

IBM Maximo Application Suite

Product Update

A look at MAS 9.2
Target GA June 2026

April 2026
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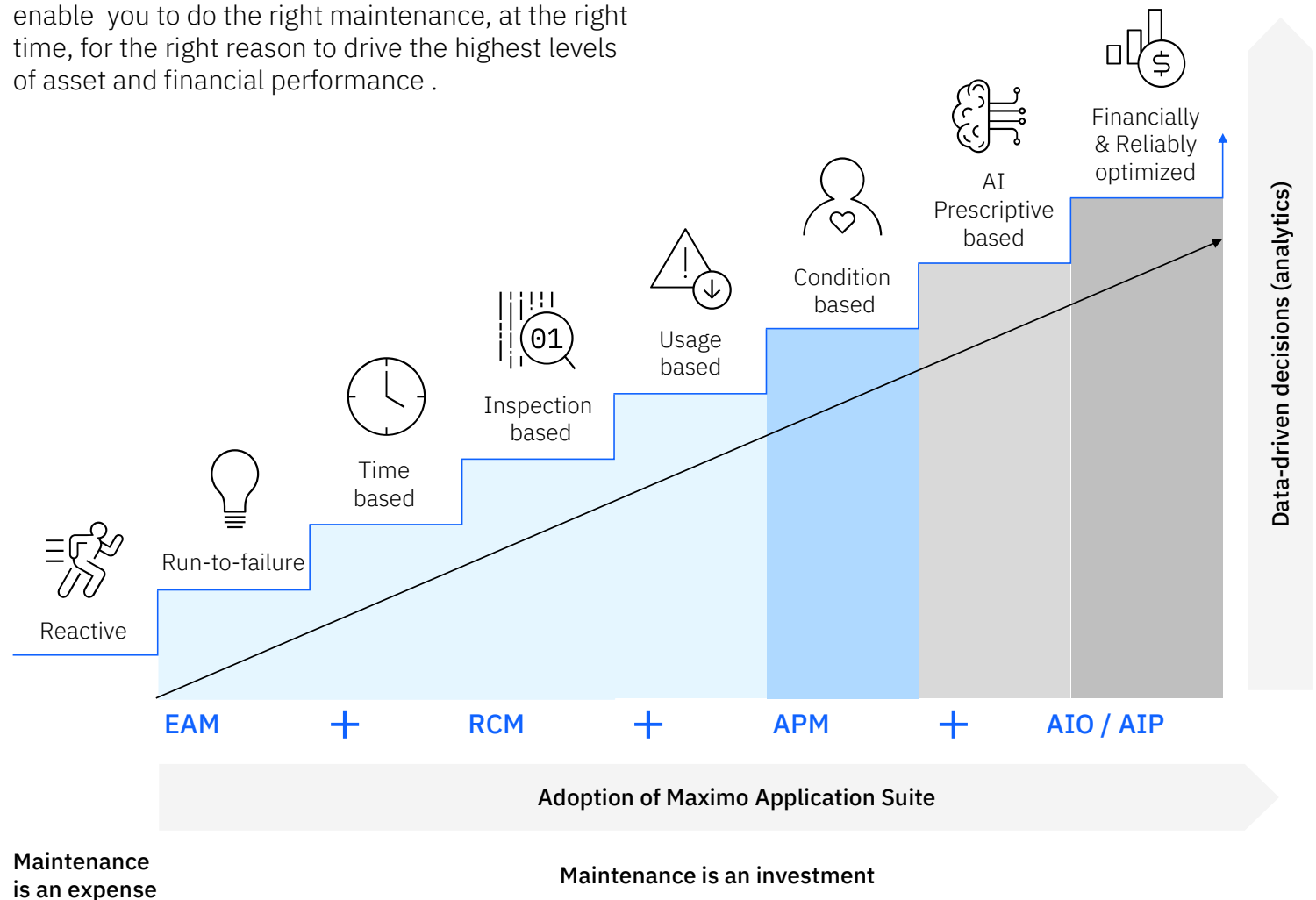


Asset Maintenance Practices and Adoption of MAS

MAS delivers an integrated solution that enables coverage of all types of maintenance practices.

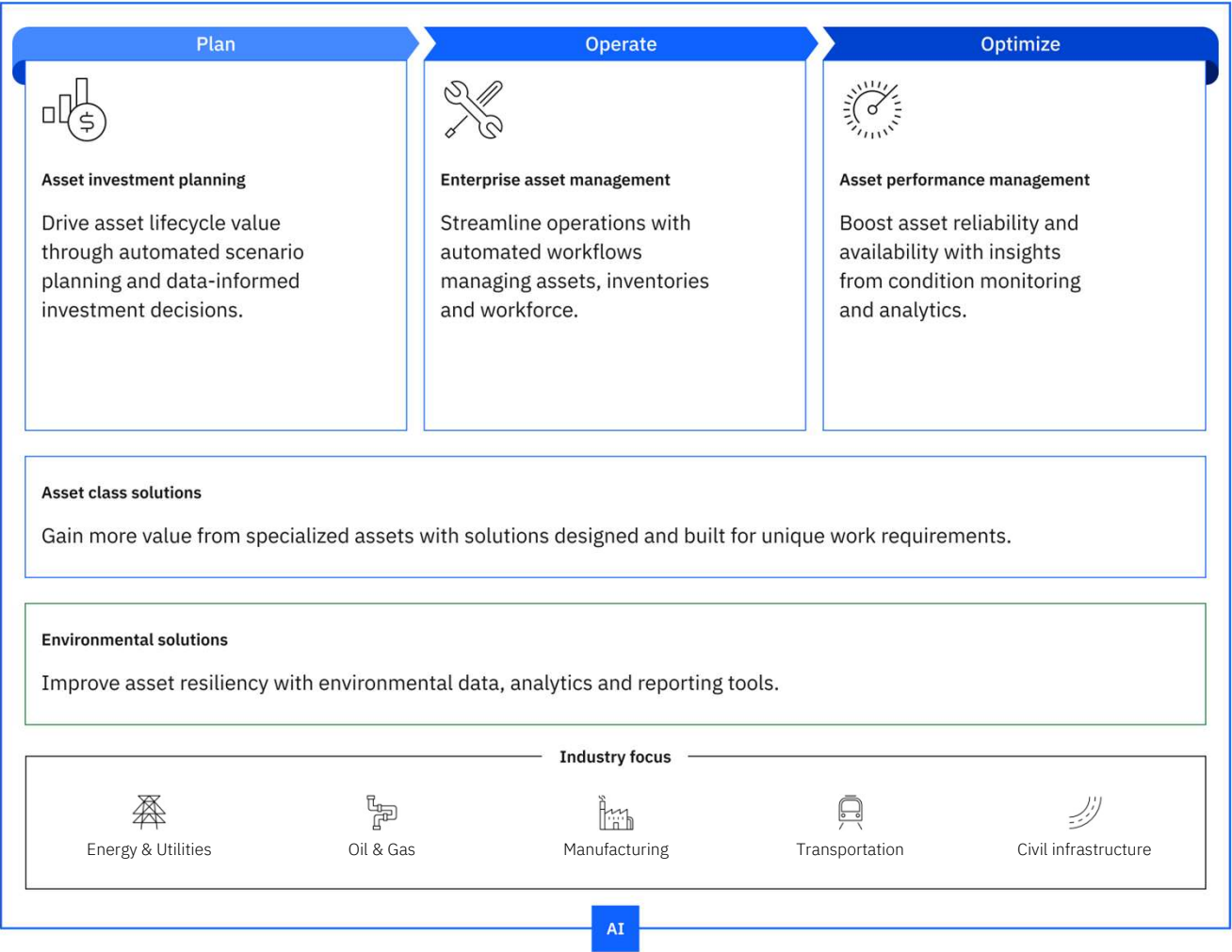
The asset maintenance practices and MAS adoption journey depends on factors including criticality of the asset, operating context, , asset replacement cost and its impact of failure on safety, environment and operations.

Leveraging Reliability Strategies will quickly enable you to do the right maintenance, at the right time, for the right reason to drive the highest levels of asset and financial performance .



A unified suite of asset lifecycle management solutions built with watsonx

-  Extend the lifespan of **assets**
-  Reduce maintenance and **operations costs**
-  Manage **risk** associate with availability and sustainability
-  Increase **workforce productivity**

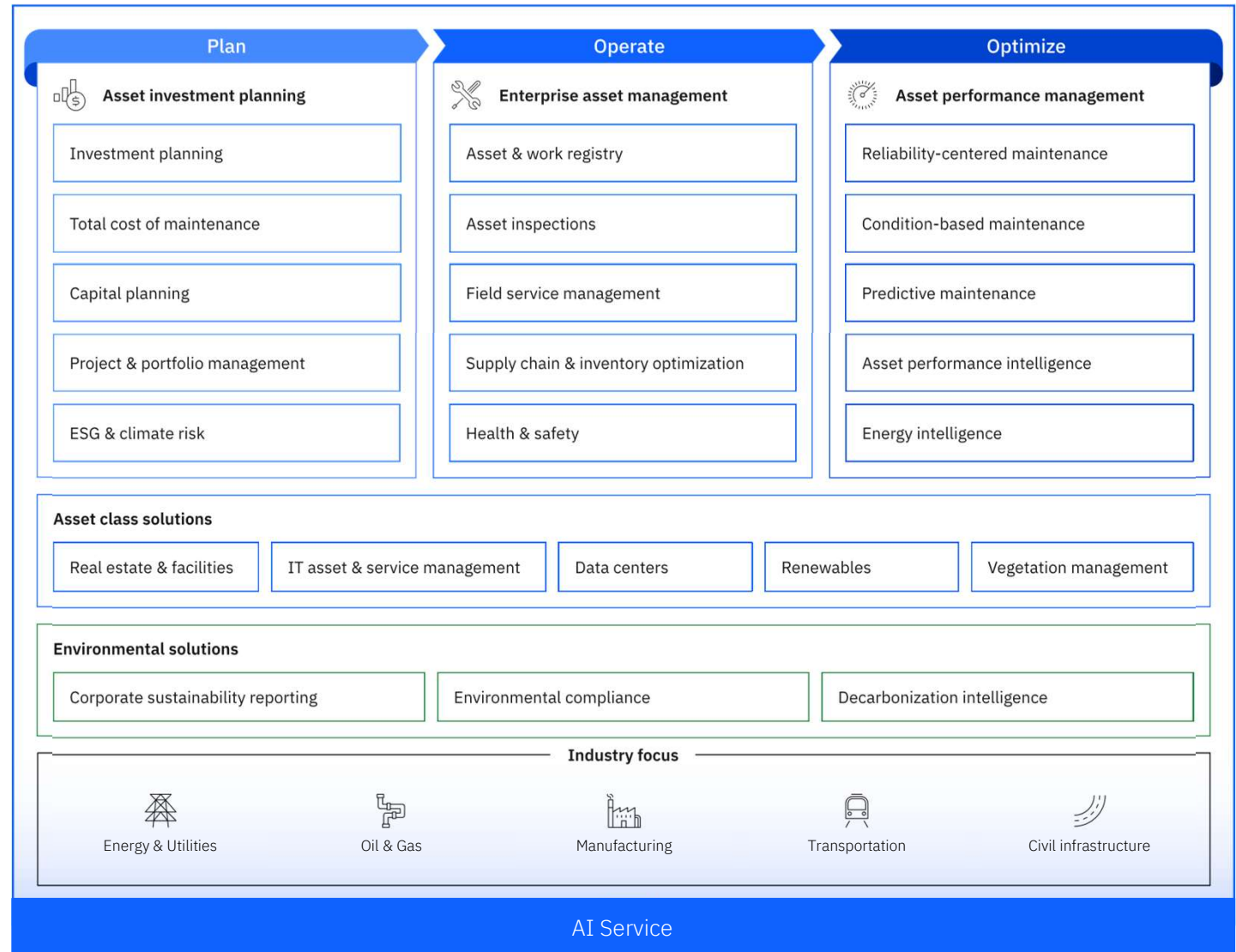


Pre-integrated AI for decision support and workflow automation.

Maximo Application Suite

Provides a complete asset view, addressing key organizational roles

- Technicians
- Technician Supervisor
- Asset Maintenance Manager
- Plant Manager
- Fleet Manager
- Operations Manager
- Reliability Engineer
- Quality Manager
- Planners / Schedulers
- Dispatchers
- Storeroom Managers
- Purchasing Managers
- Facility Managers
- Program manager
- Project manager
- Space planner
- Reservation coordinator
- Real estate strategist
- Lease administrator
- Lease accountant



Integrated Suite Experience

Improve efficiency and effectiveness via an integrated single pane of glass, and provide the information needed to effectively manage your system.

UX modernization via MAS Dashboards

Cutting edge usability



Actionable insights (KPI/Query) to improve efficiencies



Dynamic workflows



Personalized by end-users, configurable with higher privileges



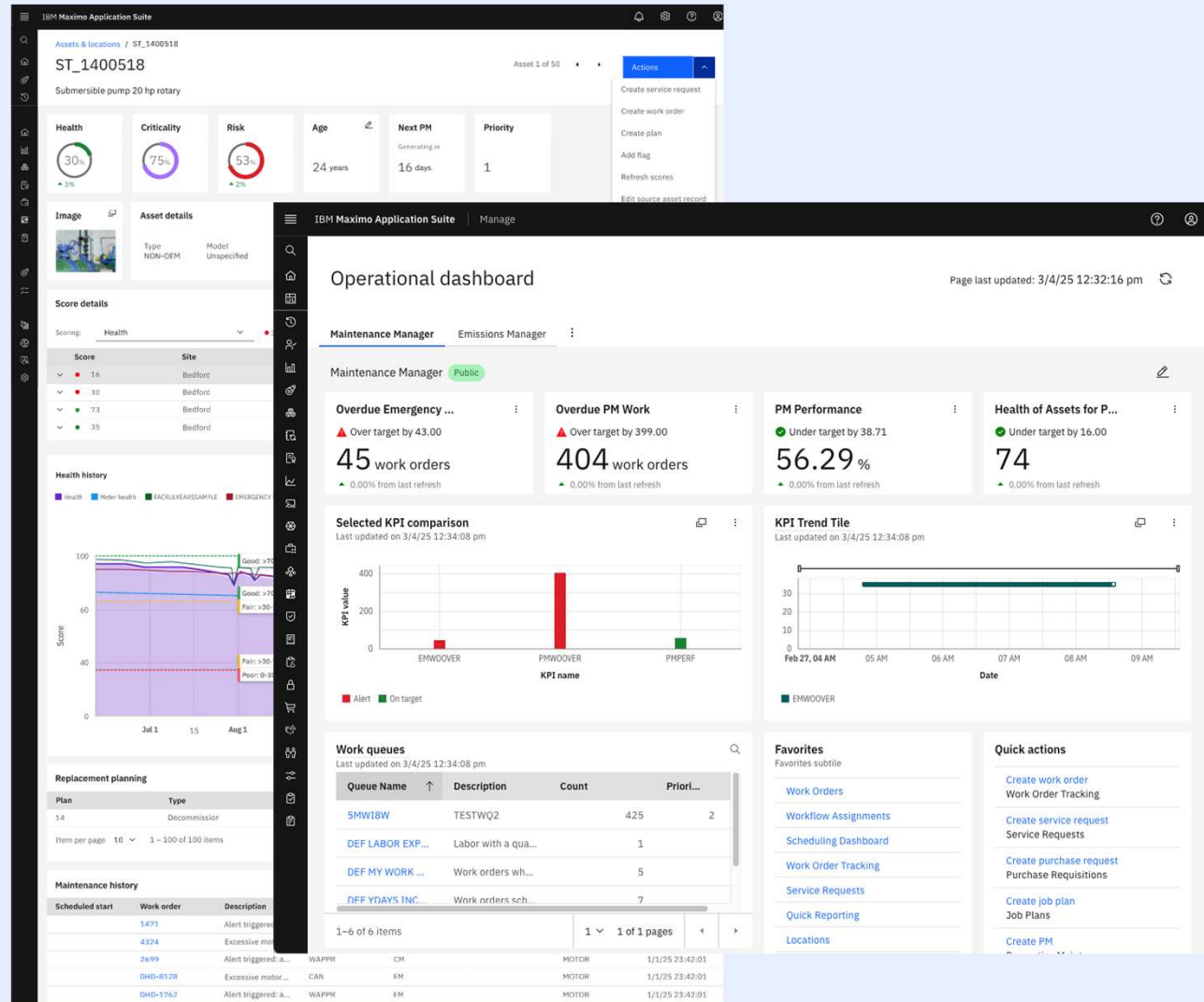
Built on Maximo Application Framework

Homepage dashboards

Maintenance Manager, Asset Manager, Total Cost of Maintenance, Defect Management, Emissions Management

Task based dashboards

Planning, Scheduling, Dispatching, Assets and Locations, Asset Investment Planning.



