



Our Maximo Journey

South West Maximo User Group meeting

July 9th 2025

THE UNIVERSITY OF TEXAS
MDAnderson
~~Cancer~~ Center
Making Cancer History®

Who is MD Anderson?



The James A. Baker estate



Patient waiting area



Research laboratory



MD Anderson's first permanent hospital and research facilities were opened in the new Texas Medical Center in 1954.



Albert B. and Margaret M. Alkek Hospital, which opened in 1999, expanded with 12 new floors in 2011.



The Lowry and Peggy Mays Clinic opened in 2005 to help MD Anderson meet increasing demands for outpatient care and services.



The Dan L. Duncan Building, which opened in 2005, is home to the Duncan Family Institute for Cancer Prevention and Risk Assessment.



The 25-floor Mid Campus Building opened in 2011 to meet current and future office space needs.

Opened in 1976, MD Anderson's new clinic building was later named for R. Lee Clark, M.D.

Today

Our mission: To eliminate cancer in Texas, the nation and the world through outstanding programs that integrate patient care, research and prevention, and through education for undergraduate and graduate students, trainees, professionals, employees and the public.



One vision

We shall be the premier cancer center in the world, based on the excellence of our people, our research-driven patient care and our science.

It's this vision that guides us and our core values that unite us.



Our people

MD Anderson is respected not only for its commitment to its patients but to its employees.

It's received recognition year after year as one of the nation's best places to work.



We are MD Anderson

You are an ambassador for MD Anderson, whether you realize it or not.

By exemplifying our core values and demonstrating professionalism in your work, you will make a good impression that enhances our reputation.

Today

187K

patients

9M

pathology/laboratory medicine
procedures

22K

surgeries

684K

diagnostic imaging procedures

777

inpatient beds

1.7M

outpatient visits

Today



01



16.2 Million Gross Square Feet

02



8+ Campuses

Medical Center, South Campus, MD Anderson League City, West Houston, The Woodlands, Sugar Land, Smithville, and Bastrop

03



132+ Buildings

Includes all spaces managed by MD Anderson

Today

\$221 million	Operating budget, including personnel
1,830,000	Pieces of mail processed
800,000	People transported on shuttles
480,000	Visitors valet or self park in our garages
914,000	Tube transactions managed
384,074	Pounds hazardous waste disposed
166,866	Communication Center calls received
213,244	Work orders completed
235,000	Patient beds cleaned
132,183	Total managed assets
42,683	Events managed
43,622	Fire alarms tested
12,028	Room reservations processed
3,196	Keys produces by the Lock Shop
3,341	Elevator tests conducted
3,373	Utility outages managed
2,752	Labs inspected
993	Fire alarm outages managed
110	Radioactive Labs inspected
1	Division to do it all (1,300 employees)

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- 213,244 Work Order
- 132,183- Assets
- >300,000 hours annually

