IBM Maximo Application Suite - License Overview Guide

Overview

This document outlines the levels of entitlement available for the Maximo Application Suite (MAS). This document is for informational purposes only – for the governing legal terms, please refer to the license agreement and License Information document that was accepted and agreed to when downloading the software.

These terms are available to all currently available versions of the Maximo Application Suite as described in the Release Announcement(s).

There are various levels of access made available to Application Concurrent and Authorized Users including applications that do not require entitlement, Limited User with access to 3 modules, Base Users with access to many components within the suite, and fully entitled Premium Users with access to the entire suite of applications. Each level of access inherits the entitlements granted with every lower tier license. A customer can set up a combination of Authorized and Concurrent users. There are also tiers of administrative entitlements available for Base and Premium levels of access.

Maximo Application Suite

The Maximo Application Suite (MAS) provides asset monitoring, maintenance, and reliability in a single platform. The suite enhances the user experience with shared data, workflow and UX; along with providing clients the flexibility to shift usage across applications using a suite-based simplified licensing structure. With expanded access to EAM and asset performance management applications, clients can obtain 360-degree operational visibility of their assets with faster ROI, increased productivity, and operational uptime.

The Maximo Application Suite consists of the following EAM, APM and MVI applications.

Maximo Manage applications which serves the Enterprise Asset Management (EAM) market.

are:

- Six Manage industry solutions, offering deep functionality required to meet the unique EAM needs of key vertical markets.
    - Maximo Nuclear
    - Maximo Utilities
    - Maximo Oil and Gas
    - Maximo Transportation
    - Maximo Aviation
    - Maximo Civil Infrastructure
- Four Manage Add-On applications, these include:
    - Maximo Asset Configuration Manager
    - Maximo Service Provider
    - Maximo Health, Safety, and Environment

- Maximo Optimizer
- Manage Mobile applications include:
    - Maximo Mobile

- There are Integration Solutions that make it possible for customers to readily combine Asset Management with their other enterprise applications. These options include:
    - Maximo SAP Connector
    - Maximo Oracle Connector
    - Maximo Workday Connector
    - Maximo TRIRIGA Connector
    - Maximo Envizi Connector
    - Maximo Spatial

Maximo Application Suite also includes:
- Maximo Monitor
- Maximo Health
- Maximo Predict
- Maximo Visual Inspection
- Maximo Edge
- Maximo Assist

License Metric

Maximo Application Suite uses an AppPoint metric.

AppPoints: is a unit of measure by which the Program can be licensed. An AppPoint is a common unit of value. Sufficient AppPoint entitlements must be obtained to cover the total number of entitlements required for Licensee's Authorized Use of the Program.

The following are the license metrics used for AppPoints within MAS:
- **Concurrent User:** a unit of measure by which the Program can be licensed. A Concurrent User is a person who is accessing the Program at any particular point in time. Regardless of whether the person is simultaneously accessing the Program multiple times, the person counts only as a single Concurrent User. The Program may be installed on any number of computers or servers, but Licensee must obtain entitlements (Proof of Entitlement(PoE)) for the maximum number of Concurrent Users simultaneously accessing the Program. Licensee must obtain an entitlement for each simultaneous Concurrent User accessing the Program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

IBM 2023

- **Authorized User:** a unit of measure by which the Program can be licensed. An Authorized User is a unique person who is given access to the Program. The Program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the Program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the Program in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

- **Install** is a software program instance.   Licensee must obtain an entitlement for each Install of the Program.
-

Listed Program Entitlement Conversion Options:

