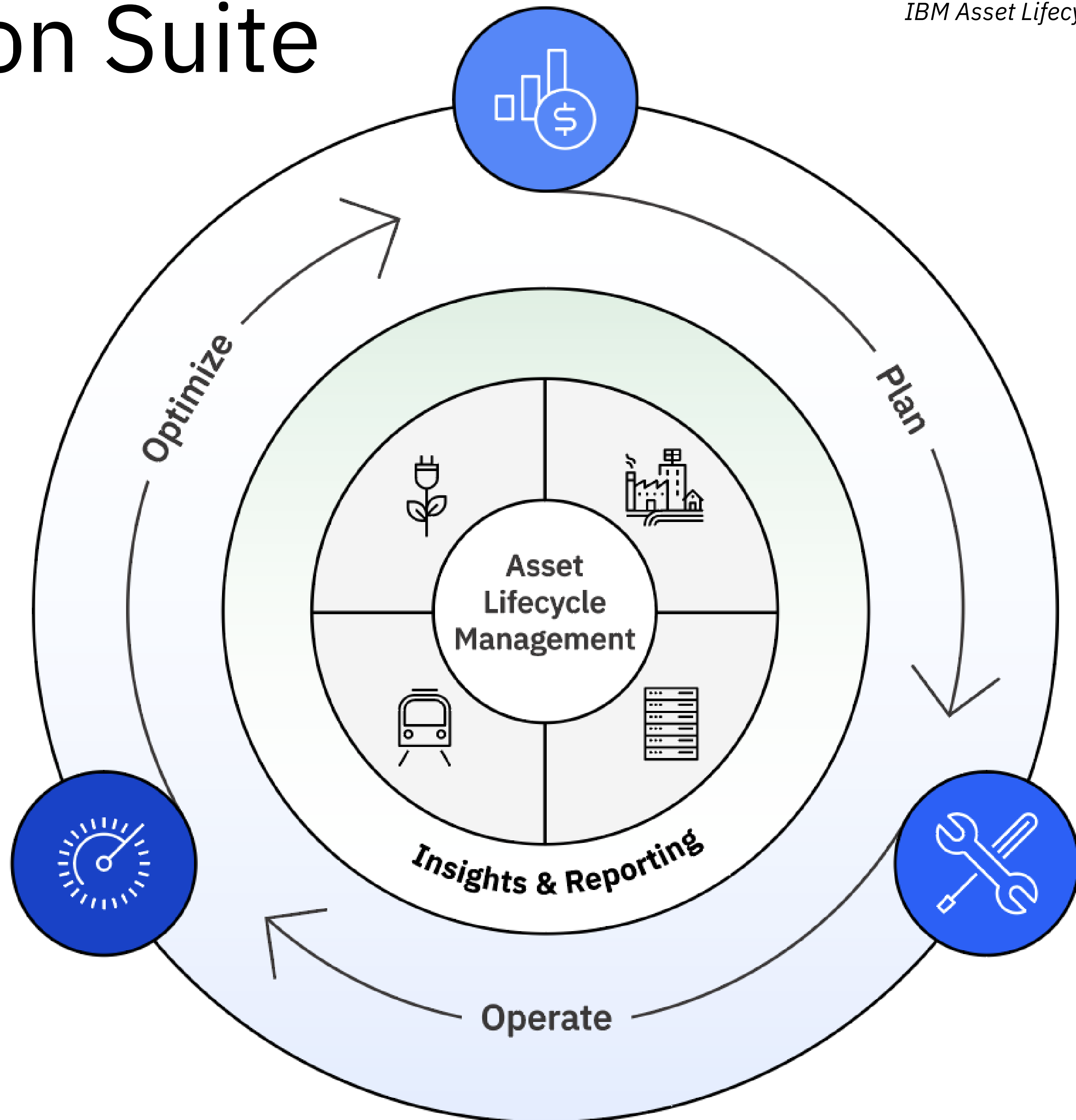


Maximo Application Suite

Product Update

IBM Asset Lifecycle Management



November 2025

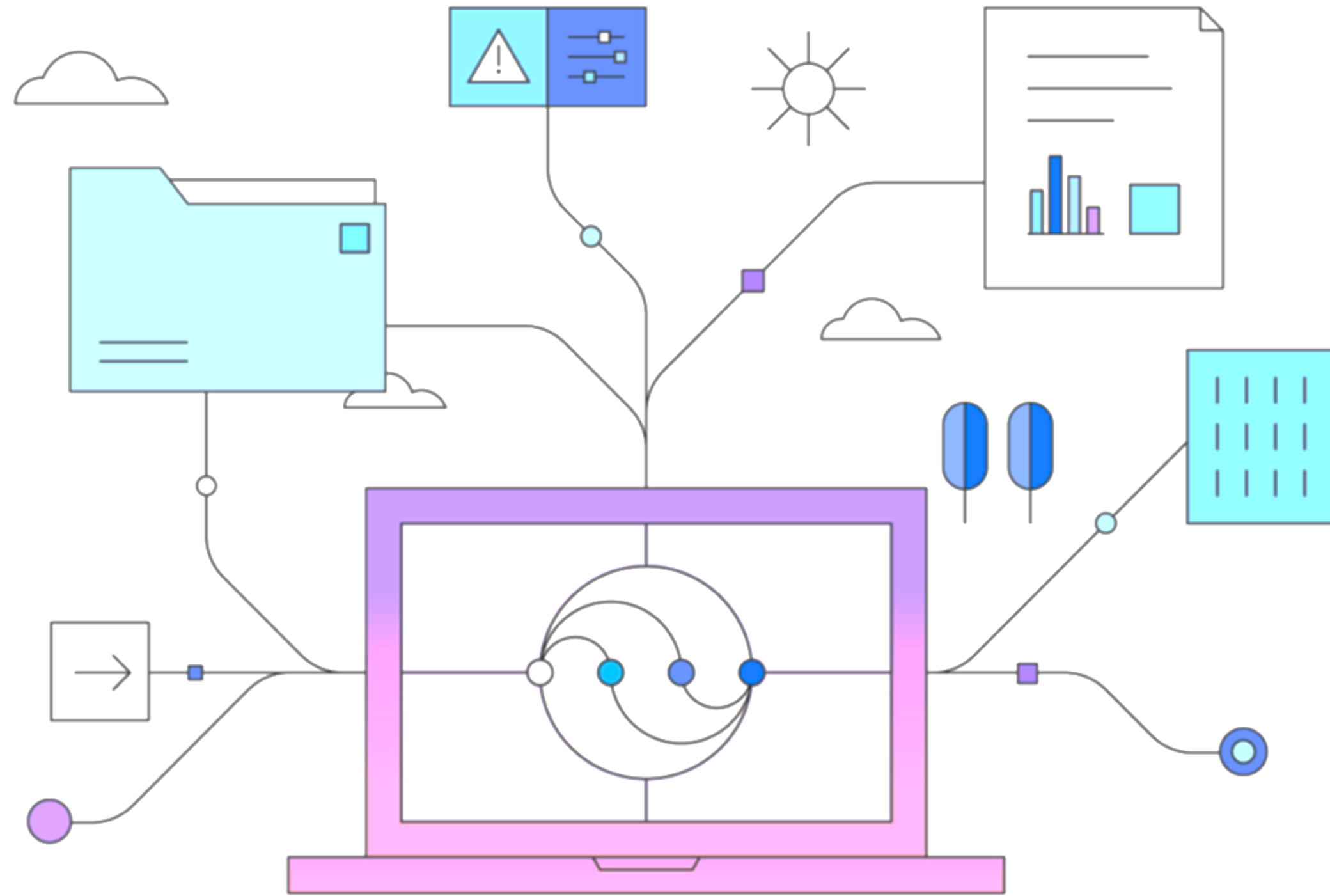
Kim Woodbury – Product Manager



Please note

- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.
- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.
- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion.
- Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.

2025:
Significant Year
for MAS



Maximo celebrates 40 years!

MAS 9.1

Integrated TRIRIGA into MAS
Maximo Real Estate and Facilities

Generative AI included in MAS

How we respond to client feedback

Users submit, review and vote on ideas

<http://ideas.ibm.com>

For MAS 9.1

173



Ideas delivered in MAS 9.1

- 39 Platform
- 28 Manage
- 79 Mobile
- 19 Spatial
- 08 Other

1,142



Votes cast by users across ideas

Top Ideas:

MAS Platform - Disable “Welcome” Emails in MAS

Manage - [Inventory Counting] Display additional data to help the Storeroom Clerk identify Items

Manage - Guest Accounts Provisioning in MAS - For external "users" Service Request Creation

Maximo Mobile - Technician (RBA) - Enter Premium Pay Hours on Labor transactions

63



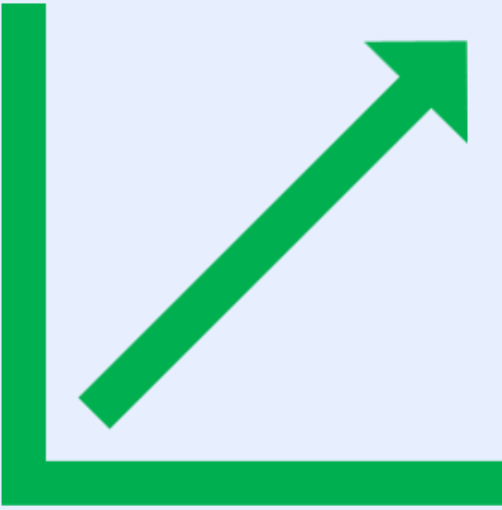
Highest vote count for a single idea

"Log out" user option for MAS system administrators

193%

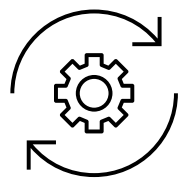
187%

40%



Growth compared to MAS v9.0

A unified suite of asset life cycle management solutions built with watsonx



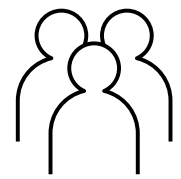
Extend the lifespan of **assets**



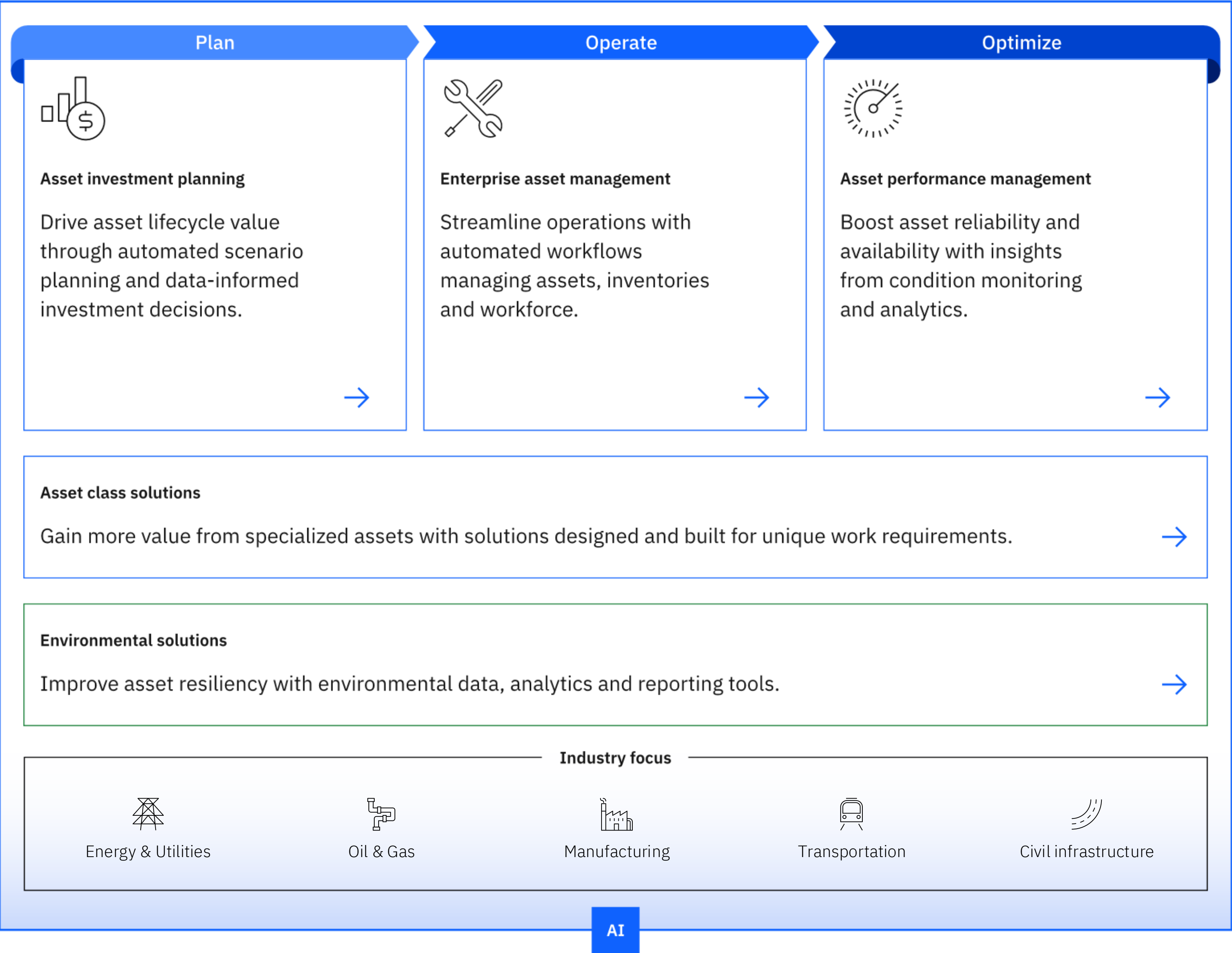
Reduce maintenance and **operations costs**



Manage **risk** associated with availability and sustainability

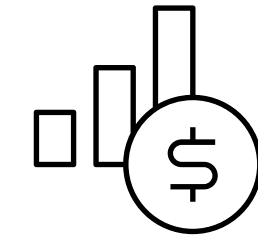


Increase **workforce productivity**



Ready-to-use AI engine and conversational interface for faster data synthesis, decision support and workflow automation.

Plan



Drive asset lifecycle value through automated scenario planning and data-informed investment decisions.



Plan

Investment planning

Plan major asset interventions with precision

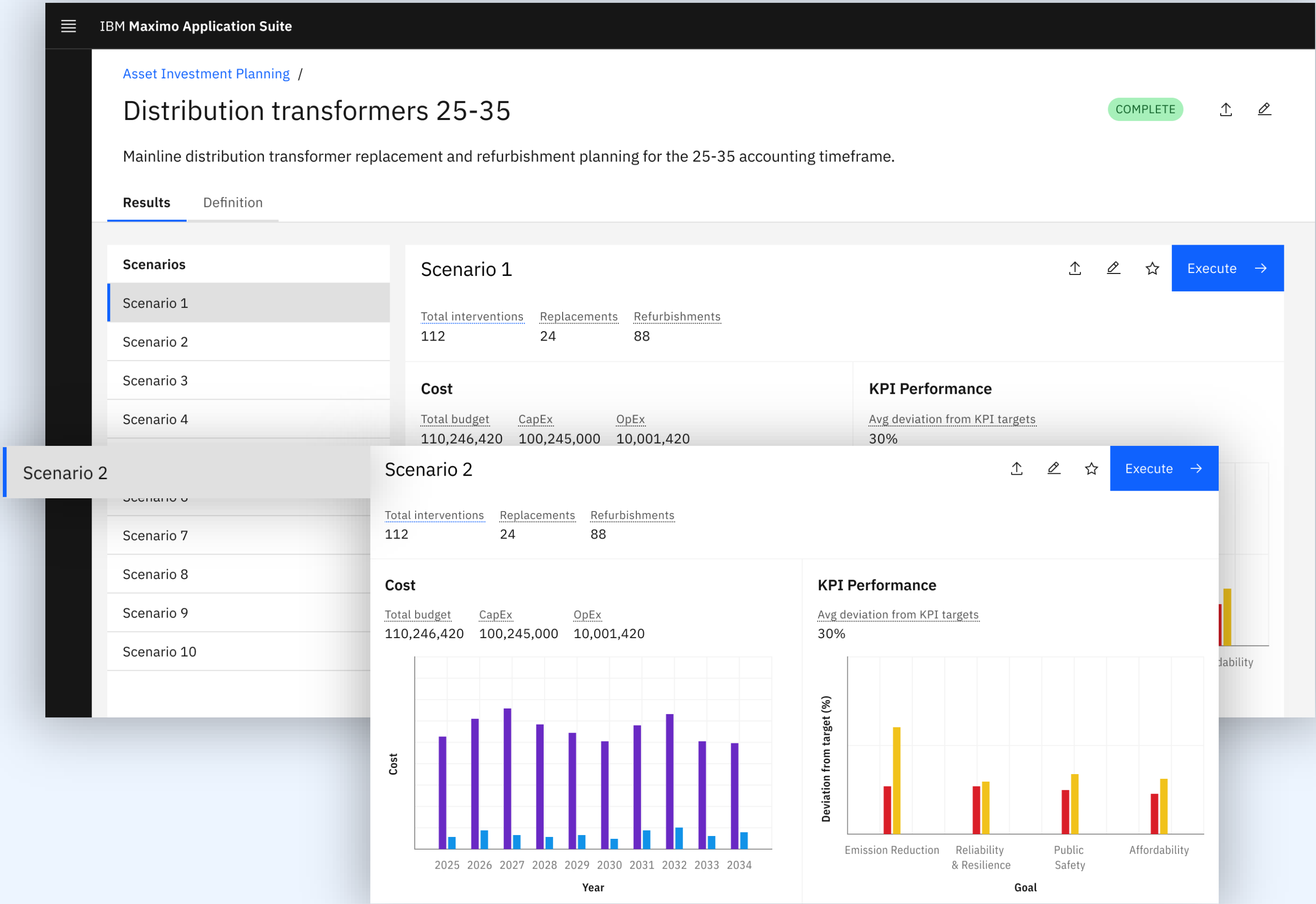
Accurately plan for major asset interventions that align to time horizons, organization budgets and objectives with multi-scenario generation.