3 Depts - 6 Work Teams

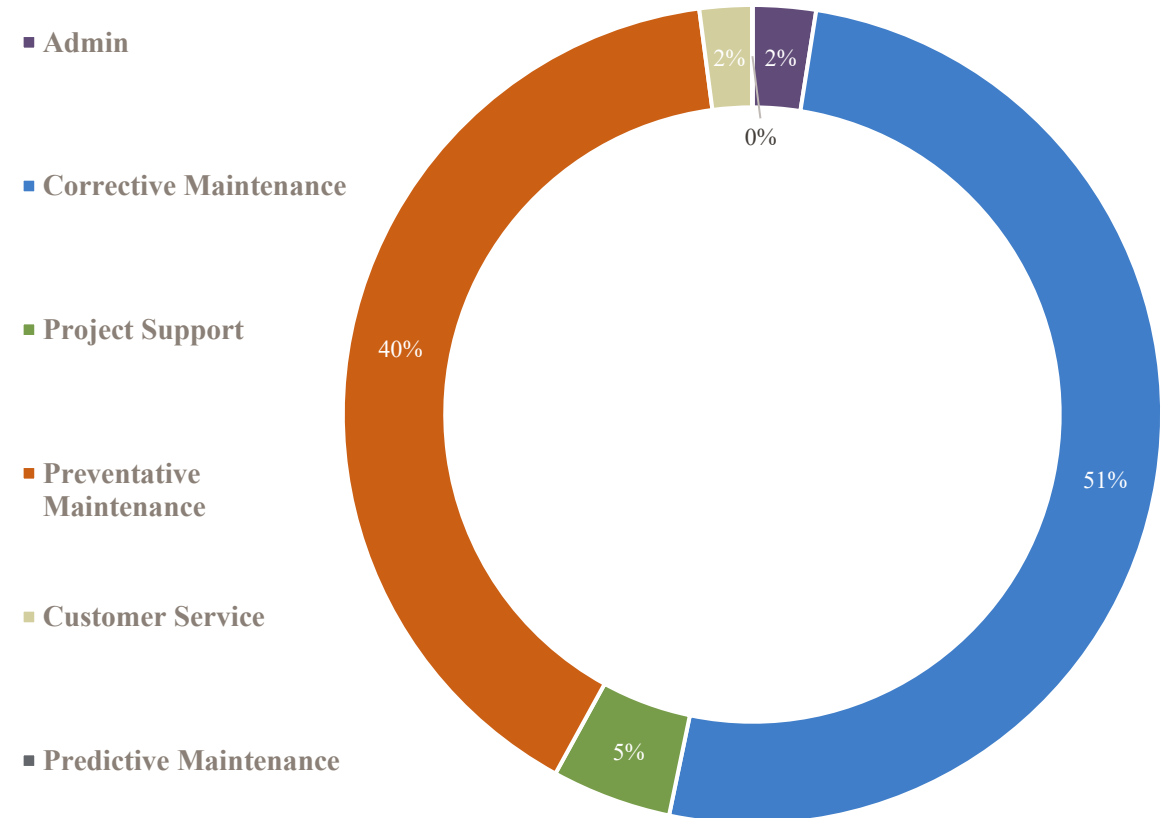
Patient Care

Research

Animal Care

Office Space

Data Centers



Who Am I



Andrew Burkhardt

Husband and Father

Mechanical Engineer

**Assoc VP Research and
Administrative Facilities**

Maximo Executive Sponsor

~~Maximo Expert~~

Our Journey



SELECTION

WHY?

Selection Process

WORK

Areas of Focus

COVID

GO LIVE

"No plan survives first
contact with the
enemy"

NOW & THE FUTURE

The road ahead is
filled with
opportunities!

How do we pick

1

How did this all start?

- Increased demand for services
- Increasing regulatory requirements from CMS and Joint Commission
- Desire to increase safety and reliability with the Safety 365 Initiative
- Aging Buildings and Infrastructure
- Faster work order turnaround expectations



- RFP Team developed 246 RFP questions
- 10 Vendors submitted proposals with 9 different software solutions
- Short listed to 4 - 3 different software solutions
- 27 people invited of vendor presentations
- Rated the demonstrations on 8 capabilities



Why?



- Expanded predictive, preventative, planned, and unplanned maintenance activities
- Enhanced scheduling capability for assigning work to available resources
- Improved inventory management and warehouse logistics
- Streamlined work processes and complete tracking of all work management tasks
- Optimized maintenance schedules and labor utilization
- Simplified access and use through web and mobile technology

- Increased transparency of services to clients
- Improved communication regarding work status and completion
- Advanced reporting and key performance indicator (KPI) tracking
- Informed decision-making on the complete asset lifecycle
- Defined roles for users within the system that controls user access and available actions based on role

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Why?