Maximo Application Framework

- What's new in 9.2 release

• Delta files creation on publish

Canvas improvements

- Canvas renders full pages, including dialog
- Box/Border-layouts guidelines in Canvas

Preview/Publish improvements

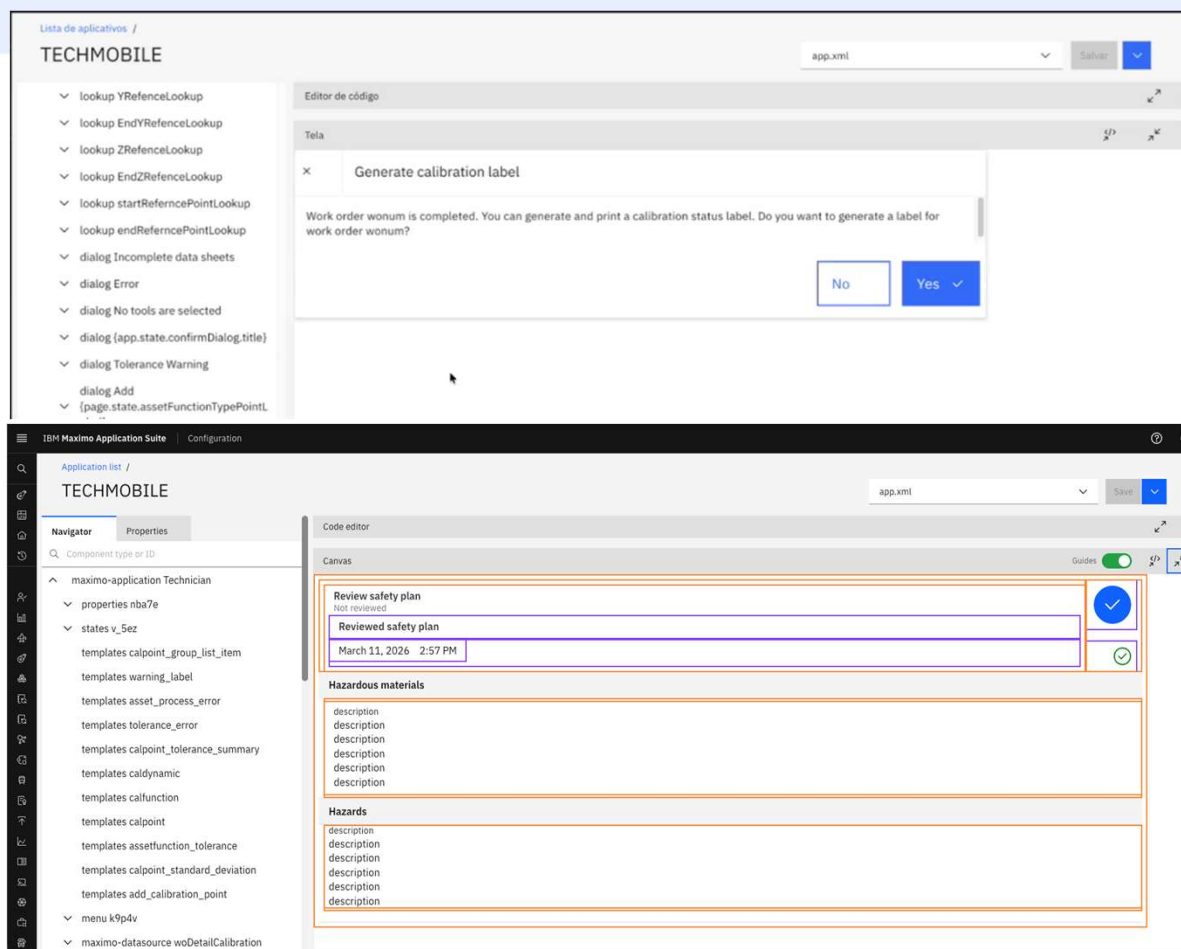
- Performance improvements
- Progression status feedback

Logging improvements

- Access to error logs (Preview and publish)
- Support to debug-log-level in app.xml

Documentation improvements

- Expose JavaScript docs in the tool
- Consolidated IBM online docs



MAS Technical Updates

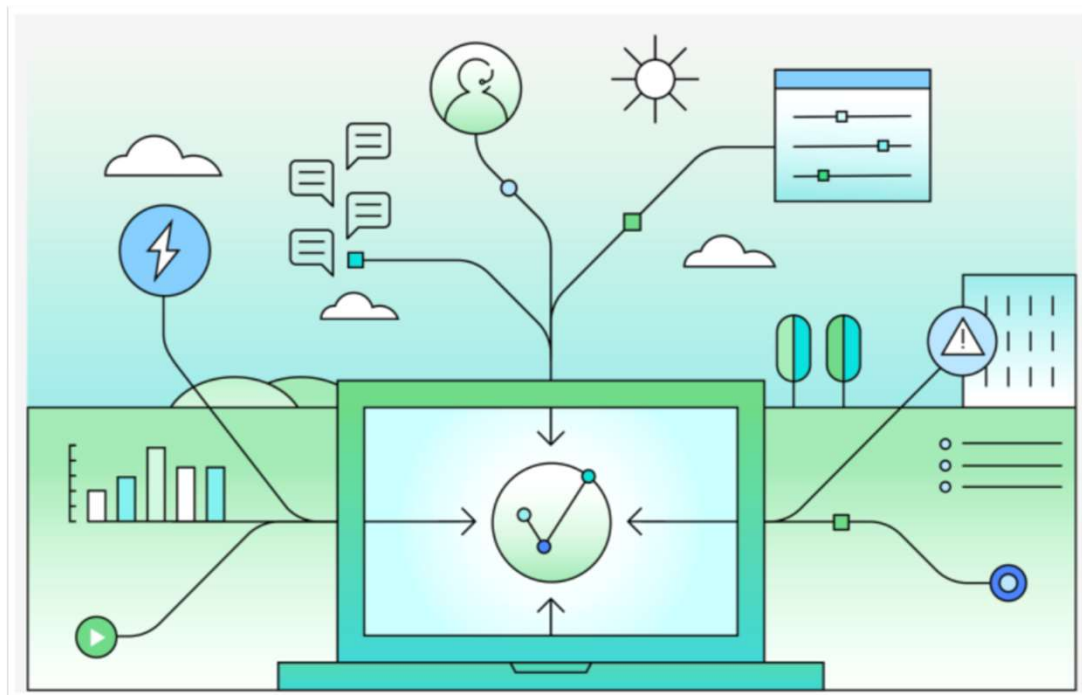
MAS:

- MongoDB 8.0 Support
- CP4D 5.2 Support
- OAuth2 SMTP authentication for outgoing emails (MS)
- Improvements to License Consumption Dashboard
- Improved Data Import
- E-sig for LDAP enhancement
- Support for Unsupported Languages
- Graphite Bidi Support
- Focus Menu

Applications:

- DB2 12.1 Support
- Oracle 26 ai Support (once on-prem available)
- Upgrade to Java 25 (Java 21 for REF)
- BIRT upgrade to 4.21
- Cognos 12.1

MAS 9.2



MAS User Management Updates

New User and Security Group applications were introduced in MAS 9.1

- Removing the use of Mongodb for User Authentication

User Management:

- User experience improvements
- Action Menus (Run Reports/Workflows)
- If Manage is installed the addition of Manage default information fields

Security Groups:

- User experience improvements
- Addition of Objectstructure and Site tabs
- Addition of AI Config tables

MAS 9.2

The screenshot displays the 'Users' management page in the IBM Maximo Application Suite. The page title is 'Users' with a subtitle 'Manage your suite users, their entitlements, and access rights.' and an 'Actions' dropdown menu. Below the header, there's a 'View: Default view' and a search bar. A table lists users with columns: User ID, Person, Username, Access type, Entitlement, and Status. The table contains five rows of user data. To the left of the table is a sidebar with a list of user names. Below the table, there's a '2.3. Additional Access' section with checkboxes for 'System configuration', 'API key management', and 'IDP management'. Below these are two dropdown menus: 'Real estate and facilities management' (set to 'Limited') and 'IoT role' (set to 'User'). At the bottom, there's a '2.4. License summary' section showing 'This user' as a 'Premium authorized user' with a note '5 AppPoints will be reserved'. The 'Explanation' section lists: '10 Security groups', '5 Unique modules with edit', '1 Solution', 'Authorized access type', 'Limited access to RE&FM', 'Limited minimum license from apps', and 'No suite administrative access'.

User ID	Person	Username	Access type	Entitlement	Status
ABBY	ABBY	abby@acme.com	Authorized	Base user	Active
ADAMS	ADAMS	adams.j@acme.com	Authorized	Base user	Active
ALVIN	ALVIN	h.alvin@acme.com	Concurrent	Limited user	Inactive
AMAN	AMAN	amanda@acme.com	Concurrent	Base user	Active

2.3. Additional Access

For users that need administration access, you can set their administration privileges

☐ System configuration ☐ API key management ☐ IDP management

Real estate and facilities management

Limited

IoT role

User

2.4. License summary

This user

Premium authorized user

5 AppPoints will be reserved

Explanation

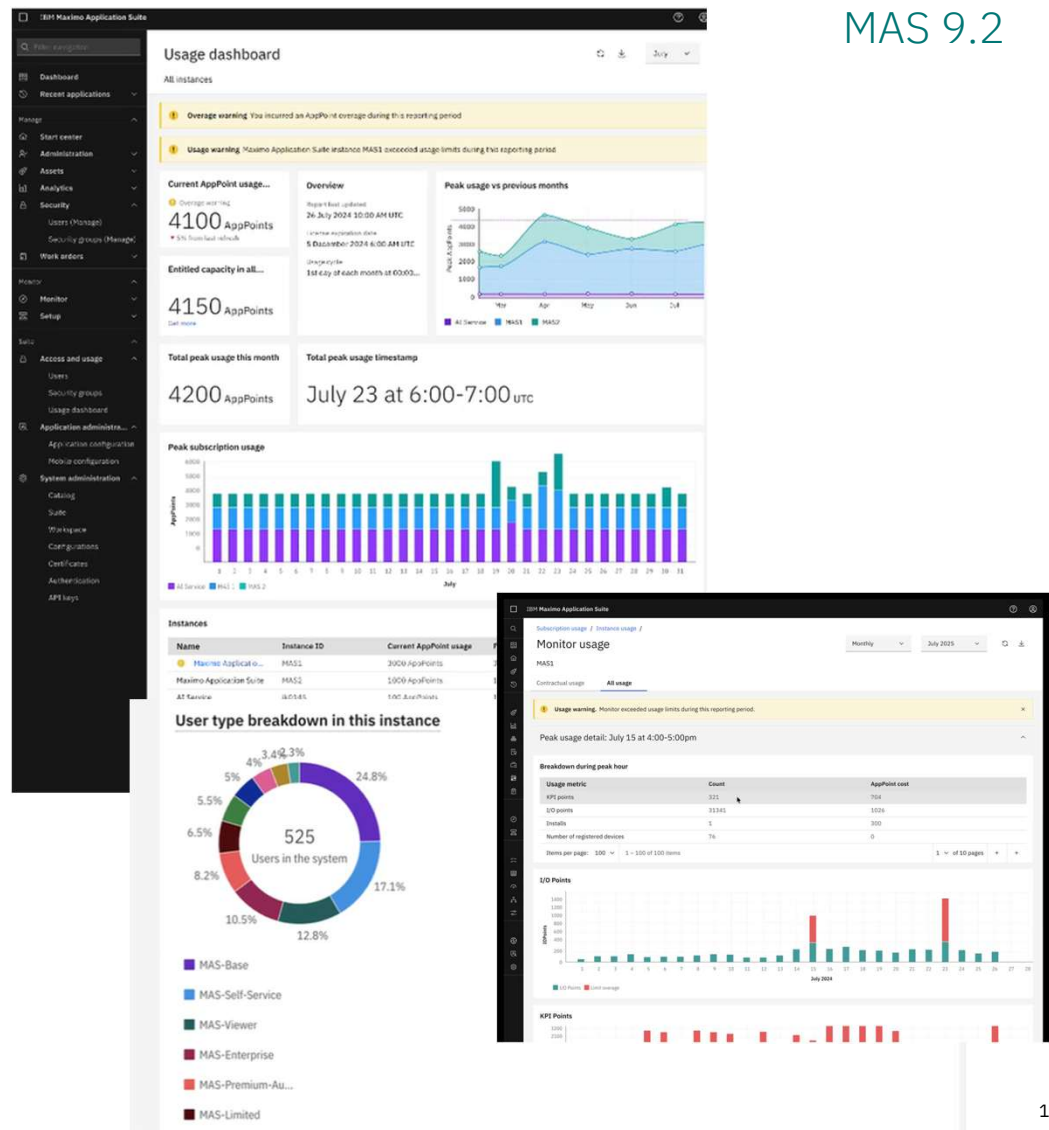
- 10 Security groups
- 5 Unique modules with edit
- 1 Solution
- Authorized access type
- Limited access to RE&FM
- Limited minimum license from apps
- No suite administrative access

MAS License Usage Dashboard

Introduce a new License/AppPoint Usage dashboard

- Visibility into peak logins
- view user access to individual components
- Track usage across instances

MAS 9.2



Connectors

SAP Connector

- Plan to release a new Maximo–SAP connector leveraging CPI as the strategic middleware, replacing the existing PI/PO integration. (Targeting Feb/March feature channel release)

New Oracle Fusion Connector

- Currently in discovery, with an MVP targeted for 9.2 GA



MAS SaaS FedRAMP – Capabilities Roadmap

MAS Applications	Manage – Industry Solutions	Manage – Add-Ons	MAS – Add-ons
¹ Collaborate	Aviation Civil Infrastructure Nuclear Oil & Gas Transportation Utilities	Asset Configuration Manager	AI Service
Health		Asset Investment Planning	App Connect
² Manage (+Mobile)		Connectors	Connector – Oracle
Monitor		HSE	Connector – SAP
³ Maximo Real Estate and Facilities (MREF)		Maintenance Cost Insights	Connector – Workday
Predict		Service Provider	IoT Tool
Visual Inspection		Spatial	Maximo IT
		Reliability Strategies	Maximo Inventory Optimization
			Optimizer
			Visual Inspection Edge

1 – previously called “Assist”
2 – previously called “Enterprise Asset Management (EAM)”
3 – previously called “TRIRIGA”

FISMA Ready in v9.1 (June ‘25)	FISMA Ready in v9.2 (June ‘26)	Roadmap
FedRAMP compliant at MVP launch (Apr ‘26)	FedRAMP compliant (tentative 1Q’27)	

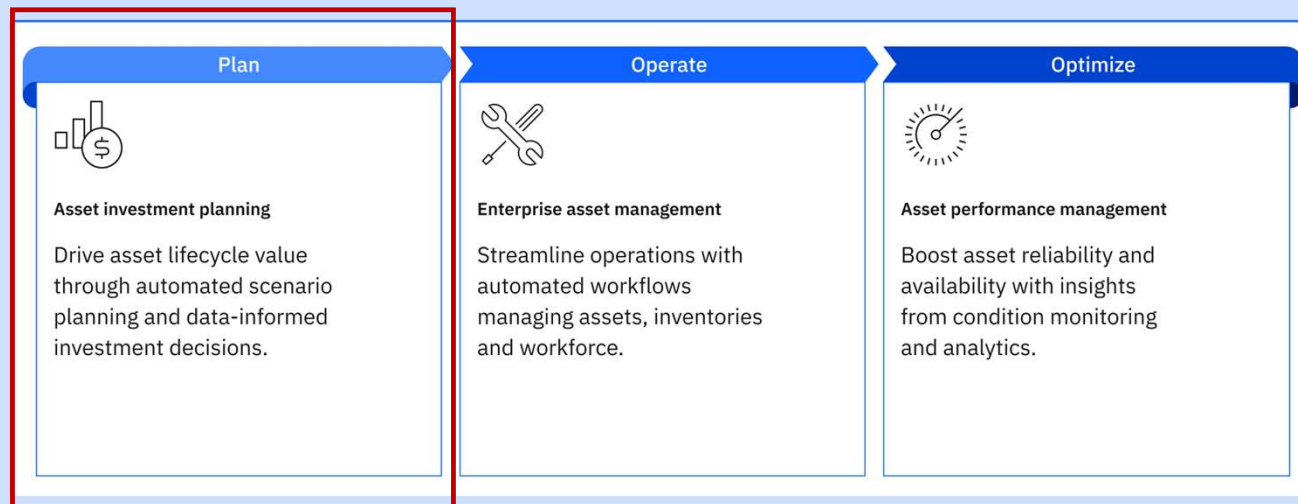
Maximo Manage responding to customer Ideas

- Enhance Invocation Channel capabilities by injecting dynamic parameters into a bound Endpoint - avoiding scripting
- Prevent deleting attributes with launch points, or drop launch points when attributes are dropped
- Queue SMTP Emails when SMTP Server is Unavailable
- Make Time Zone Processing Rules at the Organization and Site Levels Available in Base Maximo/Manage
- End of Calendar Month Due Date Calculation
- Option to divert Mobile user traffic to Mobile bundle in MAS
- Missing Rotating Asset Number on View Inventory Transactions
- Workorder actuals tab, When selecting the rotating asset, it will give an error that storeroom need to be selected
- Work order description to come from the job plan when it's generated from a PM
- Option to prevent Asset auto population from Location if location has single asset
- Ability to prioritize bin allocation before asset numbers in Inventory Usage Auto-Split



