

```
import {Link} from 'gatsby' import FileLink from '.././../components/FileLink';
```

Acceleration and Modernization plays What is the Maximo Application Suite and what does it do? What pain points does the Maximo Application Suite address? Who is responsible for what and when? How do I educate the customer? How can I better understand the Maximo Application Suite? How can I better understand the Maximo to MAS transition? Maximo Application Suite Announcements What is the Maximo Application Suite North Star Metric (NSM)? Resources Customer presentations

WW contacts

WW contact	Name
Customer Success Practice Leaders	Poornima Kallur, Scott Nogueira
Client Engineering Practice Leader	Mitesh Mistry
Technology Expert Labs Product Management	Jaydev Hari
Technology Expert Labs Solution Engineering	Sourav Mazumder
Product Management (SaaS)	Michael Cookson, Rod Reicks
Product Management (om-premises)	Lisa Stuckless and Kim Woodbury
Americas CSM Lead	Gayl Lepore
EMEA CSM Lead	Zdenek Boruvka

Acceleration contacts

WW contact	Name
Customer Success Practice Leaders:	Poornima Kallur
Digital Customer Success & PLG:	Chris Moran
Technology Expert Labs Delivery:	Simon Melia
Technology Expert Labs Solution Engineering:	Sourav Mazumder
SRE:	Gur Auora

Modernization contacts

WW contact	Name
Customer Success Practice Leaders	Poornima Kallur
Americas Brand CSM Leader	Gayl Lepore
EMEA Brand CSM Leader	Zdenek Boruvka

Who can help?

Role	Asset
Client Engineering	Slack:

Role	Asset
Tech Sales	Slack: have the skills required to perform Proof of Experience (Pox) engagements.
Sustainability Architect	Deep skills and experience with the Sustainability portfolio. Work with your account team to determine if there is already a resource attached to your customer. If you aren't sure reach out to your Practice Leader for help.
Technology Expert Labs, IBM Consulting or a Maximo Business Partner	<p>Deliver solution design, deploy production environments, deliver full-stack observability, and create outcome SOW and account plans (for a fee). Slack Channel for Expert Labs: #ask-expert-labs Seismic Link to Expert Labs Homepage</p> <p>Sustainability Software Sales Plays with Technology Expert Labs Entry Points - key sales plays and entry points to include Expert Labs services to all Sustainability Software deals.</p> <p>Entry Point - Intelligent Asset Management</p> <p>Entry Point - Intelligent Supply Chain</p>
IBM Support	See Playbook Support page has all the links and information you need to work with Support
IBM Partners	<p>Strategic Maintenance Solutions (SMS)</p> <p><i>IBM AI Reseller, IBM Technology Expert Labs subK, IBM Consulting (GBS) subK, IBM/U of SC Innovation Lab</i></p> <p>Since 1999, Strategic Maintenance Solutions, Inc. (SMS) has focused on an Engineering, Operations, and Maintenance approach to the implementation and improvement of Enterprise Resource Planning and Enterprise Asset Management systems. With hundreds of implementations under their belts, and more than 100 employees focused on customer satisfaction, they can help your customers achieve their maintenance and reliability goals.</p>

Role	Asset
	<p>SMS's customers continue to choose SMS for new implementations, upgrades, enhancements and system validation. They span vertical markets ranging from -</p> <ul style="list-style-type: none"> -Aerospace -Oil & Gas exploration and refinement -Life Sciences -Healthcare -Facilities management <p>SMS is a long-time trusted advisor to many Fortune 1000 companies around the world. We take our position as an industry leader seriously, we constantly push the envelope for new and innovative ways to deliver solutions and projects in the most expedient and cost-effective manner.</p> <p>Electra Learning <i>Change Management and Learning Specialists</i></p> <p>Electra works closely with your customers to plan and deliver the rollout of your new or upgraded software; creating and implementing your comprehensive change management and learning solutions. Whether your customers are upgrading applications, implementing new business systems or simply need some help with coaching and learning on your software, Electra's practical toolkit of solutions supports the delivery of your business objectives whilst engaging your people. With over 20 years of industry experience, Electra's project planning and delivery processes allow us to build programs that work to give you a tangible return on your investment.</p>

Acceleration and Modernization plays

- maximo 9.1MAS 9.1

- maximo SaaS [MAS SaaS](#)
- maximo mod [MAS modernization](#)
- maximo mref [Maximo Real Estate and Facilities Management \(MREF\)](#)
- envisi [Envizi](#)

What is the Maximo Application Suite and what does it do?