Collaboration
Communication
Efficiency
Innovation

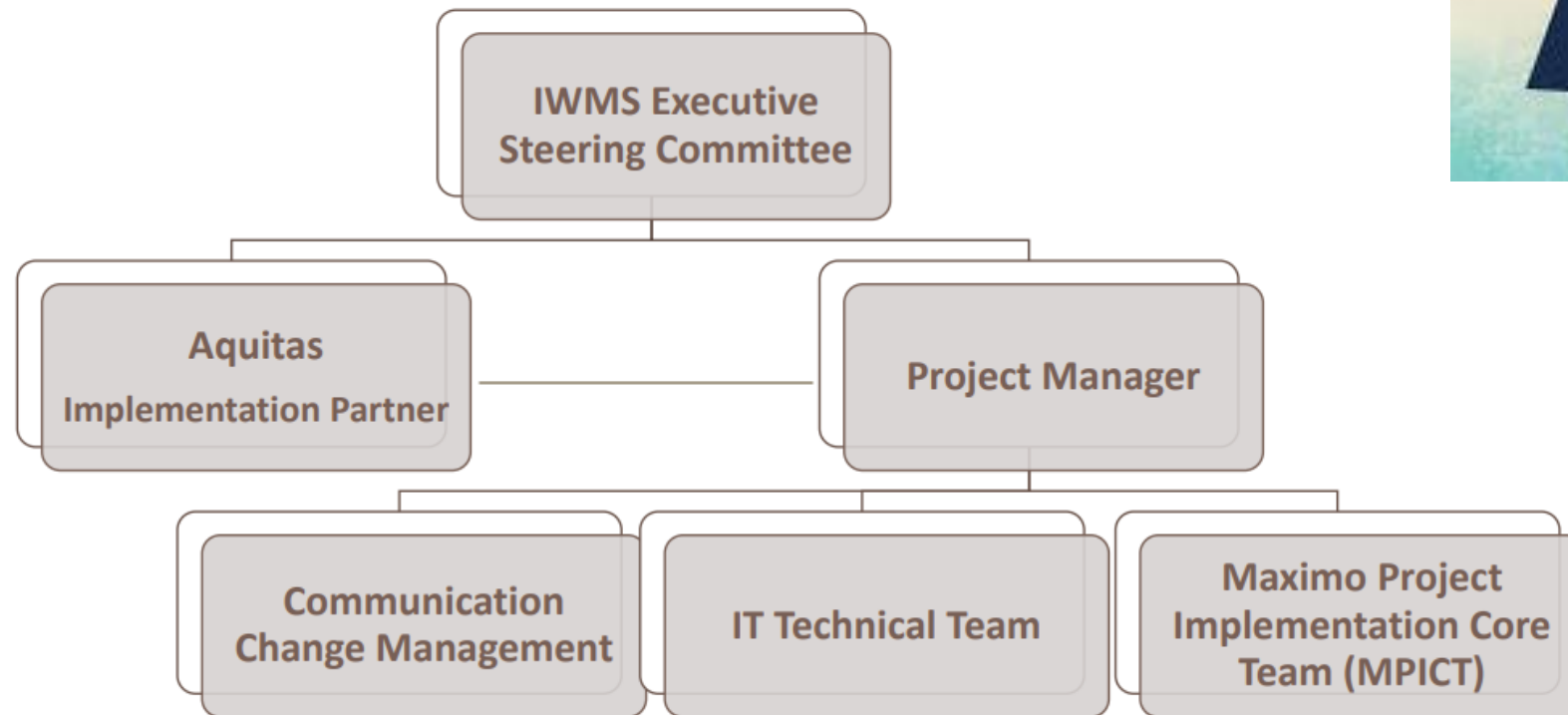
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The Work

Maximo Core Functionality



MAXIMO Project Roles



2

The Work

Project Roles

Executive Sponsor

- Has ultimate authority and responsibility for project

Executive Steering Committee

- Approves changes to scope
- Approves requests to ISET for additional funds for approved scope changes
- Approves deliverables
- Allocates operational resources to support project implementation
- Addresses issues escalated by the Project Manager
- Addresses issues escalated by the implementation Core Team

IWMS Steering Committee Members

VOTING MEMBERS:

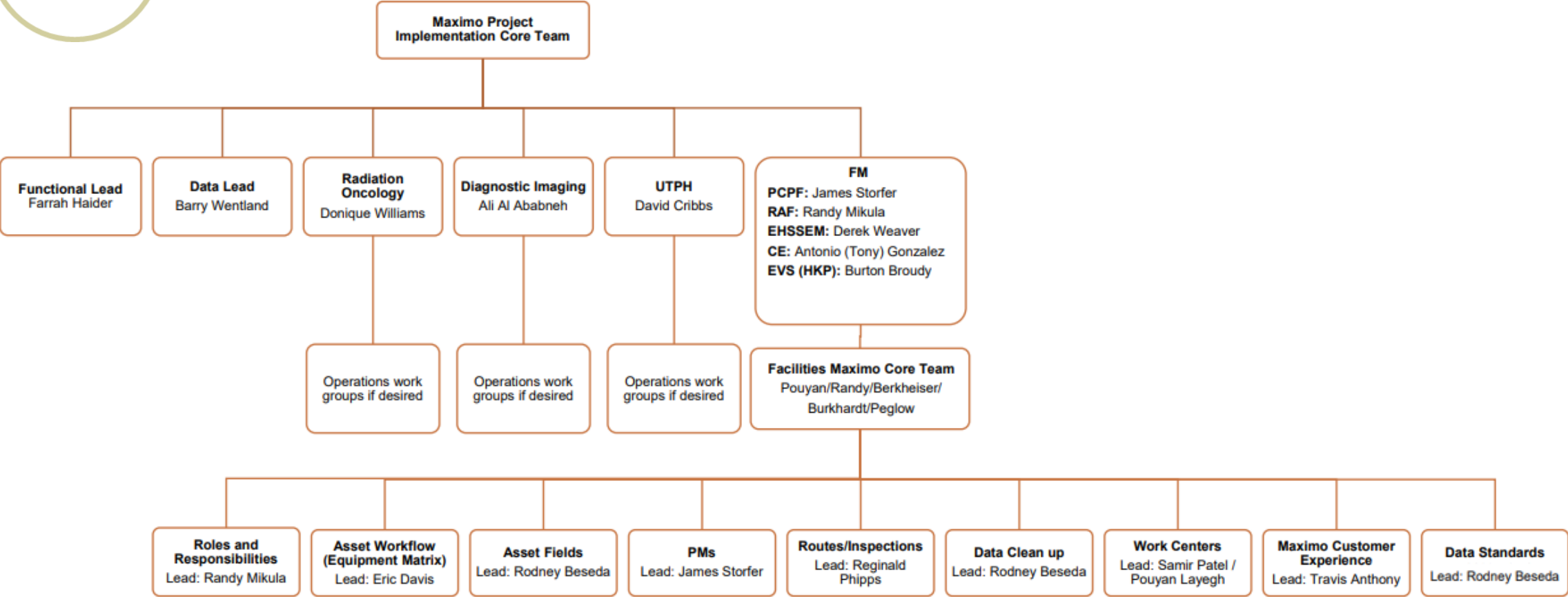
- Spencer Moore (Chair - Exec Sponsor)
- Tim Peglow (PFPF)
- Andrew Burkhardt (RAF)
- Ray Gerwitz (UTPH)
- Habib Tannir (DI)
- Robert Ghafar (RadOnc)
- Matthew Berkheiser (EHS)
- Samantha Harris (FMBS)
- Pouyan Layegh (FM EUO)

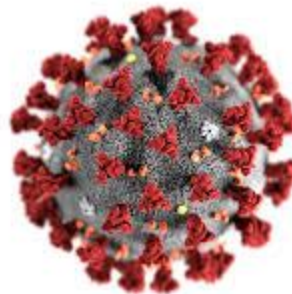
NON-VOTING MEMBERS

- Mike Marshall (Technology Sponsor)
- Ed Rogers (IT Project Manager)
- Craig Owen (IT)
- Camille Porter (Project Sponsor)



Maximo Project Implementation Core Team





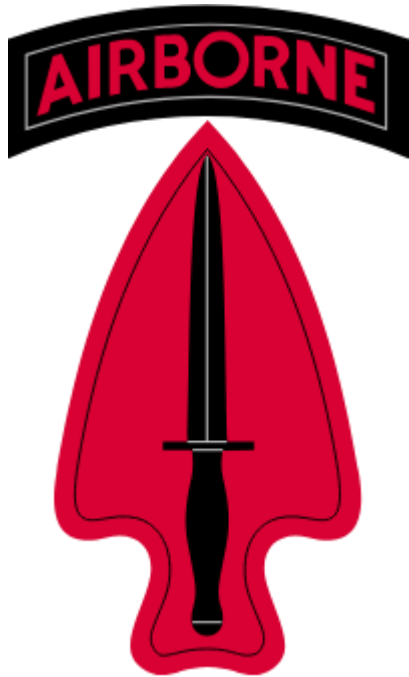
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SAY IT WITH ME



“the key to success...—past, present, and future—has very little to do with electronic whiz-bang gadgets and top-secret technologies; instead, it’s all about how you think, how you make decisions, and how you execute those decisions”