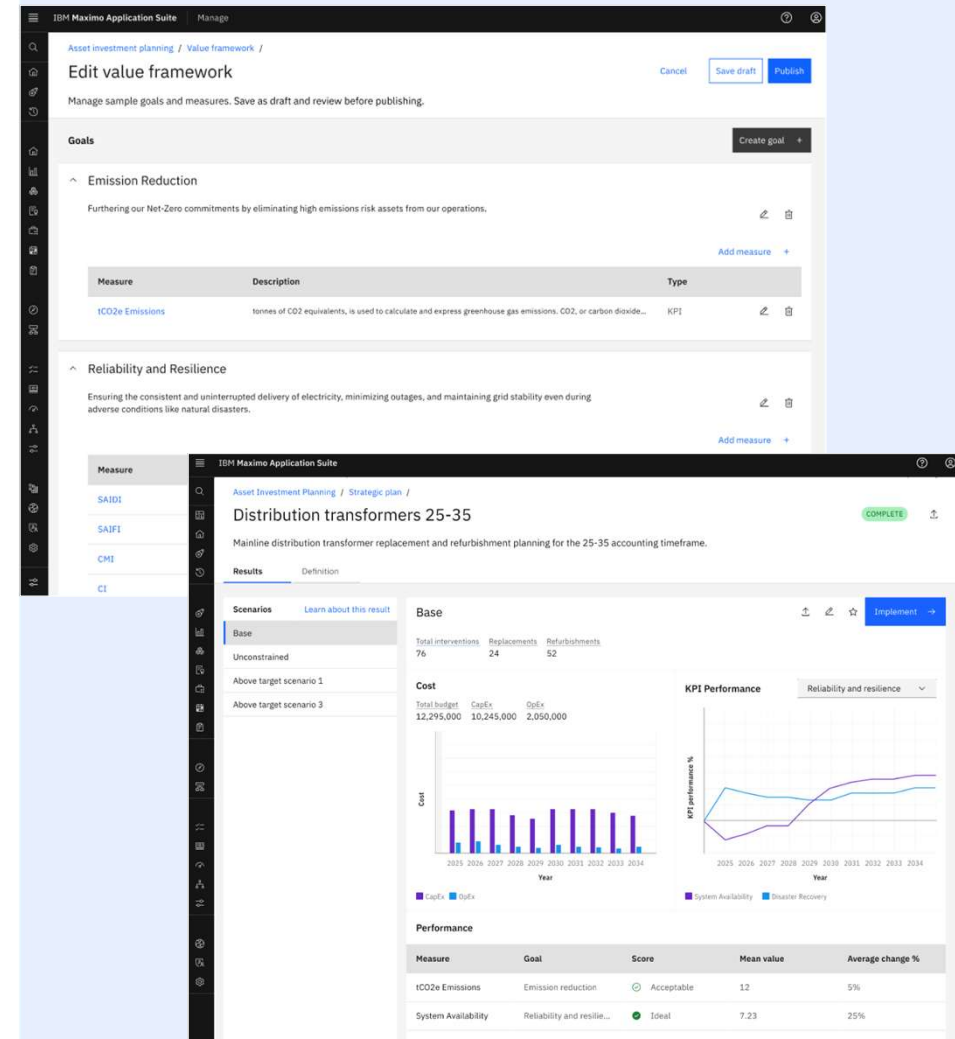
Plan

Automate maintenance and operations workflows to reduce cost, risk and improve productivity.



Maximo AIP is designed to *help asset-intensive organizations make better sustainment decisions* across their critical assets

- **Built-in optimizer** to quickly recommend *replace and refurbish* schedules based on asset lifecycle risks and costs
- **Multi-scenario generation** to give users valuable what-if and sensitivity analysis comparisons
- **End-to-end view of the asset lifecycle** to eliminate silos and manage lifecycle costs
- **Integrated** into Maximo Application Suite



Maximo AIP Delivery Roadmap 9.1-9.3

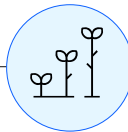
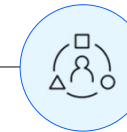
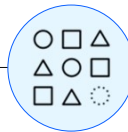
FUTURE

9.1 GA

- Value Framework creation + Management
- Asset type creation + management
- Strategic plan creation + management

9.2 GA

- Continuous planning process
- Enhanced constraint support
- Natural Language to Formula
- Integration to ALM products within MAS



October Patch

- Plan optimization
- Scenario analysis
- Key usability improvements

Q1 2026 Patch

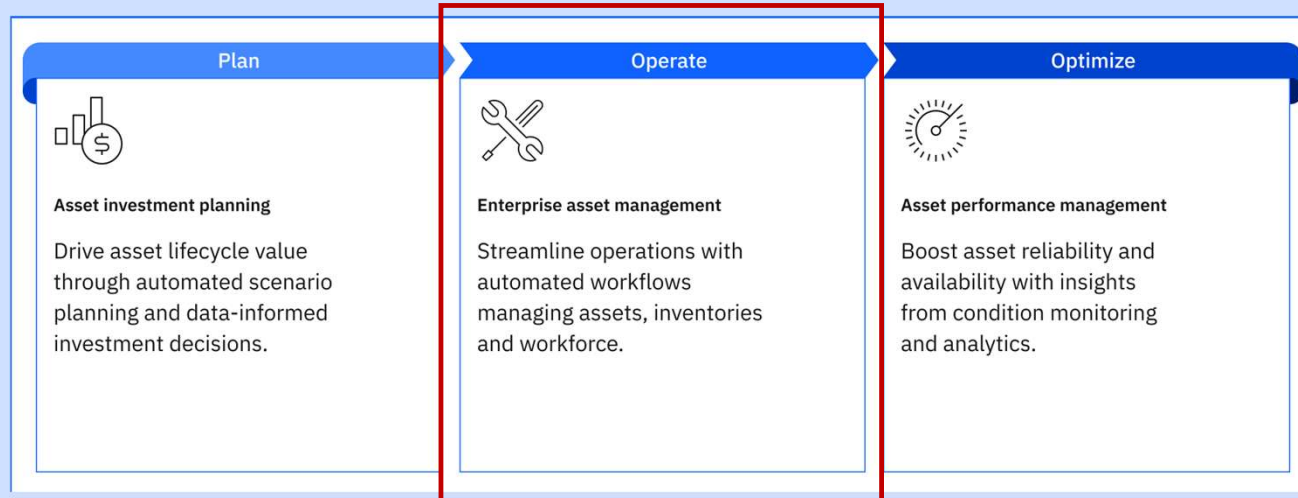
- Key usability improvements
- Optimization model enhancements

9.2.x – 9.3

- Expanded investment use-cases

Operate

Automate maintenance and operations workflows to reduce cost, risk and improve productivity.

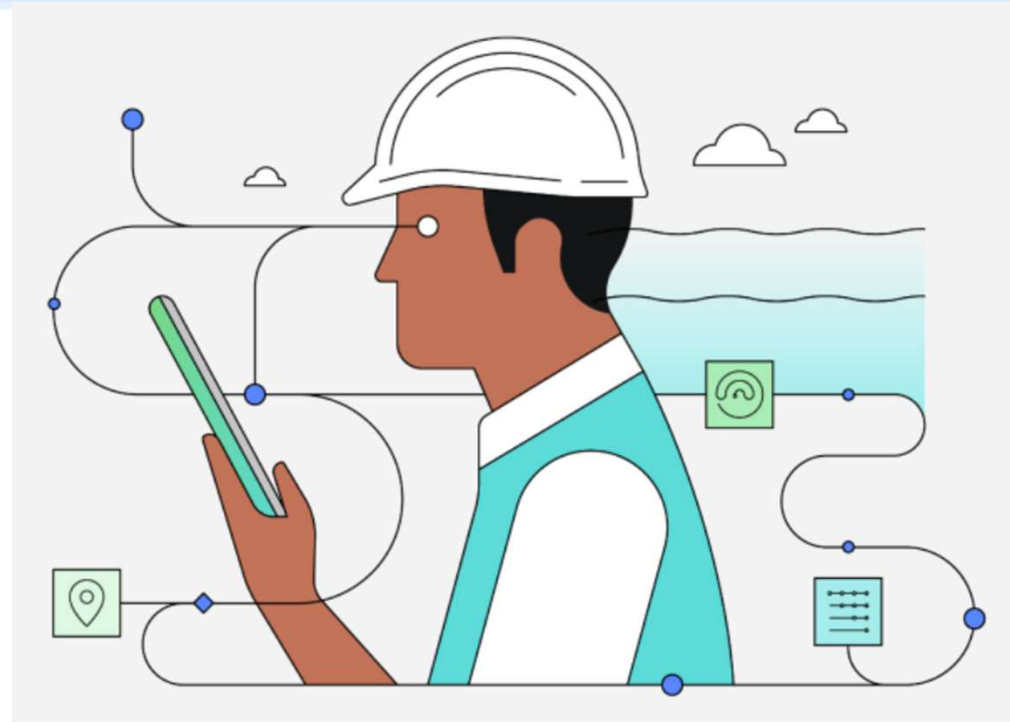


The main goal of IBM Maximo Field Service Management

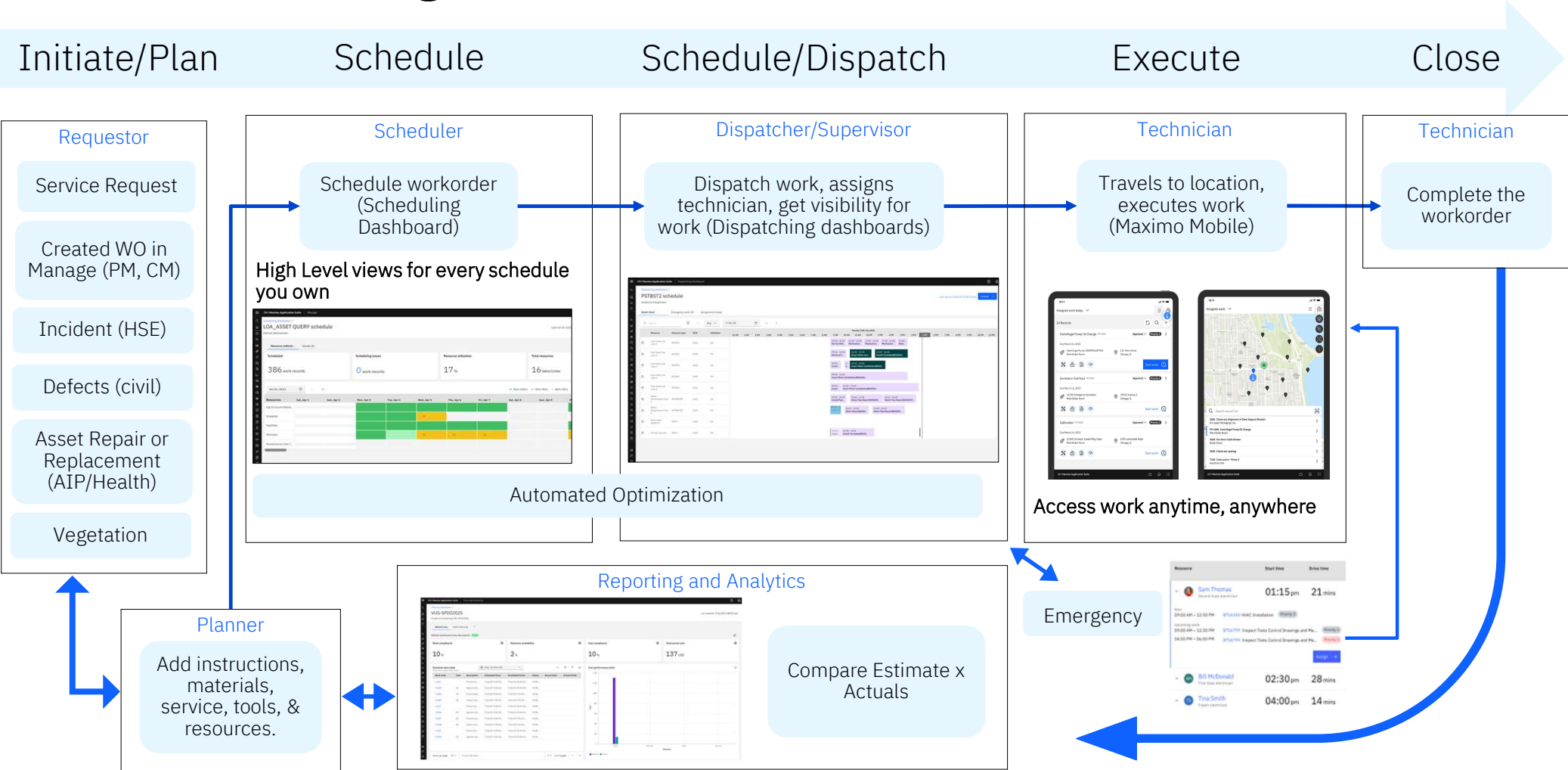
Get the right **person**, with the necessary **skills and tools**, to the **right place** at the **right time**, to get the job done correctly **the first time**.

While maintaining the lowest **inventory cost**, reducing **fleet maintenance** costs and providing a **seamless connection** of field work with back-office management.

19



Field Service Management ensures the work is done!



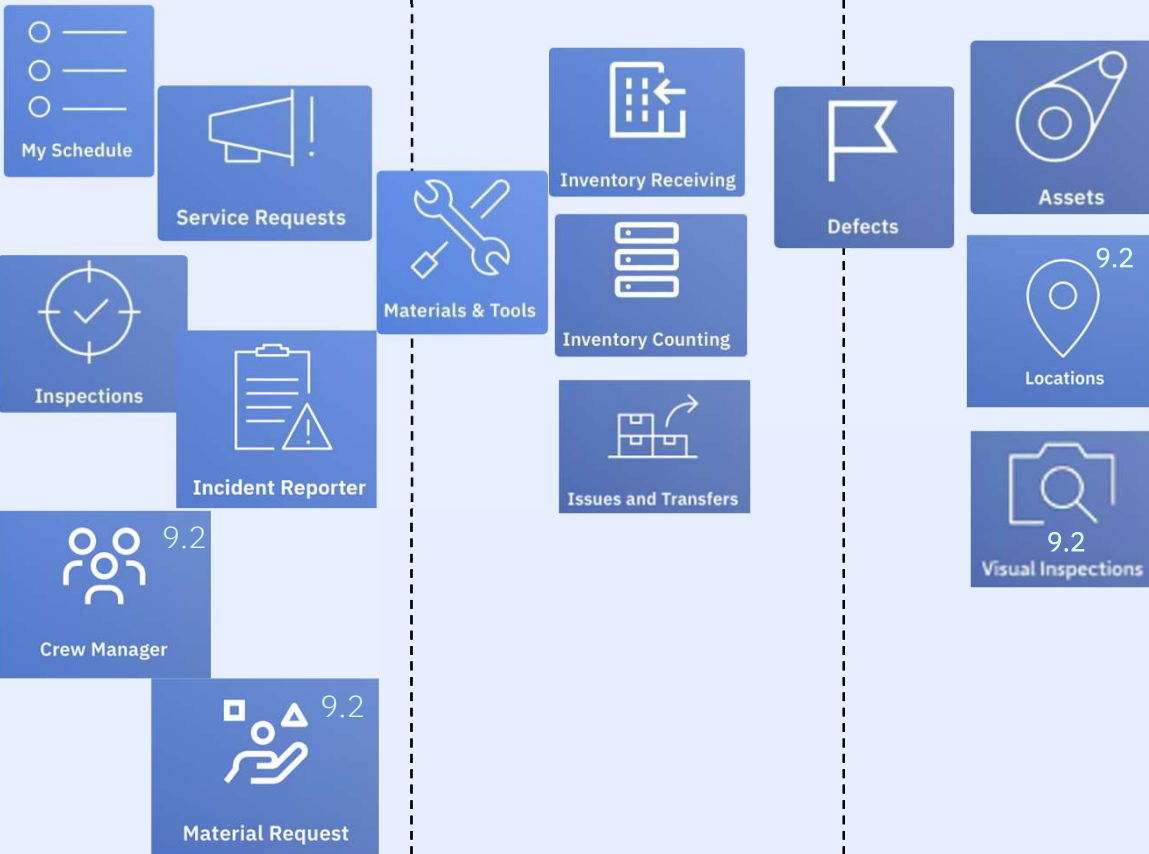
Maximo Mobile

Delivering new applications to support additional business process on and offline

Field Technician

Storeroom Clerk

Asset Manager



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Maximo Mobile

Enabling Field Technicians, Requestors, Inspectors, Approvals all from a single application.

