

Get the job done

AI assistance for field technicians

Erin Buonomo
Director of Product - Strategy, Growth & Adoption, ALM
ebuonomo@us.ibm.com



Transforming your user's efficiency in the era of AI

Those at the forefront of adoption of AI tools in their operations are already reaping outsized rewards, reporting:

- 72% greater annual net profits
- 17% more annual revenue growth than peers

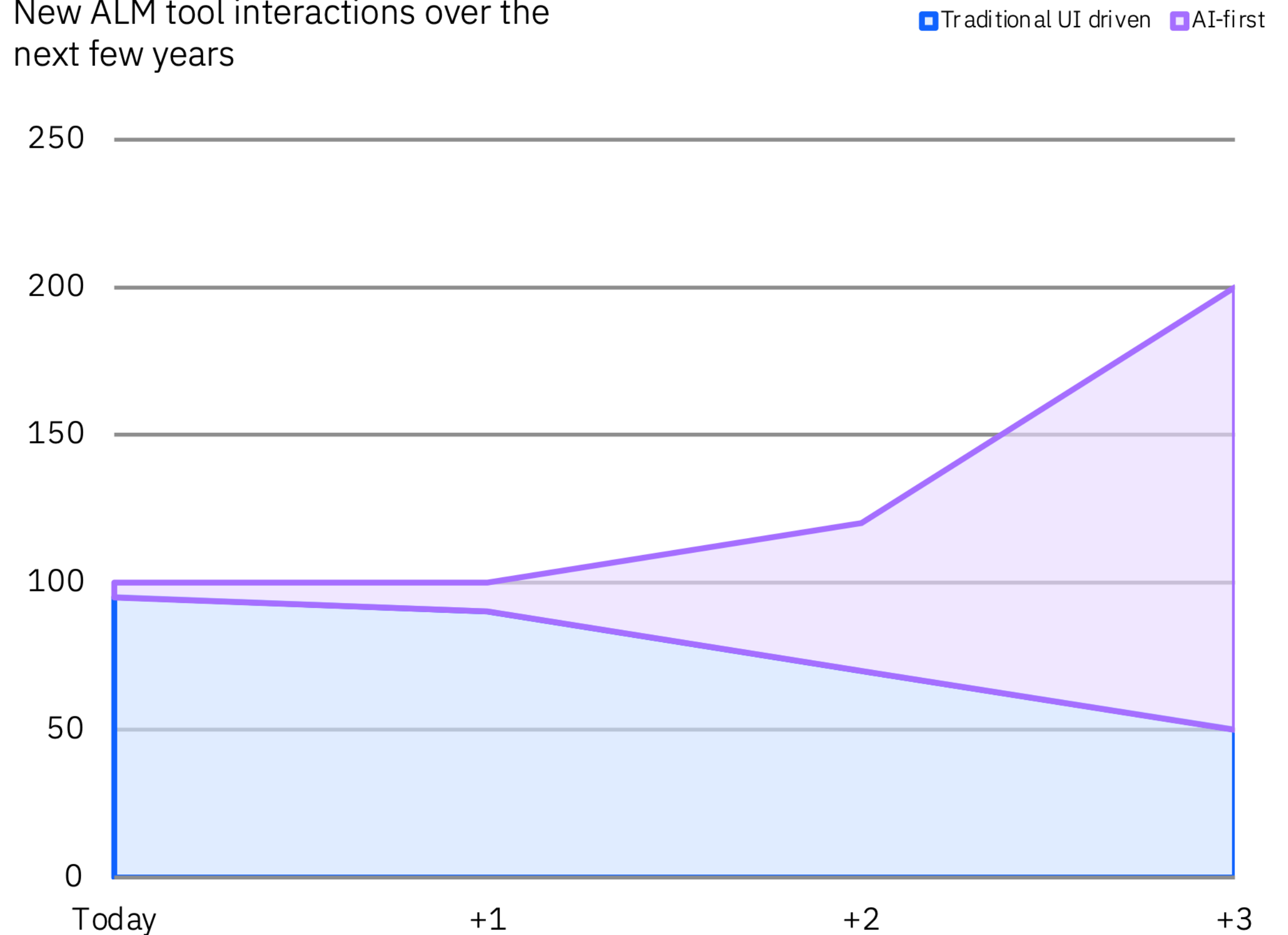
But many still lack familiarity with **relatable** AI opportunities.