Make better decisions about where and when to invest in your critical assets

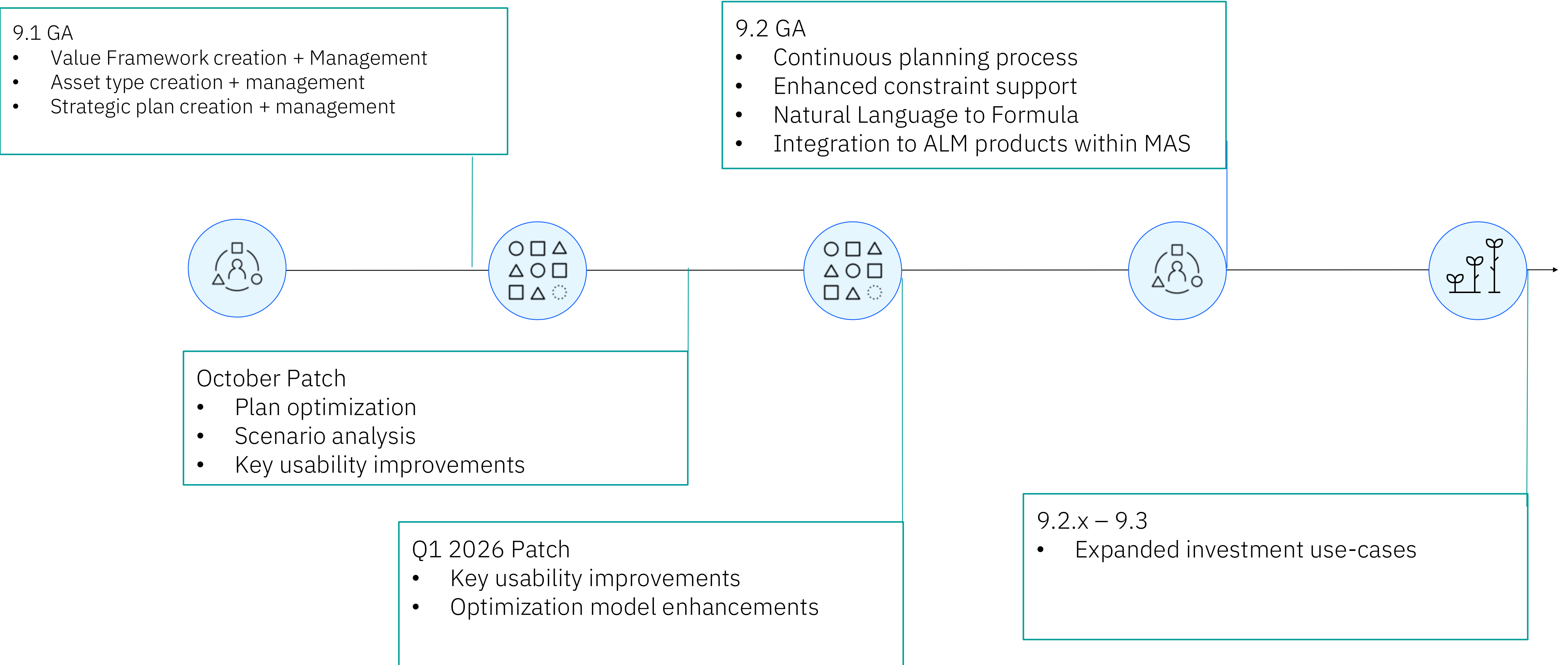
Empower asset-intensive teams to make confident, forward-looking investment decisions aligned with business objectives such as ESG, compliance, and cost goals.

[DEMO VIDEO](#)

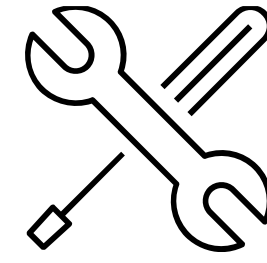
IBM Maximo
Asset Investment Planning



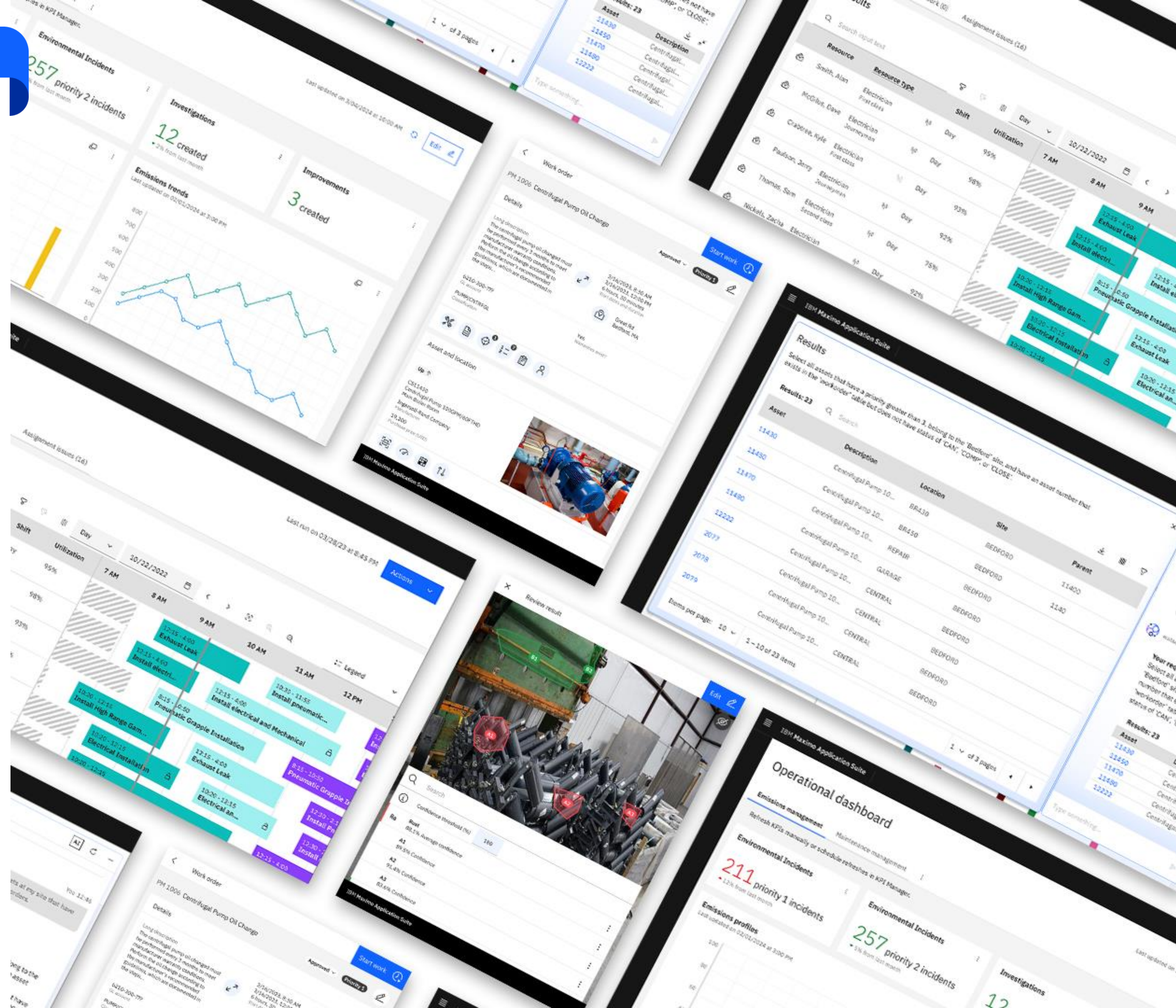
Maximo AIP Delivery Roadmap



Operate



Streamline operations
with automated workflows
managing assets, inventories
and workforce.

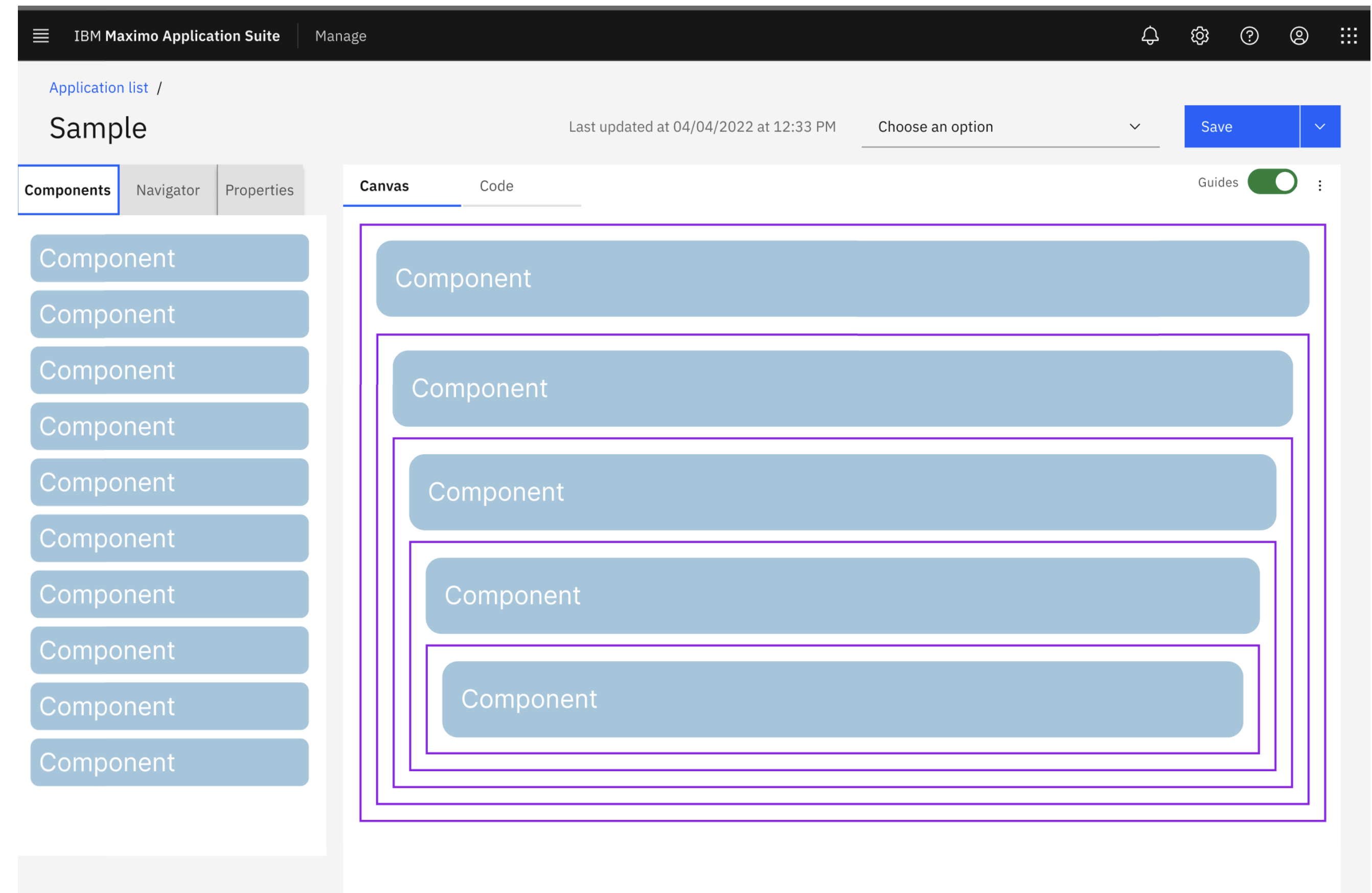


Maximo Application Framework

Application Configuration

With the tool now integrated into MAS, we will shift focus to improving the UX and reduce reliance on the app.xml, like App Designer

- Control palette to drag and drop available UI widgets onto the canvas
- Full-screen rendering of pages and dialogs
- Expose Attribute lookup for UI bindings



Operate

Field Service Management

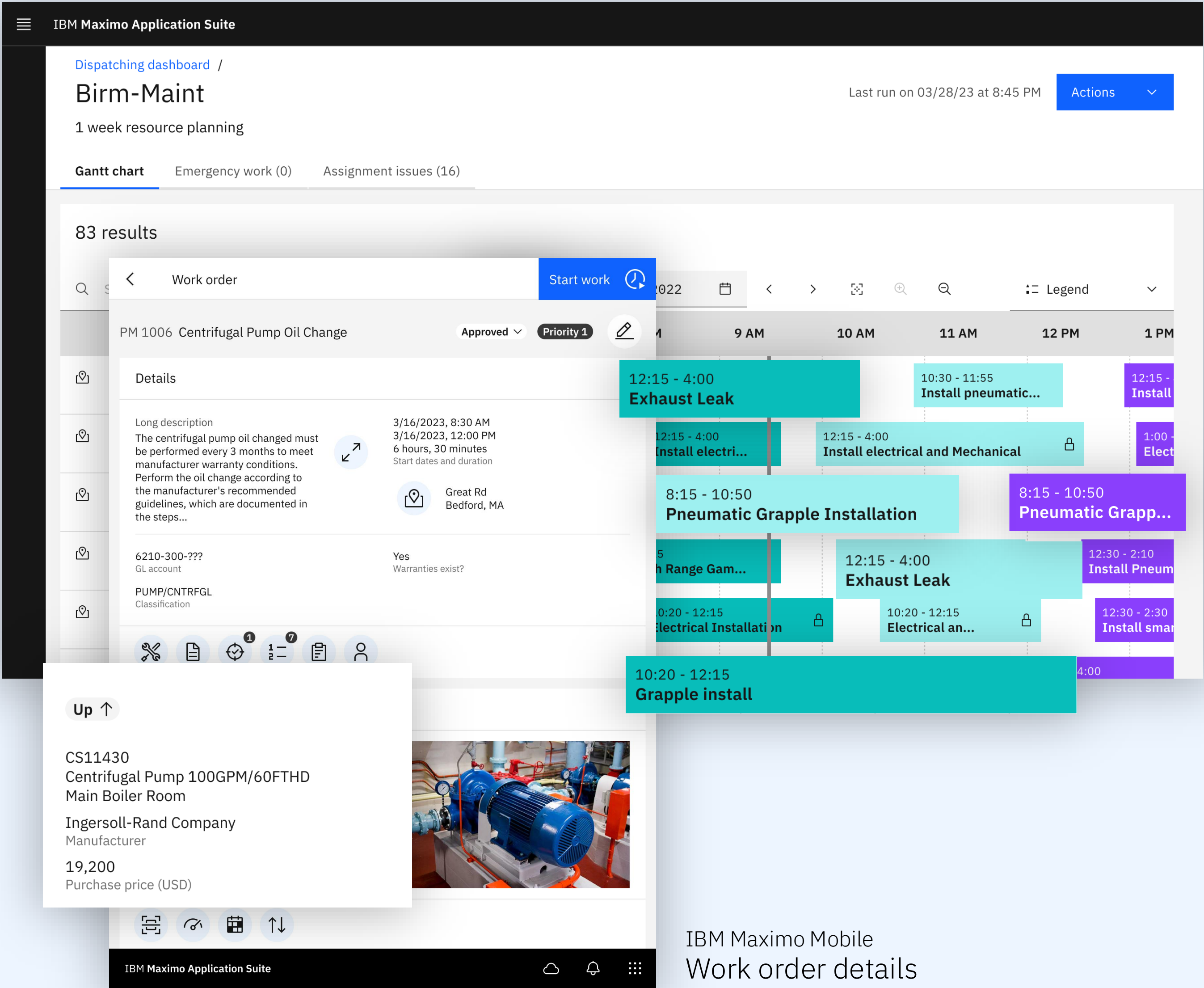
Simplify field operations

Optimize operations with intelligent scheduling, smart dispatching and mobile access to asset data, all seamlessly integrated with your back-office systems.

Increase first-time fix rates and uptime

Get the right person with the necessary skills and tools to the right place at the right time to complete the job correctly on the first attempt. Your technicians have access to everything they need directly from their mobile devices.

IBM Maximo
Dispatching dashboard



IBM Maximo Mobile
Work order details

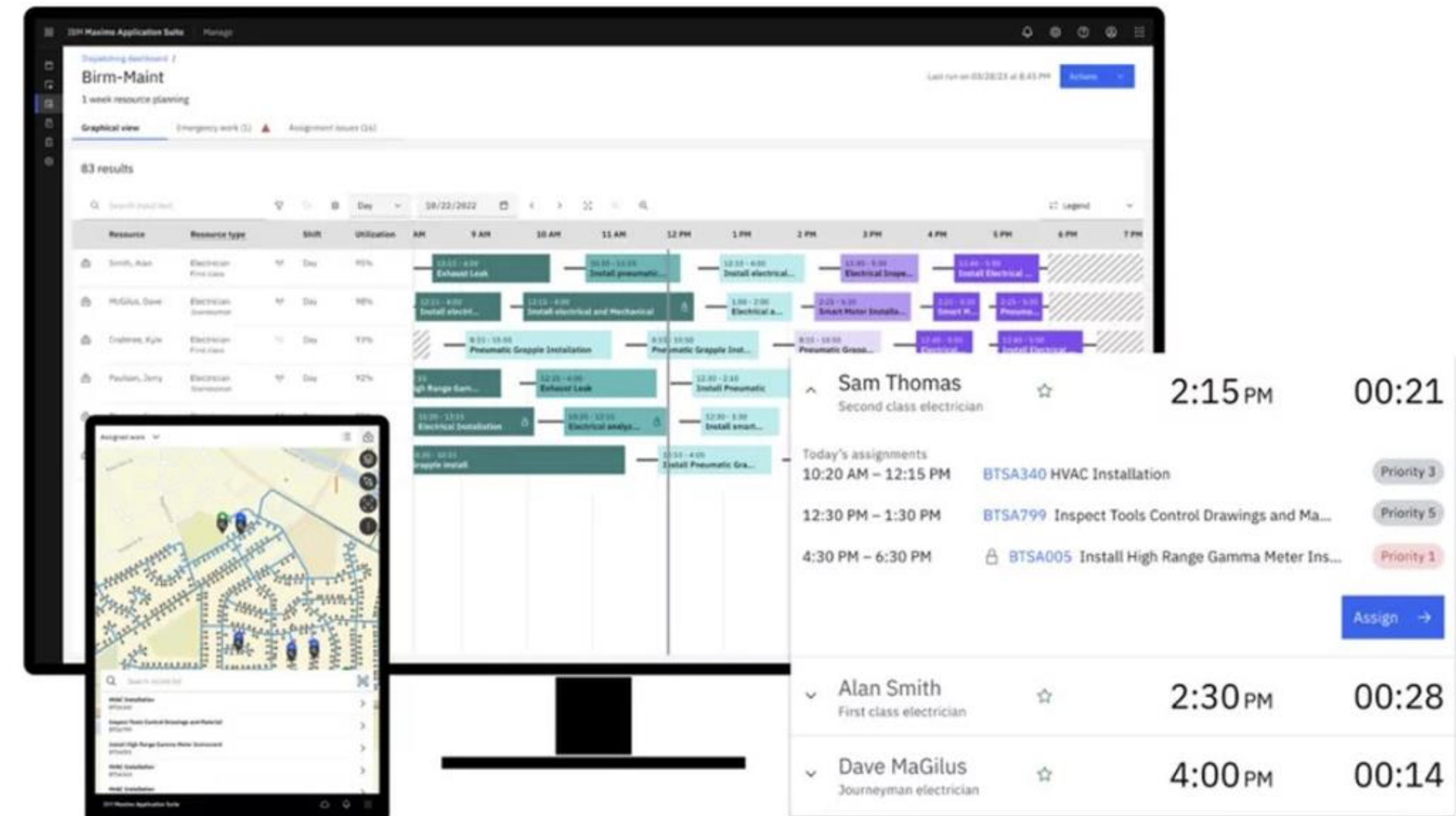
Field Service Management Scheduler/Dispatching/Planning dashboards

Speed up decisions at scale

- Optimize dispatching processes to improve response times, resource allocation efficiency, and customer satisfaction.
- AI agents for Scheduling, Planning and Dispatching dashboards.