- **IBM Administrative Base User**

  - Entitlement Conversion Ratio: 1 Authorized User/10 AppPoints

- **IBM Administrative Premium User**

  - Entitlement Conversion Ratio: 1 Authorized User/15 AppPoints

- **IBM Application Limited User**

  - Entitlement Conversion Ratio: 1 Concurrent User/5 AppPoints

  - Entitlement Conversion Ratio: 1 Authorized User/2 AppPoints

- **IBM Application Base User**

  - Entitlement Conversion Ratio: 1 Concurrent User/10 AppPoints

  - Entitlement Conversion Ratio: 1 Authorized User/3 AppPoints

- **IBM Application Premium User**

  - Entitlement Conversion Ratio: 1 Concurrent User/15 AppPoints

  - Entitlement Conversion Ratio: 1 Authorized User/5 AppPoints

- **IBM Maximo Connector for Oracle Applications Install**

  - Entitlement Conversion Ratio: 1 Install/80 AppPoints

- **IBM Maximo Connector for SAP Applications Install**

  - Entitlement Conversion Ratio: 1 Install/80 AppPoints

- **IBM Maximo Workday Connector**

  - Entitlement Conversion Ratio: 1 Install/80 AppPoints

- **IBM Maximo Spatial Install**

  - Entitlement Conversion Ratio: 1 Install/20 AppPoints

- **IBM Maximo Civil Infrastructure Install**

  - Entitlement Conversion Ratio: 1 Install/50 AppPoints
- **IBM Maximo Optimizer Install**
  - Entitlement Conversion Ratio: 1 Install/220 AppPoints
- **IBM Maximo Optimizer Limited Install**

- Entitlement Conversion Ratio: 1 Install/60 AppPoints
- Use of IBM Maximo Optimizer Limited has the following additional restrictions: (a) deployment is limited to 2 VPCs, (b) use of a single optimizer model as provided by IBM or its extension, (c) job execution must be performed serially.

- **IBM Maximo Visual Inspection Install**

  - Entitlement Conversion Ratio: 1 Install/45 AppPoints

- **IBM Maximo Edge Install**

  - Entitlement Conversion Ratio: 1 Install/1 AppPoint

- **IBM Maximo Assist Install**

  - Entitlement Conversion Ratio: 1 Install/150 AppPoints

Application Premium User Restrictions
An Application Premium User can access all applications within the Application Suite except Administrative Suite apps for Deployment, User Management and Configuration.

Application Base User Restrictions
An Application Base User can access Manage including access to Planning and Scheduling, Administration, Integration, Security, and System Configuration modules in any manner. An Application Base user also has access to Health.

Application Limited User Restrictions
An Application Limited User accessing Manage functionality of the Program (a) can use all modules for the limited purpose of running and viewing reports, viewing records as read only, changing the status of records, and updating Work Orders and conducting Inspections assigned to the Maximo Manage Application Limited User; and (b) can use without restriction a maximum of three (3) Maximo Manage modules (excluding Planning and Scheduling, Administration, Integration and Security and System Configuration.)

An Application Limited user also has access to Monitor and any Maximo Mobile Apps that fall within the 3-module requirement.

Refer to the Manage Module table below in the Appendix.

Application User Type AppPoint Allotment – User Centric View

Application User	Limited	Base	Premium	Notes
Manage Limited	✓	✓	✓	Any 3 Manage modules (cannot be Planning and Scheduling, Administration, Integration, System Config, Security) Ability to view reports, change status and update work orders in any module (former Express capability). Manage now includes Linear, Calibration, Spatial users. Spatial requires an Install. Refer to Manage Module table below in the Appendix.
Manage Industry Solution and Add-on Limited	✓	-	✓	Includes Manage Industry Solutions (IS) and Add-ons. If installed and more then 3 modules selected must be a Premium user, cannot be a Base user. 3 modules selected cannot be Planning and Scheduling, Administration, Integration, System Config, Security. Refer to Manage IS/Add-on Module table below in the Appendix
Mobile	✓	✓	✓	Includes Maximo Mobile (3-modules for Limited use), Assist (Assist requires Install) or 3rd party mobile
Monitor	✓	✓	✓	
Manage		✓	✓	Includes Scheduler, Linear, Calibration and Spatial. Spatial requires an Install.
Health		✓	✓	
Industry Solutions			✓	Manage IS - Utilities, Nuclear, Aviation, Oil & Gas, Transportation, Civil Infrastructure (CI requires an Install)
Add-ons			✓	Manage Add-on - Asset Configuration Manager (ACM), Service Provider (SP), Health, Safety and Environment (HSE)
Predict			✓	
Visual Inspection			✓	Install Points are Required

Components Not Requiring Entitlement

Licensee may install and use the following Program components, under the license terms. But these components are not used to determine the number of entitlements required for the Program.