Sources:
[IBM Institute for Business Value \(October 2023\)](#)
UXR with Asset Managers and Reliability Engineers

The great AI shift:
Many of you are already expecting transformation.

50% Augmented
31% Automated delivery
19% Fully automated

The wave we're preparing for:
New ALM tool interactions over the next few years



What if ...

... you always knew the best way to approach a job - before work even began?

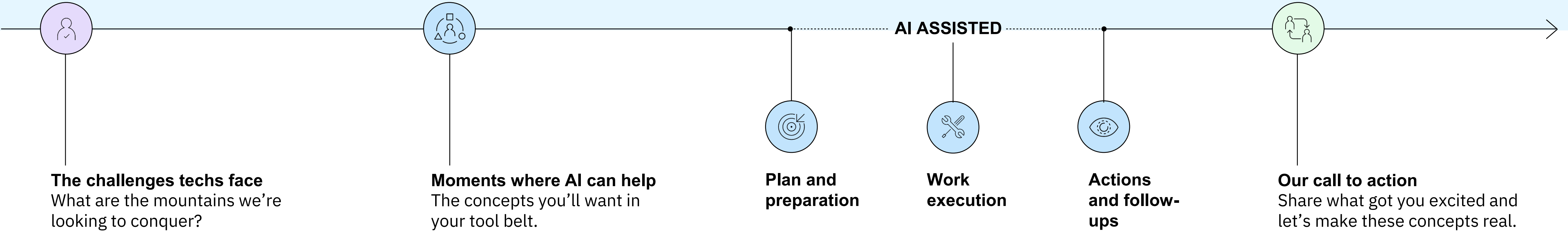
... you had the right guidance at every step - without having to stop and search for it?

... every job automatically turned into clear, reliable data - without it becoming added effort for techs?

SESSION GOAL

From hype to help :
Exploring how AI can become a real teammate for your field teams, reducing effort during field work - making decisions clearer, and data more reliable.

The session today



We want to learn from you

This is going to be an interactive conversation where we will share our POV on where we see AI being a valuable partner to field techs.

We will share some early concepts with you and gauge your impressions/learn from you with some interactive survey Qs.

What we want to validate

Are these use cases relatable?
Where else can AI add value?
Would you use it?
What are we missing?

Let's dive in

Go to
www.menti.com

Enter code
29002530



01

The challenges
techs face

The realities of utilities maintenance



Changing workforce

Frequent turnover and growing reliance on third-party technicians leads to varying levels of experience and context



Retiring workforce

The knowledge gap that arises from experience related attrition



Increasing hiring and training costs

Training replacements at a considerably higher cost



Data overload

Important insights are buried in data that no one has time to dig through



02

Moments where
AI can help

A tech’s
mental model
around work

before work

Plan and prepare

A technician starts their day and sees a new work order, marked as high priority.

during work

Take decisions and execute

The technician is on-site, taking readings, inspecting, and trying to interpret what they’re seeing.

after work

Report and action follow-ups

The technician has captured readings, added worklog, attached images, and closed the work order.

Opportunities for AI assistance

before work

Plan and prepare

They either start digging through past records, call someone for context, or head out with partial information - hoping they're prepared.

during work

Take decisions and execute

At this point, decisions need to be made quickly. And those decisions matter - because a wrong call could mean repeat work, downtime, or even a safety risk.

after work

Report and action follow-ups

This is where opportunity lies - not just completing work, but learning from it and improving what happens next.