In a nutshell, the Maximo Application Suite (MAS, as it is commonly known) is intelligent asset management, monitoring, predictive maintenance and reliability in a single platform.

MAS is a single, integrated cloud-based platform that uses AI, IoT and analytics to optimize performance, extend asset lifecycles and reduce operational downtime and costs. It is based on the over 30 years of experience that IBM Maximo, you'll have access to configurable CMMS, EAM and APM applications, along with streamlined installation and administration, plus a better user experience with shared data and workflows.

Customers use MAS to:

Leverage market-leading EAM, mobility, add-ons and industry models

Enhance reliability with AI-powered monitoring, inspection and predictive maintenance

Get simplified licensing and only pay for what they use

Gain flexibility through multicloud deployments for greater flexibility

Understand Maximo's position in the market

What analysts are saying

Go [HERE](#) for the latest analyst information

Understand how Maximo supports sustainability

Sustainable Operations

Intelligent asset management, monitoring, predictive maintenance, computer vision, safety, environmental management and reliability in a single Maximo Application Suite

[Sustainable Operations in Data Centers sales play for Maximo Application Suite](#)

[Technology Expert Labs services offerings for Maximo Application Suite](#)

What pain points does the Maximo Application Suite address?

MAS improves asset visibility. Customers are looking to increase awareness of asset locations, conditions and commitments. They seek to reduce planned and unplanned asset downtime and maximize asset productivity. They are often looking to eliminate the license and administrative costs for multiple “point products,” and integrate their physical asset management into a growing family of whole-business visibility, control and

automation options from IBM. MAS addresses the following pain points:

- Difficulty tracking asset location and availability.
- Experiencing aging assets and workforce that need to be replaced.
- Lack the skills and tools to analyze large volumes of extraneous data.
- Need to lower the cost of operating and maintaining assets.
- Continued concerns over production reliability, cost, quality, labor efficiency and operational integrity.
- Increasing environmental, safety regulations, health regulations and reporting requirements.

One of IBM's customers stated (paraphrase), *MAS finds the optimum balance between maintenance and operations and increases the uptime of our assets and reduces inventory costs to increase profits.*

Understand the Value of Maximo Predict by Industry or Context

Utilities

Take a look at the [MAS 9.0 Health & Predict Overview](#)

Who is responsible for what and when?

Sales Phase:

IBM Sales, IBM Tech Sales: Close deal, identify sponsor, define success criteria, engage a Business Partner or IBM Consulting at customer direction

Client Engineering, IBM Tech Sales: Perform POV, present Business Value Assessment, gain agreement for Technology Expert Labs or Professional services, if needed.

Post-sales POV stage (in the event that POV was not performed during Sales Phase):

IBM CSM, Client Engineering, IBM Tech Sales: Perform POV, present Business Value Assessment (BVA), gain agreement for Technology Expert Labs or Professional services, if needed, engage Business Partner or IBM Consulting, if needed, at customer direction

Deployment Phase:

IBM Consulting, IBM Technology Expert Labs, Business Partner: Propose services and create DOU, execute DOU and deliver value to the customer

IBM CSM, IBM Tech Sales, IBM Consulting, IBM Technology Expert Labs, Business Partner: Identify areas for expansion and increased usage

Deployment stages

Deployments are tracked in ISC. The deployment progresses through the Deployment Stages.

How do I educate the customer?

Evaluate End User training options

Maximo training paths we can share and recommend to our customers

We don't have "roadmaps/learning paths" *per se*, but the training is grouped together in the tech brief and if you have specific questions, let Wendy Harner know and she can see if she can help address those questions.