Self-service applications do not require entitlement - 0 AppPoints.

- Entering service requests and viewing the status of their service requests.
- Creating and viewing requisitions, viewing templates, and viewing drafts via the Desktop Requisitions application
- Mobile Service Request application
- Create Incident in Oil and Gas
- Review Incidents in Oil and Gas
- Service Requests in Oil and Gas
- Create a Management of Change request (with view-only access to related artifacts) in MOC in Oil and Gas
- Create Incident in Health, Safety and Environment
- Review Incidents in Health, Safety and Environment

- Service Requests in Health, Safety and Environment
- Graphical Appointment Book in Manage
- Vehicle Requests in Maximo Transportation
- Access the Bill Review applications in Maximo Service Provider
- Creating and viewing condition reports via the Create Condition Report in Nuclear
- Users created by default by the Program for performance improvement and not used for any other purposes. For example, Maximo Mobile Template User.
- Users created solely for purpose of performance testing in Licensee's internal test environment will not consume AppPoints when enforcement is tuned off – For example, User Acceptance testing and performance load testing of the MAS environment.
- Program Installs of a component used as part of Licensee's internal development and test environment with at least one (1) Install of the same component in production environment.
- Use of IBM App Connect Enterprise for solution integration where one end of the integration pattern is IBM Maximo Applications Suite, and the other end of the integration pattern is IBM TRIRIGA Application Suite, IBM Environmental Intelligence Suite, IBM TRIRIGA Portfolio Data Manager, IBM TRIRIGA Application Platform, or IBM Facilities and Real Estate Management on Cloud (TRIRIGA).

Administrative User Type AppPoint Allotment – User Centric View

Administrative User	Base (10)	Premium (15)	Notes
Application	✓	✓	Application administrators administrates one or more applications, adds, and assigns users to these applications, and uses the application-specific user interfaces to manage further user privileges.
Suite		✓	Suite administrator manages overarching system configuration settings from the Suite Administration pane.

- Administrators are defined users in the system.
- Customers "reserve" a certain number of AppPoints to ensure Admins always have access.
- Admins can access all Suite functionality, regardless of group.
  - Example: A *Manage* administrator is tagged as an Application Admin User - and withdraws 10 AppPoints. That admin can access and administer *Predict*, which is in the Premium group.

Admin Users can also be 'users' within the MAS applications as long as proper AppPoints are allocated based on role.
- For example - if a Predict user, then must also be a Premium Admin user for 15 AppPoints.

Install AppPoint Allotment – Application Centric View

Application Installs	AppPoints
SAP Connector	80
Oracle Connector	80
WorkDay Connector	80
Spatial	20
Civil Infrastructure	50
Optimizer Limited	60
Optimizer	220
Visual Inspection	45
Edge	1
Assist	150

- Program Installs of a component used as part of Licensee's internal development and test environment with at least one (1) Install of the same component in production environment are not consumed.
- Install AppPoints are consumed when the environment is deployed and are unavailable for use by other users or installs for the duration of that environment's life.

User Defined Applications

❖ Maximo Manage user defined applications may either be Cloned applications or Custom applications. Cloned applications are based on a copy of an existing Manage application also called the originating application. Custom applications are built from scratch and have no originating application and are built based on either a custom object or an existing Maximo object.

❖ Users being granted access to a cloned application must have at least the same level of access in the originating application.

❖ Limited Use users may be granted access to custom applications when the main object is a custom object or an object the user is otherwise entitled to access. The custom application must be a part of one of the three modules selected by the user.