A framework for the future

↪ AI interaction
role patterns

AI Guides

Enable productive users from day one **without traditional training.**

AI Collaborators

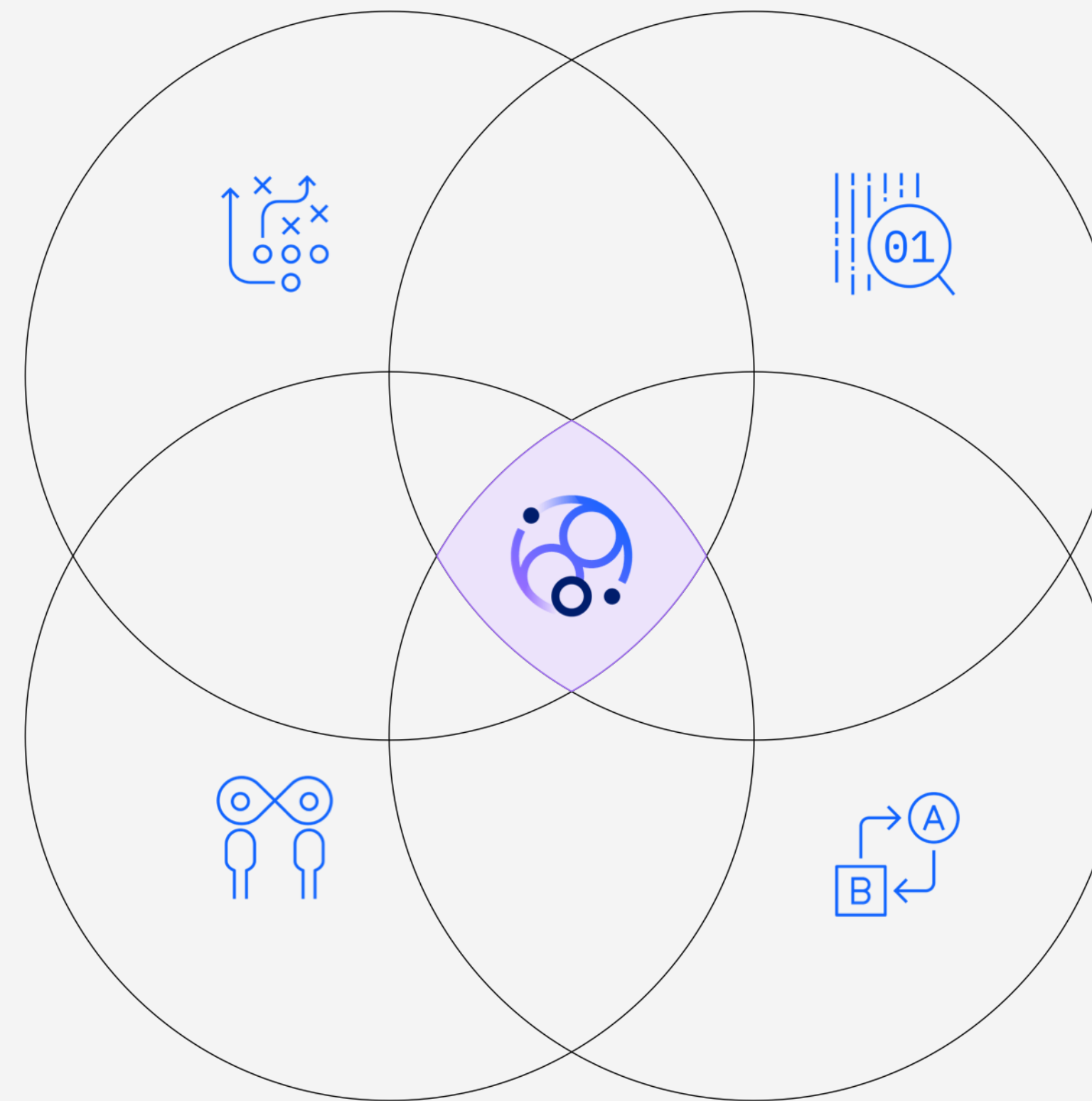
Make using our most **complex capabilities** effortless.

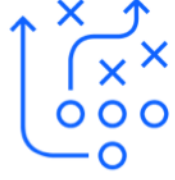
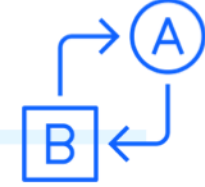
AI Observers

Surface **patterns & opportunities** from across vast and changing systems.

AI Delegators

Empower users to **focus on the exceptional** by executing routine.



AI experiences will  **Guide** your team through your systems,  **Collaborating** with them to get their job done, always  **Observing** everything to catch patterns and opportunities, while  **Delegating** away their routine tasks.

 What you'll see next are a few concept previews

These are working design concepts to show how AI experiences could play out in Maximo Mobile.

These are not fully fleshed out final experiences, but rather meant to illustrate potential use cases.

Concept preview

before work

Plan and prepare

If your technicians could
ask Maximo one question
before starting a job,
what would it be?



Meet Eli 🖐️

Eli is a field technician with a few years of experience working on critical assets.

He's efficient, knows his way around the job, but like most technicians, he often starts work with incomplete context.