Mobile Technician

- Allow technicians to inform their availability, that will be used later for resource leveling
- Failure report prompt, enhanced task list

Inspections

- Calculated responses

Inventory Counting

- Allow Reconciliation from the Mobile App
- Update images during counting
- ABC type as Count Book selection criteria
- Recount function before Reconciliation

Issues and Transfers

- Return items and tools
- Improve Technician material pickup with QR code scanning
- Picklists
- Transfer with physical counts

Receiving

- Inspections forms during receiving
- Upload/update images for items
- Apply Item Assembly Structures during receiving process
- Improved put away process
- Receive services, materials, direct issues
- Change Storeroom

- **New Modules:**

- Locations Management
- Material Request
- Crew Management
- Asset Inspections (MVI)

Improvements to Form creation

1. Formula support
2. Security controls at the object level
3. Linkage with mobile Assets and Locations
4. Support forms at Org/Site levels
5. Persist question state with responses
6. New response types
 1. Be able to scan responses (QR or barcode)
 2. Geo Location
 3. Detailed Instructions
 4. Comments

The image displays two screenshots of the 'Edit question' form in Maximo Inspections, illustrating improvements to form creation.

Top Screenshot: Formula Support

- Response field type:** Calculation
- Question text:** Average speed
- Unit:** km/h
- Alias:** Write the response alias here
- Formula expression:** :DIST / :TIMEHRS
- Buttons:** Cancel, Save

Bottom Screenshot: Single numeric entry

- Response field type:** Single numeric entry
- Question text:** 2. Single numeric entry
- Required:** No
- Description:** Time (hours)
- Alias:** TIMEHRS
- Buttons:** Cancel, Save

Maximo Visual Inspections

Continuing to expand usability and interoperability for the desktop and mobile experience.

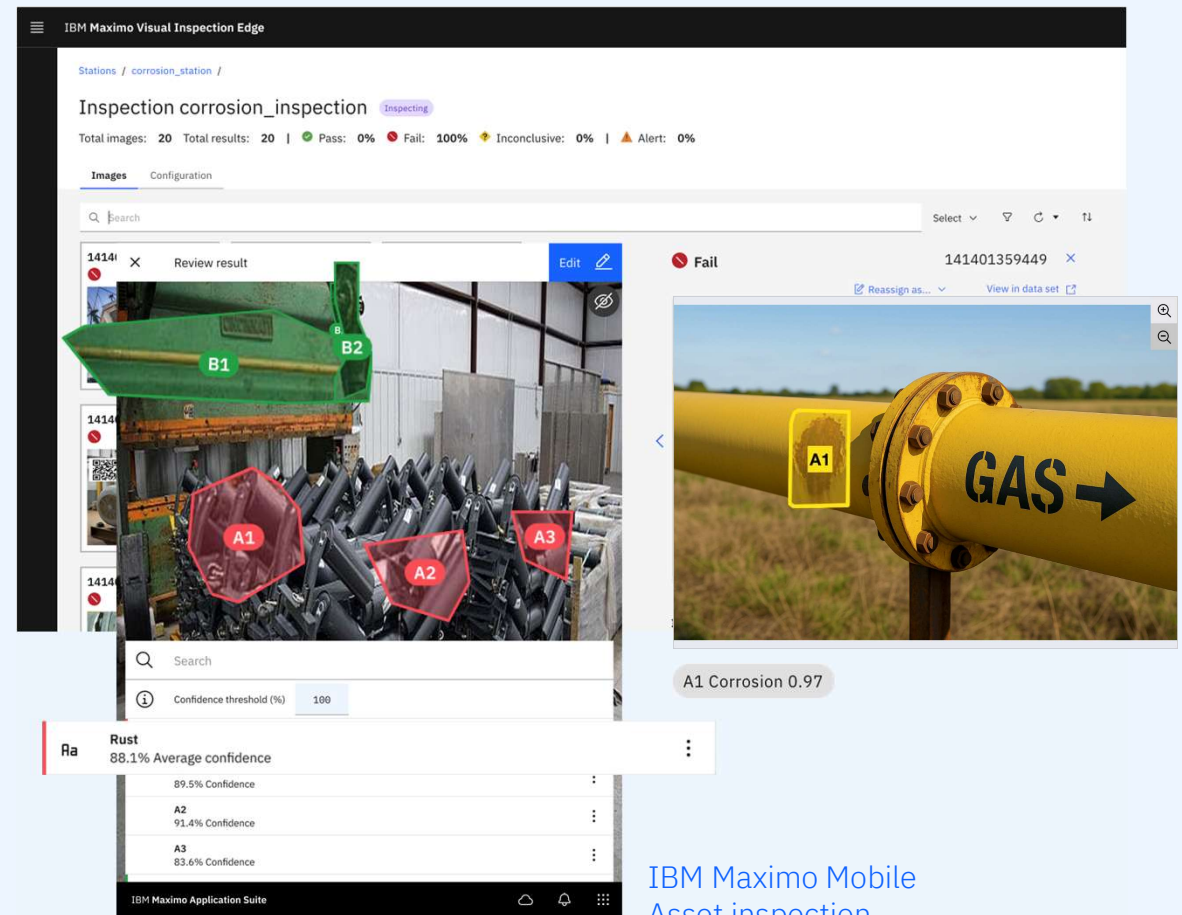
AI-enabled asset inspections

Put computer vision AI capabilities into the hands of your asset inspection teams to identify failures, anomalies, and critical operating conditions.

Run inspections anytime, anywhere

Conduct efficient remote and on-site inspections using not only mobile devices, but also drones, thermal and specialized imaging cameras, as well as fixed cameras installed on critical assets

IBM Maximo AI vision models



IBM Maximo Mobile Asset inspection

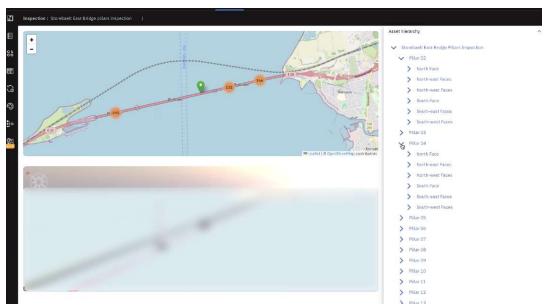
Maximo Visual Inspections

Continuing to extend integration points across the Suite

Asset Inspection Flow

MVI will have access to the Manage hierarchy, allowing projects, datasets and models to be connected directly to the asset location.

Detections will be aggregated and can be consumed as alarms more easily from any other product in the suite.



Maximo Mobile

Improving the integration between Maximo Mobile and MVI; the new Maximo Mobile application will enable running models offline directly on the phone, making the device simultaneously a camera, a computing unit, and a storage system.

We are also adding the ability to create inspection rules and deliver results via MQTT, allowing a mobile device to function as another smart sensor on the plant floor.



Maximo Spatial

Continuing to expand usability and interoperability for the desktop and mobile experience.

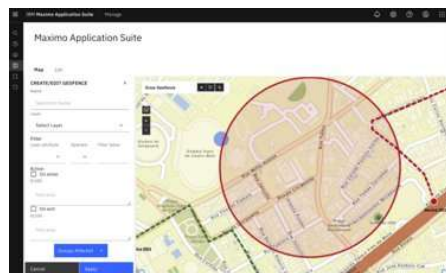
Smart Geofence

Key Features

- Associate geofences with users or groups
- Trigger actions on **entry/exit events**
- Customize filters by layer attributes
- Define automation rules with flexible scheduling

Benefits

- Improve **location awareness & safety**
- Enable proactive response with real-time alerts
- Simplify configuration for admins



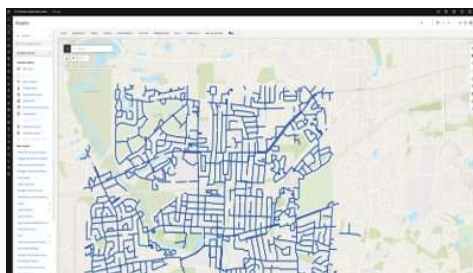
3D Visualization

Key Features

- Integrate Esri 3D web scenes
- Analyze elevation, proximity, and 3D spatial relationships
- Full 3D experiences across desktop and mobile*
- Realistic rendering with lighting, terrain, and context

Benefits

- Enhanced spatial insight for decision-making
- Rich context for asset management and maintenance
- Improved collaboration across technical and field teams



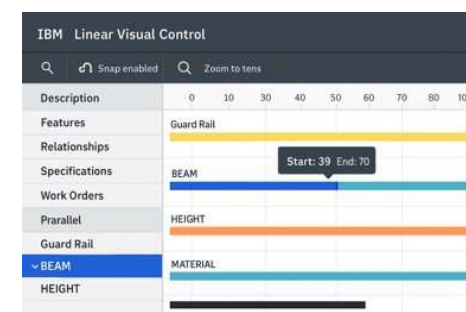
Linear Visual Control

Key Features

- Redesigned Linear Visual Control with full feature parity from the current version
- Cross-platform support; seamless use on desktop and mobile with responsive design and touch gestures
- Built on Graphite and modern UI frameworks
- Enhanced visualization for segments, measures, and parallel assets

Benefits

- Improves user experience through faster rendering and intuitive interactions
- Improves field operations through faster rendering and offline readiness



Maximo Spatial

Continuing to expand usability and interoperability for the desktop and mobile experience.

Heatmap

Key Features

- Detect activity hotspots directly on the map
- Group events by type and location using clustering
- Visualize density and frequency with intuitive heatmaps

Benefits

- Provides deeper insights not visible on raw maps
- Enables proactive resource allocation
- Enhances risk analysis and operational planning



Dynamic Data Layer Upload

Key Features

- Upload external files (KML, GeoJSON, Shapefile) directly
- Connect live data via WMS/WFS services
- Instantly visualize temporary or contextual layers (e.g., weather, hazard zones)

Benefits

- Flexible integration of external data sources
- Faster, more informed decision-making
- No IT support required for analysts and field teams



Data Sync Diagnostic

Key Features

- Detect orphaned or failed sync records
- Generate detailed reports by object type
- Identify missing geometry or data corruption
- Troubleshoot mismatches quickly

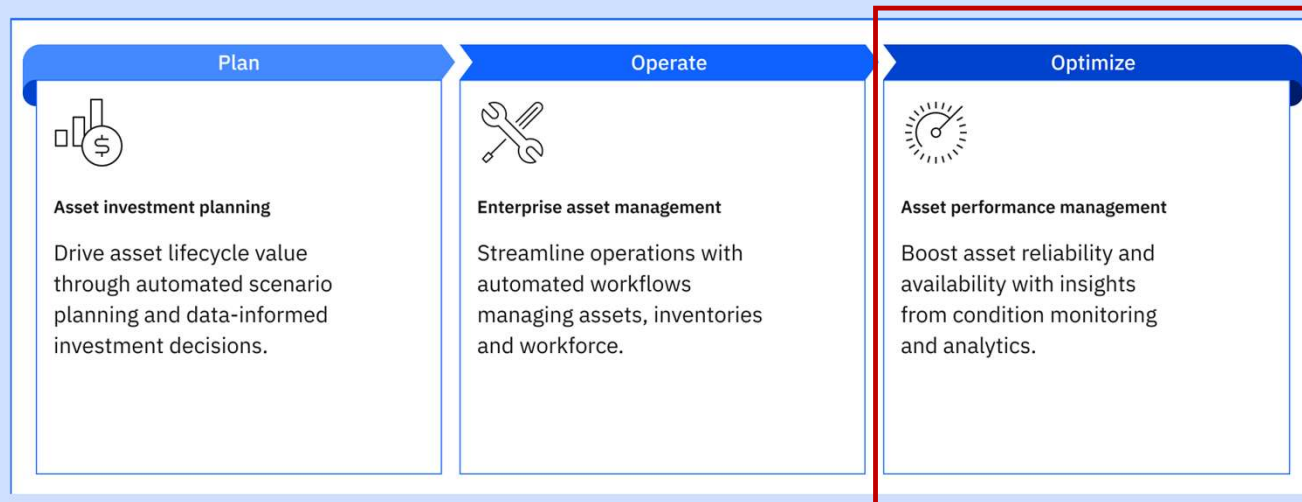
Benefits

- Enhances data quality and reliability
- Speeds up root cause analysis for sync issues
- Supports audits and integration health checks



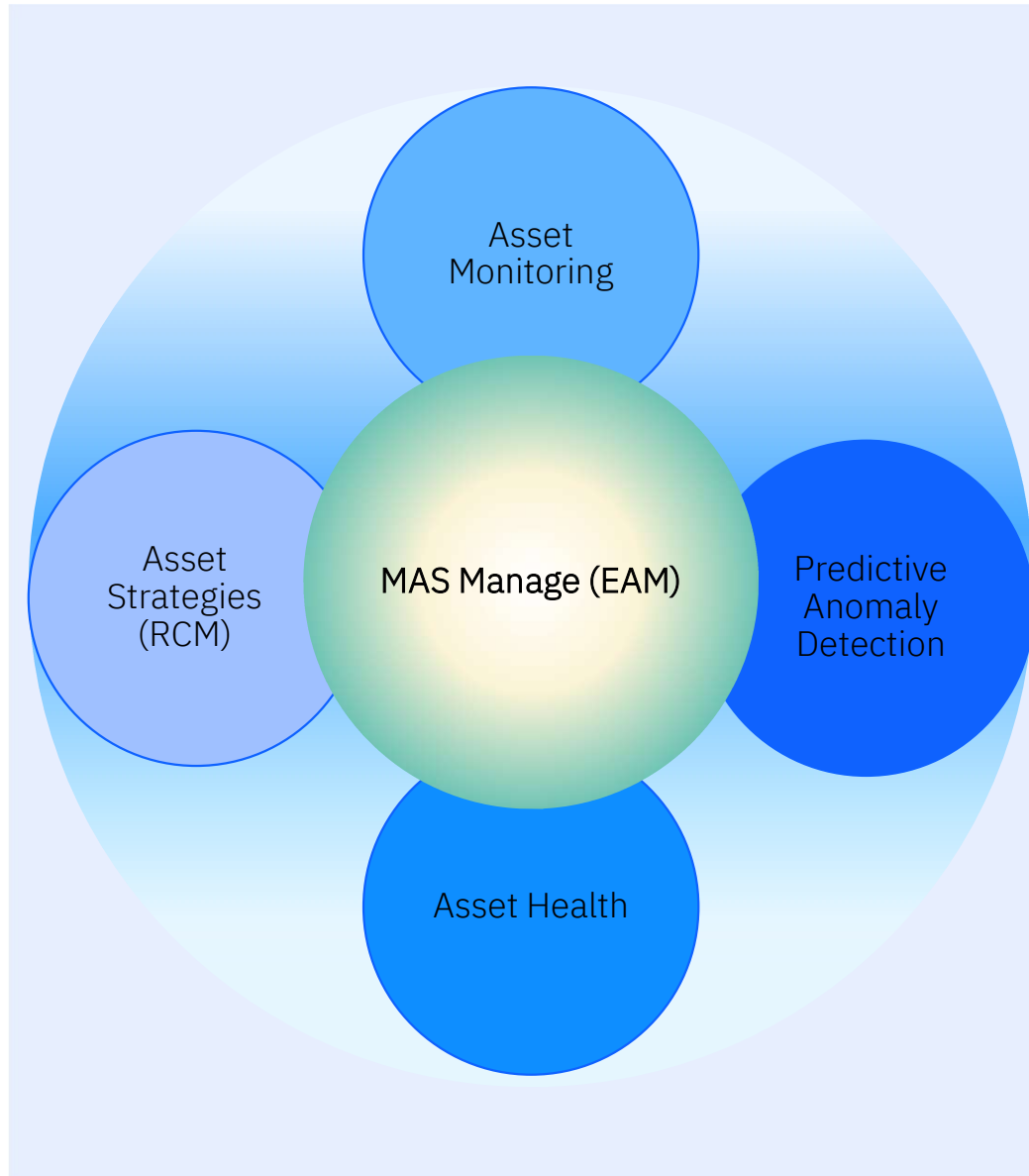
Optimize

Optimize asset performance by monitoring asset/location condition and leveraging condition to choose to maintain or dispose. Apply reliability strategies as a means to determine condition.