Improved quality of decisions

- Support for Crews in Mobile (management, resource availability, work crew related activities)
- Location Awareness support for Mobile
- Enhanced data collection from field technicians with smarter forms
- Continue Modernizing Scheduler Dashboards for Insight-Driven Decision-Making
- Enhance decision-making processes and operational efficiency for Planning & Scheduling through advanced optimization techniques and artificial intelligence
- Enhance Optimizer 9.2 security, scalability, load balancing, elasticity for improved user experience
- Strengthening Core Scheduler Functionality to Meet Operational Demands

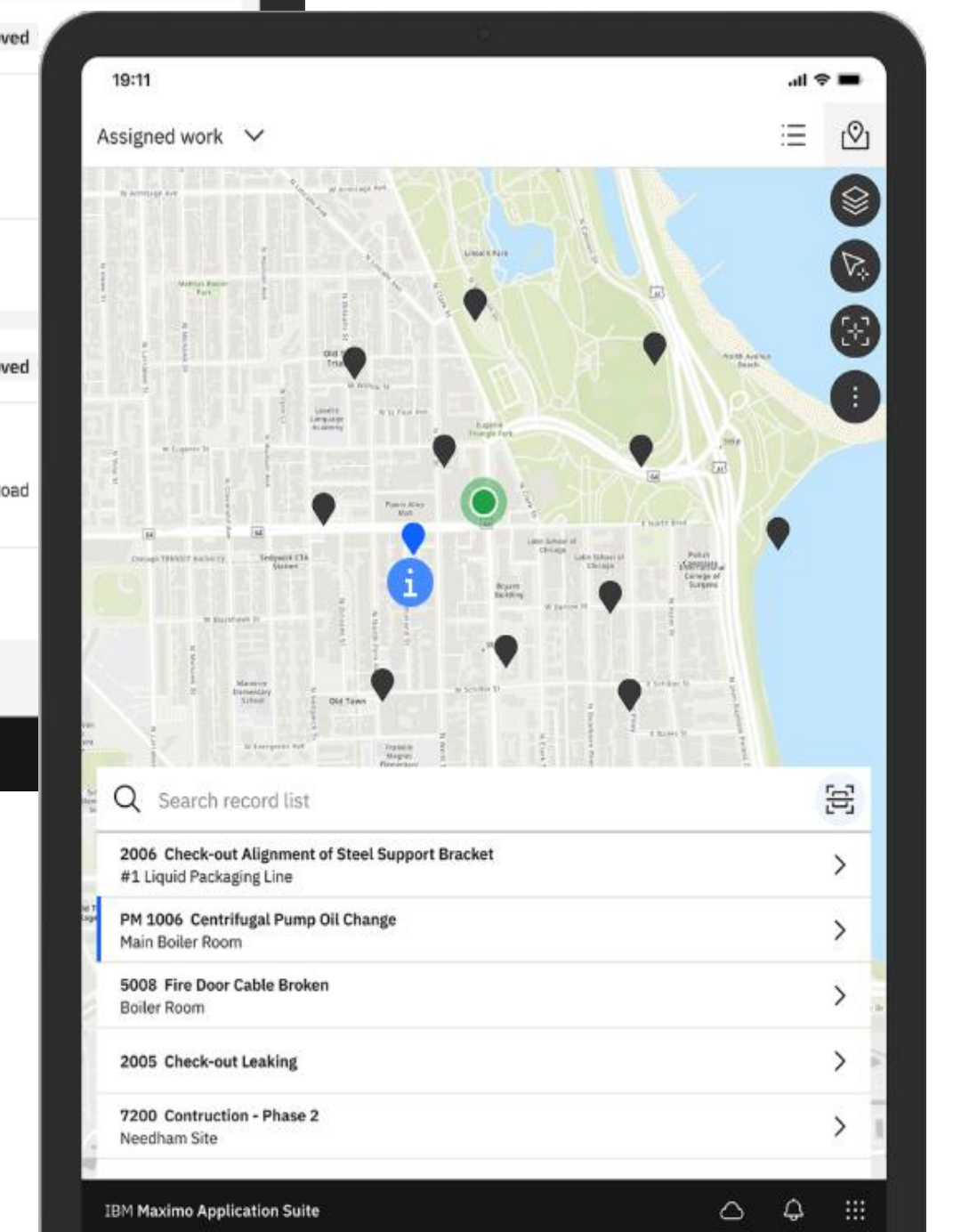
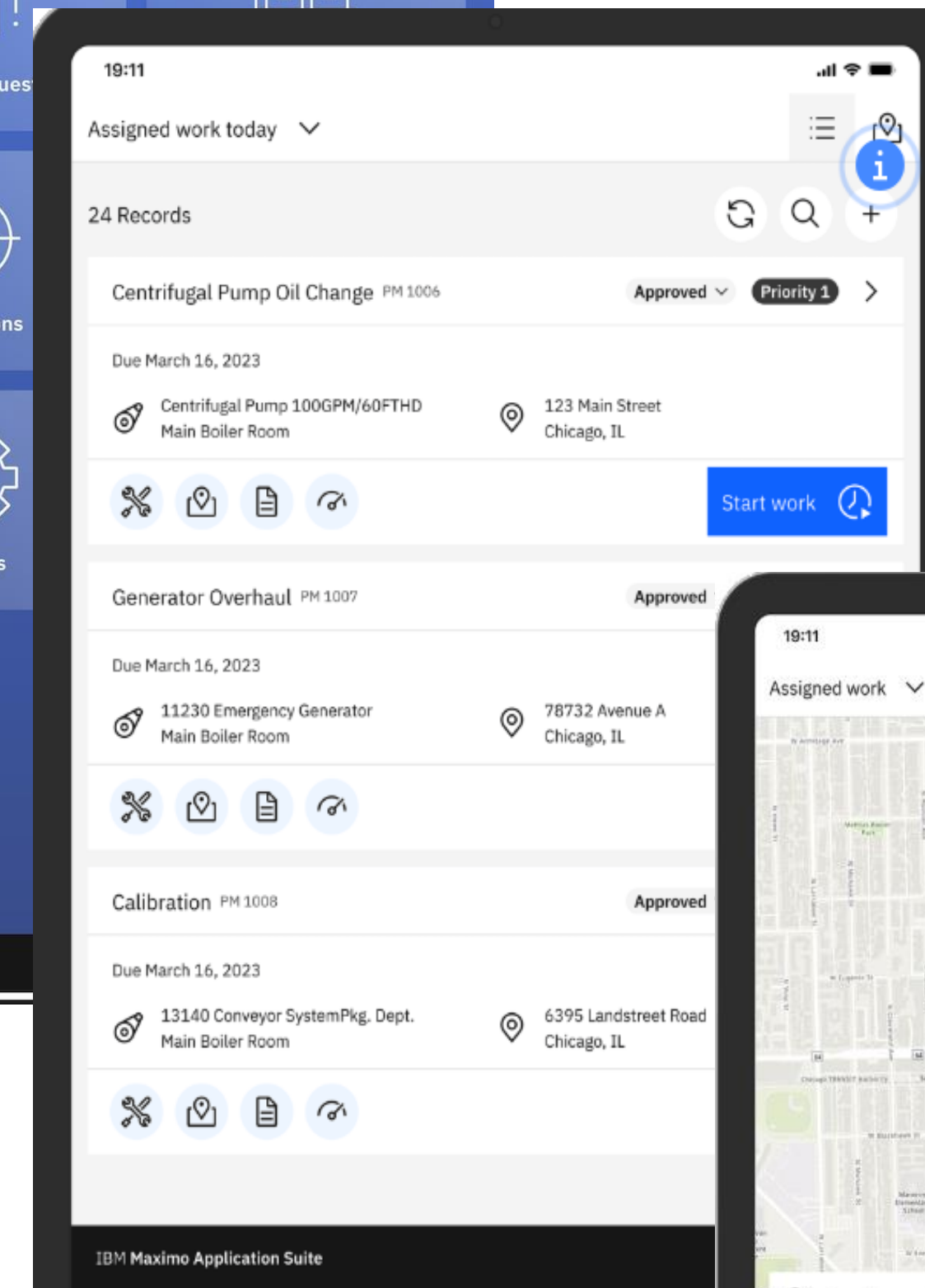
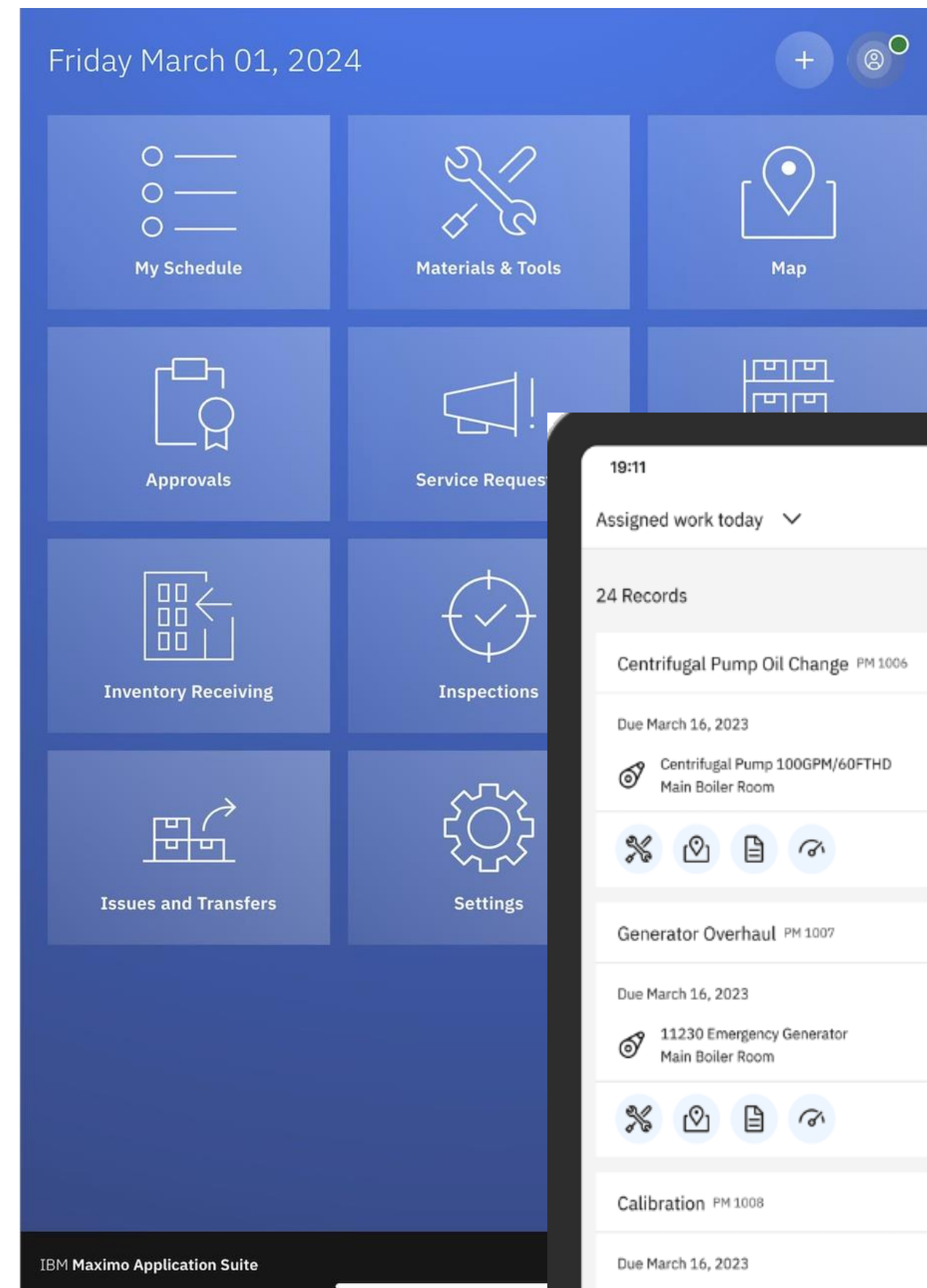


Maximo Mobile

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

- Single Mobile application provides access to capabilities through security
- No separate license for MAS
- Online/Offline support
- Configuration Tooling
- Device native capabilities – voice to text, attach images, location services, barcode scanning, e-signature
- Remote Collaboration
- Application functionality supporting multiple roles and business processes
 - Service Requests
 - Approvals
 - Complex Asset Switch (as part of ACM)
 - Work Order Execution
 - Calibration and Linear asset support
 - Inspections /Visual Inspections
 - Storeroom – Countbooks, Issues and Transfers, Receiving, Shipments and Staging
 - Incident Reporting

MAS 9.1



Maximo Mobile Inspections

- **Customizable Templates:** Create inspection forms tailored to specific asset types, locations, or regulatory requirements.
- **Conditional Logic:** Dynamically show or hide questions based on previous responses to streamline data entry.
- **Mobile Compatibility:** Complete inspections on mobile devices, even offline, with automatic sync when reconnected.
- **Multimedia Support:** Attach photos, videos, and annotations directly to inspection records.
- **Scoring and Thresholds:** Automatically calculate scores and flag results that exceed predefined thresholds.
- **Integration with Work Orders:** Trigger corrective actions or maintenance work orders based on inspection results.
- **Version Control:** Maintain and track changes to inspection templates over time.
- **Barcode/QR Code Scanning:** Quickly identify assets during inspections using built-in scanning tools.

MAS 9.1

IBM Maximo Application Suite | Manage

Inspection Forms / revision_history /

Pump Inspection

1. External Section

1.001. Leaks

Any sign of a leak?

☐ Yes ☒ No

1.002. Electrical connections

Are the connections secure?

☒ Yes ☐ No

1.003. Corrosion

Is there visible corrosion or rust?

☐ Yes ☒ No

2. Pump Engine

2.001. Vibration

Engine Vibration

☒ Low ☐ Medium

2.002. Temperature

Temperature

Unspecified

2.003. Noise

Noise Level

☒ Normal ☐ High

Bridge Inspecti...

Complete ☒

All ☒ To Do ☐ Done ☐ Required

0 required of 38

11430 Centrifugal Pump 100GPM/60FT HD

1. General

1.1. 10 - Paint

Years?

☐ - ☐ +

At least one selection is required

☐ 1 ☐ 2 ☐ 3 ☐ 4

☐ 5 ☐ 6

Field Service Management

Maximo Mobile

Mobile Technician

- Allow technicians to inform their availability, that will be used later for resource leveling
- Define crew members
- Report non-working hours (timesheet)

Inventory Counting

- Allow Reconciliation from the Mobile App
- Update images during counting
- Improved scanner behavior (count with scanner)
- ABC type as Count Book selection criteria
- Recount function before Reconciliation
- Change Storeroom

Issues and Transfers

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

Receiving

- Upload images for Inspections
- Upload/update images for items
- Printing Asset tags
- Printing Inventory labels
- Apply Item Assembly Structures during receiving process
- Improved scanning for receiving
- Improved put away process
- Receive services, materials, direct issues
- Change Storeroom

Field Service Management - Maximo Spatial

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

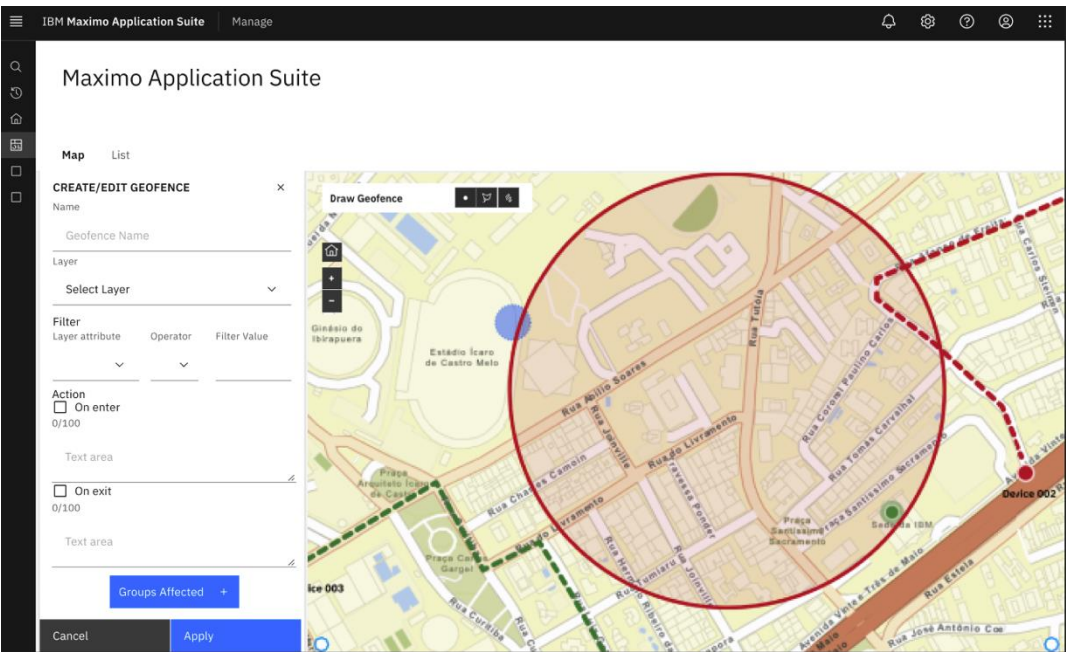
Smart Geofence

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

IBM Linear Visual Control	
	Snap enabled
	Zoom to tens
Description	0 10 30 40 50 60 70 80 100
Features	Guard Rail
Relationships	
Specifications	BEAM
Work Orders	
Parallel	HEIGHT
Guard Rail	
~ BEAM	MATERIAL
HEIGHT	