❖ If the user needs to access custom or cloned applications that are based on an application or object not within the three modules selected for Manage Limited, then Manage Base or Industry Solution/Add-on Premium is required.

❖ Custom or cloned applications shall not be utilized to circumvent licensing or grant users functionality or access they would otherwise not be entitled to access.

Product Applications

Maximo Manage

❖ Provides comprehensive asset lifecycle and maintenance management for all asset types.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on Tier level – Base or

Limited.

❖ Manage now includes access to Spatial, Linear and Calibration at both the Base or Limited tier. (Spatial requires a separate install)

❖ Manage now includes Scheduler at the Base tier level.

Spatial

❖ Embeds geographic information system (GIS) functionality in the Maximo User interface allowing the user to visualize assets, work orders and locations on a map tab. Uses technology from ESRI's ArcGIS.

❖ Enables map and navigation controls for dynamic visual display of work orders, work requests, assets, and locations in Maximo.

❖ Maximo Spatial must be used in combination with ESRI ArcGIS.

❖ Customers must purchase ESRI ArcGIS and any required analyst desktop licenses separately from ESRI or an authorized agent.

❖ Entitled as part of Manage – requires a separate install.

❖ Customers must purchase AppPoints for a Spatial Install

Linear

❖ Linear is used for managing assets such as roads, pipelines, rail lines and transmission lines.

❖ Entitled and installed as part of Manage.

Calibration

❖ Enables traceability and reverse traceability, all calibration history data, calibration data sheets and required reporting.

❖ Entitled and installed as part of Manage.

Scheduler

❖ Scheduler provides innovative means to graphically plan, and schedule current and upcoming work based on available resources and to manage aspects of advanced work management that include intuitive graphical assignment, mobile workforce management, real-time communication with the field, and schedule optimization.

❖ An advanced work management tool to enable users to manage large projects (like shutdowns, outages, and turnarounds), as well as customer appointments, and all planned and unplanned maintenance across either a broad geographic area or where weather plays an important factor in asset availability.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Base' Tier level.

❖ Entitled and installed as part of Manage.

Manage Industry Solutions and Add-ons

❖ Includes 6 Manage Industry Solutions and 3 Add-ons:

• Maximo Nuclear
• Maximo Utilities
• Maximo Oil and Gas
• Maximo Transportation
• Maximo Aviation
• Maximo Civil Infrastructure
• Maximo Asset Configuration Manager

- • Maximo Service Provider
- • Maximo Health, Safety and Environment

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level Limited Users may select 3 modules including the modules unique to an Industry Solution. See the Appendix for a list of Modules that are specific to the Industry Solutions.

Maximo Nuclear

❖ Provides owners, operators, and maintainers of nuclear power plants best practices to help improve the productivity and efficiency of their critical assets.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Utilities

❖ Helps increase asset and resources effectiveness in water, gas, and electric utilities.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Oil and Gas

❖ Provides Oil & Gas companies with best practices to help improve the productivity and efficiency of their critical assets related to the oil and gas industry.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Transportation

❖ Provides organizations with best practices to help improve the productivity of critical transportation assets including over-the-road vehicles, rail, aircraft, and marine vessels.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Aviation

❖ Provides MRO (Maintenance, Repair and Overhaul) organizations that maintain aircraft or aircraft components a solution to help reduce the turnaround time and improve the amount of time available for revenue generation.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Civil Infrastructure

❖ Provides asset lifecycle management capabilities to help organizations reduce the total cost of ownership and improve the monitoring of the civil infrastructures they manage. Civil Infrastructure drives inspections and records inspection results about concrete and steel structures and related assets; Visualizes anomalies and work in structure-appropriate views, including linear, spatial, asset-based, and building information management views; manages planned and unplanned work for work orders, contractors, and purchasing management and creates preventive maintenance plans and job plans to be incorporated into the work schedule.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

❖ CI application also requires per Install licenses; AppPoints allocated is 50.

Maximo Asset Configuration Manager

❖ Maximo Asset Configuration Manager enables real-time calculation of both an asset's build

and a component's life, with benefits such as improved compliance regulations and reduced operating costs.