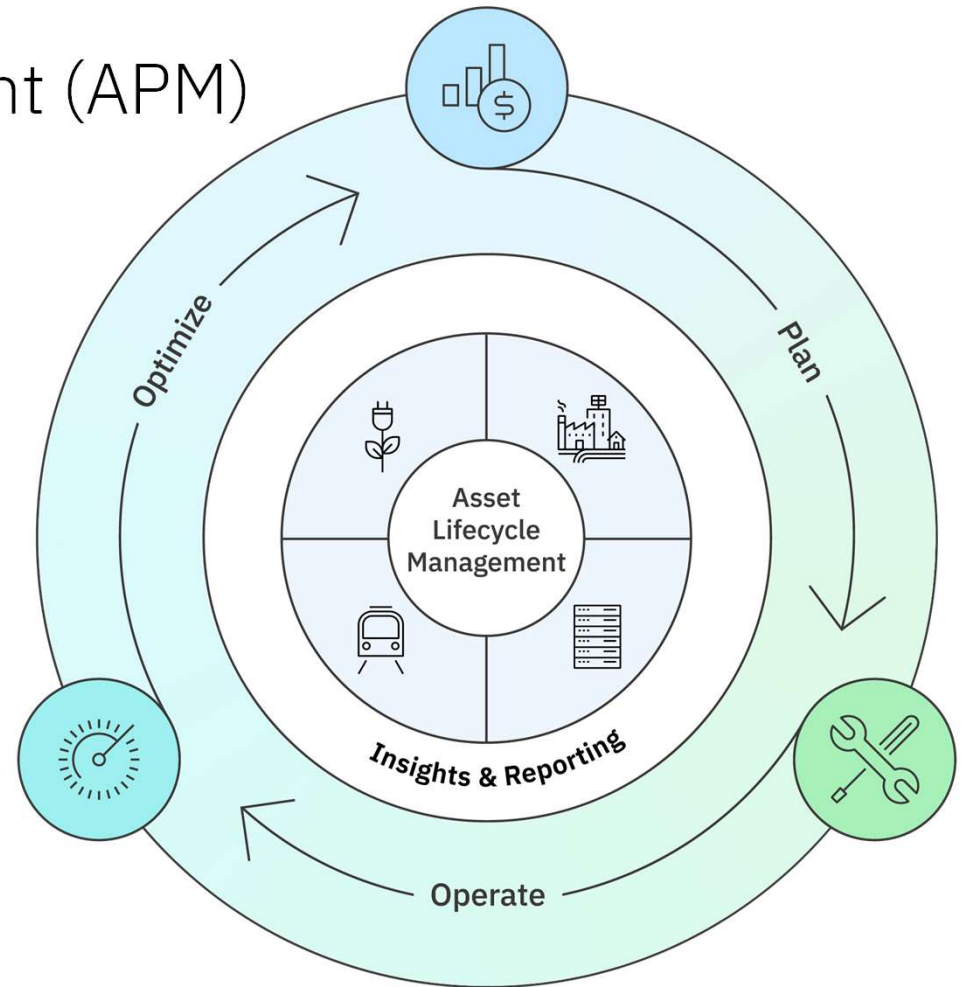
MAS APM Capabilities

- ✓ **Built on Maximo (MAS Manage):** APM is integrated throughout the suite for a closed-loop experience; from Strategy to data-driven work management.
- ✓ **Asset Health:** Analyze asset performance at scale, track performance targets, drill into operational data, identify optimization opportunities with 360° views of asset health, risk, and performance data. Take actions to drive continuous maintenance improvements.
- ✓ **Asset Strategies:** Align maintenance strategies with business objectives faster through pre-built RCM strategies, completed with FMEAs, mitigations, and optimized maintenance practices.
- ✓ **Asset Monitoring:** Visualize assets and investigate alarms in real time. Ingest and analyze asset data from the field using IoT sensors, PLCs, SCADA, protocol-specific connectors, or the built-in device library with 1600+ pre-configured device partners.
- ✓ **Predictive Anomaly detection:** analytical models to identify anomalies, forecast failures, and generate alerts and data-driven work orders.



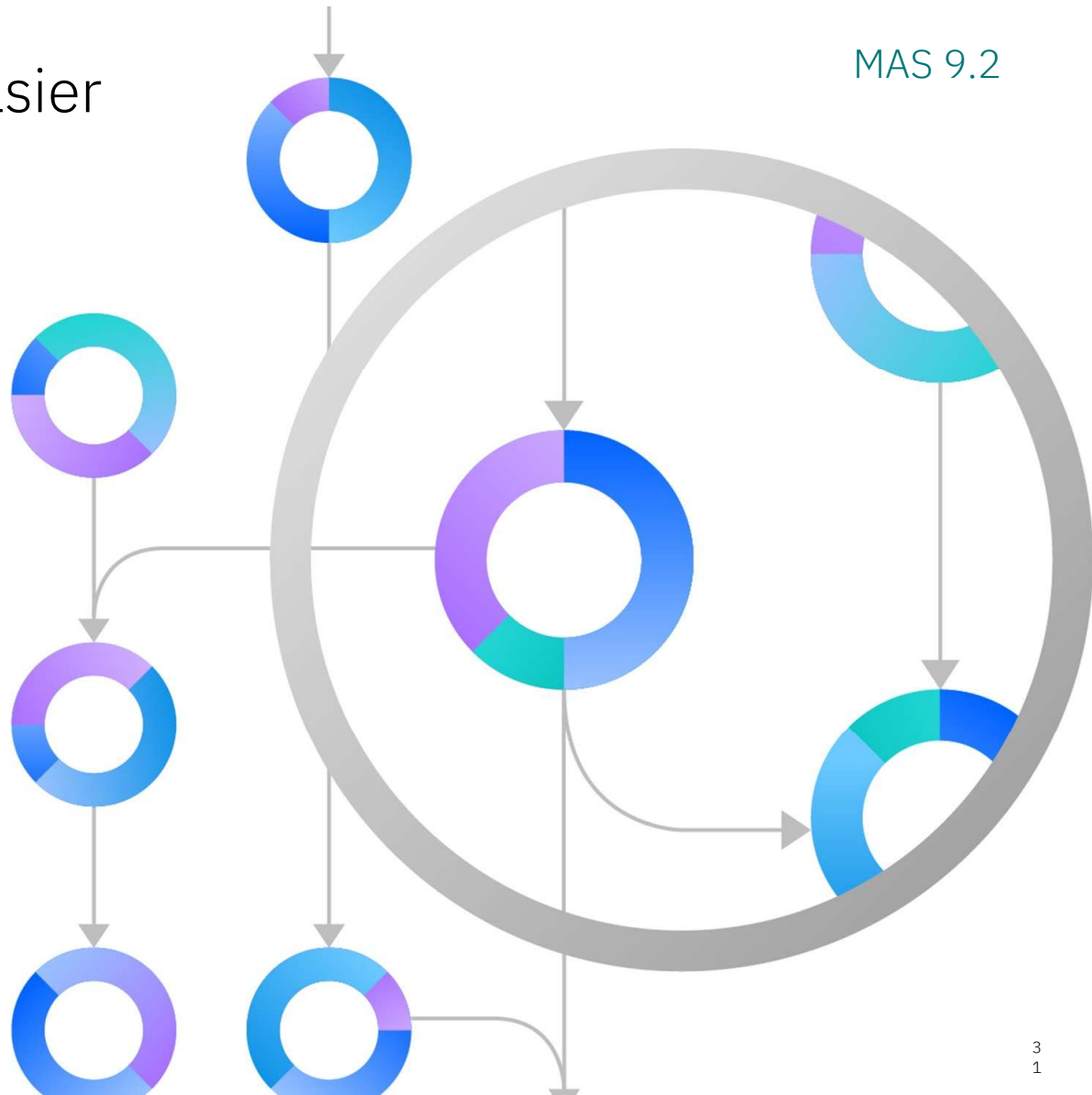
Work smarter not harder with Asset Performance Management (APM)

- **Move from executing maintenance to optimizing outcomes**
MAS Manage controls the *work*; MAS APM optimizes *what work matters most* by continuously assessing asset health, risk, and business impact.
- **Activate asset strategies—don't just document them**
MAS APM turns RCM, PM, and reliability strategies into living, adaptive decisions that balance availability, cost, safety, and risk every day.
- **Turn condition and performance data into actionable WOs**
MAS APM converts real-time condition and performance insights into prioritized, risk-based maintenance actions—flowing directly into existing Manage workflows.
- **Connect day-to-day operations to better planning decisions**
MAS APM closes the loop from Operate to Plan, feeding real performance, risk, and cost insights into maintenance investment and asset replacement decisions.



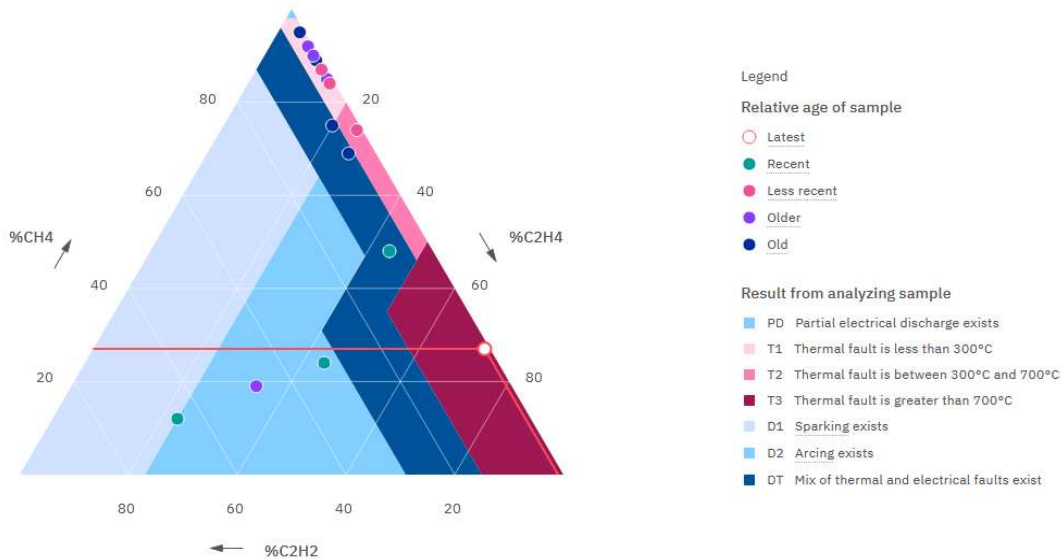
Getting started with APM is easier than ever before

- **APM is integrated into Manage OOB :** APM is integrated with Manage for a closed-loop experience out of the box; from Strategy to data-driven work management.
- **A new APM Dashboard:** the *Assets & Locations* dashboard is just the beginning, but it can already help you determine the *health* of your assets and the *risk* of failure to your business. This dashboard is installed by default for all Manage users and it includes pre-configured health scores, performance KPIs and handy analysis tools ready to use on day 1.
- **Configure & Extend when ready:** There are more APM capabilities available as your organization becomes ready to adopt a full intelligent and automated decision layer tailored to your operation.
- **APM is for everyone:** The maintenance practices enabled by APM are universal for all assets and industries and they are available to all MAS customers today.



Enhanced APM Models and Analysis

- **Industry Accelerators** - 66 Scoring Models for Electrical Distribution and Transmission: Health, Criticality, Effective Age, EOL Probability, Risk
- **Dissolved Gas Analysis** for transformers using Duval triangle visualization
- **Weibull Distribution** Analysis for Probability of Failure



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Transformers

Distribution, Substation, Transmission (TFO), Instrument (Current, Voltage, AIS Oil, GIS), Tap Changers (Model, DGA)

Circuit Breakers

Oil, Air Blast, Air Magnetic, Vacuum, SF₆ (AIS & GIS – Hydraulic, Pneumatic, Spring, CUB), CB Oil, CB SF₆

Disconnectors

AIS & GIS Disconnectors (Electric, Manual, Earth), SS & SS+SAT configurations

Switchgear & Gas Compartments

GIS Switchgear, GIS Circuit Breakers, AIS & GIS Gas Compartments (SF₆)

Transmission – Overhead

OH Wires, Earthing Wires, Guard Wires, Conductors, Wood Power Poles, Metal Support Structures

Transmission – Underground

UG Cables (HPFF, MI, XLPE, Oil Fluid), Manholes/Splices, Conductors, Terminals, Joins, Earthing Boxes, Arresters

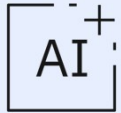
Support Structures & Accessories

Metal & Concrete Supports, Hooks (Glass, Composite), Insulator Chains

Models & Components

Conductors Model, MI Cables Model, SCFF Cables Model, Cable Terminals, Reactor

AI agents for Condition Based Maintenance (CBM)



MAS 9.2

4 new orchestrated agents



→ **Condition Insight**

GenAI that rapidly analyzes asset data, strategy, work history, alerts and meter trends to explain its condition, identify trends, and recommend actions.



→ **RCM Advisor**

AI-driven workflows recommending asset strategies, identify gaps, and assist deployment of RCM across MAS.



→ **Smart Alerts**

Enhances alerts with actionable insights by analyzing the event and the known failure modes for the asset to recommend the most appropriate job plan.



→ **WO Automation**

Turns alerts into new or updated work orders based on asset strategy, learns from expert users, and can be set to act autonomously.

Available through our assistant



→ **AI Assistant Integration**

CBM agents will be integrated with Maximo AI to enable a chatbot-like assistant gathers alert details and user input to create detailed WOs.



Condition Insights

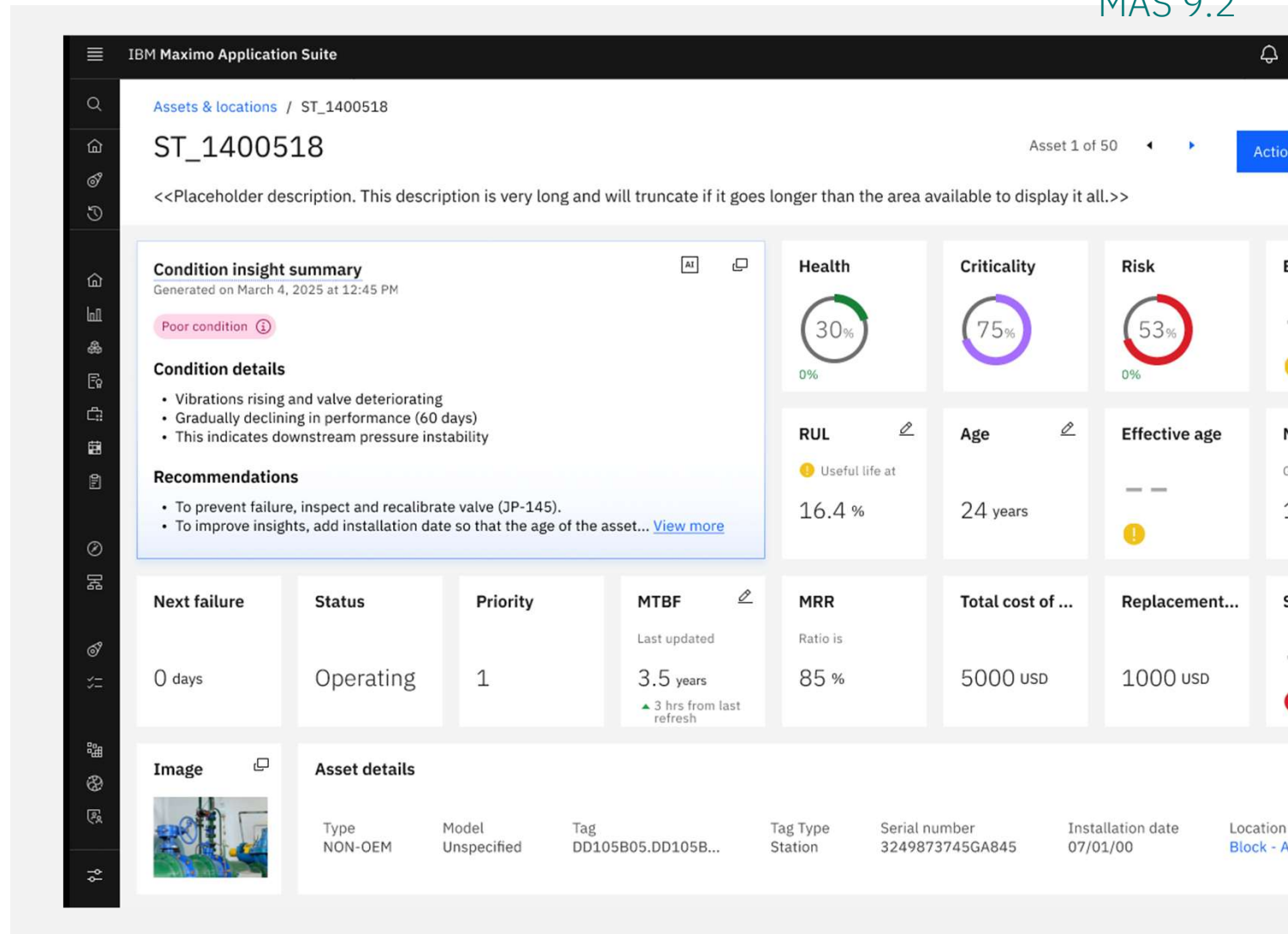
Instant actionable insights

No manual configuration or analytics expertise required.

This intelligent agent analyzes all available MAS asset data including work history, meters, KPIs, FMEAs, and alerts to deliver clear, contextual insights in seconds.

Asset Managers gain clarity faster, reduce cognitive effort, and make better decisions without needing weeks of effort by data science teams to build complex analytical models.

MAS 9.2



Alert Insights

Turning Alerts Into Intelligent Maintenance Actions

Alert Insights interprets the event, analyzes it against known failure modes, and provides a context rich diagnosis of the likely problem along with actionable recommendations

How it works

- AI reviews the alert in context by analyzing asset, location, related alerts, and historical work.
- Generates intelligent insights using failure modes, recommended actions, meter data, PM schedules, and job plans.
- Recommends the best mitigation activities based on the most likely failure mode and available maintenance strategies.

Alert insights

AI

Review the AI-generated insights for the alert associated with asset 654321

Confidence: High

Alert priority: 1

Generated on

27 January 2026 10:15 AM

Alert summary

The AI analysis indicates abnormally high vibration levels accompanied by elevated noise patterns, suggesting developing mechanical imbalance or potential component wear. The system recommends early inspection to prevent further deterioration.

Note: Add a [reliability strategy](#) to improve the alert insight.