Field Service Management - Maximo Spatial

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

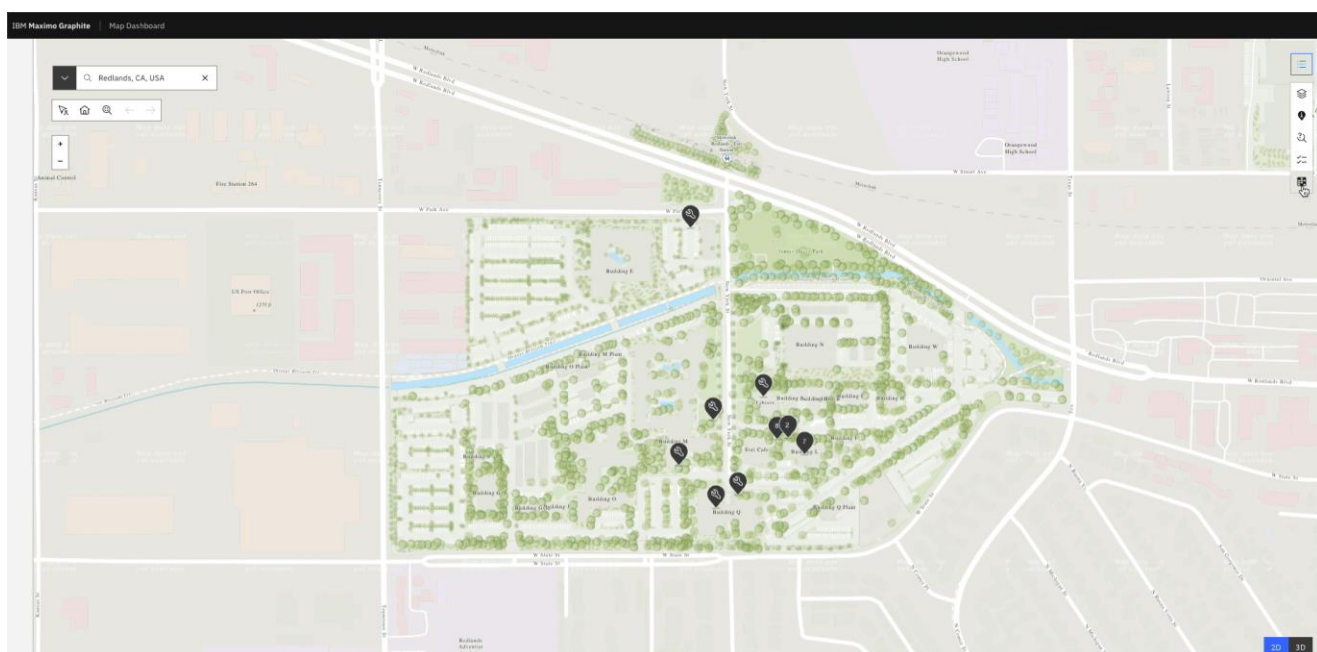
Heatmap

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



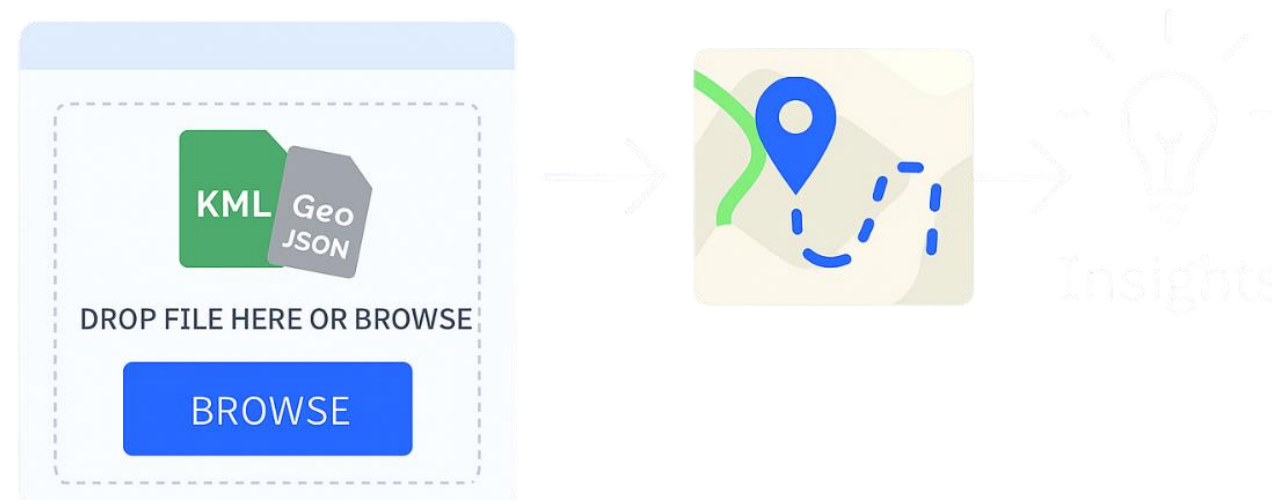
Dynamic Data Layer Upload

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



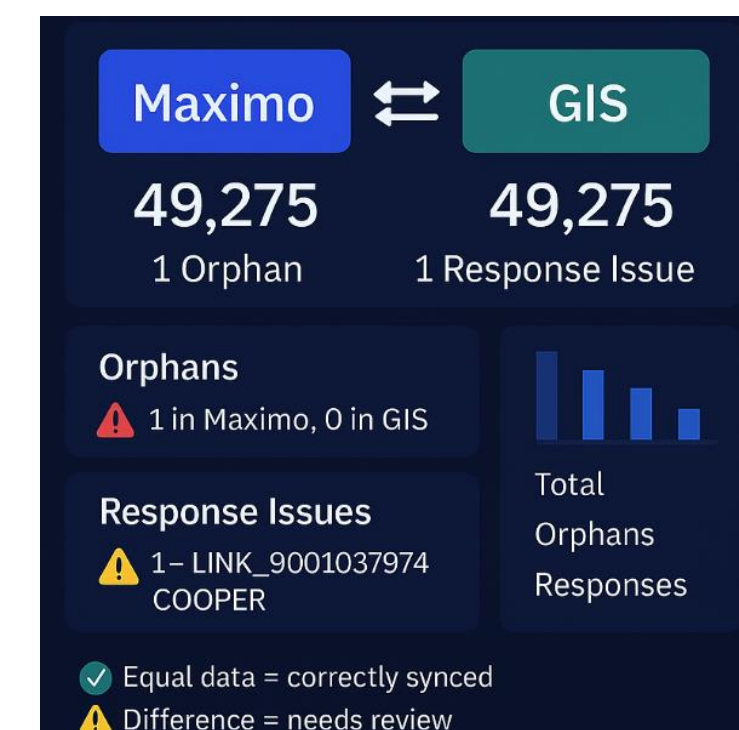
Data Sync Diagnostic

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



Operate

Asset inspections

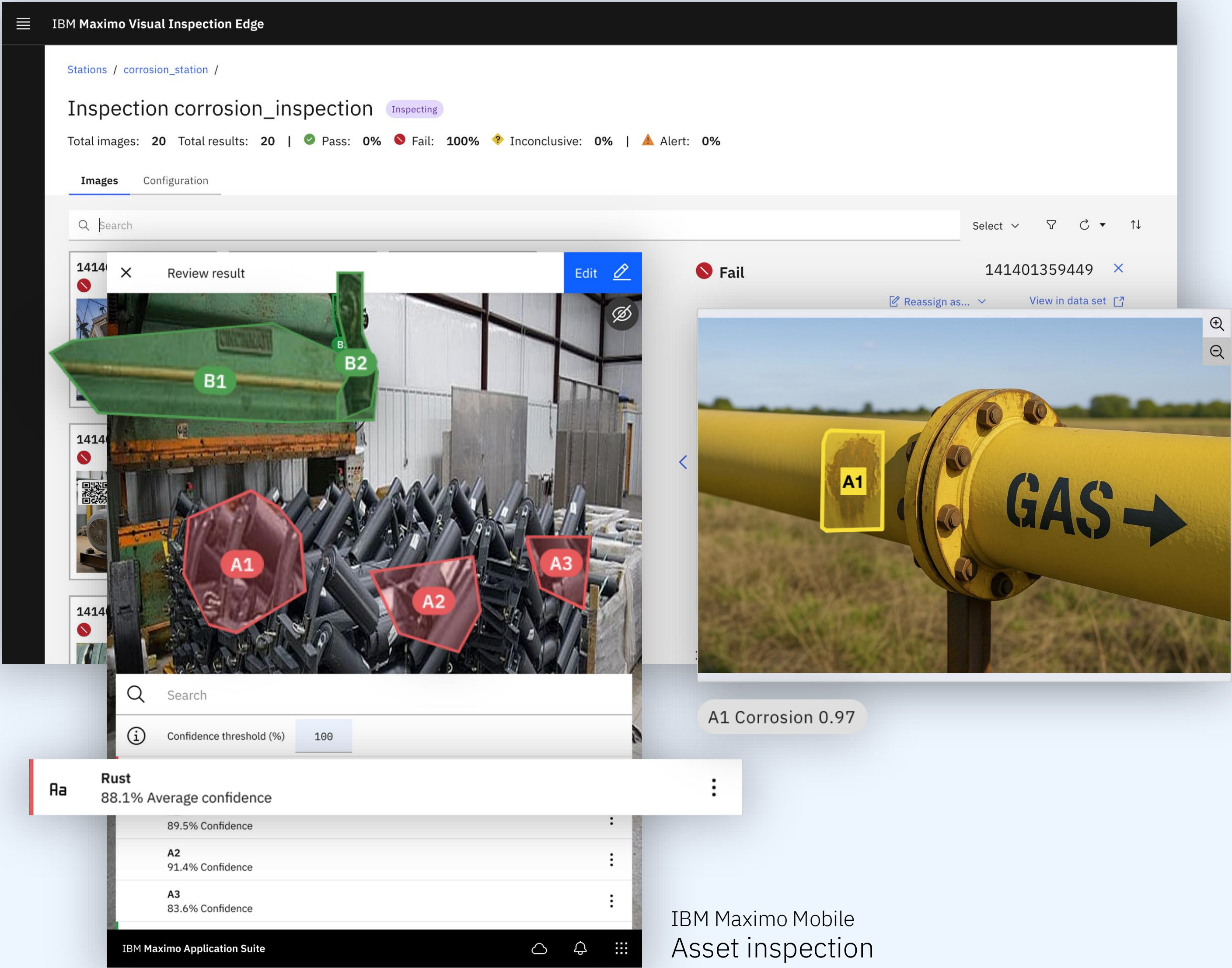
AI-enabled asset inspections

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

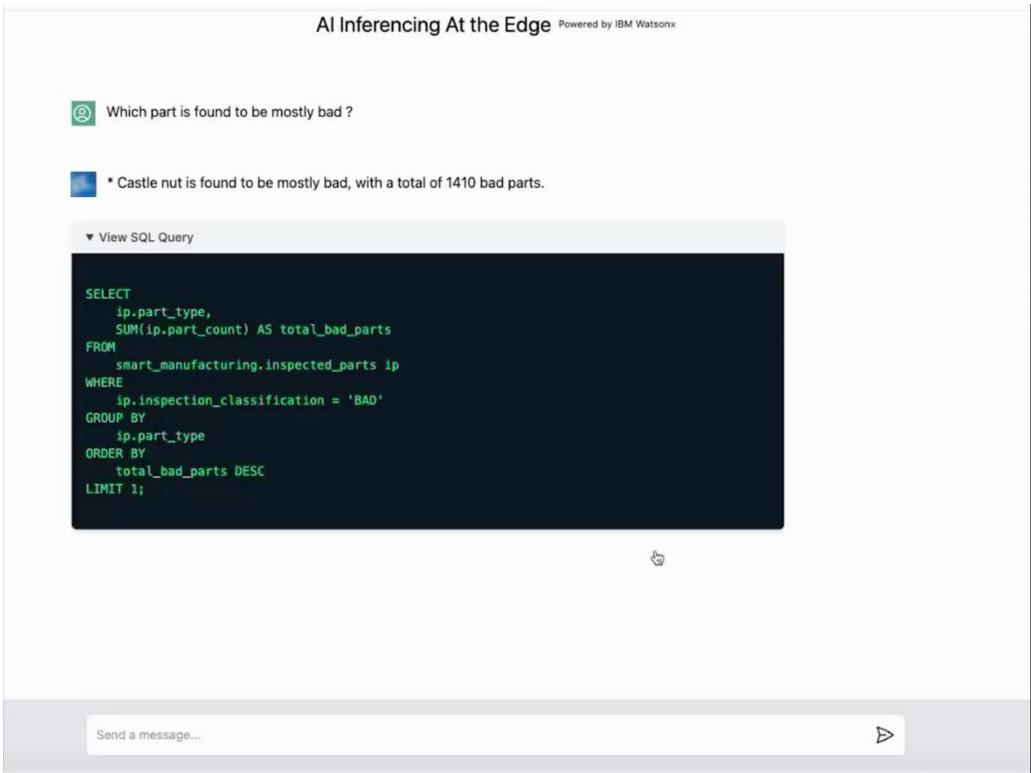
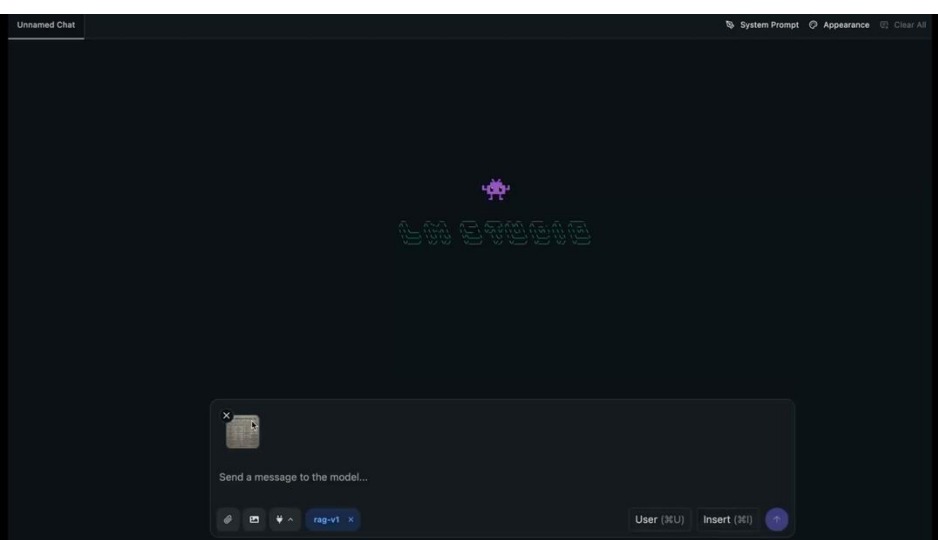
Continuing to expand usability and interoperability for the desktop and mobile experience.

Granite Vision – AI Service

Through integration with Granite, users will be able to consult and receive insights from thousands of inspections.

Users can have dynamic conversations with visual content, asking the system to describe an image, identify specific objects, extract text from elements within the scene, or highlight selected areas.

Questions / requests such as: What went wrong?, Show me the last inspection with defects, Where are problems arising? will be understood, compiled, analyzed, and resolved in real time.



Custom Models

Introducing support for third-party custom models, enabling users to seamlessly, transparently, and safely integrate MVI with external inference services.

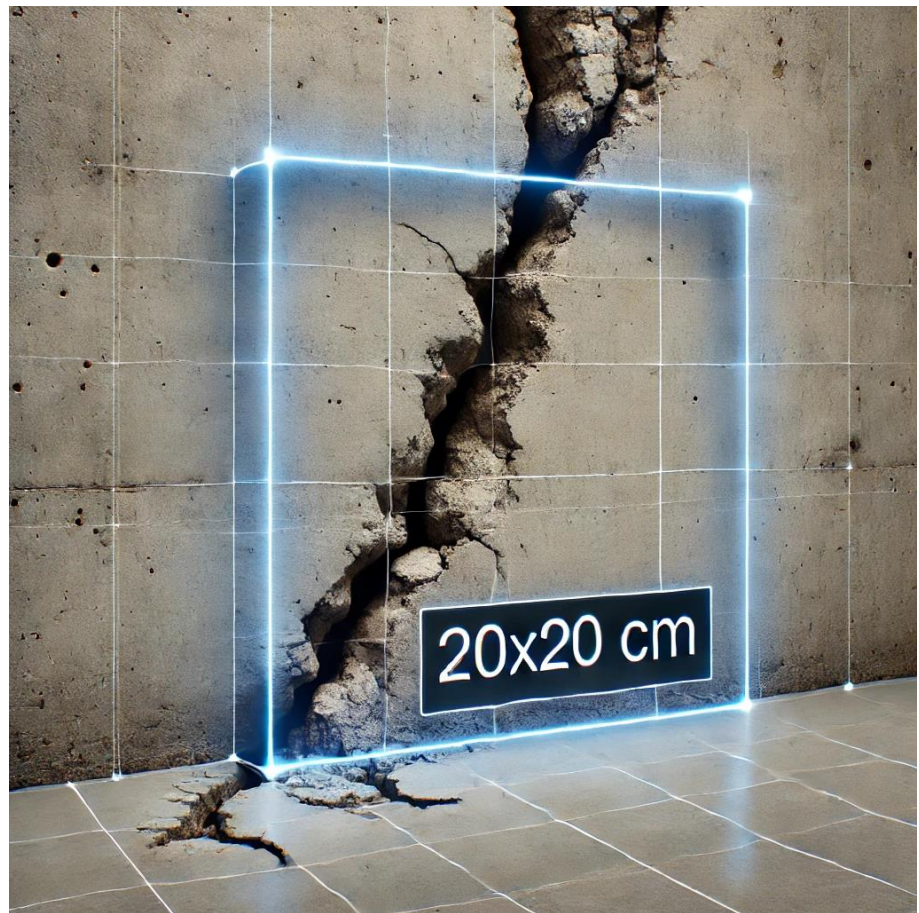
This provides greater flexibility in deploying and scaling custom AI solutions, without compromising data integrity, privacy, or system stability.



Measurement

Automatic measurement technology for anomalies and objects

(Drones and fixed cameras)



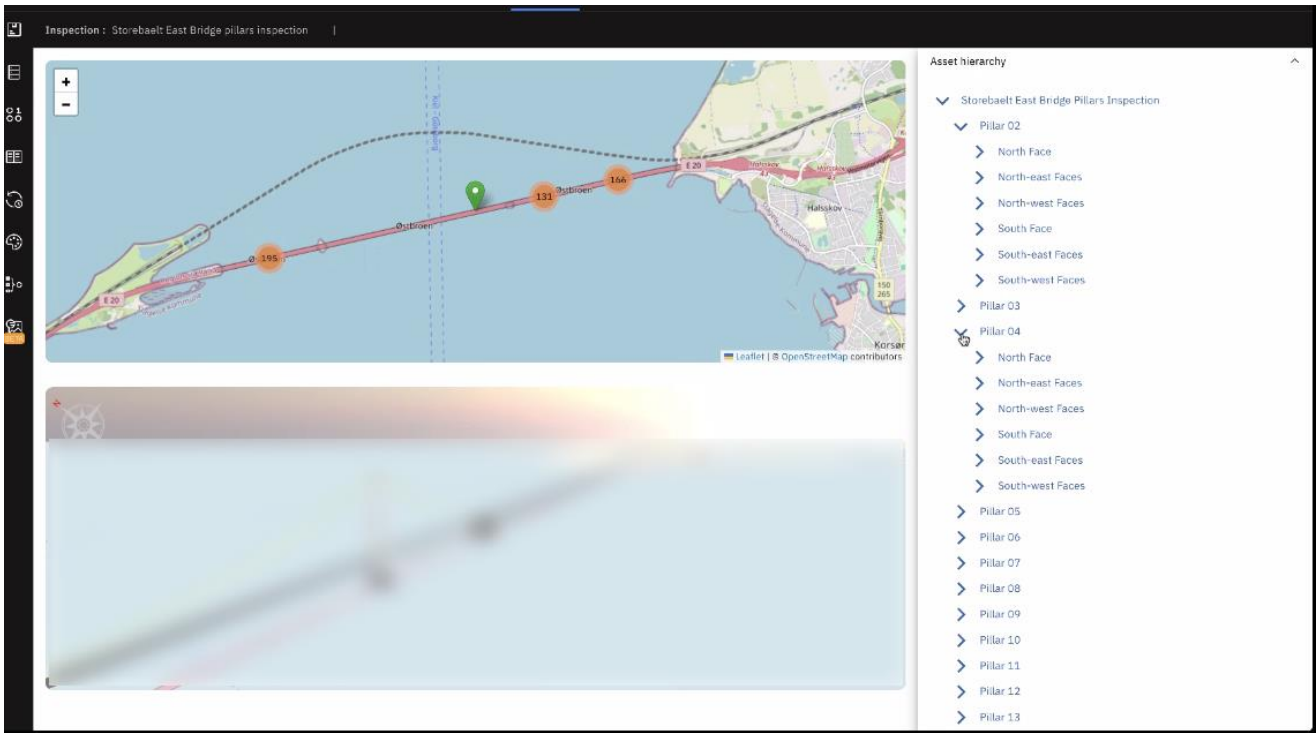
Maximo Visual Inspections

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.