— Pete Blaber, [The Mission, The Men, and Me: Lessons from a Former Delta Force Commander](#)

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Start with **Why**, what are we try to achieve and what will it do to help us. *Strategy*

Follow next with **What**, get everyone in synch so thought and speech are aligned

Those closest to the operation develop the **How**, let them own their own future

Trust the man or woman on the ground

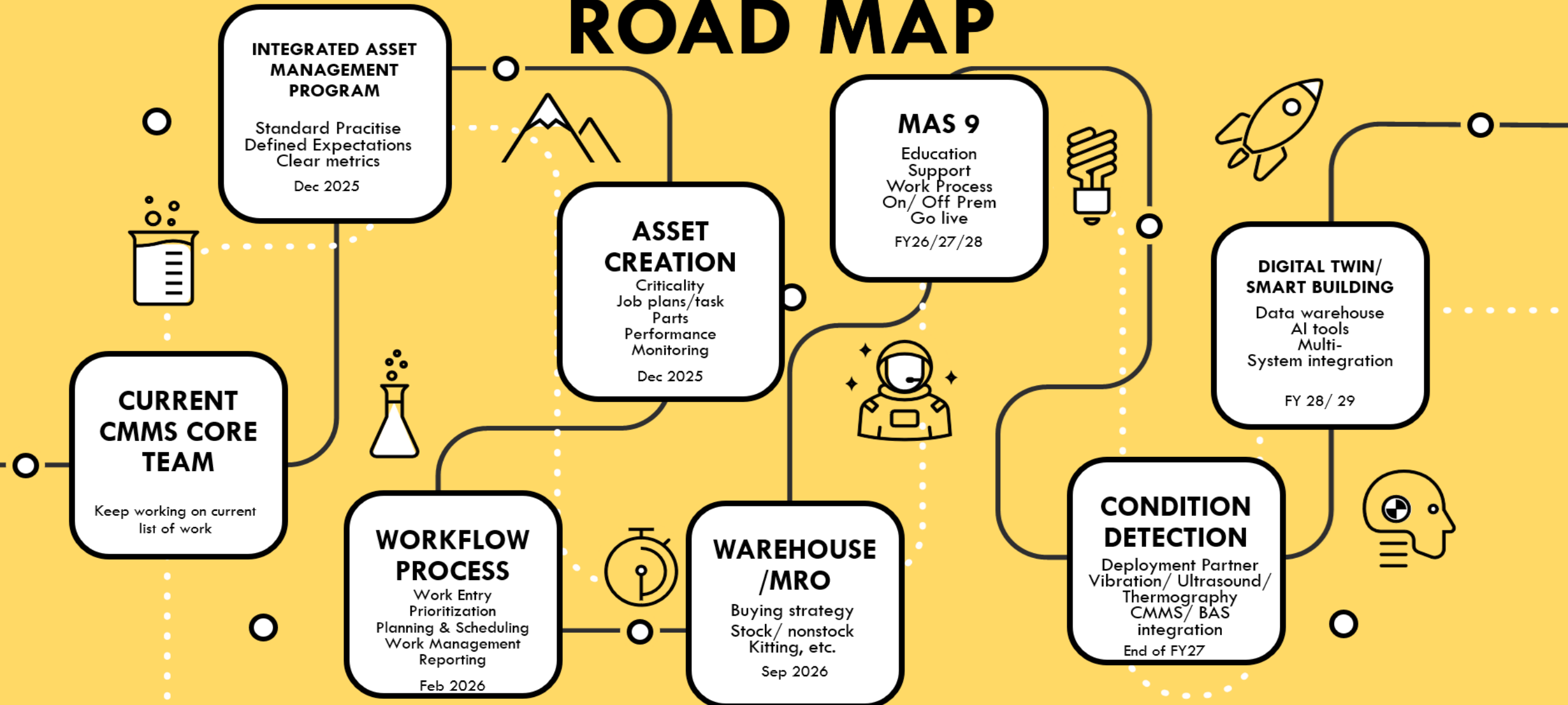
- Pete Blaber

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Collaboration
Communication
Efficiency
Innovation

ASSET MANAGEMENT AND OPS ROAD MAP



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