You can share the [Tech Education brief](#) with your customers. You can LiveSend the asset directly from Seismic (to be able to track their engagement) or you can download and send to them separately.

You can also talk to them about using the [Maximo Digital Learning Subscription](#). That Seismic page has great resources and a client presentation you can share with them and also FAQ and other documents that will help answer any questions you may have about the subscription options.

We have [BP versions of the tech brief](#)

- [Sustainability Software GTM Education](#)

How can I better understand the Maximo Application Suite

Understand MAS AppPoints

Maximo Application Suite App Points provide the customer a modern way of purchasing and consuming IBM software.

- Single pricing metric for entire Suite
- Flexible consumption - Allocate and reallocate App Points across users
- Simplified usage - Access any app without additional provisioning
- Customer buys a pool of points for the Suite via a single Subscription License

- As users log in points are consumed on an authorized user basis
- Some capabilities consume points on an install or square foot / square meter basis
- For the length of Term, the customer can use any solutions across the Suite
- Entitlement will be provided for Common Components, but MAS AppPoints cannot be used directly for additional use outside of MAS
- Common Components are OpenShift and CP4D Cloud Pak for Data for DB2

Interested in learning more about App Points, access the calculator below and be sure to coordinate a call with the Brand Sellers.

- [Access the AppPoint Calculator](#)

Understand MAS deployments on IBM Managed Service

Overview

Maximo Application Suite Managed Service (MAS-MS) provides IBM-managed provisioning, installation, configuration, operational support, security, maintenance and administration of Maximo Application Suite for customers on the IBM Cloud platform. MAS-MS combines key IBM technologies, such as IBM Cloud, Red Hat Open Shift, IBM Cloud Pak for Data and IBM Watson - into a focused MAS services solution, allowing the implementation of product functionality & features a priority.

[Maximo Application Suite Managed Service Wiki](#)

Understand MAS deployments on AWS

AWS BYOL Option

MAS is now live with a Bring your own License offering on the AWS Marketplace. Customers who have chosen AWS as their provider can buy MAS through IBM and burn down their cloud credits by purchasing on the Marketplace.

- [IBM Maximo Application Suite 8.7 is now listed on the Amazon Web Services Marketplace](#)

- [Configuring Maximo Application Suite on Amazon Web Services](#)

Understand MAS on boarding

For customers that choose to have IBM's trusted team of experts provision, install and manage the Suite on IBM Cloud via the Managed Services, this is how to get started.

The first step in the onboarding journey is provisioning the environments and providing access to the customers.

Learn more about the on boarding process [IBM Maximo Application Suite On Boarding](#)

Understand Maximo maintenance, upgrades, patching and releases

Maximo development is moving towards a more continuous delivery model - maybe 2-3 releases per year, one of which will be considered the major release.

Planned Maintenance

The IBM Site Reliability team is responsible for maintaining all Maximo SaaS environments to meet IBM's internal IT Security Standard (ITSS) as well as comply with external ISO-2700x and SOC 1-2-3 guidelines. This requires ongoing maintenance and management of updates to all hardware, network, O/S, middleware and application layers. Environment maintenance is scheduled per a published Maintenance Calendar and managed using the IBM Client Communication Center (CCC) portal. This portal contains and publishes all maintenance notifications and related information to customers.

- [Maintenance Calendar](#)

Connect MAS to SCADA Historians

IBM MAS SCADA Historian Connector

[This document](#) describes the steps to install and configure MAS SCADA Historian Connector.

You can install the Connector as an archive file directly on an on-premise host system or in cloud. The host system must have access to SCADA historian to extract tag data and MAS Monitor to send tag events. The connector application configures device type, device ID, physical and logical interfaces, and dimension data in IBM MAS Monitor from user defined configuration file, extracts device data from SCADA historian and sends the device data to MAS for visualization and AI-driven analytics.

Documentation is broken down into the following sections

- [Overview](#)
- [Installation](#)
- [Configuration](#)
- [Connection Configuration](#)
- [Mapping Rules Configuration](#)

How can I better understand the Maximo to MAS transition

Understand the Maximo to MAS upgrade process

Maximo EAM is named Manage in MAS. MAS also contains other applications, for example, Health, Predict, Monitor. This document provides information about the technical consideration and the upgrade process from Maximo 7.6 to Manage in MAS. It is recommended that you review the Playbook for Maximo EAM Upgrade prior to attempting to execute the upgrade steps.