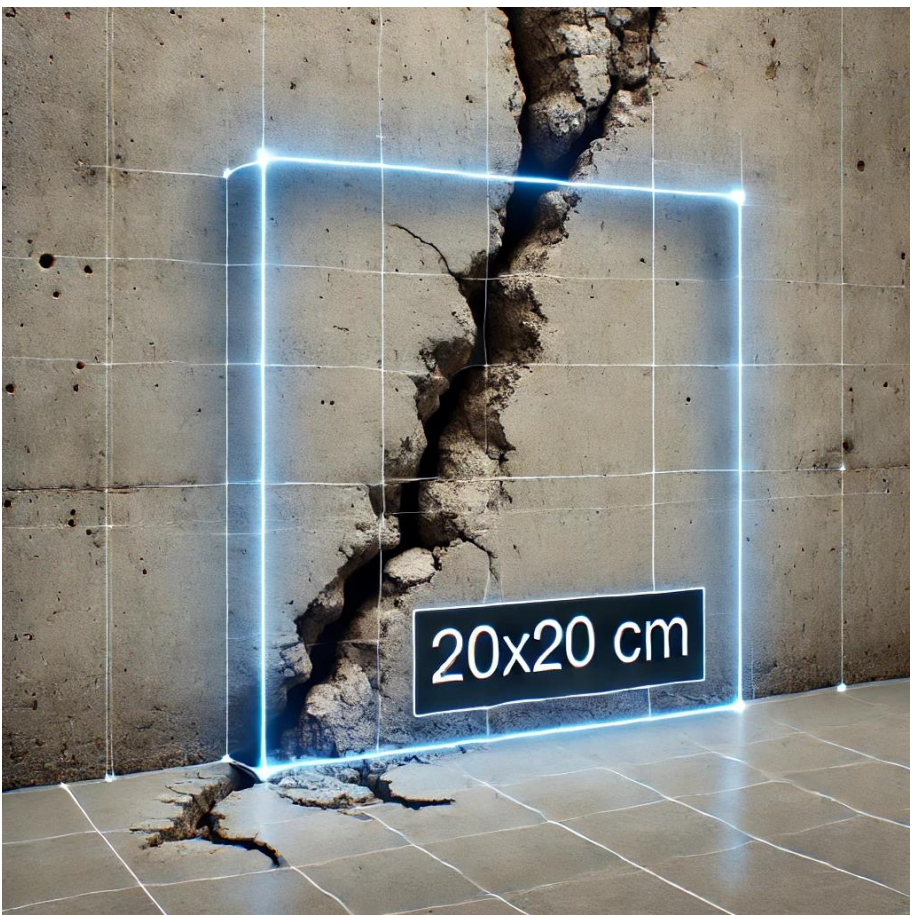
Detections will be aggregated and can be consumed as alarms more easily from any other product in the suite.



Measurement

Automatic measurement technology for anomalies and objects

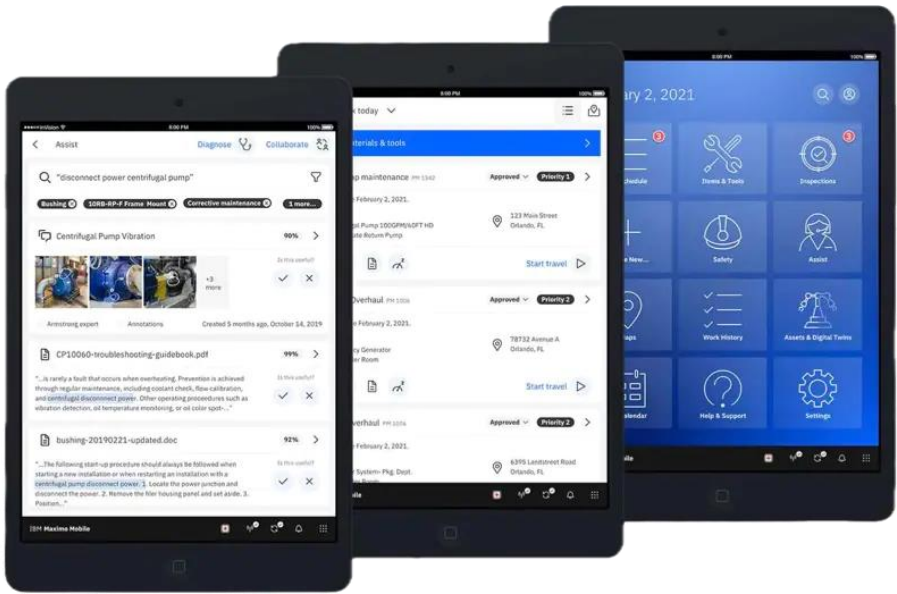
(Drones and fixed cameras)



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.



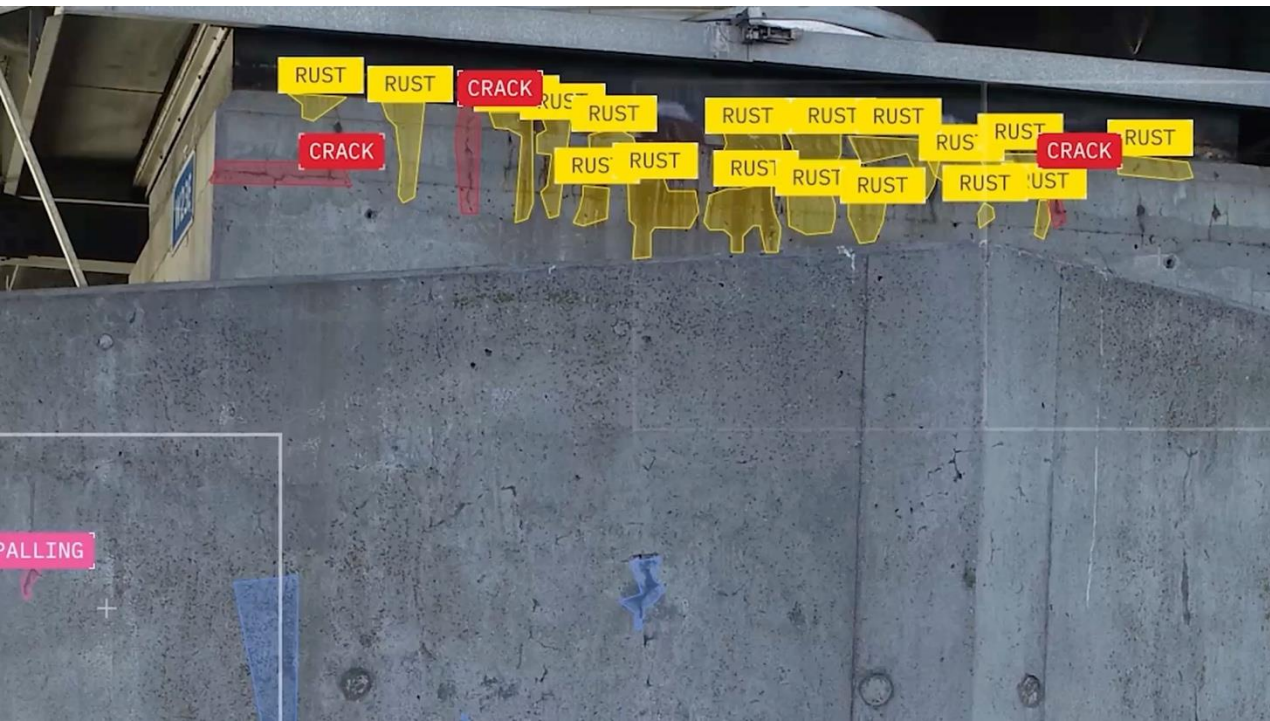
Maximo Visual Inspections

Continuing to extend integration points across the Suite

LVMs Fine-tuning

Empower users to efficiently fine tune domain specific models (LVMs) such as Concrete, Rail, Corrosion, Welding and GeoFM with significantly fewer labeled annotations.

This approach enables faster adaptation to specialized use cases while reducing the cost and effort of data preparation, ultimately accelerating deployment and improving model performance in industry-specific applications.



Edge Improvements

Several improvements to be implemented in MVI Edge, including:

- Running models in CPU mode.
- Support for Microsoft Windows.



FISMA/NIST

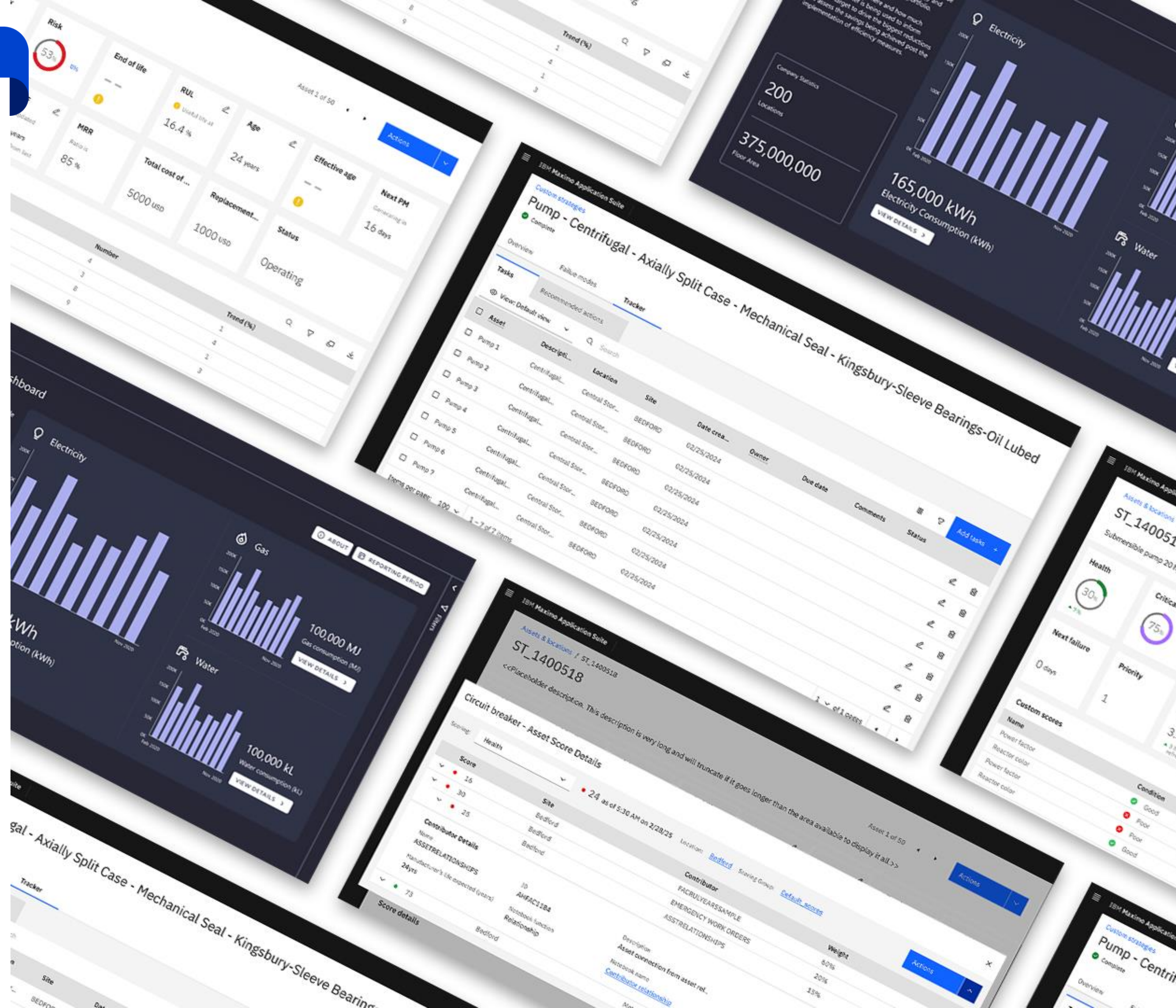
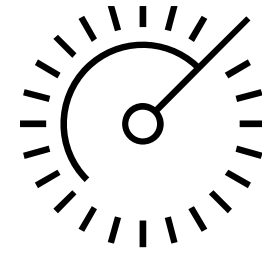
Starting in Q3 2025, MVI will be compliant with FISMA and NIST security controls (specifically NIST SP 800-53 Revision 5), enabling its deployment in U.S. government cloud environments.

This opens new opportunities for collaboration with public sector agencies and contractors seeking trusted platforms that align with federal cybersecurity standards.



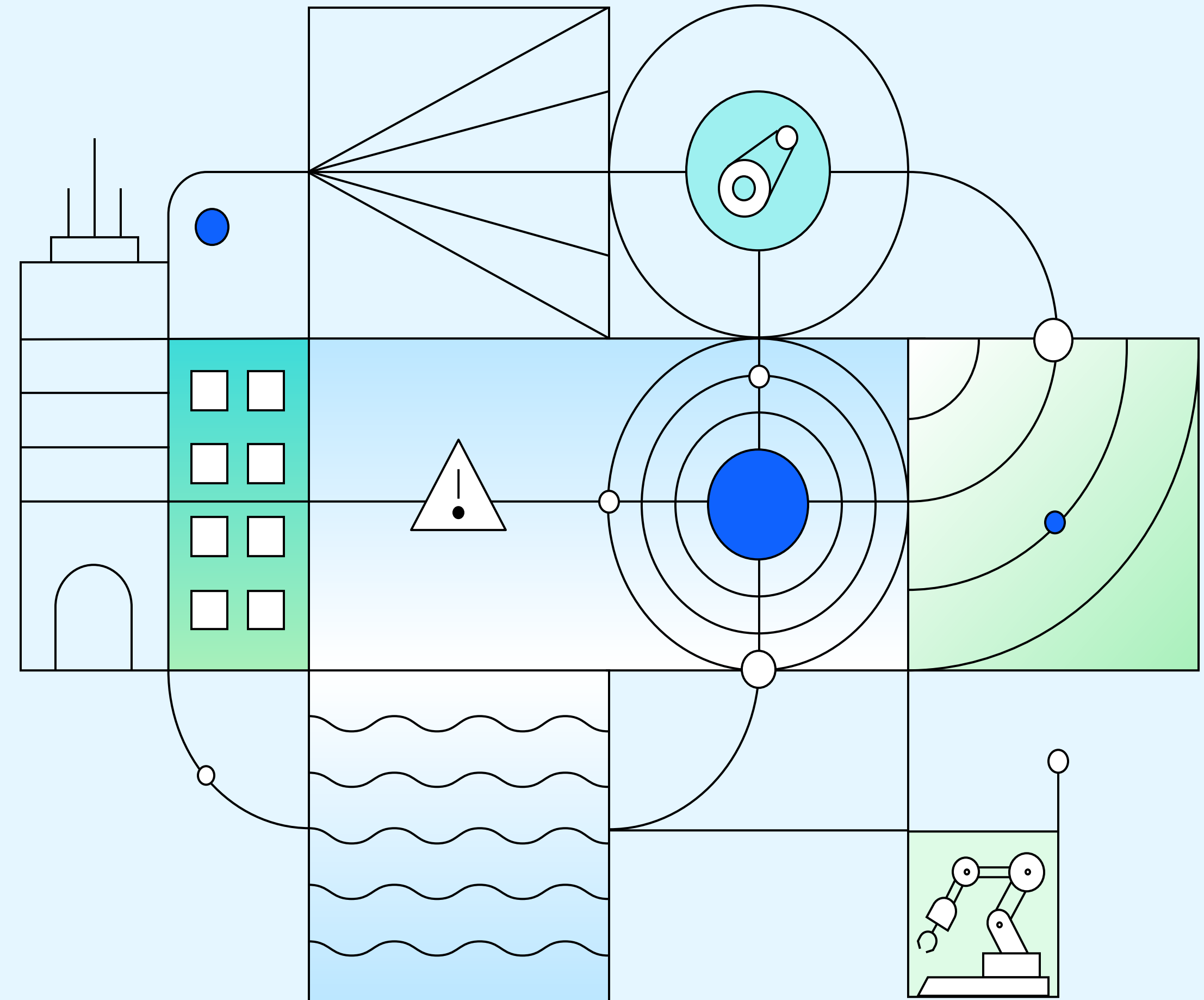
Optimize

Boost asset reliability and availability with insights from condition monitoring and analytics.



Maximo Asset Performance Management Capabilities

- ✓ **Built on Maximo 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.



What's coming in APM

- APM - Cost Saving KPI
 - Introduce a new in-product metric that quantifies and communicates cost savings achieved through APM or RCM
- APM - In-App Growth Patterns
- Asset Health KPI Forecasting (TTM)
- Configurable Asset and Locations Dashboard
- Re-architect IBM IoT Platform for Monitor: Transition to Single-Tenant MQTT Broker with Streamlined Infrastructure
- Time Series Analytics Pipeline (TTM)
- Work Order Automation (AI Agent)

APM - Saga Models for Electrical Transmission and Distribution

- Asset End of Life Probability of Failure using Weibull curve

APM - Condition-Based Maintenance (CBM) Intelligence and Automation

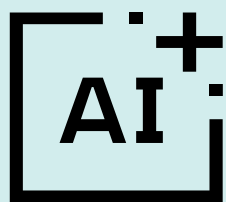
- CBM Smart Alert (AI Agent)
- Condition Insight (AI Agent)
 - Introduce an AI-powered agent that delivers instant, contextual asset condition assessments by analyzing all available MAS data — including work history, meters, KPIs, FMEAs, and alerts.