View insight

Create work order

123456 (Alert no)

Alert insights

AI

x

Review the AI-generated insights for the alert associated with asset 654321 [Learn more about insights](#)

Confidence: High

Alert priority: 1

Generated on

27 January 2026 10:15 AM

Summary

- CCW Pump 2B is losing suction pressure fast and discharge pressure is dropping. The pump is likely starved on the suction side, which cuts NPSH margin and can cause cavitation. Act now to protect the pump and find the suction restriction or low source level.

Failure analysis

- Past 6 hours: discharge down **3.6 psig/hr**, suction down **1.5 psig/hr**, differential down **2.1 psig/hr**. Suction fell below **15 psig** and discharge below **140 psig** around **15:00**. Suction head dropped about **25 ft**. This points to suction blockage/low level; internal wear is less likely.

Recommendations

- 1. Protect the pump now:** slightly throttle discharge to reduce flow, keep minimum-flow recirc open, and hold system pressure. If noise/roughness continues, switch to 2A/2C and remove 2B from service.
- 2. Quick comparison (≤15 min):** check 2B suction vs 2A/2C. If only 2B is low, it's a local suction issue.
- 3. If local (1–2 h on 2B):** LOTO; open/clean suction strainer; ensure suction valve is fully open; check for air leaks at joints; restore.
- 4. If common header low:** confirm tank/header level and makeup, inspect intake screens, adjust recirc and downstream loads to recover suction pressure.
- 5. Verify after fix:** at near-rated and reduced flow, confirm suction ≥18 psig (or site NPSH margin), discharge back to target, and trend every 30 minutes for 4 hours.



MAS 9.2

AI explained

Alert insights

AI-generated insights and recommendations derived from available data types. [Learn more about insights](#).

How it works

- 1. Review.** Reviews alert information and associated asset and location information.
- 2. Generate.** Generates insights and recommendations.
- 3. Create.** Creates a pre-filled work order form for you to review and submit.

Data types

- **Alert, asset, and location details.** Core information about related alerts, associated assets, and their physical or logical locations.
- **Work orders.** All types of work. Historical and upcoming work orders linked to the relevant asset or location are taken into account.
- **Reliability strategy.** Identified failure modes and recommended mitigation actions, where available.
Note: Asset strategies are highly recommended to ensure AI insights can provide high-confidence assessments and recommendations.
- **Meter data.** Any available meter readings or usage data associated with the asset.
- **Preventive maintenance (PM).** Relevant PM records and schedules, when provided.
- **Job plans.** Detailed job plan information, if available.

Reliability Strategies

Custom Strategies

- AI-powered FMEA Builder
- Mitigation Activities and Shared Actions
- Link Assets to Strategies
- Strategies in your Maximo instance
- RPN categories
- PCR Codes
- Functions and Functional Failures

Reliability Strategy Library

- Knowledge base of comprehensive maintenance strategies
- Based on RCM principles from domain and industry experts
- Derived from large, decades-long scale studies involving multiple corporations and SMEs
- Reduces time and effort to implement RCM processes complete with FMEAs, mitigations, and optimized maintenance practices

Reliability Strategy Library

In numbers

25

years of data collection

32,000+

years of professional industry experience

58,000+

failure mechanisms spanning all known operating contexts

5,000+

preventive maintenance tasks and intervals organized by operating context

800+

critical equipment types covered

UPTO

20%

reduction in maintenance costs

Compared to traditional PM strategies

UPTO

75%

Faster than traditional RCM

Reliability Strategies

What's coming in 9.2



Job Plan & PM support

View, manage, and create Job Plans, PMs, and Master PMs directly from mitigation activities.



Implementation Dashboard

Check your assets' coverage, identify common failure, and easily track your strategy implementation.



Enhanced FMEA Builder

Generate actions and mitigation activities for your failure modes, ready to be turned into actionable PMs.



Advanced Strategies

Build your strategies faster with more information from the *Reliability Strategy Library*, improved user interfaces such as component and mechanism management, multiple PCR codes, and more.



Meter support

Link failure modes, actions, and mitigation activities to your Maximo Meters to better document PM intervals and to quickly identify root causes.



Risk Matrices

Classify your failure modes with against your defined standards with custom risk matrices.



Locations support

Apply your strategies to Maximo locations and track their implementation.



Strategy Import & Export

Import your existing reliability content or edit strategies in your preferred tool with pre-formatted data templates.



Strategy Validation

Identify common errors in your strategies, such as unlinked failure modes, missing action effectiveness, and more.



Asset Groups

Bring together assets with common attributes and share strategies with context-specific overrides.



Nested Strategies

Build composable strategies with parent-child relationships.



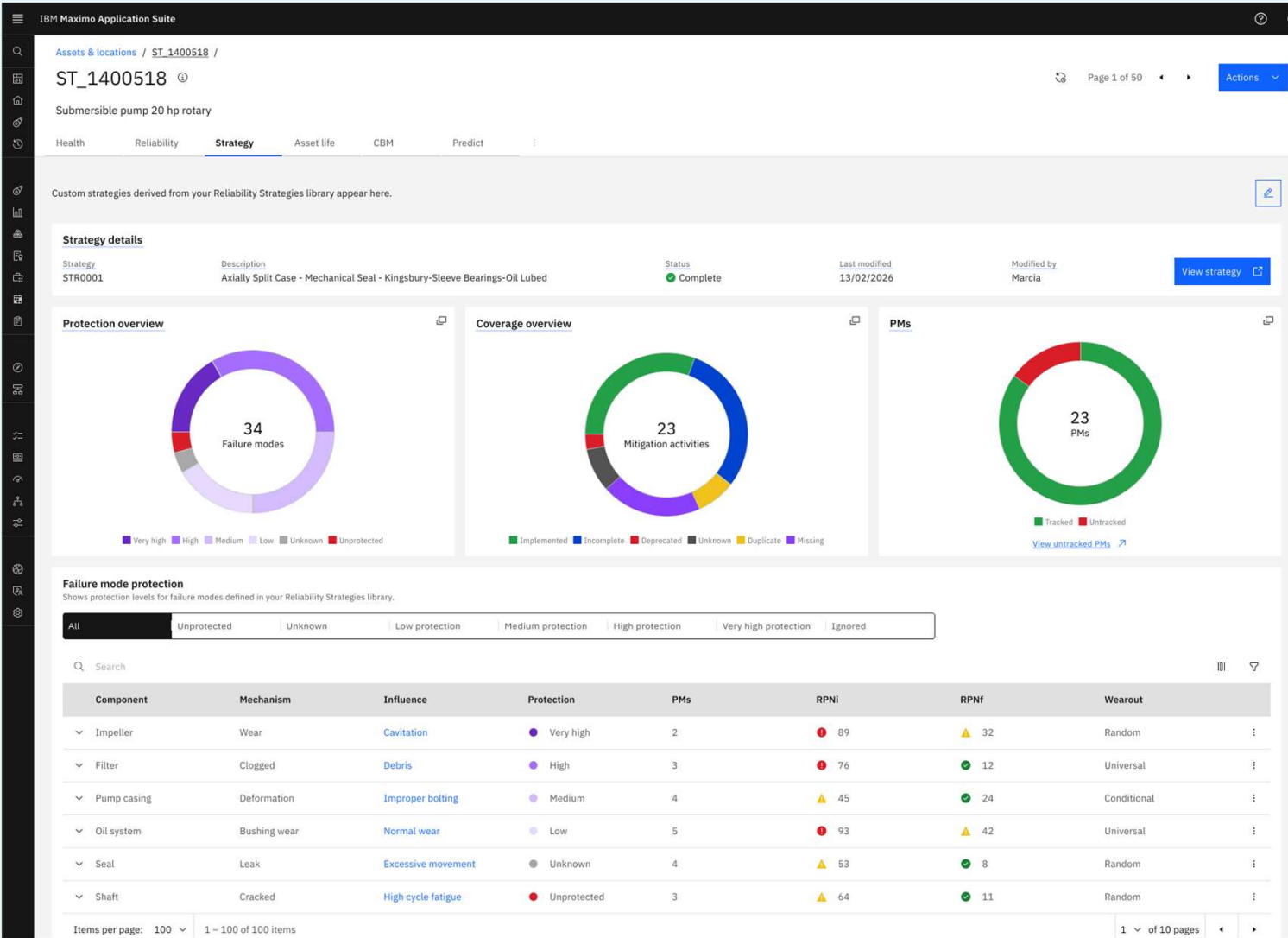
Strategy Revisions

Keep your maintenance strategies up to date with revisioning capabilities.

Implementation Dashboard

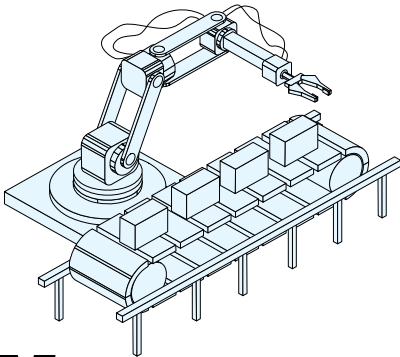
Check your assets' coverage, identify at-risk failure modes, and close gaps in your maintenance schedule.

MAS 9.2



Lightweight Monitoring that Scales

- **Reduced MAS Monitor footprint** for streaming, and analysis of real-time data from IoT sensors, PLCs, servers, and historians.
- **Even leaner CSV file import option** offers the same powerful analytics for non-real-time data ingestion. In dv
- **Device library** with 1600+ pre-configured device partners.
- **Add your own device** to the library from the supported protocols
- **Support for new protocols** like CSV, DNP3, and SNMP for data center customers



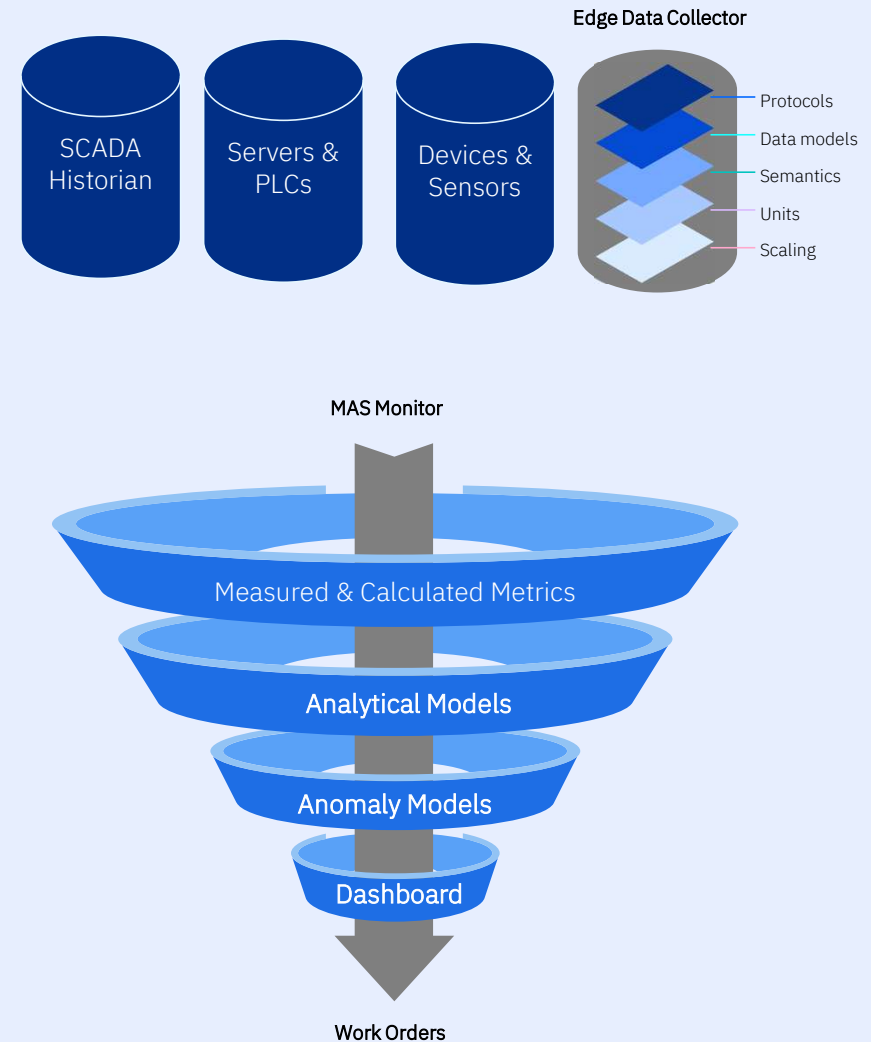
Supported Protocols with MAS Monitor:

- | | |
|---------------|-------------------|
| • MQTT | • JSON/HTTP |
| • Modbus | • OPC-UA |
| • MTConnect | • New CSV |
| • BACnet/IP | • New DNP3 |
| • Ethernet/IP | • New SNMP |



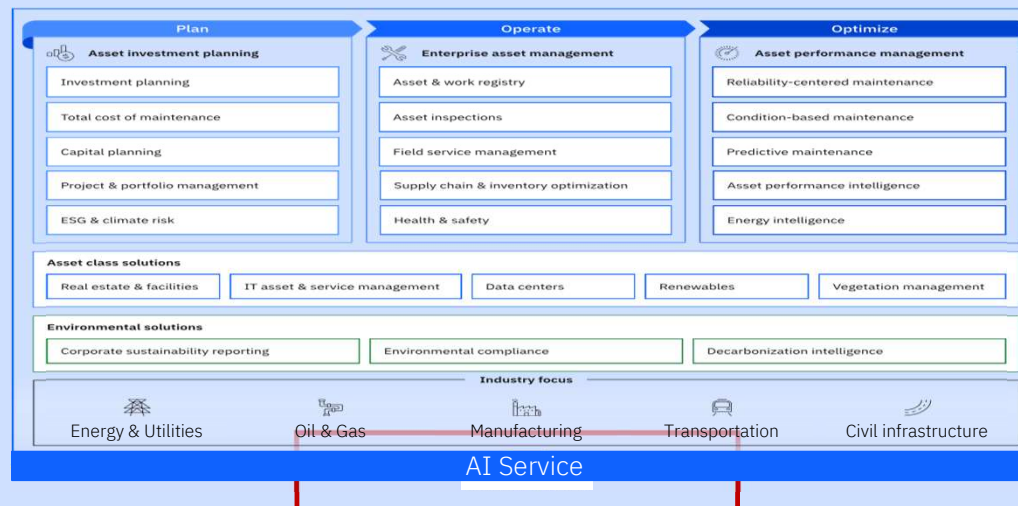
IBM Asset Lifecycle Management | © 2026 IBM Corporation

MAS 9.2

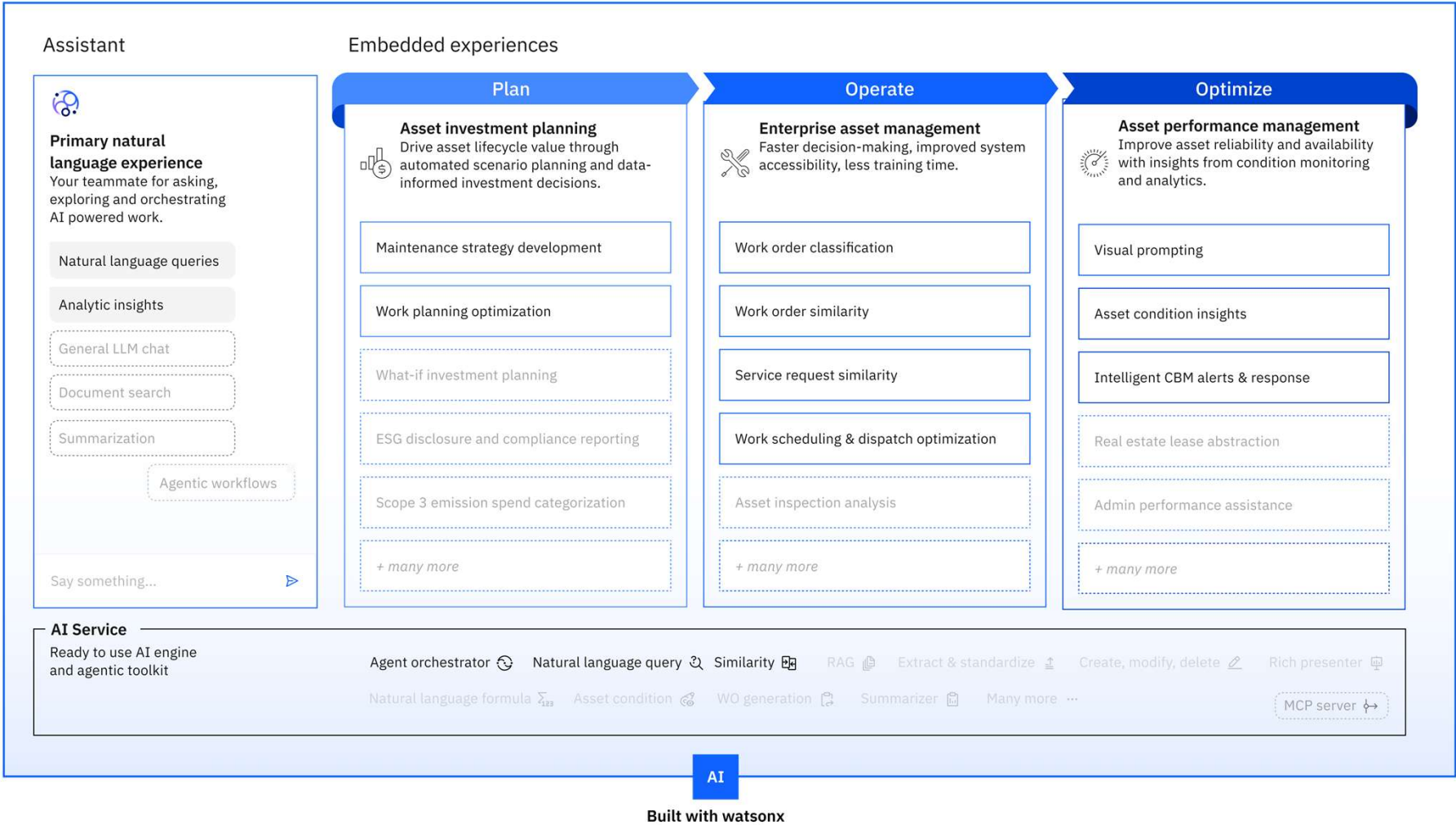


AI

Enhancing asset management by enabling predictive maintenance and delivering data-driven insights that improve reliability, efficiency, and operational decision-making.