- [Access the Playbook for Maximo EAM Upgrade](#)

Understand benefits of upgrading to MAS on OpenShift

Operational cost reduction for clientsApplications built on OpenShift can be automatically deployed and updated as well as automatically managed and operated. This reduces the amount of time and money spent in IT environments.

Portability of workloads across disparate environmentsWorkloads built-in on OpenShift are portable across multiple public clouds and private cloud environments, providing flexibility in terms of where to deploy.

Leveraging the industry's best Hybrid Cloud platformOpenShift is the world's leading platform for portable hybrid cloud workloads. It is open source with a large ecosystem of tools ready for enterprise-grade workloads.

- [Learn about the benefits of upgrading to MAS on OpenShift](#)
-

Maximo Application Suite Announcements

<https://moremaximo.com/events/calendar>

New Releases

[Maximo Application Suite Releases information](#)

Version 8.11.7 was released on February 28, 2024.

- Adds support for Grafana v5 Operator. Grafana v4 support is being removed.
- IBM User Data Services Operator (UDS) is replaced by IBM Data Reporter Operator (DRO).

Addition of the following application versions to the Maximo Application Suite UI catalog

- IBM Maximo Application Suite - Manage 8.7.5
- IBM Maximo Application Suite - Watson IoT Platform tool 8.8.5
- IBM Maximo Application Suite - Assist 8.8.2
- IBM Maximo Application Suite - Monitor 8.11.4
- IBM Maximo Application Suite - Visual Inspection 8.9.1
- IBM Maximo Application Suite - Optimizer 8.5.2
- IBM Maximo Application Suite - Predict 8.9.2

Software fixes

Maximo Asset Management 7.6.1.3 is now available on Fix Central

Version 8.11.7 was released on February 28, 2024.

- DT260164 - MAS LDAP Groups with Time_out status not been synced
- DT259636 - Forgot password should be able to work with username != userID
- DT247391 - Increase public Lets Encrypt key length to 4096
- DT260685 - The API v2/bulk/users/manageuseridmigrate fails with status 413

End of Support/End of Marketing

On April 11, 2023 IBM announced no Support Extensions will be offered for versions 8.4, 8.5 and 8.6.

On 12 April 2022, end of support for all IBM Maximo Asset Management 7.6.1.x and compatible versions of products, including industry solutions and add-ons, was announced with [IBM Announcement Letter 922-024](#).

Effective 30 September 2025, fixes, patches, and telephone support are no longer provided for Maximo 7.6.1.x and its corresponding components and add-ons of the same version. From now until that date, additional fix packs can be delivered to address critical defects, security vulnerabilities, and currency updates.

The path forward for all Maximo EAM customers is to trade up to the IBM Maximo Application Suite. Maximo 7.6.1 is the last release of Maximo Asset Management 7.6.x. Extended notification has been given from the time of this announcement to the effective end of support date to give sufficient time to plan and migrate to the suite. There are also options for on-premise customers to move to a managed service or SaaS alternative.

Maintenance Scheduled Downtime

2024 Maintenance Windows

<https://www.ibm.com/docs/en/mas/saas?topic=guide-maintenance>

Maintenance Windows for Production Environments are scheduled on weekends (Saturday 00:00 UTC -> Sunday 24:00 UTC).

Maintenance Windows for Non-Production Environments are scheduled on weekdays (Monday 00:00 UTC -> Friday 24:00 UTC).

There may be exceptions, in which case customers will be notified in advance.

The IBM SRE team will proactively notify customers 5 business days before any non-production maintenance and 10 business days before any Production maintenance via Client Communications Center (CCC) notification.