He relies on a mix of :

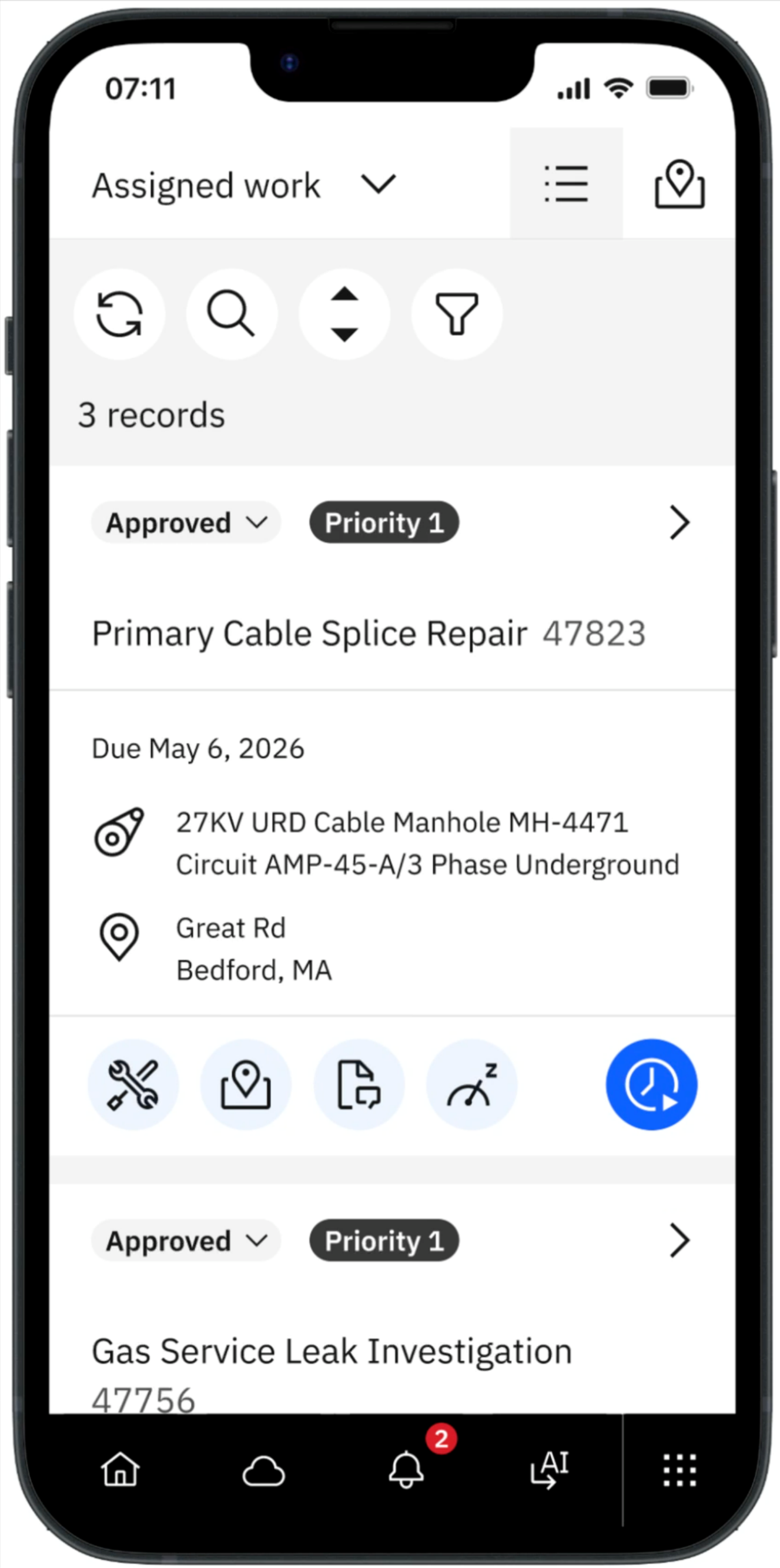
- Past experience
- Quick calls to expert technicians
- Whatever information is in the work order record

CONCEPT 01

Context-aware prompts

Eli has just been assigned his next work order. It's time-sensitive, and he needs to get moving soon - but before he heads out, he wants to make sure he's prepared.

Instead of digging through multiple screens or reaching out to others, he opens Maximo Assistant to quickly get the context he needs.