❖ An asset is a complete parent asset, such as aircraft, locomotives, and passenger rail cars. It would not be components, such as engines or axles, or groups of assets such as trains (which can be made up of multiple locomotives and passenger cars). In aviation this is also referred to as "tail numbers".

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Service Provider

❖ Service Provider is intended for companies who deliver asset management services to their third-party end-user clients in a revenue-generating business model. Examples include: IBM ITD, EDS, CSC, Johnson Controls, UNICCO, Coor Service Management, etc.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

❖ IBM SP Rule: a customer using Maximo to manage assets for a 3rd party company cannot own Maximo without also deploying Maximo for Service Provider. A waiver can be obtained under certain circumstances with approval from WW Maximo Sales Leader, WW Price Leader, and Product Management.

Maximo Health, Safety and Environment

❖ Maximo's solution for Health, Safety, and Environment provides key extensions to Maximo Manage to provide strategic applications for audit management, risk assessment, safety reporting, management of change, condition reporting, corrective actions, and training.

❖ Facilitates meeting or exceeding regulations and legislated requirements impacting health, safety, and the environment. Best in class capabilities and best practices for improving safety, reliability, and compliance.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Optimizer

❖ Optimizer Install required if clients want to use Optimization within MAS.
❖ Licensing is per Install; AppPoints allocated is 220 or Limited 60.

Manage Integration Solutions

Maximo Connector for SAP Applications

❖ A business interface that enables real-time information exchange between base products and SAP or SAP PM ERP applications by providing bi-directional connectivity with pre-built integrations between them

❖ Used with base products including Maximo Asset Management and Maximo Industry Solutions.

❖ Licensing is per Install; AppPoints allocated is 80.

Maximo Connector for Oracle Applications

❖ A business interface that enables real-time information exchange between base products and Oracle E-Business Suite applications by providing bi-directional connectivity using pre-built integrations between them.

❖ Used with base products including Maximo Asset Management and Maximo Industry

Solutions.

❖ Licensing is per Install; AppPoints allocated is 80.

Maximo Workday Connector

❖ A business interface that enables real-time information exchange between base products and Workday applications by providing bi-directional connectivity using pre-built integrations between them.

❖ Used with base products including Maximo Asset Management and Maximo Industry Solutions.

❖ Licensing is per Install; AppPoints allocated is 80.

Maximo TRIRIGA Connector

❖ Enables bidirectional synchronization of portfolio data about people, places, and assets for consistent operations; near real-time service request and work orders routing for coordinated operations; and near real-time project tasks to work-order synchronizations to enable streamlined operations.

❖ Licensing is per Install; AppPoints allocated is 0.

Maximo Envizi Connector

❖ Enables automatic synchronization of locations and meter readings from Maximo Manage to IBM Envizi to automate tracking of energy usage and calculating related scope 1 and 2 emissions of electricity, natural gas, and water in Envizi.

❖ Licensing is per Install; AppPoints allocated is 0.

Maximo Spatial - Install

❖ Spatial Install required if clients want to use Spatial within MAS.

❖ Licensing is per Install; AppPoints allocated is 20.

Maximo Monitor

◆ A monitoring solution for real-time visibility, root-cause troubleshooting, and AI driven alerts at scale.

◆ Through monitoring dashboards, clients get a consolidated view of operations with data integration from multiple IoT and non-IoT sources.

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on Tier level Limited.

Maximo Health

◆ Maximo Health provides a first step in managing the performance of critical assets. By capturing information from the asset, itself, along with its age and maintenance history, organizations can quickly understand which assets are currently in poor health and need attention to prevent disruption.

❖ Maximo Health leverages ready-to-use common scoring elements and knowledge from equipment and maintenance engineers or maintenance professionals. Data sources include any information in the asset record such as maintenance and age, weather information in which the asset has been operating, and operational data (such as supervisory control and data acquisition (SCADA), historians, MQ Telemetry Transport (MQTT), Open Platform Communications (OPC), Open Systems Interconnection (OSI), enterprise asset management (EAM), geographic information system (GIS), and IoT).