It is important all customers subscribe to receive CCC maintenance notifications. Environments are usually not available to users during maintenance windows, but the following maintenance categories may be applied:

Outage - systems will not be available to users for the duration of the scheduled window

Low Impact - users may experience a brief period of intermittent connectivity (up to 15 minutes) during the scheduled window Medium Impact - users may experience a period of intermittent connectivity (30 minutes to 1 hour) during the scheduled window No Outage -

maintenance will be performed, but it will not impact users Change Freeze Period The Change Freeze period for the year-end 2024 is December 18th, 2024 through January 3rd, 2025. Systems remain available to users and all standard automated processes such as database backups continue as normal during the change freeze period. Coordinated changes to environments such as application upgrades are not available during this time. The IBM SRE team does not schedule maintenance during the change freeze period.

The Self-Service Portal is available for Non-Production environments during the change freeze window. Production environment SSP access, with the exception of running MAS Must Gather, is not allowed.

Upgrade Policy Application and MAS component upgrades are on a defined schedule based on the Maximo Application Suite release schedule and the complexity of the upgrade. It is expected customers will be upgraded to the current version within 6 months of release. Upgrades will be deployed first to Non-Production and then scheduled for Production. The test window length will depend on the size and complexity of the upgrade and will be communicated through Client Communications Center (CCC) notification as soon as it is available.

MAS-SaaS Premium Customers (Non-Shared) can request a specific date and time for MAS and application upgrades via case ticket as long as the following conditions apply:

The requested date is at least 10 business days before the requested upgrade date The customer and MAS SRE Operations team can find a mutually agreeable date and time when the proper resources on both sides will be available MAS-SaaS Standard and Essentials Customers cannot request specific upgrade dates; upgrade requests will be put into a queue and scheduled by IBM SRE on a first-come, first serve basis.

Emergency Maintenance In exceptional cases such as critical security patching, the IBM Maximo Application Suite SaaS SRE team may need to schedule unplanned emergency maintenance outages outside of standard maintenance windows. The IBM Maximo Application Suite SaaS SRE team will provide as much advanced notice as possible, however depending on criticality of the security patch, 5-10 business days notice may not be possible.

Exception / Deferral Maintenance Requests All customer environments are managed to several internal and external security and compliance standards. IBM-initiated planned maintenance is governed by these standards. For this reason, exceptions or deferral requests are not available. There are no exceptions.

What is the Maximo Application Suite North Star Metric (NSM)?

The Maximo Application Suite NSM is defined as "Peak usage of AppPoints". For any questions on this, reach out to your COP Leaders and/or Shalabh Prasad (Product Manager).

Resources

CSM Slack Channel: [ask-maximo-suite](#)

Learn: [Level 1 Presentation](#), + [Recording](#) and [Sales Enablement](#) materials

Demo: [Maximo Application Suite for Cross Industry Live Demo](#)

Roadmap: [Product Roadmap Presentation](#)

Tech Zone: [Activation Kit](#) with Demo environments and enablement

Deployment Options: [Overview](#)

Build your skills

[LearnIT plan](#)

[ApplyIT plan](#)

[DesignIT plan](#)

Customer-facing case studies?

There are a number of case studies in the [Maximo Application Suite Customer References](#), as well as the [Level 1 Presentation](#)

Technology Expert Labs Service Offerings

[TEL Maximo Service Offerings](#)

Request an Enhancement

Enter the idea in the [IBM Ideas Portal](#)

Subscribe to Maximo product notifications

Learn how to subscribe to Maximo product notifications [HERE](#)

Customer presentations

- [Maximo Application Suite customer presentation](#)
- [Maximo Application Suite recording](#)
- [Manage customer presentation](#)
- [Manage recording](#)
- [Monitor customer presentation](#)
- [Monitor recording](#)

- Asset Performance Management customer presentation
- Asset Performance Management recording
- Visual Inspection customer presentation
- Visual Inspection recording
- Mobile customer presentation
- Mobile recording
- Assist recording
- Schedule customer presentation
- Safety customer presentation
- Water Management customer presentation
- Oil and Gas customer presentation
- Life Sciences customer presentation
- Transportation customer presentation
- Vegetation Management customer presentation
- Utilities customer presentation
- Aviation customer presentation
- EAM to MAS upgrade customer presentation