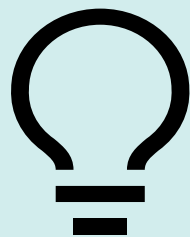
Configurable APM Dashboard



New RCM cards and content to compliment and promote the adoption of Reliability Strategies



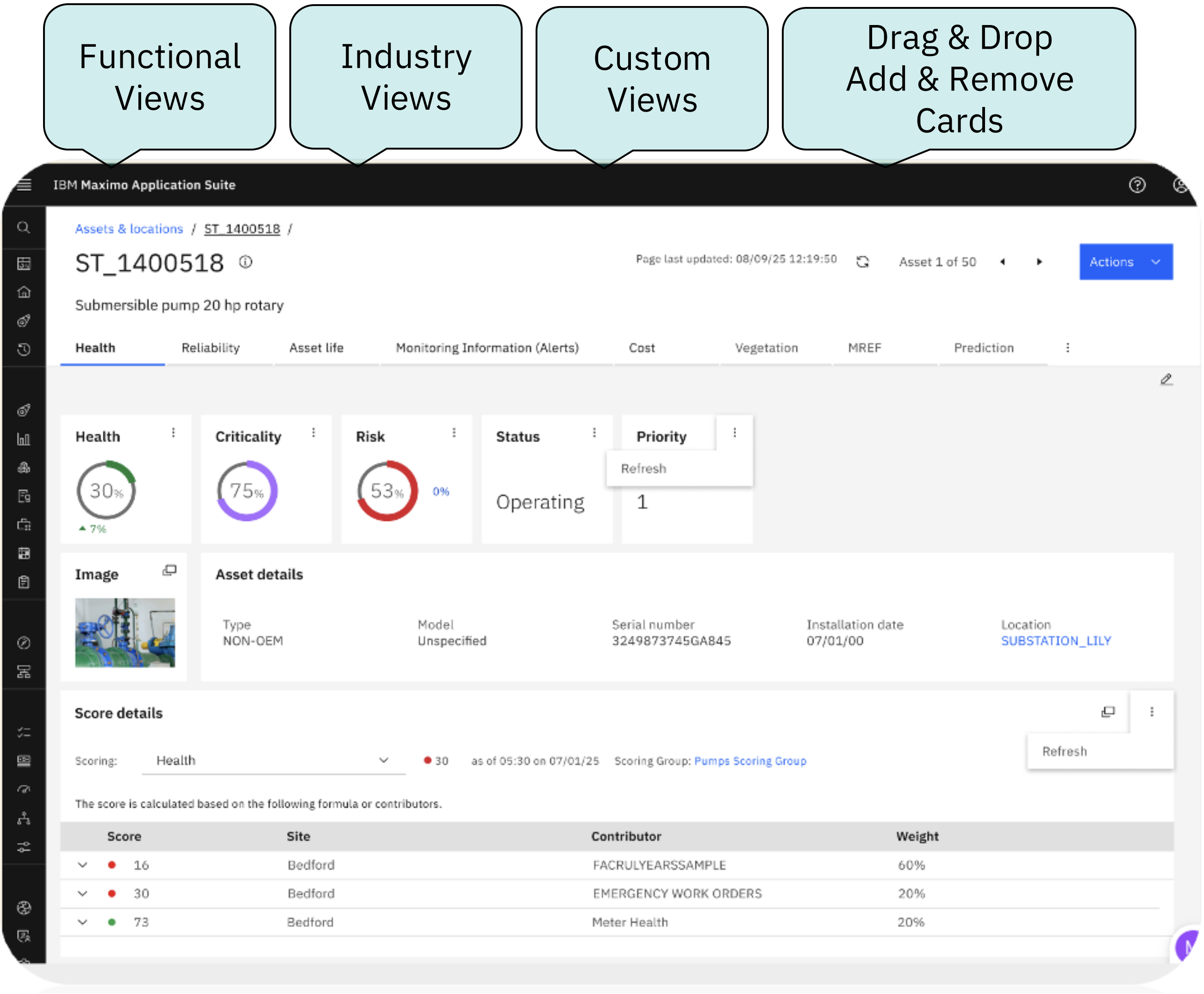
New AI powered cards and workflows



Enable easy configuration and personalization of the APM Dashboard.



Asset specific views and calculations, critical infrastructure, Facilities, Data Centers and renewable energy sources



Optimize

Reliability-centered maintenance

Boost reliability with AI-driven maintenance strategies

The failure mode database and AI-driven Failure Mode and Effects Analysis (FMEA) tools recommend the most effective maintenance strategy, to build proactive maintenance plans tailored to each asset’s reliability needs.

Maximize maintenance efficiency

With AI and insights from 800+ assets and 50,000+ failure modes, reliability-centered maintenance shifts maintenance from reactive to proactive—boosting efficiency, cutting costs, and improving reliability.

IBM Maximo
Reliability Strategies

IBM Maximo Application Suite

Custom strategies

Pump - Centrifugal - Axially Split Case - Mechanical Seal - Kingsbury-Sleeve Bearings-Oil Lubed

Complete

Overview

Failure modes

Tracker

Tasks

Recommended actions

View: Default view

Search

Action type	Component	Mechanism	Influencer	Score	Frequency	Effectiveness	Severity
Condition Based Monitoring	Automatic Oilers	Improper Oil Flow	Misadjusted	100	30	High	Medium
Inspections (PM and Job Plans)	Balancing Device	Wear	Distortion due to piping	100	30	High	Medium
Preventative Maintenance	Balancing Device	Wear	Distortion due to piping	100	30	High	Medium
Redesign	Balancing Device	Wear	Improper assembly...	100	30	High	Medium
Spare parts	Bearings - Kingsbury-Sleeve	Failure of Pads and...	Improper installati...	100	30	High	Medium
Training	Bearings - Sleeve	Wear	Babbitt imperfectio...	100	25	High	Medium
Condition Based Monitoring	Connections & Piping	Leaks	Installation error, i...	100	20	High	Medium
Inspections (PM and Job Plans)	Connections & Piping	Leaks	Normal use	100	20	High	Medium

Pump - Centrifugal - Axially Split Case - Mechanical Seal - Kingsbury-Sleeve Bearings-Oil Lubed

Preventative maintenance (PM and Job Plans)

Occurs

Recurring

Details

During operator rounds the tech can discover abnormalities and any changes from normal conditions that would affect reliable operations. For CHM conditions the task, by itself, mainly addresses the condition of mechanical seals and gaskets. In a full PM program for CHM conditions, the failure rate is not sensitive to the task interval.

Frequency interval

1 Month

Effectiveness

High

Close

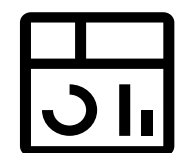
Reliability Strategies

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.



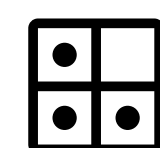
Advanced Strategies

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.



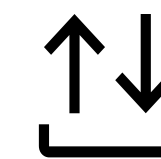
Risk Matrices

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.



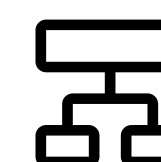
Strategy Validation

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



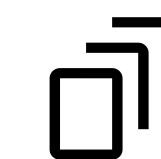
Asset Groups

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.

Optimize

Conditioned-based maintenance

Continuously monitor most critical assets

Enable real-time monitoring of critical assets, tracking health and risk scores, and degradation trends with a dynamic dashboard that visualizes performance and supports decisions.

Optimize asset performance

Extend the life of your critical assets, reduce your overall maintenance costs, and reduce unplanned downtime while avoiding unnecessary repairs.

IBM Maximo
Meters history



Optimize

Asset health intelligence

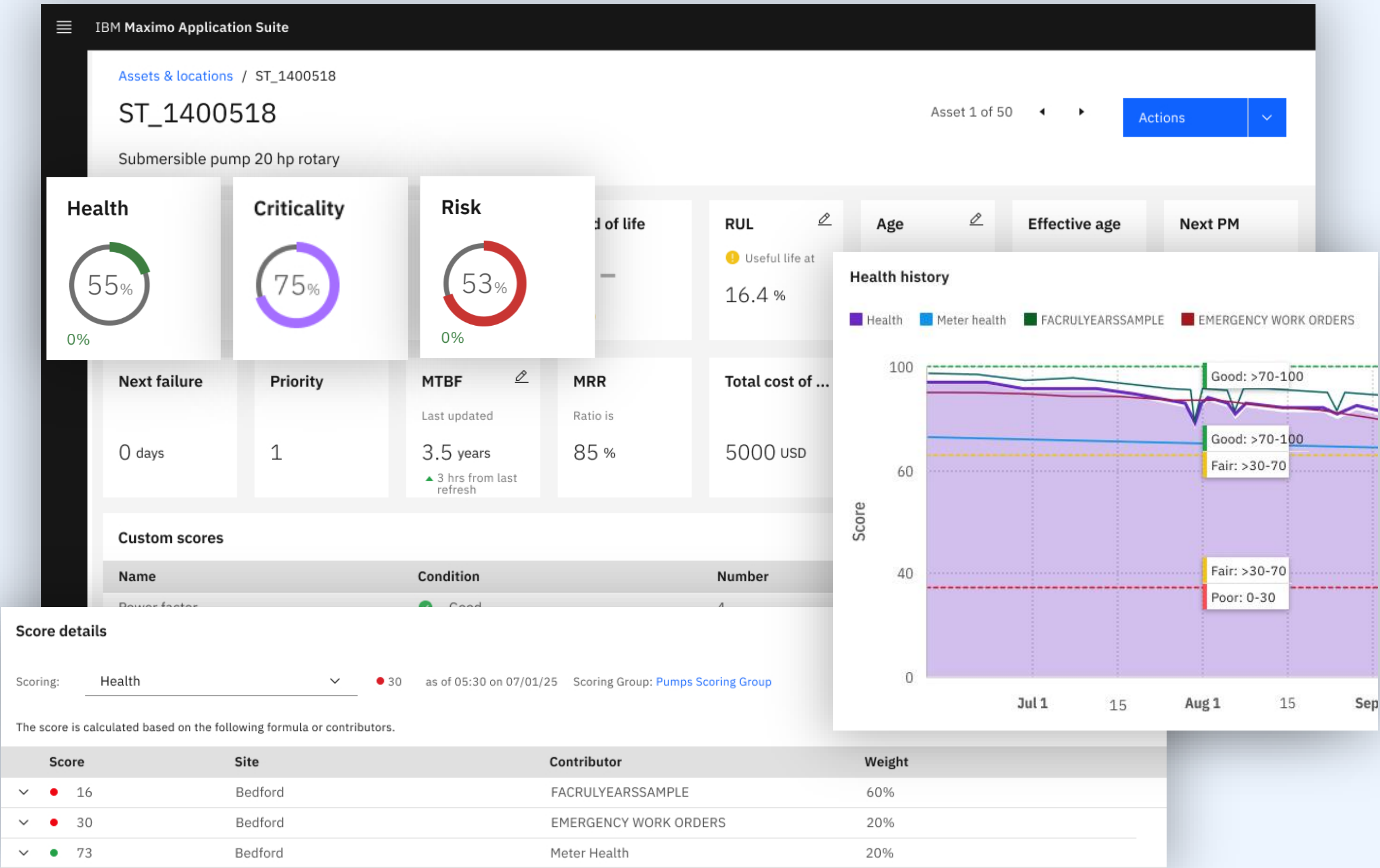
Proactively prevent asset failures

Continuously monitor and analyze asset health with advanced scoring methodologies to prevent asset failure and prioritize high-impact maintenance.

Maximize asset reliability and minimize downtime

Achieve proactive asset failure prevention by continuously monitoring health and prioritizing maintenance using advanced scoring. Unique for its AI-driven insights and real-time analysis, it reduces unplanned downtime and extends asset life, driving cost savings and reliability.

IBM Maximo
Asset condition scores

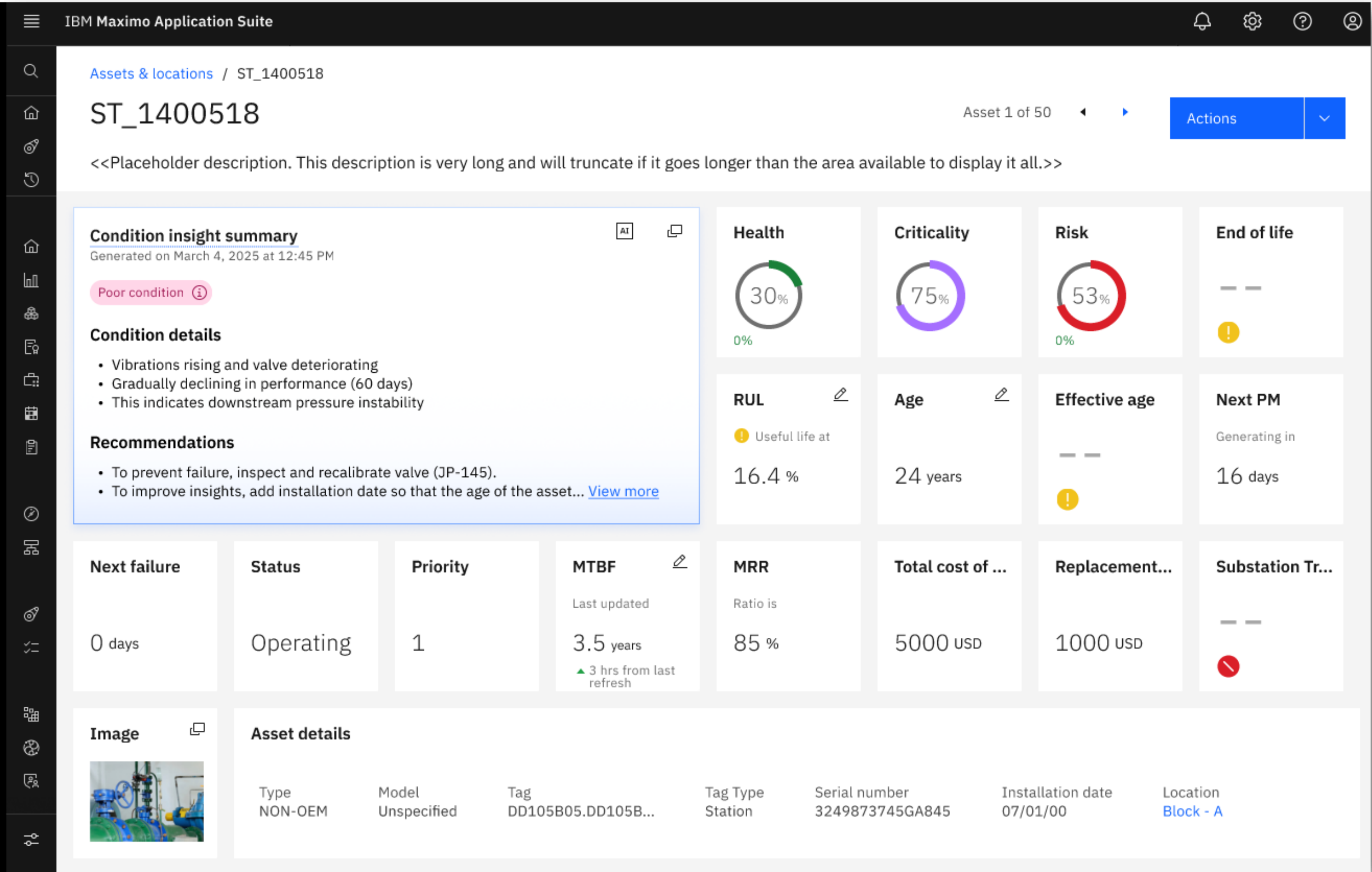


Condition insight without the manual data science

Instant actionable insights — no manual configuration or analytics expertise required.

This intelligent agent rapidly analyzes all available MAS asset data — including work history, meters, KPIs, FMEAs, and alerts — and delivers clear, contextual insight in seconds, freeing asset managers to focus on decisions, not data wrangling.

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.



Asset class solutions

IT asset and service management

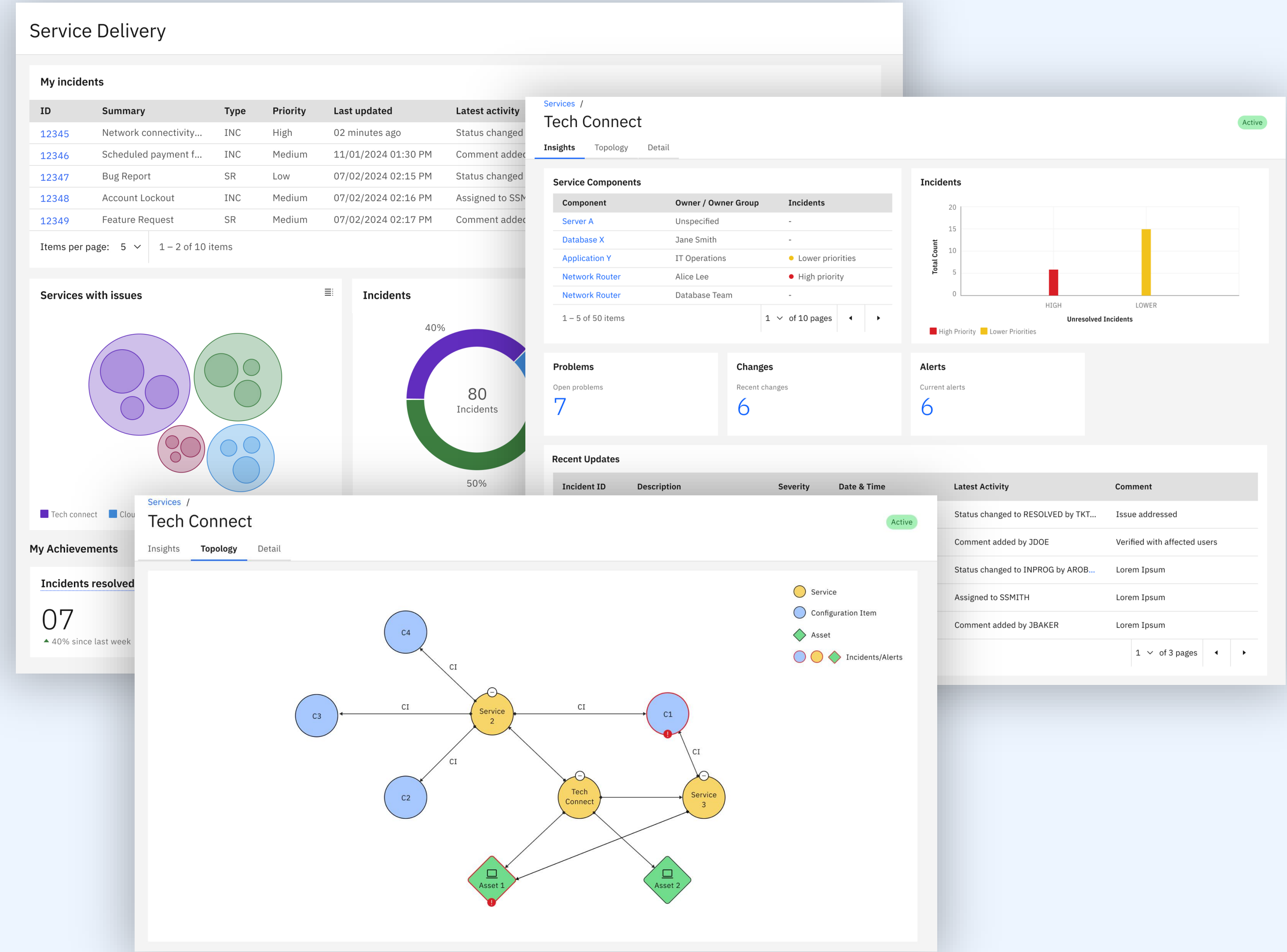
IT asset and service management

Serves as the single point of user support, incident handling, IT/OT asset visibility, IT change oversight—enhanced by software compliance, service insights, and automation workflows.