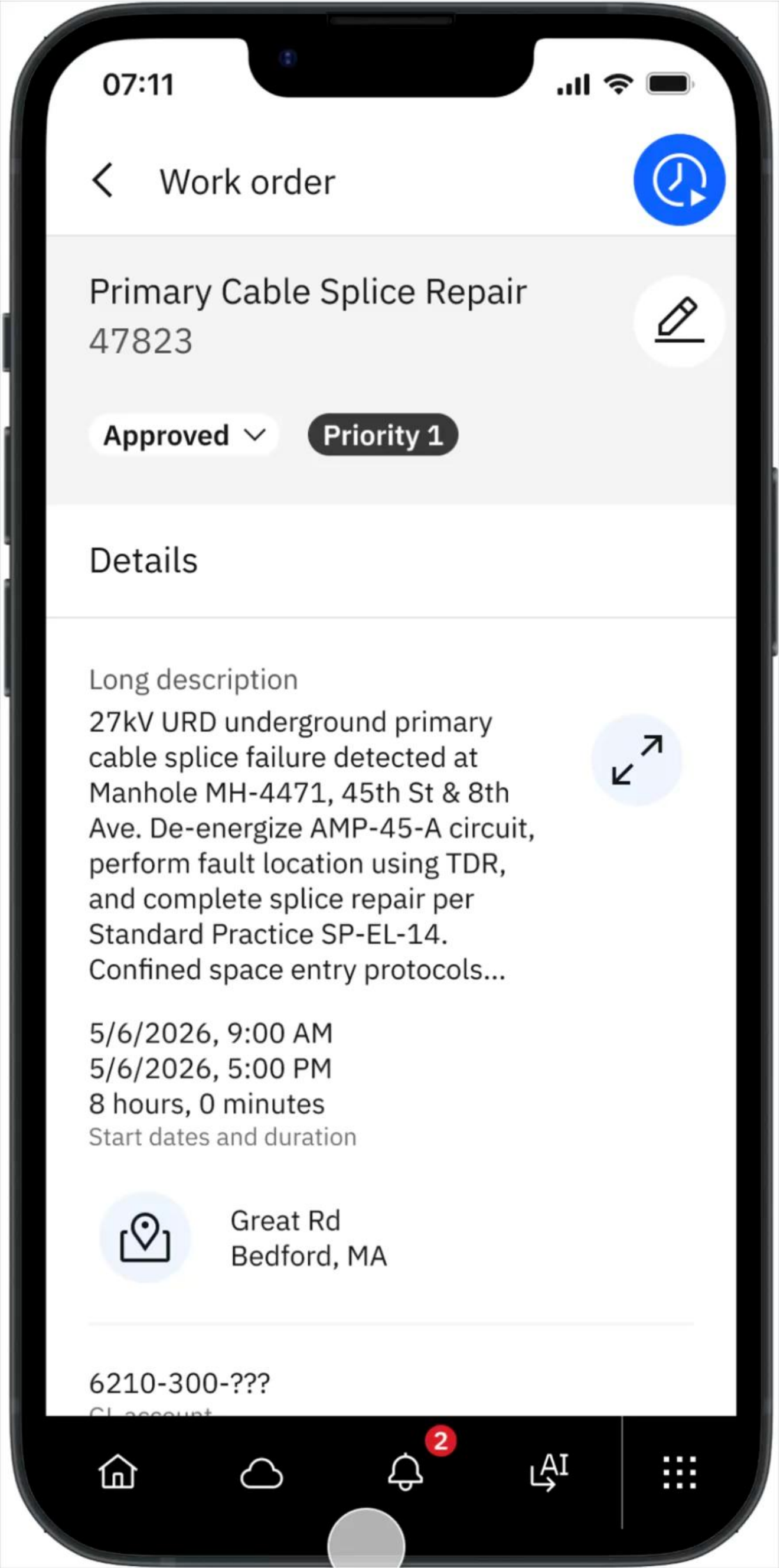


CONCEPT 02

Task summary

Eli has spent a few minutes asking questions and getting a basic understanding of the job.

Now he wants to quickly scan everything that matters - without jumping across multiple tabs and screens. So instead of searching for information, the system brings it together for him - right inside the work order.



When preparing for a job, what's the biggest challenge your field technicians face?