GenAI in
Maximo
current
and
roadmap

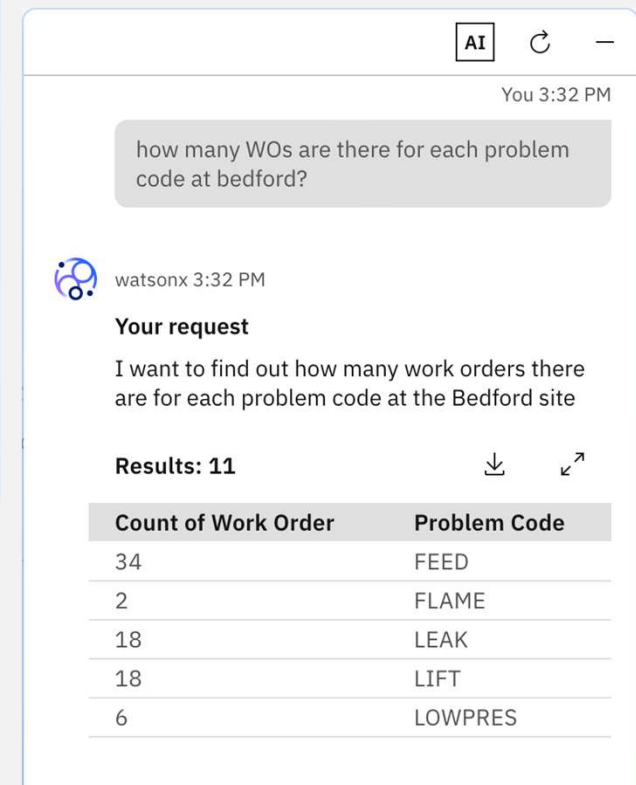
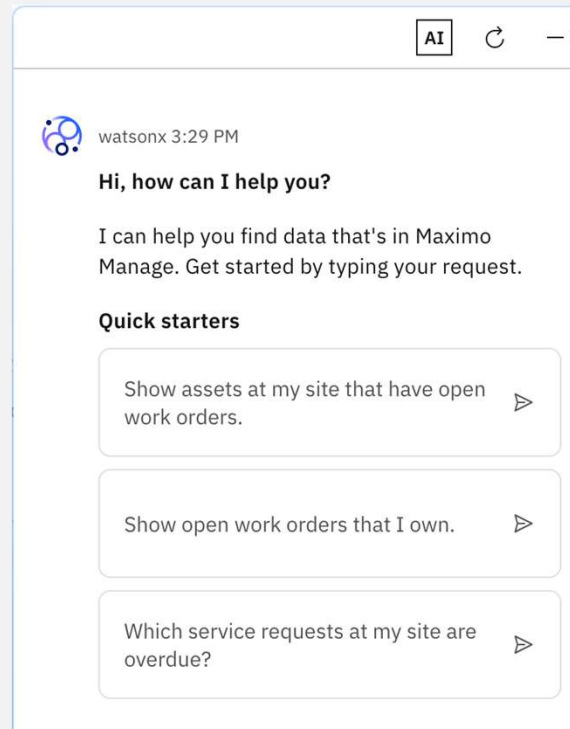


Maximo Assistant

Built into Maximo, the AI Assistant lets teams interact with data using natural language—no complex queries, technical skills, or multi-step processes needed.

Capabilities in Manage 9.1

- **Database Retrieval:** Instantly display work, asset, and service data using plain language.
- **Analytical Insights:** Get real-time metrics like count, sum, average, and more.
- **Interactive Results:** Customize and filter data in a full-screen workspace



Classification prediction

Work Orders

- Recommends classifications (e.g., problem codes) to address poor or missing work order data.
- Enhances maintenance prioritization and reduces review and approval time.

IT service tickets

- Recommends the right workgroup to optimize resource use.

Problem code

Unspecified

AI

Q

AI HIGHPRESS 60%

72% of users cite data quality as their main challenge, making that the number 1 opportunity to getting a return on AI.

Work Order Intelligence and Agentic Workflow research '24

Last updated 2/14/1024 1:00 pm

AI

X

Recommendation

Select a recommended failure class.

Regenerate

Failure class	Description	Confidence
☒ PUMP	High pressure	60%
☐ COMPRESSOR	Leaking	51%
☐ LOWPRES	Low pressure	49%

Cancel

Apply

Similarity analysis

Work Orders

- Improve resolution speed by referencing completed work with similar cause..
- Configure which attributes should be used to identify duplicate/similar WO records.
- Assign/manage work in groups to streamline resource usage.
- Consolidate duplicate work to streamline resolution.

IT service tickets

- Recommends similar ticket incidents based on role.

IBM Maximo Application Suite

Manage

Work orders / 1004 / Similar work orders

Similar work orders

The following work orders are similar to work order 1004.

Current work order

Work Order	Description	Location	Asset	Status	Scheduled start	Site
1004	Generator Overhaul	BR300	11300	APPR	3/30/25 3:00 PM	BEDFORD

Similar work orders

☐ Work Order	Description	Location	Asset	↑	Status	Scheduled start	Site	Similarity score
☐ 1384	Relocate Guard	BR300	11300		APPR	3/30/25 3:00 PM	BEDFORD	92%
☐ 1477	Rebuild Feedwater	BR300	11300		WAPPR	5/23/25 12:00 PM	BEDFORD	87%
☐ 1006	Generator Overhaul	BPM3100	13140		INPRR	6/17/25 3:00 PM	BEDFORD	79%
☐ 1285	Feedwater Pump	BR230	11230		WAPPR	4/15/25 3:00 PM	BEDFORD	68%
☐ 1370	Paint Guard Rail	BR200	BR200		WAPPR	4/07/25 3:00 PM	BEDFORD	64%

Items per page: 100

1-5 of 5 items

1 of 1 pages

What's next?

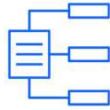
↪ The future of AI in Asset Lifecycle Management



Transform the field experience

AI comes to the frontline, empowering technicians with AI capabilities, hands-free voice interaction and computer vision to accelerate inspections and instant data capture.

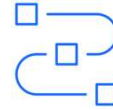
↪ Beginning in MAS 9.2



Collaborate with a digital teammate

The Assistant evolves from one-off answers to a persistent, context-aware teammate that can discuss, reason, and act across your Maximo data and documents.

↪ Beginning in MAS 9.2



Extensible agentic workflows

Move beyond chat to enable goal-driven workflows where agents coordinate across tools and systems that are extensible by IBM, customers, and the ecosystem.

↪ Beginning in MAS 9.2

An explosion of use cases across every part of the asset lifecycle

A small subset;

- Asset Condition Insights
- Intelligent CBM
- Lease Abstraction
- Technician work assistance
- WO Generation
- Natural language formula
- Risk assessment advisor
- Admin assistance & insights
- Asset inspection analysis

+ *Many, many more*

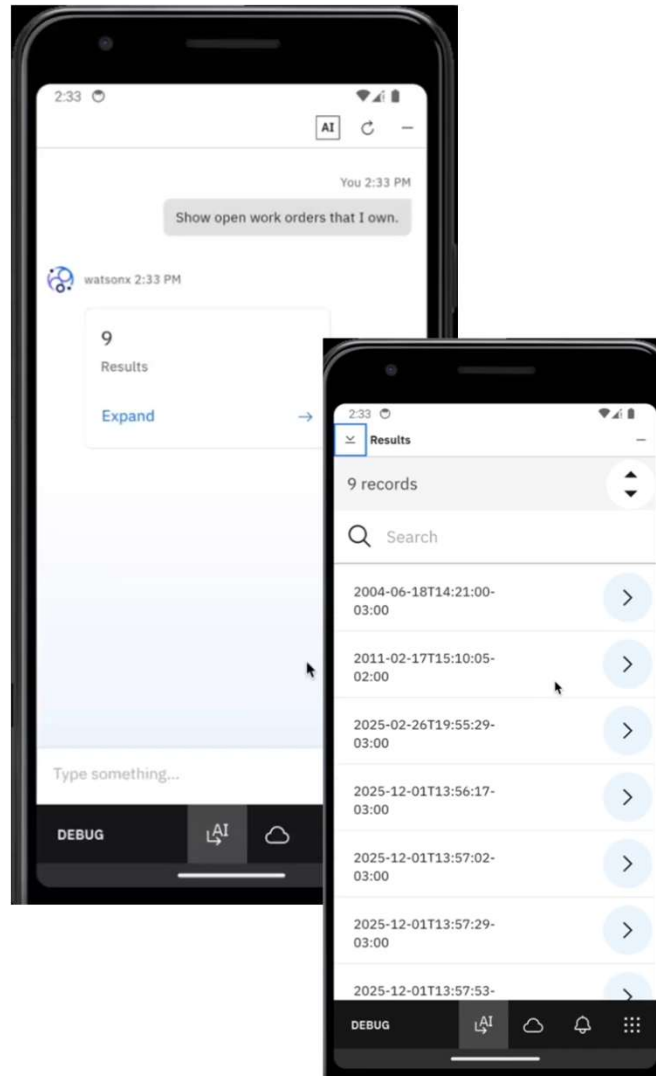
Transform the field experience

↪ Assistant on Mobile

The Assistant's full power in the palm of the fields hand

AI comes to the frontline, empowering technicians with AI capabilities, hands-free voice interaction and computer vision to accelerate inspections and instant data capture.

↪ Beginning in MAS 9.2



Asset Class Differentiation

While leveraging shared MAS capabilities, we are delivering unique value for key asset classes.

Real Estate and Facilities

Oil & Gas/HSE

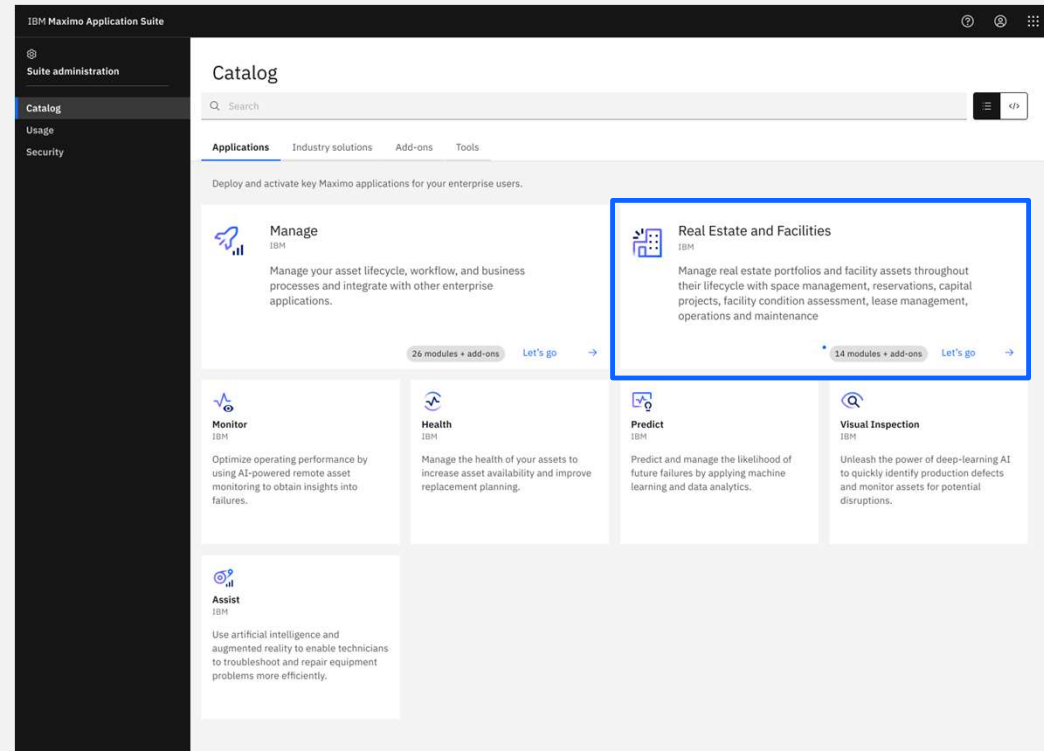
IT

Renewables

Maximo Real Estate and Facilities

Extending the capabilities within MAS

- Space management and reserve
 - Optimize space with dynamic planning, real-time insights, and occupant services.
- Capital projects and facility condition assessment
 - Enhance decision-making with a credible budget framework, justified strategies, and effective execution
- Lease management
 - Integrate admin and accounting for cost savings, compliance, and AI-driven insights.
- Monitor with workplace analytics & energy and asset monitoring
 - Track usage with IoT sensors and Wi-Fi, integrating with existing sensors for energy monitoring



Maximo HSE
Maximo Oil and Gas
MAS 9.2



Contractor Safety

Maximo’s new Contractor Safety capability expands on the core Companies application. Delivers a comprehensive and purpose-built approach to managing third-party safety performance. Provides a centralized view of contractor compliance, required certifications, incident history, and incident working-hour totals.



Incident categorization and similarity identification with AI

Incidents module is now receiving AI-generated insights for populating Incident Type and Incident category. Users can identify trends of similar incidents quickly and act on it preventing a more dangerous situation.



Mobile Permit to Work

Field workers will be able to request a Permit to Work remotely, using mobile devices when in need of specific approvals for risky activities.



Mobile Incident Reporter

Continuing to improve the mobile incident reporting capability, we’re adding map functionalities that will allow users to create a new incident by long-pressing a specific area in the map or clicking on an asset/location being displayed in the map.



Mobile Inspections integration enhancements

Inspections are now part of Risk Assessments and MOC workflows, along with other areas like Incidents, Access Permits, Operator Rounds and Audits & Surveys. On top of that, we’re adding assignment capability in all the areas where there’s an integration with Inspections. Also, in accordance with core Inspections move, it’s becoming an Org/Site level function across all O&G/HSE modules.



GHG/CO2e Emissions calculation

O&G/HSE contain emission capturing mechanisms for Fugitive Emissions (Incidents) and Continuous Emissions (Asset and Location). It was able to manually capture emission amounts, but converting it into GHG/CO2e amounts had to be done manually or third-party tool. Envizi provides now an API that can calculate those values live based on emission type and amount.



Waste Management

Maximo’s waste management capabilities address a critical element of environmental functionality with a deep, asset centric solution that supports all waste types. Including tagging waste generating assets or locations, defining waste types, capturing required permits and certificates, linking disposal plans with vendors, supporting inspections and more.

Optimize

“Always on” services for people productivity

Ensure people productivity through Service availability

Every person working today deals with IT technology assets, applications and systems to deliver their daily work to the business. Even the smallest outages, are disruptive and costly. With AI and a service reliability focus, IT assets are dependable and “always on”.

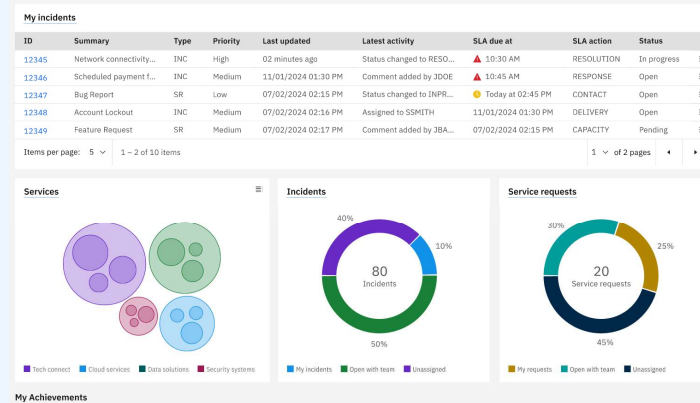
Empower agility, availability and faster issue resolution

Issues experienced in IT services are complex and intertwined. Having visibility to the service and the construct allows IT to work faster with AI summaries, become more proactive and create secure and reliable systems.