❖ Licensing is Authorized and/or Concurrent User; AppPoints based on 'Base' Tier level.

Maximo Predict

- Maximo Predict helps identify and manage asset reliability risks that could adversely affect plant or business operations. The solution enables organizations to apply machine learning and analytics to improve maintenance strategies. The cost of maintenance management in minimized by automating the steps to predict failure based on readily available operational data.
- Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' Tier level.

Maximo Visual Inspection / Edge

- *Maximo Visual Inspection* (MVI) enables AI computer vision models to be built efficiently and easily while maintaining very high levels of accuracy. Subject matter experts are provided with the power of AI. Whether it is inspecting an asset or monitoring quality on a production line, clients can experience a return on investment.
- Licensing is Authorized and/or Concurrent User; AppPoints based on 'Premium' Tier level.
- MVI application also requires per Install licenses; AppPoints allocated is 45.
- *Maximo Edge* is a connected device at the edge (e.g., mobile device, camera, data stream / storage device) used to perform an AI workflow resulting in an inference.
- Edge also requires per Install licenses; AppPoints allocated is 1per MAS Edge installed.

Maximo Assist

- Maximo Assist helps organization reduce meantime to repair, improve first-time fix rates and improve overall field technician productivity by enabling technicians to obtain AI-driven insight or contact remote experts for assistance through a remote collaboration session powered by augmented reality (AR).
- Maximo Assist helps organizations scale the knowledge of their experts and improve the training experience for their new workforce.
- Licensing is Authorized and/or Concurrent User; AppPoints based on 'Limited' Tier level.
- Assist application also requires per Install licenses; AppPoints allocated is 150.

Maximo Mobile

- Maximo Mobile app is available on Google Android and iOS stores.
- Maximo Mobile app integrates with Assist to provide AI/AR based assistance to technicians on their mobile device.
- Maximo Mobile integrates with Manage to provide Inspection, Technician work orders and Inventory apps on their device.
- Licensing is Authorized and/or Concurrent User; AppPoints based on Tier level.

Entitlement Restrictions around Supporting Program

Red Hat Entitlement
Red Hat OpenShift Container Platform

- ❖ Additional Entitlement Ratio: First AppPoint / 166 VPC, each additional 8 AppPoints / 1 VPC

AppConnet Entitlement
- ❖ The number of VPCs used by IBM App Connect Enterprise in connection with the individual applications set forth above may be re-allocated among those applications by the Customer at its discretion so long as the total number of VPCs used does not exceed the aggregate number of VPCs authorized under this section.

Cognos Entitlement
- ❖ Additional restriction specific to creation & editing of reports/dashboards:
  - requires IBM Administrative Base User license.
  - limited to up to three IBM Administrative Base Users who can perform creation/editing.

DB2 Entitlement
DB2 Warehouse
- ❖ Warm Standby: allocate 1 VPC (counted towards overall VPC entitlement thru MAS license)

DB2 Standard Edition
- ❖ The Supporting Program may use a maximum of 16 processor cores and 128 GB of memory on each physical or virtual server.

Back-up and Restore
- ❖ Governed by IPLA level language.
  - ❖ https://www.ibm.com/about/software-licensing/assets/guides_pdf/Backup.pdf
- ❖ Production back-up standby scenarios:
  - ❖ Cold (entitlement is not required)
  - ❖ Warm (depends on access to live production data)
  - ❖ Hot (entitlement IS required)

LICENSING REQUIREMENTS FOR INDIRECT ACCESS SCENARIOS

This section covers scenarios related to license requirements when integrating with external systems, external custom applications, websites, or 3rd party mobile solutions.