Concept preview

during work

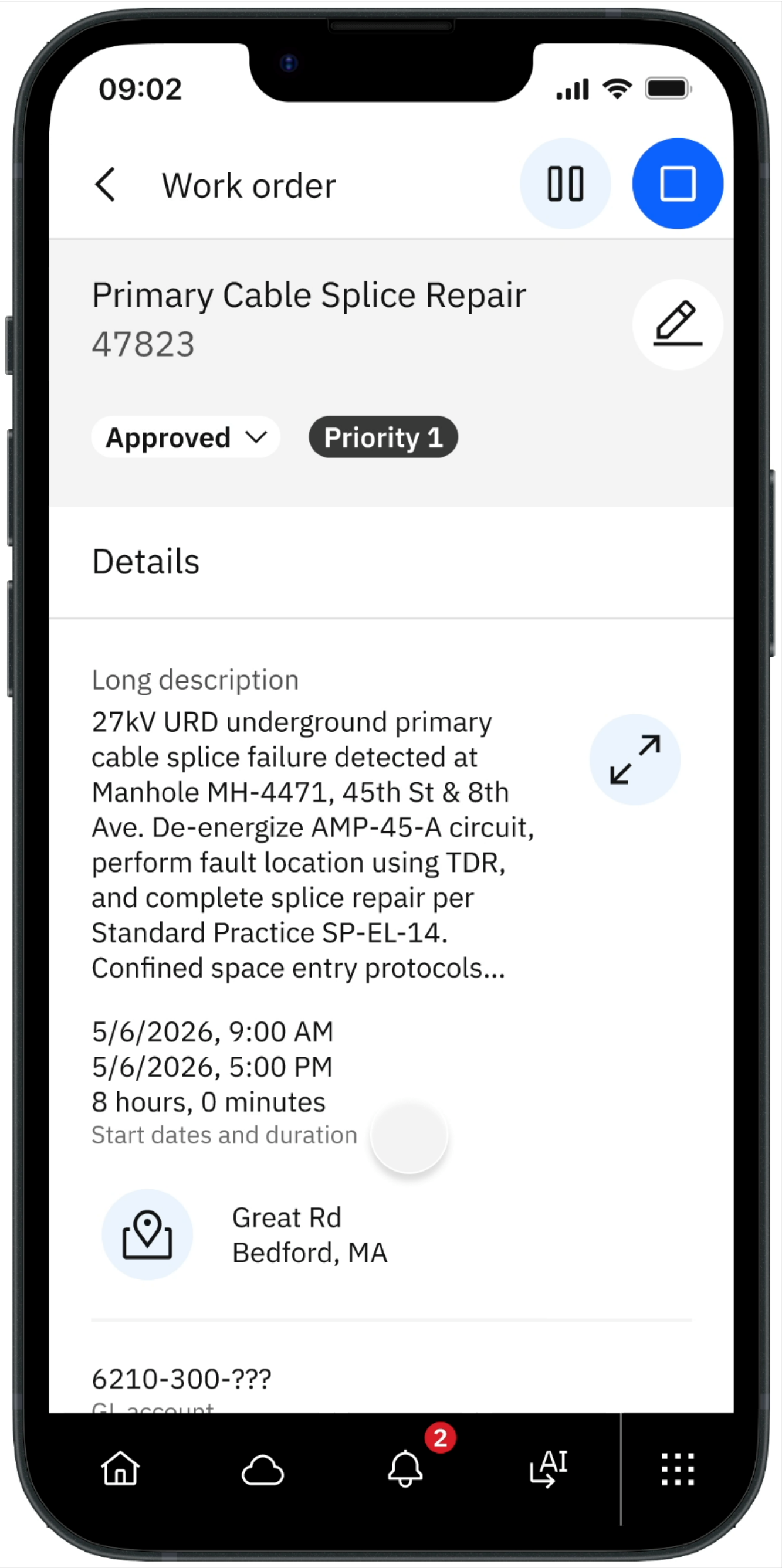
Take decisions and execute

CONCEPT 03

Assisted meter reading

Eli is now on-site and has started working. He starts working on the tasks listed in the job plan. He captures meter readings. Some values look slightly off - but it's not immediately clear how serious they are or what to prioritize next.

As Eli records new readings, AI recommends typical reading that he can then accept as it is or edit.