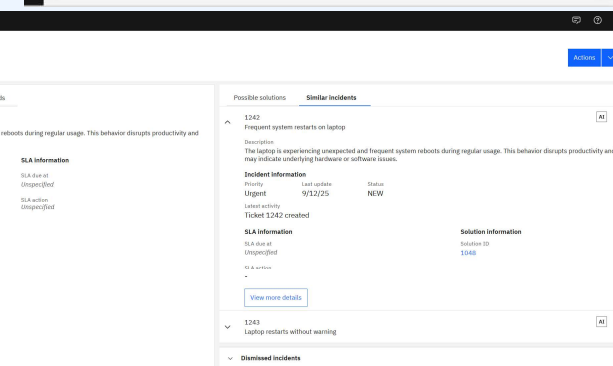
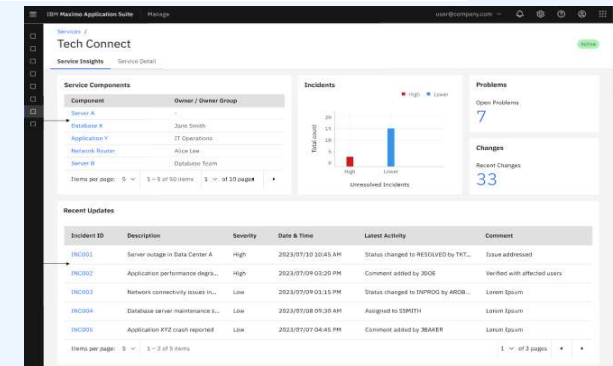
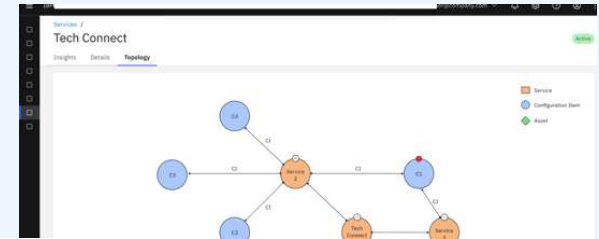
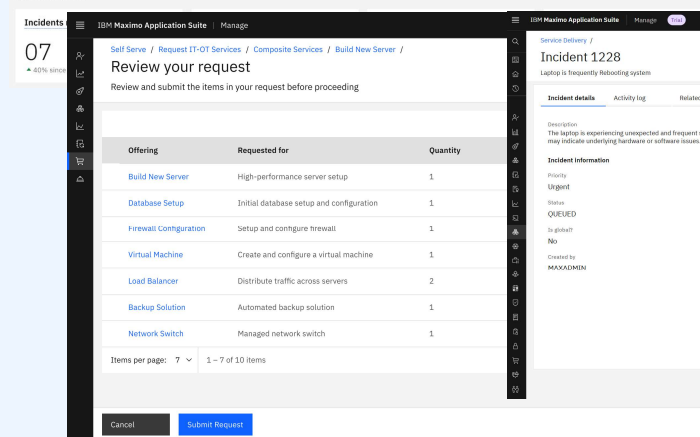


IBM Maximo IT Service and Asset Management

Service Delivery



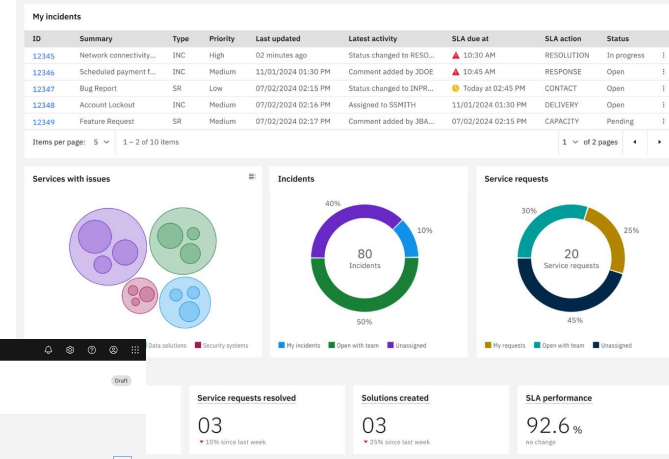
My Achievements



Modernizing Journey of Maximo IT

- Intuitive and simple Offering creation
 - Speed time to deployment
 - Improved user experience for end users
- Integrations with systems such as:
 - Capacity, availability, MDM, network, security
 - Assets, Alerts and notifications
- Improved software tracking – new UX
 - Software agreement ingestion – AI
- Expanded automation to service management with incident and service request AI summarization
- Extend Services Insights and View
 - added capabilities and features
- Add “bundling” added to self Serve
 - for approvals of budget and ease of user submission of request

Service Delivery



Review license details

Review all license information before activating. You can make edits as needed.

General information

License name: Figma Enterprise License

Description: Annual subscription license for Figma used by the UX Design team under ER&D.

License agreement type: Subscription and support

Vendor: Microsoft

Primary contact: ABC/UM

Attachment: [Figma_License_2024.pdf](#)

License details

Start date: 01/05/2025

Termination date: 31/12/2025

Purchase currency: USD

Organization: ER&D

Customer (SP Customer): Company 1

Software

Software name	Description	License type	Manufacturer
Figma	Design tool for UI/UX	User based	Figma
Oracle DB	Enterprise RDBMS	Enterprise	Oracle
Adobe Photoshop	Creative editing tool	Install	Adobe
Jira	Project management	User based	Atlassian
Zoom	Video conferencing	User based	Zoom

Exit

Review your request

Review and submit the items in your request before proceeding

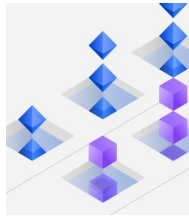
Item added to your request

Offering	Requested for	Quantity	One-Time Unit Price	Recurring Unit Price
Build New Server	High-performance server setup	1	\$2000.00	\$2000.00
Database Setup	Initial database setup and configuration	1	\$1500.00	\$1500.00
Firewall Configuration	Setup and configure firewall	1	\$1200.00	\$1200.00
Virtual Machine	Create and configure a virtual machine	1	\$1000.00	\$1000.00
Load Balancer	Distribute traffic across servers	2	\$1000.00	\$2000.00
Backup Solution	Automated backup solution	1	\$750.00	\$750.00
Network Switch	Managed network switch	1	\$900.00	\$900.00

Items per page: 7 | 1 - 7 of 10 items | 1 of 2 pages

Cancel Submit Request

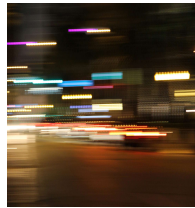
Maximo IT unleashes AI to deliver business value



Chatbot based self help

- User empowerment for self-resolution of common issues
- Reduce ticket volume for reallocating resources to complex problems
- Improved user experience and operational efficiency through informed responses

[Self Serve](#)



Ticket & Solution recommendations

- Instant context for agents through similar ticket clusters
- Enhanced resolution speed through related solution references
- Increased agent efficiency and service consistency

[AI ticketing and solutions](#)



Smart Ticket Assignment

- Lightning-fast, AI-driven ticket routing to experts
- Error-free, automated resource allocation
- Enhanced productivity and service efficiency

[Solutioning and Ticketing with AI](#)



Knowledge Agent

- Eliminate tedious knowledge creation with AI based Knowledge Agent
- Automatically create solution documents in knowledge base from resolved tickets
- Robust knowledge base helps reduce tickets and speed up incident resolution

[AI Agents for Maximo IT](#)



Summarization Agent

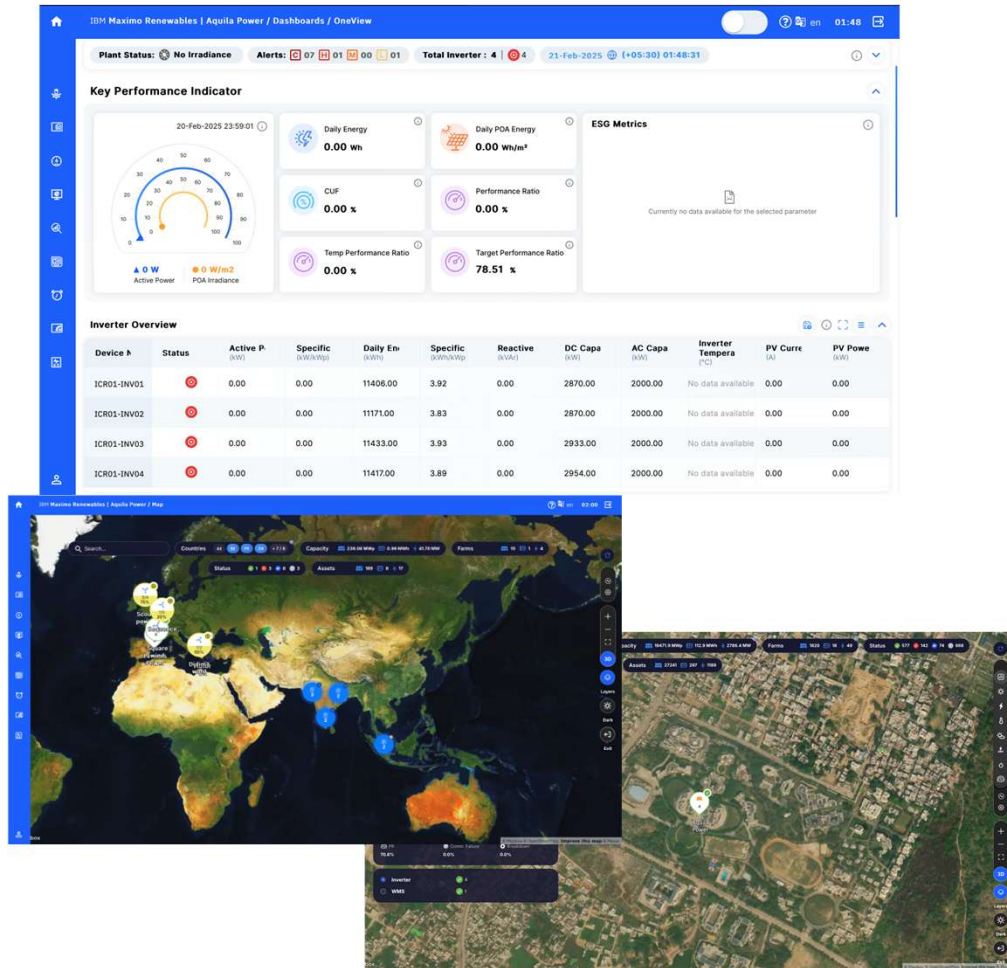
- Ticket summarization, fast tracks hand offs between agents, for any reason
- Automatically summarize the ticket to catch up or spot something new that may have come in since the ticket was last responded to
- Easily review ticket for creating knowledge, informing user of progress or management of impact to business

[Tools for Maximo IT](#)

IBM Maximo Renewables

MAS 9.2

- Data Ingestion robustness
- Loss Bucketing Analytics improvement - **additional, granular loss buckets** for more accurate diagnosis and actionability.
- Solar dashboard enhancements , Solar Dashboard Widgets Enhancements
- Wind Snowflake - Customer Facing and Internal for powering Wind Dashboard
- Alternative or Deviation for UNSAT 3rd Party Libraries (High Charts and AG Grid)
- Create integrations between Renewables and Manage
- GenAI based Chatbot for renewables insights
- Wind Dashboard
 - Operational status
 - Generation overview
 - Active faults, alerts, or warnings
 - Real-time and past 24-hour operational information for each turbine
 - Turbine rankings based on performance, availability, and generation
 - Insights into daily ranking trends for each turbine
 - Identification of repeated errors
 - Energy deviations from expected generation
 - Categorization of losses
- Improved energy storage analytics
- Leverage Maximo Mobile for field technicians
- Event Management (ROC Alarms/Custom Alerts)



“The IBM Maximo Application Suite is one of the most comprehensive and widely adopted asset lifecycle management solution sets across numerous industries.” –IDC

Market leader: Maximo

EAM

Verdantix: Green Quadrant
(2024)

Industrial CMMS

Verdantix: Green Quadrant
(2025)

APM

Verdantix: Green Quadrant
(2024)

FSM

IDC: Market Scape
(2025)

Commercial CMMS

Verdantix: Green Quadrant
(2025)

CPIP/IWMS

Verdantix: Green Quadrant
(2025)

Notable mention

FSM

Verdantix: Smart Innovators
(2025)

Renewables APM

Verdantix: Smart Innovators
(2025)



IBM Asset Lifecycle Management / © 2025 IBM Corporation

Come chat with us

We're exploring how **energy, emissions, and compliance-based reporting** show up in your work today — and how those needs could be better supported within Maximo.



Ashley Bacalso

Product Manager

IBM ALM



Noah Kawash-Barnes

UX Designer & Researcher

IBM ALM

OR



Take a short, 3-minute survey

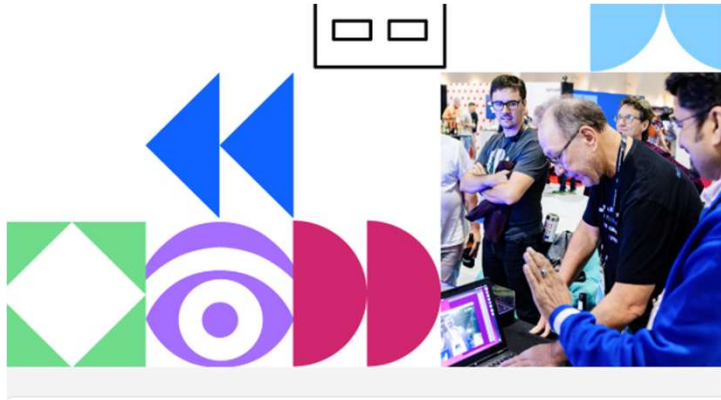
We'd love to hear from you!

Maximo User Groups 2026

Event	Dates	Location	website
GCC Maximo User Group	Feb 9	Dubai, UAE	https://community.ibm.com/community/user/usergroup?CommunityKey=a4661189-b685-42e1-bcc6-0198e28873f2
Southwest Maximo User Group (SWMUG)	Feb 25	Dallas, TX	https://swmug.org/
Southwest Maximo User Group (SWMUG)	Feb 26	Houston, TX	https://swmug.org/
Southwest Maximo User Group (SWMUG)	Mar 18	Phoenix, AZ	https://swmug.org/
Las Vegas Maximo User Group (LVMUG)	Mar 19	Las Vegas, AZ	https://lvmug.org/
Dutch Maximo User Group	Mar 20	Heineken, Netherlands	https://community.ibm.com/community/user/usergroup?CommunityKey=96b07ace-b2d6-43cb-a9cf-0193224ad646
Hong Kong User Group	Mar 20	Hong Kong	
Maximo Utility Working Group (MUWG)	Apr 7-10	Charlotte, NC	https://www.muwg.org/
Pacific Maximo User Group (PACMUG)	Apr 22	San Jose, CA	https://pacmug.org/
GOMaximo	Apr 28-29	Houston, TX	https://www.gomaximo.org/
UK/Ireland MUG	May 7-8	Dundee, UK	https://community.ibm.com/community/user/discussion/welcome-to-the-maximo-uk-and-ireland-user-group
Northeast MUG (NEMUG)	May 7-8	Long Island, NY (ConEd)	https://nemugs.com/
West Mountain Maximo User Group (WMMUG)	May 13	Denver, CO	https://wmmug.org/
Southwest Maximo User Group (SWMUG)	May 14	Albuquerque, NM	https://swmug.org/
Greater Atlanta User Group (GAMUG)	May 19	Gwinett County Schools	https://starboardconsulting-maximousergroups.com/atlanta/
France MUG	Jun 1-2	Bordeaux, France	
CANMUG	June 4-5	Toronto, CA	https://www.canmug.org/
Midwest Maximo User Group	June 23	Minnesota	
Pacific Maximo User Group (PACMUG)	Jun 24	Seattle, WA	https://pacmug.org/
Pacific Maximo User Group (PACMUG)	Jun 25	Portland, OR	https://pacmug.org/
Pacific Maximo User Group (PACMUG)	Jul 29	Los Angeles, CA	https://pacmug.org/
Pacific Maximo User Group (PACMUG)	Jul 30	San Diego, CA	https://pacmug.org/



IBM TechXchange 2026



Starts: Oct 26, 2026 09:00 AM (ET)

Ends: Oct 29, 2026 05:00 PM (ET)

Where

Georgia World Congress Centre
285 Andrew Young International Blvd
NW
Atlanta, GA 30313

Atlanta October 26-29

Be the first to preview the latest AI developer tooling, experiment with quantum computing, contribute to open source projects, get hands-on with Infrastructure as Code (IaC) tools, and earn certifications.

- Explore/ new technologies, tooling, and architecture
- Build/ with real code in hands-on labs and Sandbox
- Launch/ your career, next idea, or product

MUG Resource Page



Welcome to the Maximo User Group (MUG) Resource Hub!

This space is designed to help you explore IBM Maximo Application Suite (MAS), connect with the Maximo community, and access the most relevant tools, resources, and insights.

Whether you're evaluating MAS, deepening your expertise, or staying connected with the Maximo ecosystem—everything you need is right here.



<https://ibm.biz/BdpsAw>