Accelerate issue resolution and improve user experience

Boost productivity, reduce incident and outage time to resolution, and enhance user satisfaction through self-service, automated service management and AI-driven recommendations.

IBM Maximo IT
Powering service management with AI



Maximo IT

Intuitive and simple Offering creation

- Speed time to deployment
- Enable business power users to create offerings per business lines or teams
- Improve end user experience

Integrations with systems such as:

- Capacity, availability, MDM, network, security
- Assets, alerts and notifications

Improved software tracking – new UX

- Software agreement ingestion – AI
- New calculator capabilities for today's software

Service management –AI summarization

Service request and incidents

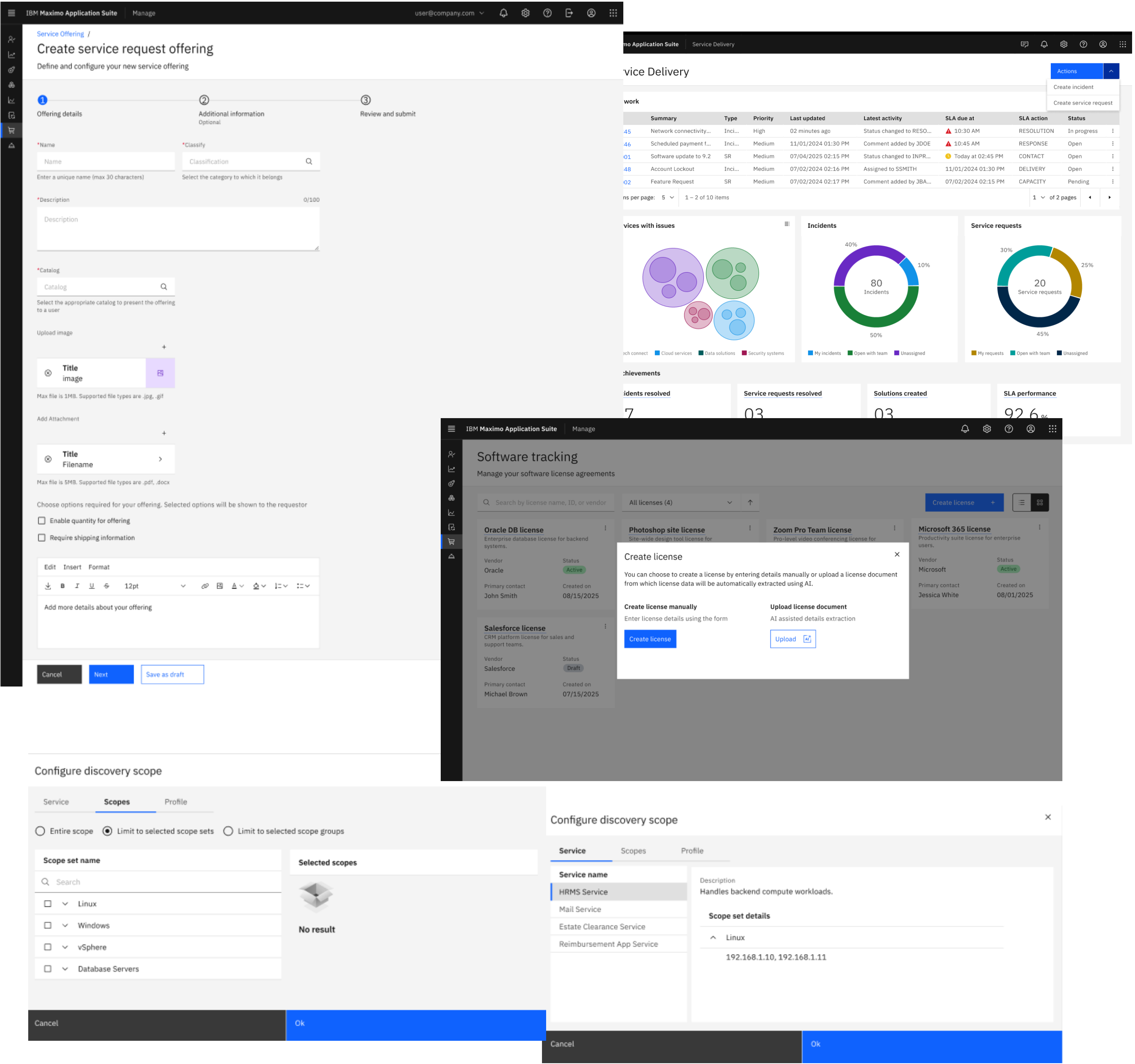
Extend Services Insights and View

- added capabilities and features

Add “bundling” added to self Serve

- for approvals of budget and ease of user submission of request

Discovery- Focused Solution



AI

Providing intelligent assistance to improve productivity and quality.





Integrated AI experiences that deliver immediate value, increase productivity and seamlessly scale.

Work Order Intelligence

- **Improve maintenance decisions and data quality** for reporting/analytics.
- Work Order Intelligence, problem code recommendations (available in MAS 9.0)
- Multi-Classifer -Expanding to support other Maximo fields (ie recommend Crew or Service Group).

Similarity Tracking

- **Streamline Tasks** and accelerate resolution times.
- Bulk action ‘like’ problems to better resource utilization.
- Identify patterns to improve processes.

FMEA Builder

- **Reduce creation time of asset FMEA** (Failure Mode and Effect Analysis) from 100s of hours to minutes.
- *The FMEA data will provide AI Agents with knowledge about asset failure causes and mitigations.*

Maximo Assistant

- **Enhance productivity via a conversational AI experience.**
- Accessible from the new dashboards and on every page in Manage.
- Presents results dynamically in a consumable and interactive UI.

WO Intelligence

Multi-Classfier

Recommendations using watsonx

Problem codes are recommended based on WO details to assist with existing challenges with poor quality (or missing) work order data, impacting effective maintenance prioritization decisions as well as time spent on review and approval.

- AI model trained using long and short descriptions from a small set of related work orders
- Work Orders displays the AI recommendations for review/accept
 - Uses new IBM AI Design UI elements incorporated into Graphite
 - Provides confidence score of the predictions

Work orders /

Summary

Description

Compressor pump vibrations at high operational load

Enter a short description of what the work order is for.

Hide long description

EditInsertFormat

↵B*I*U↶

sans-serif12pt

🔗🖼️🔍🔧📏📐📏📐📏📐

Work type

CM

Q

Priority

1

-

+

Reported by

Edward Smith

Q

Owned by

Edward Smith

Q

Asset and location

Asset

11430

Q

Location

BR430

Q

Failure class

PUMP

Q

Problem code

HIGHPRES

AI

Q

Select problem code

Q Search

Problem code	Description	Confidence
☒ • AI HIGHPRES	High pressure	60%
☐ • AI LEAK	Leaking	55%
☐ • AI LOWPRES	Low pressure	50%
☐ LOWVOL	Low volume	
☐ STOPPED	Stopped	

Items per page: 10 1 – 5 of 5 items 1 of 10 pages

CancelOK

AI powered - Similarity

Configurable to indicate which attributes should be used to identify duplicate/similar WO records.

Helping with a variety of use cases:

- Improve ticket close rates by referencing records that have issues/problems that match the current condition.
- Assign/manage work in groups to streamline resource usage.
- Consolidate duplicate work to streamline resolution.
- Identify patterns of repeated incidents/work to identify bad actors or potential training requirements.

IBM Maximo Application SuiteManage

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

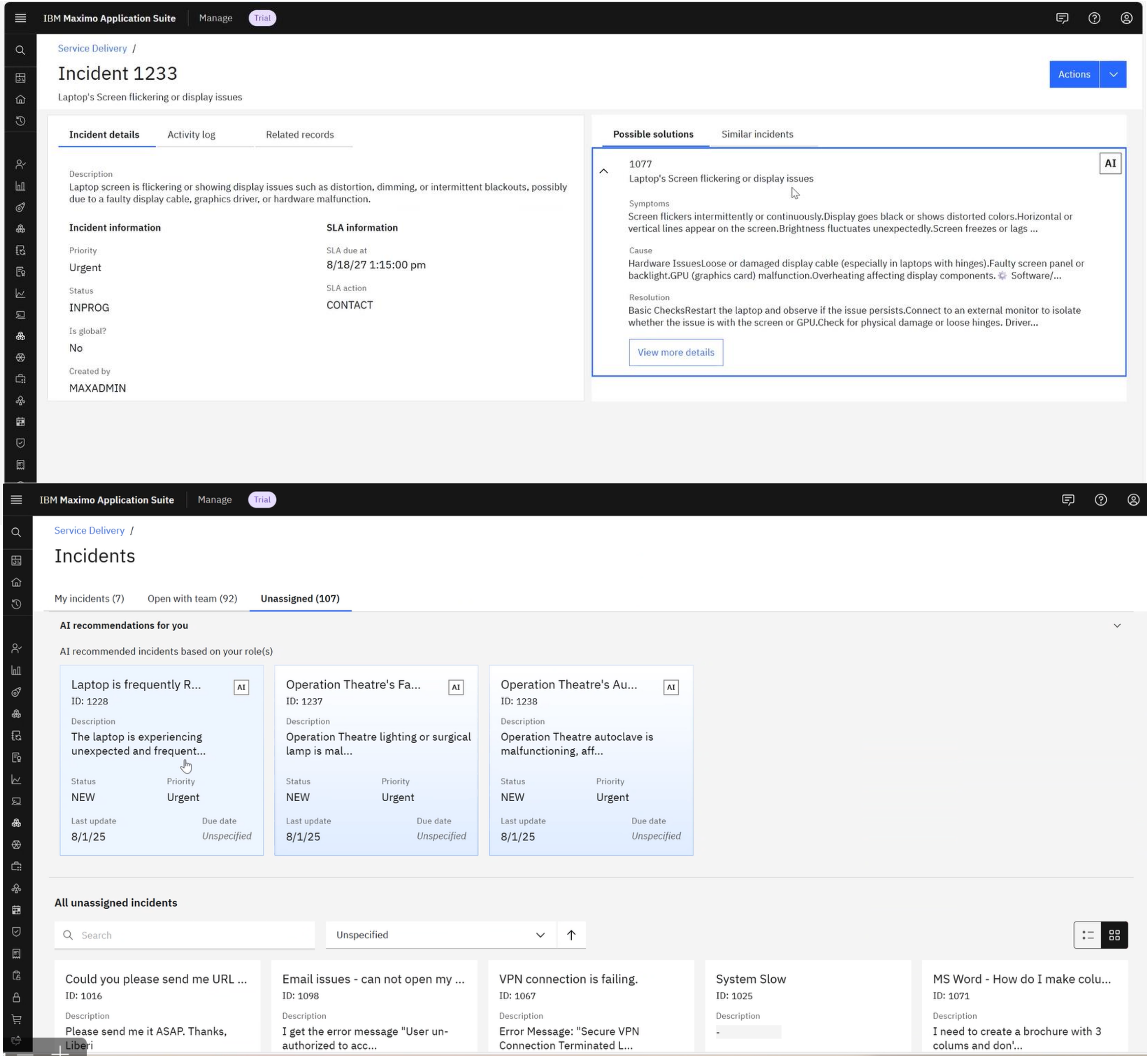
1-5 of 5 items

1 of 1 pages

AI powered – IT Service Improvements

Provide guidance on solutions and self-assigning tickets with suggestions

- Provide possible solutions to incidents
 - Looks over last 6 months of data
 - Shows top 3 recommendations (configurable)
- Self-Assignment recommendations
 - Open tickets that match the agents skill set and proficiencies based on past closed cases.



Maximo AI Assistant

Content Retrieval

- Quickly find and display hidden, relevant information from unstructured texts and data sets across all integrated Maximo systems using natural language prompts. Initial support for WO/SR/Assets.

Calculations

- Perform calculations based on natural language (i.e. Count, Sum, Max/Min, Frequencies) to support further analysis

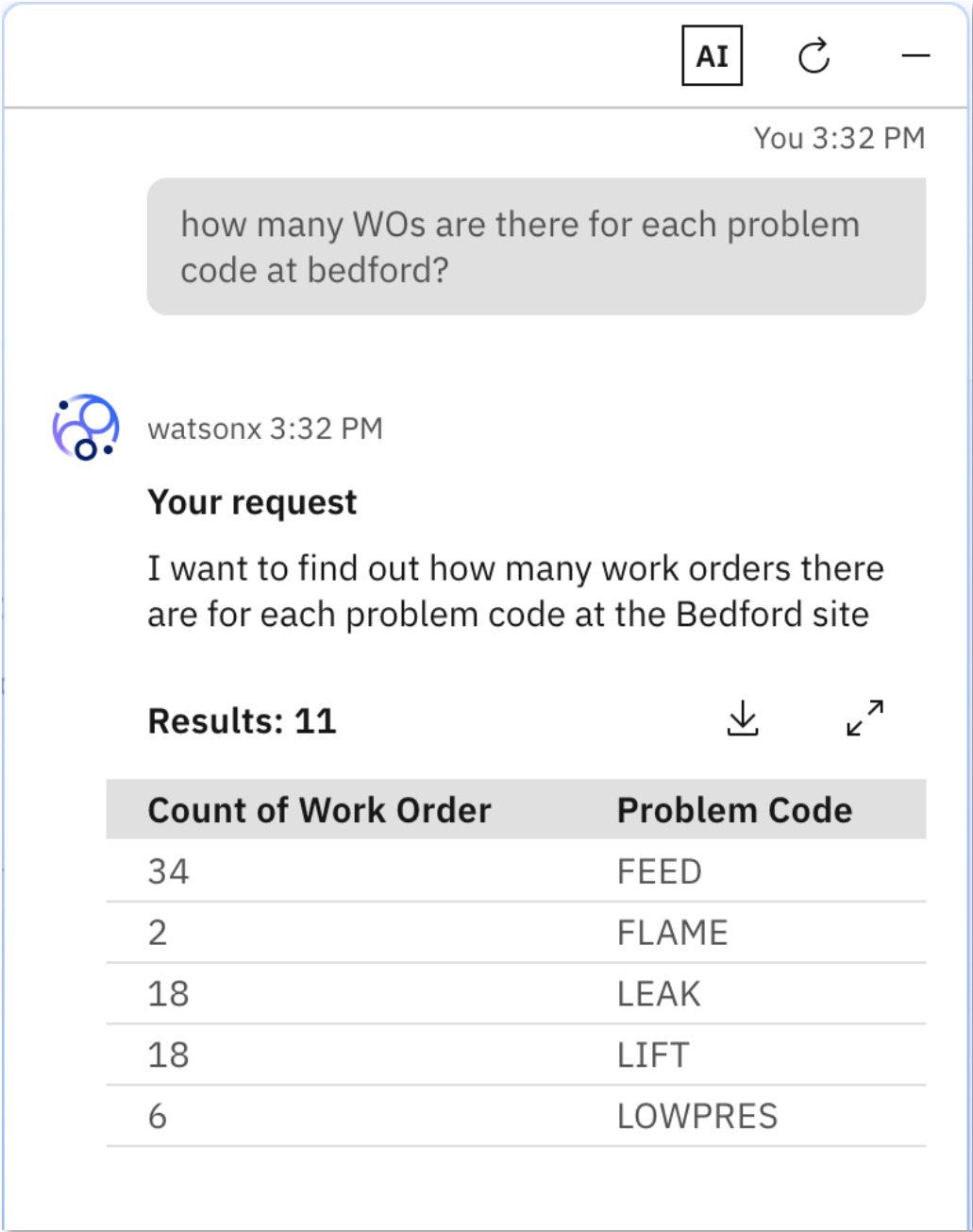
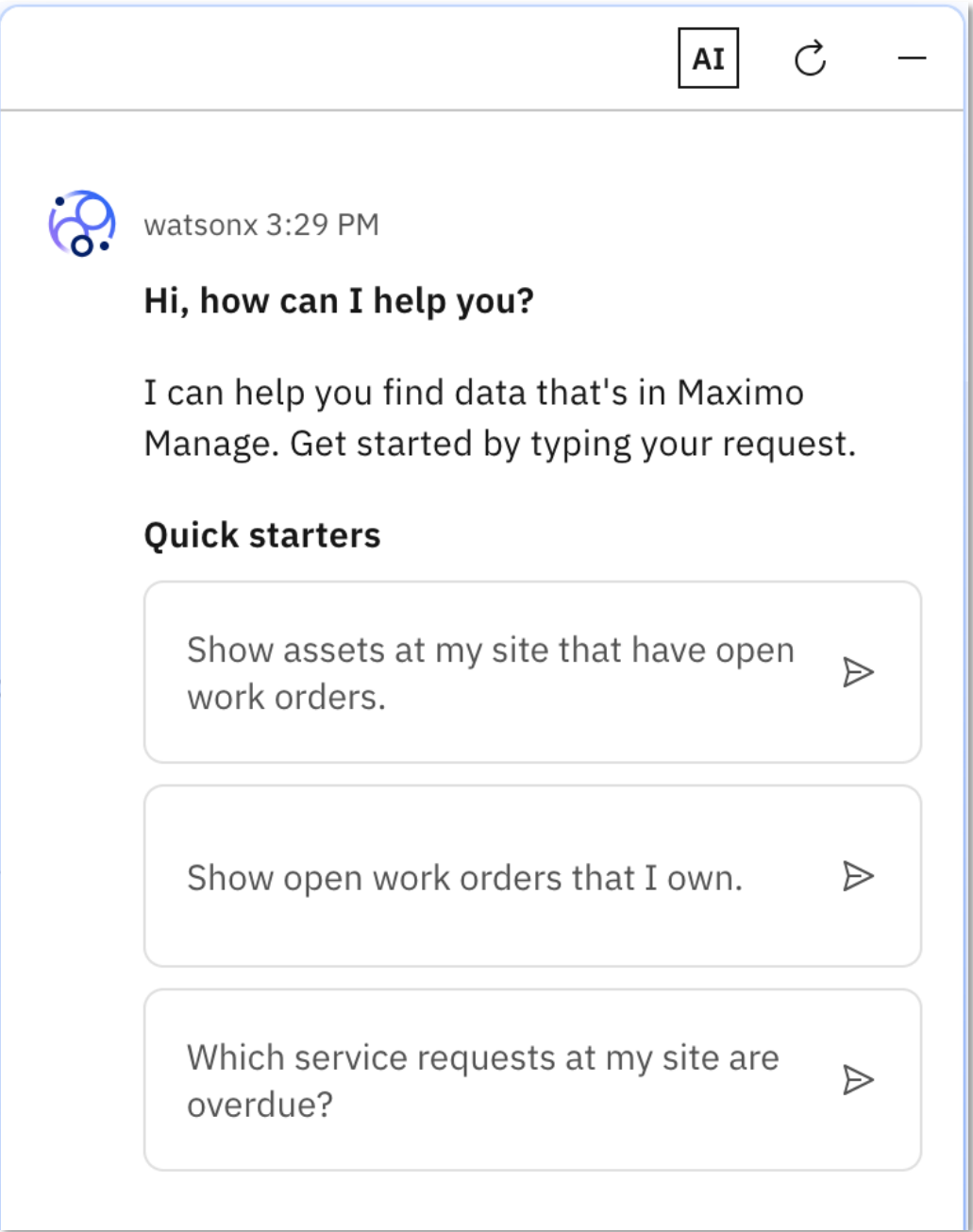
FUTURE (9.1+)