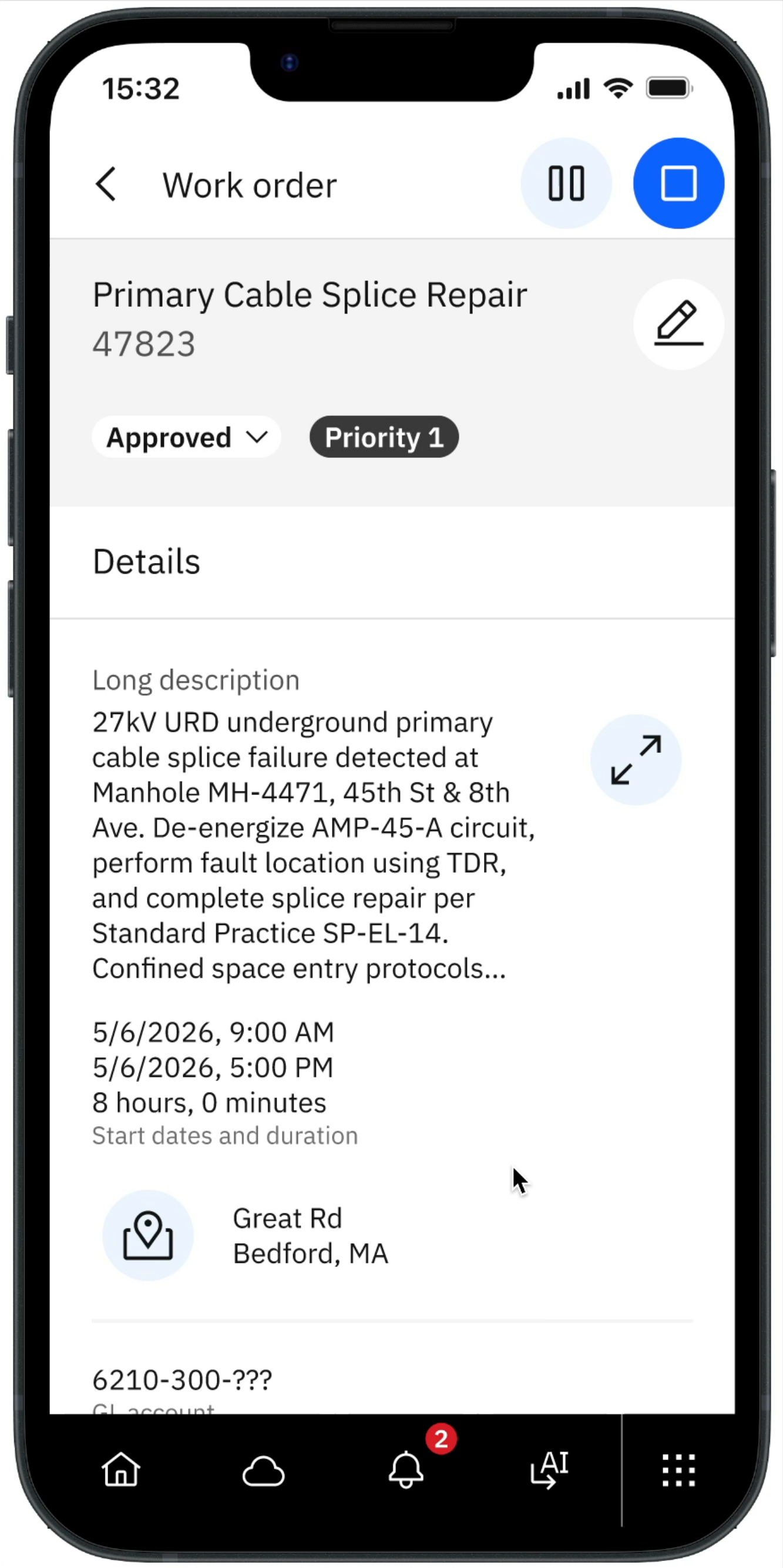


CONCEPT 04

Image analysis and support

Eli continues working through the job. As he begins inspecting the asset, something doesn't look quite right - but it's not immediately obvious if there is an.

Instead of second-guessing or calling someone for help, he quickly captures an image of what he's seeing.



How much do you
think your field
technicians trust AI
recommendations?

During work execution,
where would AI
assistance be most
valuable?