Licensee must obtain separate, dedicated entitlements for Concurrent Users or Authorized Users given access to the Program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

License Information and Usage Restrictions

Referenced in the LI - https://ibm.biz/Bdqap4

License Circumvention
Licensee will not attempt to aggregate users or otherwise circumvent IBM's licensing restrictions via technical means, including <u>without limitation the use of any interface between the Program and other software that performs functionality substantially similar to that contained in any IBM program </u>then offered by IBM when Licensee acquires the Program.

Third Party Mobile Licensing

❖ For 3rd party mobile access and email approval capabilities licensing is required.

• Licensing is Authorized and/or Concurrent User; AppPoints based on 'Limited' Tier level.

Integrations and External Applications in Manage

◆ There are instances when an organization licensed to use Manage will elect to use an external application, develop custom applications, web sites, or use 3rd party mobile applications as a way to enable their users to interact with records, data and information that is stored in Manage.

◆ If the applications are integrated with Manage, (importing/exporting data), the distinction of which system is the master of that data also determines if a license is required to create or update those records.

◆ If data that is considered to be created and housed as the 'source of truth' in Manage, then a license is required to insert or update that data. If a third-party system is considered the master of the data, any replication of that data into Manage for use within other processes does not require a license.

◆ Examples of when each user would require a Manage License include the use of a 3rd party application to update Work Orders; create or update Asset records; change status of a record, or any supply chain related functions if they are primarily initiated and managed in Maximo.

  o Customers would need to purchase enough AppPoints to cover these users but is not registered as part of the Suite License server.

When is integration allowed without any additional end-user license required?

◆ Manage includes an extensive set of integration capabilities, referred to as the Maximo Integration Framework (MIF). There are also specific adapters available for integration with SAP or Oracle ERP systems. The MIF and adapters allow companies to share and exchange information between Manage and external systems in real time or in batch mode. The MIF is run using the Manage admin (max integration admin) user which does not require a specific license.

- Examples of a third party system that are considered the master data repository and do not require a Manage license (except for established MAS connectors) would include things like a HR system with personnel information, pay rates and certification data that is synched into a labor record in Manage on a regular basis;   an ERP system that manages all the Item/Inventory and purchasing transactions that pushes updates like new item records or receipts into Manage; or a Scada or other system with operational asset data being pushed into an asset meter reading record.   In all of these cases the external system is the system of record and the synchronization of that data into Manage does not require an end user license.

Manage Self Service applications/use cases are exempt from licensing

- For example, a college creates a web app that enables students to create service requests to report problems/incidents in the dorms. This is the same as users of the Manage self-service service request (create/view) applications, for which users do not require a license entitlement.

Extracting Manage Data for reporting purposes only

- A user is emailed a copy of a report from Manage.
- Manage data is copied into data warehouse (no updates back into Manage)

In these cases, there is no license required for users receiving data in this way.

Appendix

Manage Modules

The following table lists the modules and applications included in the Maximo Manage product. The applications are organized and grouped by module.

Maximo Manage	
MODULE/SUB-MODULE	**APPLICATION**
ADMINISTRATION	**Sets**
	Organizations
	Calendars
	Bulletin Board
	Communication Templates
	Report Administration
	Conditional Expression Manager
	Classifications
	Work View
	Service Addresses
	Map Manager
	Record Release
	License Usage Monitor
	Time Zone Rules
Resources	**Labor**
	Qualifications
	People
	Person Group
	Crafts
	Crew Types
	Crews
KPI	**KPI Manager**
	KPI Templates
ANALYTICS	**Report Viewer**
	KPI Viewer
	Design Data Sets
	Business Analyst
ASSETS	**Assets**
	Asset Templates
	Locations
	Meters
	Relationships
	Meter Groups
	Condition Monitoring
	Failure Codes
BUILDING INFORMATION MODELS	**BIM Projects**

