on Federal Readiness actions to eliminate barriers for Regulated customers Certify on newer BIRT and Cognos versions 	<ul style="list-style-type: none"> Improve the consumption experience of accelerators Introduce certification program to foster trust in offerings Introduce Carbon Emissions Module for Manage Introduce Renewables offering 	<ul style="list-style-type: none"> Improved data import capabilities from library Reliability Strategies Composer Reliability Strategies Builder Reliability Optimizer Condition Based maintenance advanced analytics

IBM Maximo Application Suite

Product roadmap highlights

1H 2025
Planned
deliverables
(MAS 9.1)

Maintenance	Inspection	Reliability
Improved User Security across MAS, Guest Users Support, Java 17, Support for Power/Z, Data Loader Dashboard		
MAS level Dashboards and extended capabilities (Work progress bar configuration)	MVI Measurements and Model Lifecycle	Reliability Strategy Dashboard & direct link from Manage Assets to Library
MAS level Mobile Scheduling	MVI scalability and Maximo Mobile integration improvements	Monitor for Real Estate/Facilities
Additional Scheduling Constraint Types	Mobility – Work assignment/reassignment	Introduce additional Health scoring methodologies, work queues and actions
Maximo IT - ITIL v4 certification	Civil Infrastructure – Defect Dashboard	
GenAI assistants for Tickets & MVI		
Improved Accelerator deployment experience		
MAS SaaS continuous delivery updates		

Thank you

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IBM Sustainability Software 2024