Concept preview

after work

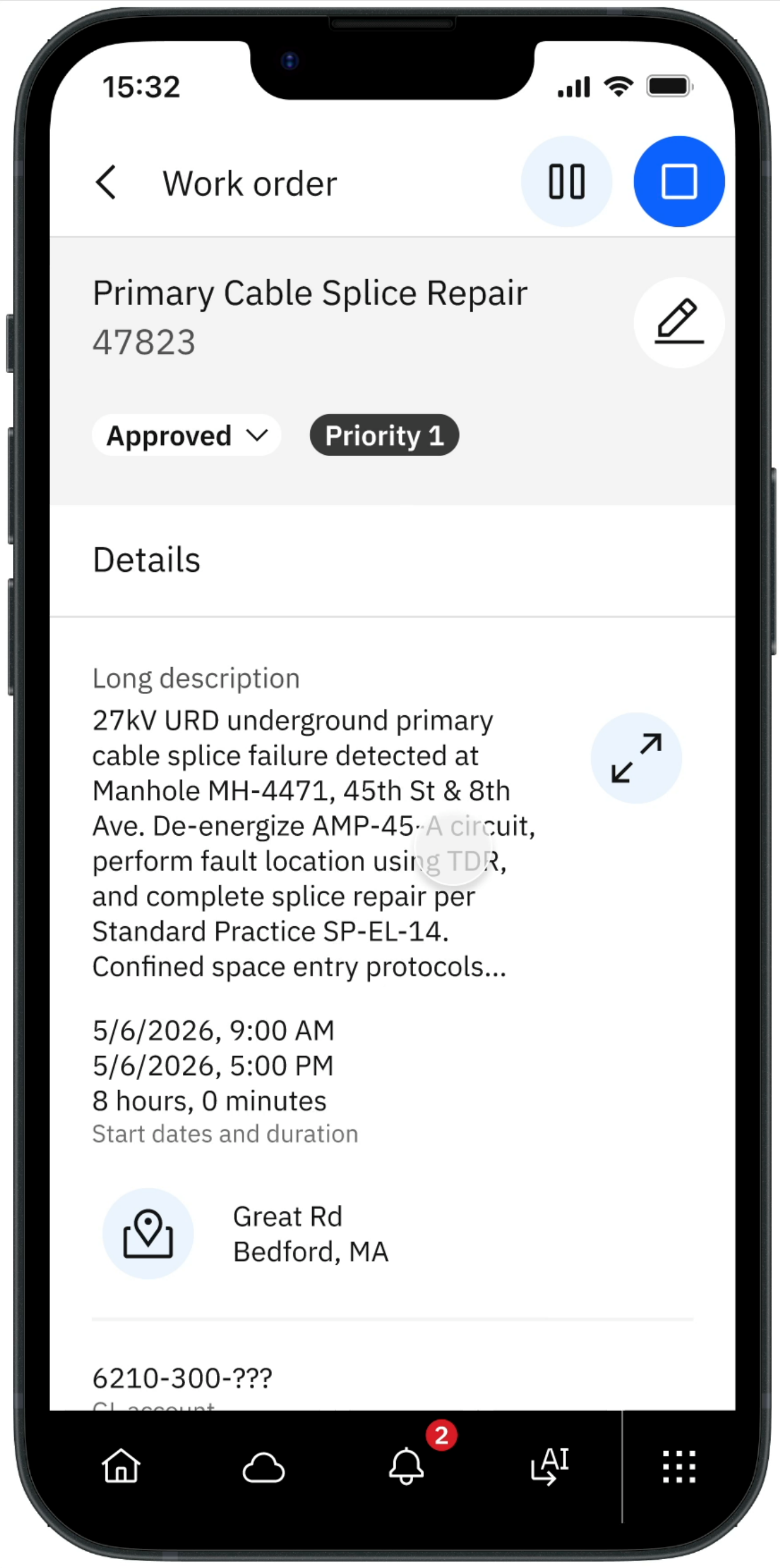
Report and action follow-ups

CONCEPT 05

Failure analysis and reporting

Eli has completed the work. He’s captured readings, added notes, and documented what he observed on-site. Now he’s filling out the work report - something that often feels repetitive, time-consuming, and easy to get wrong or incomplete.

He knows this step matters, but after a long job, it’s usually rushed. As Eli starts completing the work order report, he get’s AI assist, right within the page.



What would AI need to tell your technicians to help them close a job with confidence?

What excited you
about what you saw
today?

03

Our call to
action

Want to continue the conversation?

We're looking for users to weigh in and engage in these initiatives through 1:1 sessions and deep dive group discovery calls.

Sign up or come find me this week!