CONTRACTS		Purchase Contracts
		Lease Rental Contracts
		Labor Rate Contracts
		Master Contracts
		Warranty Contracts
		Terms and Conditions
FINANCIAL		Currency Codes
		Exchange Rates
		Chart of Accounts
		Cost Management
		Budget Monitoring
INTEGRATION		Object Structures
		Publish Channels
		Invocation Channels
		Enterprise Services
		Web Services Library
		End Points
		External Systems
		Logical Management Operations
		Integration Modules
		Launch in Context
		Message Tracking
		Message Reprocessing
	Interactions	Create Interaction
		Interactions
		OSLC Providers
		OSLC Resources
		JSON Resources
		JSON Mapping
		Notifications
INVENTORY		Item Master
		Service Items
		Tools
		Stocked Tools
		Inventory
		Inventory Usage
		Shipment Receiving
		Condition Codes
		Storerooms
		Collections
		Count Book
	Role Based Application	Inventory Counting
PLANNING AND SCHEDULING		Graphical Assignment
		Graphical Work Week
		Graphical Scheduling

	Graphical Appointment Book	
	Graphical Crew Management	
	Graphical Resource View	
	Scheduling Dashboard	
PLANNING	**Job Plans**	
	Routes	
	Manage Inspections Forms	
Safety	**Hazards**	
	Precautions	
	Lock Out / Tag Out	
	Safety Plans	
PREVENTIVE MAINTENANCE	**Preventive Maintenance**	
	Master PM	
PURCHASING	**Purchase Requisitions**	
	Purchase Orders	
	Receiving	
	Shipment Receiving	
	Invoices	
	Request for Quotations	
	Companies	
	Company Master	
	Terms and Conditions	
SECURITY	**Security Groups**	
	Users	
SELF SERVICE		
Desktop Requisitions	**Create Requisitions**	
	View Requisitions	
	View Templates	
	View Drafts	
Service Requests	**Create Service Request**	
	View Service Request	
	Search Solutions	
SERVICE LEVEL	**Service Level Agreements**	
	Service Groups	
SERVICE DESK	**Activities and Tasks**	
	Service Requests	
	Solutions	
	Ticket Templates	
SYSTEM CONFIGURATION		
Platform Configuration	**System Properties**	
	Logging	
	Domains	
	Database Configuration	
	Application Designer	
	Communication Templates	

IBM 2023

		Actions
		Roles
		Escalations
		Workflow Designer
		Workflow Administration
		Cron Task Setup
		E-mail Listeners
		Web Services Library
		Launch in Context
		Instant Messaging Configuration
		Automation Scripts
	Migration	Object Structures
		Migration Manager
		Migration Groups
		Migration Collections
		Maximo Management Interface
TASK MANAGEMENT		Activities and Tasks
WORK ORDERS		Work Order Tracking
		Labor Reporting
		Quick Reporting
		Activities and Tasks
		Assignment Manager
		Service Requests
	Work Centers	Conduct an Inspection
Role Based Applications		Inspections
		Technician
		Work Approval
		Service Request
		Work Orders
		Workflow Assignment

Manage Industry Solution and Add-on Modules

The following table lists the modules for Maximo Manage Industry Solutions and Add-on modules.

Maximo Manage INDUSTRY SOLUTIONS/ADD-ONS	
INDUSTRY /ADD-ON	**MODULES**
ASSET CONFIGURATION MANAGER (ACM)	Asset Configuration Manager
	Flight Logs
SERVICE PROVIDER (SP)	Service Provider (SP)
HEALTH, SAFETY AND ENVIRONMENT (HSE)	Change (HSE)
	Operations (HSE)
	Safety and Quality Management (HSE)
OIL & GAS	Change (Oil)

	Operations (Oil)
	Safety and Quality Management (Oil)
TRANSPORTATION	**Data Import (Tr)**
	Motor Pool (Tr)
	Warranties (Tr)
NUCLEAR	**Configuration Change (Nuc)**
	Operation Management (Nuc)
	Permits (Nuc)
	Condition Report (Nuc)
AVIATION	**Aircraft and Equipment**
	Configuration Management
	Consists
	Data Import
	Flight Log
	Exchange Orders
	Motor Pool
	Operations
	Safety and Quality Management
	Warranties

_____