Summarizations

- Capture key points and overviews by transforming large amounts of domain-specific texts and data into summaries

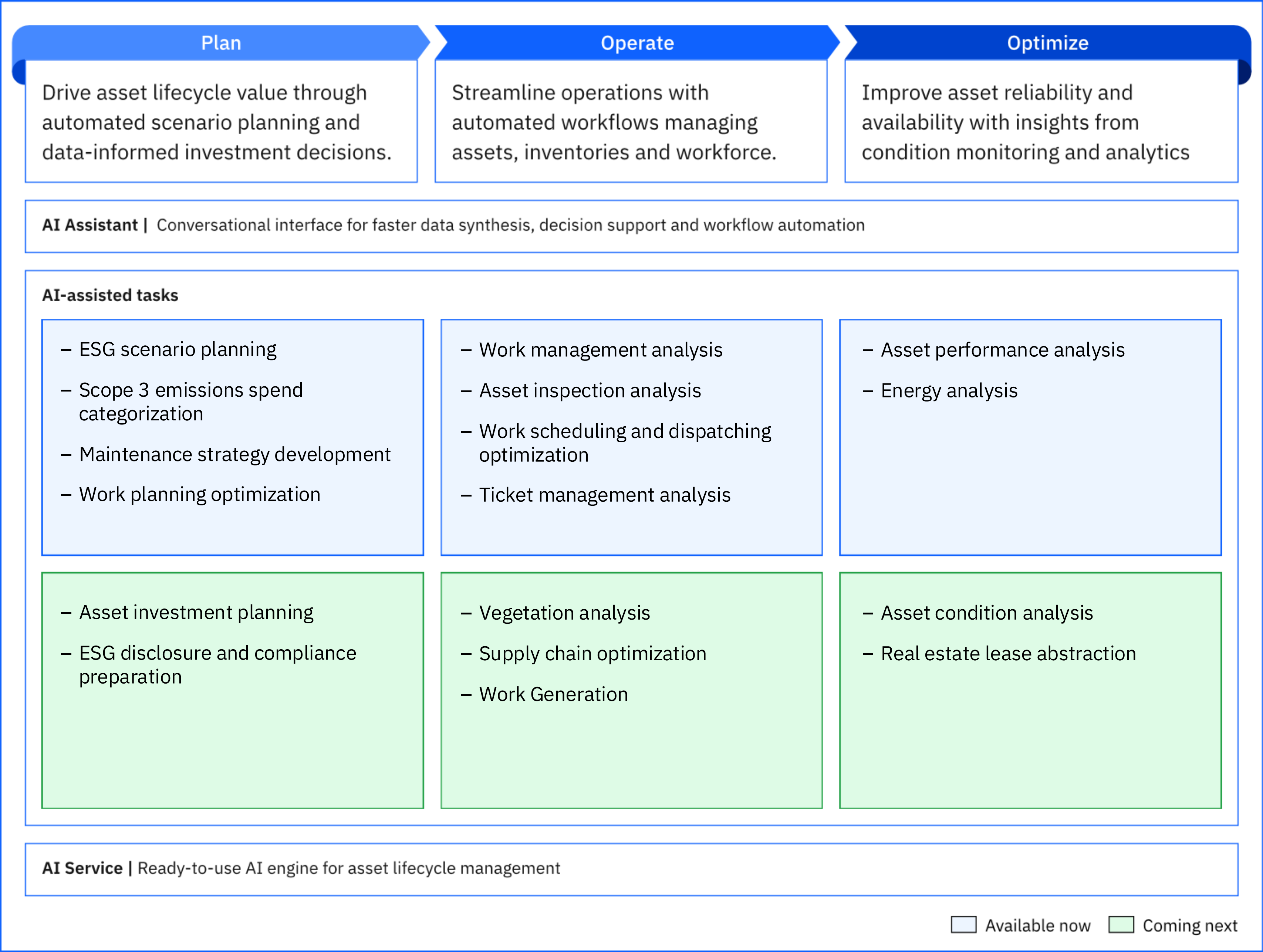
Workflow Automation

- Automatically recommend and guide the execution of next steps related to human-entered tasks and goals



Power up your asset lifecycle management with AI

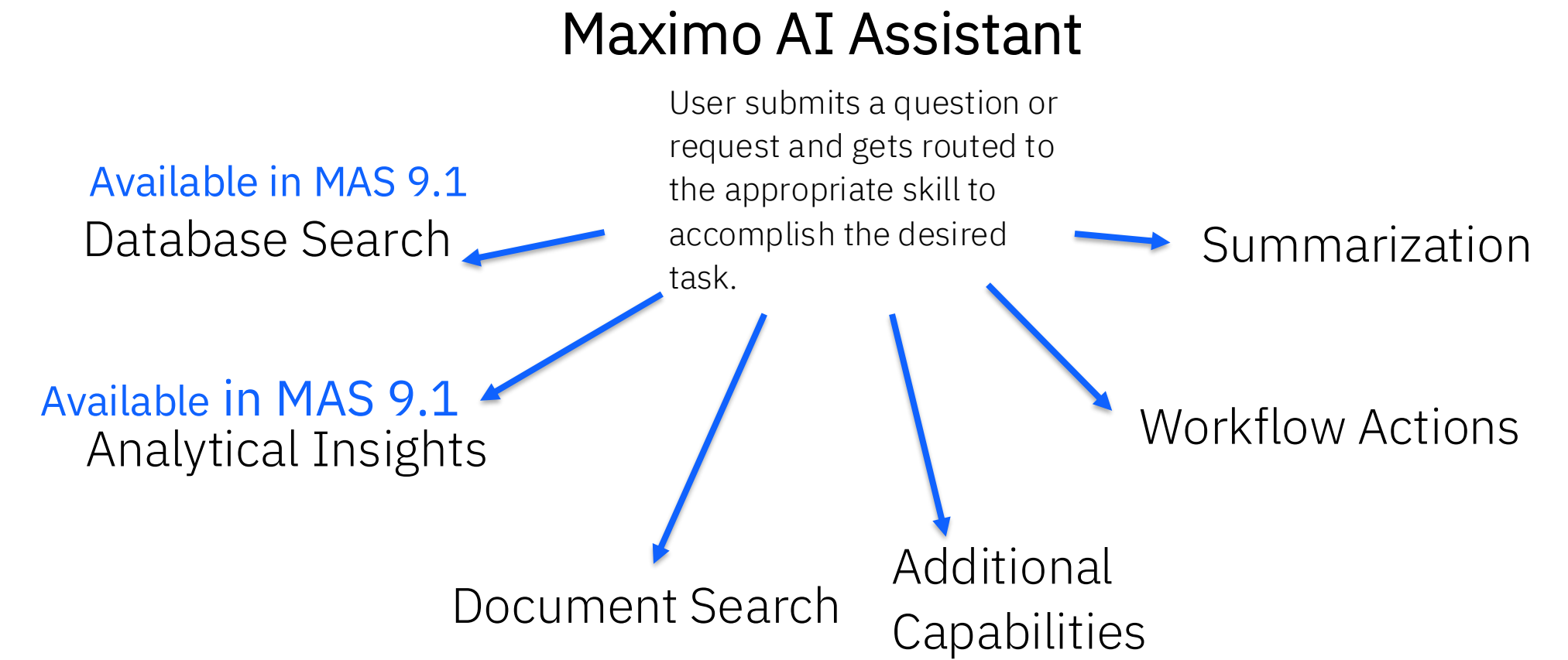
Our pre-integrated AI empowers your assets to deliver greater value and teams to work more efficiently, without the overhead of AI engineers.



How We are Driving our GenAI Delivery

Roles: Extend the AI Assistant to support our users

- Additional capabilities (Agents for Summarization, RAG, Actions) for roles/users
- Coordination of the Agents (macro agent)
- Extend usage to additional Maximo data (objects) (e.g. Inventory, Inspections)
- Enable partners and customers to extend



Processes: Expand usage to additional process steps and additional processes

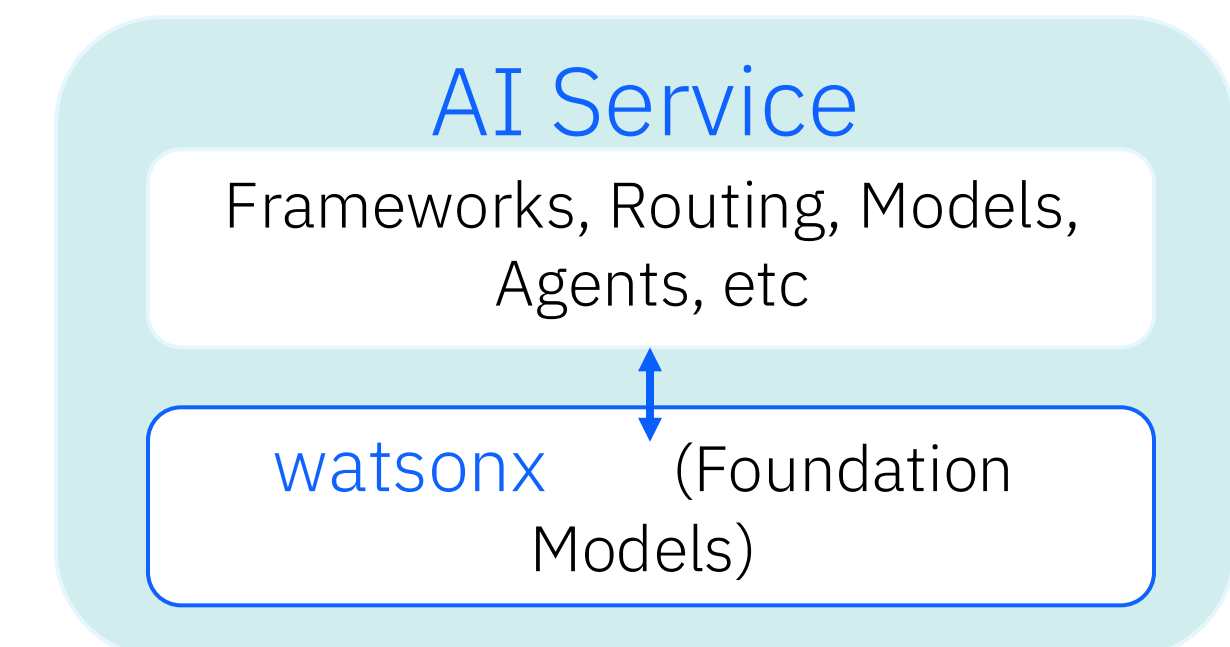
- Agents that can be invoked within the process (on demand and continuously running) and via the Assistant.
- Agentic workflows to address multiple process steps, and cross-product integrated workflows
- Enable partners and customers to extend

Key Processes:

workorders, tickets, CBM, inventory and supply chain, inspection, HSE, AIP, lease, etc

Enabled by:

- AI Service that is extended based on use case needs
- Agent building methodology and tooling that supports agentic workflows
 - Leveraging shared library to eliminate duplication
- Agentic workflow methodology and tooling



Maximo AI

AI Service Enablement for Cross- Use Case Support

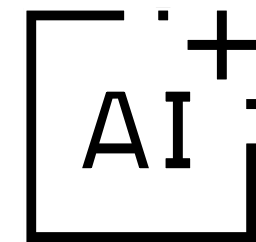
Introduce specialized AI agents for summarization, information extraction/standardization, and multi-class classification optimization. These agents will provide reusable AI capabilities to accelerate automation, improve data quality, and support decision-making across multiple maintenance, asset, and operational workflows.

The goal is to create modular, domain-aware agents that can be applied across diverse use cases—reducing effort, improving accuracy, and enabling faster insights for maintenance teams, asset managers, and operations leaders.

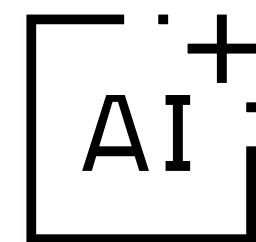
- Use AI-powered conversational assistance in Mobile
- AI Service UI & Dashboard - Model & Agent Lifecycle Management
- Enable RAG framework in ALM AI service
- Improve Management and performance of ALM AI service



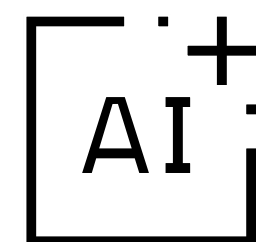
AI for Automated and Intelligent CBM



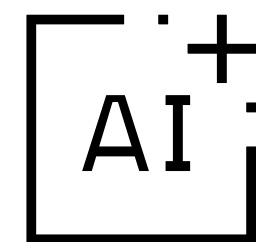
Condition Insight: Gen AI that rapidly analyzes asset data, strategy, work history, alerts and meter trends to explain its condition, identify trends, and recommend actions.



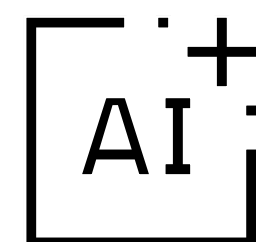
Smart Alerts: Gen AI that enhances alerts with actionable insights by analyzing the event and the known failure modes for the asset to recommend the most appropriate job plan.



WO Automation: AI Agent that monitors incoming alerts and creates or updates work orders as prescribed in the Asset Strategy. This agent learns from expert users and can be set to act autonomously.



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.



RCM Advisor: AI-driven views and workflows that can recommend asset strategies, identify gaps, and assist deployment of RCM across MAS.

[Assets & locations](#) / ST_1400518

ST_1400518

Submersible pump 20 hp rotary

Asset 1 of 50

Actions

Insights

AI

28 work orders in the last 90 days

Generate insights

AI

Health

30%

0%

Criticality

75%

Risk

53%

0%

End of life

--

!

Age

24 years

Age

24 years

Next failure

0 days

Status

Operating

Priority

1

MTBF

Last updated

3.5 years

▲ 3 hrs from last refresh

MRR

Ratio is

85 %

Total cost of ...

5000 USD

Replacement...

1000 USD

Substation Tr...

--

!

Image

Asset details

Type	Model	Tag	Tag Type	Serial number	Installation date	Location
NON-OEM	Unspecified	DD105B05.DD105B...	Station	3249873745GA845	07/01/00	Block - A

Score details



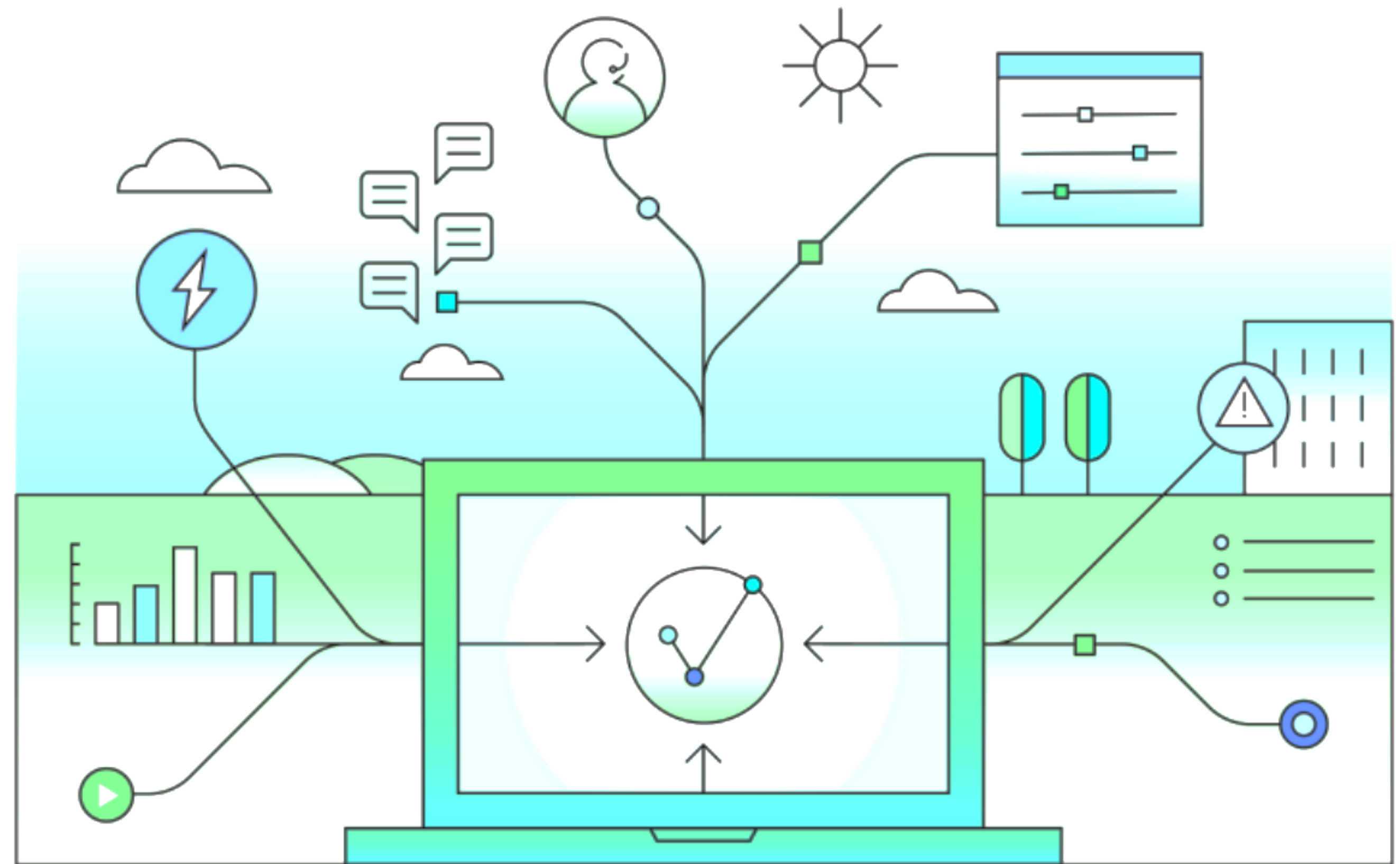
MAS Technical Updates

MAS:

- MongoDB 8.0 Support
- CP4D 5.2 Support
- Improvements to License Consumption Dashboard

Applications:

- DB2 12 Support
- Oracle 23 ai Support (once on-prem available)
- Upgrade to Java 21 (or 25 if BIRT can accommodate)
- BIRT upgrade to 4.21



MAS User Management Updates

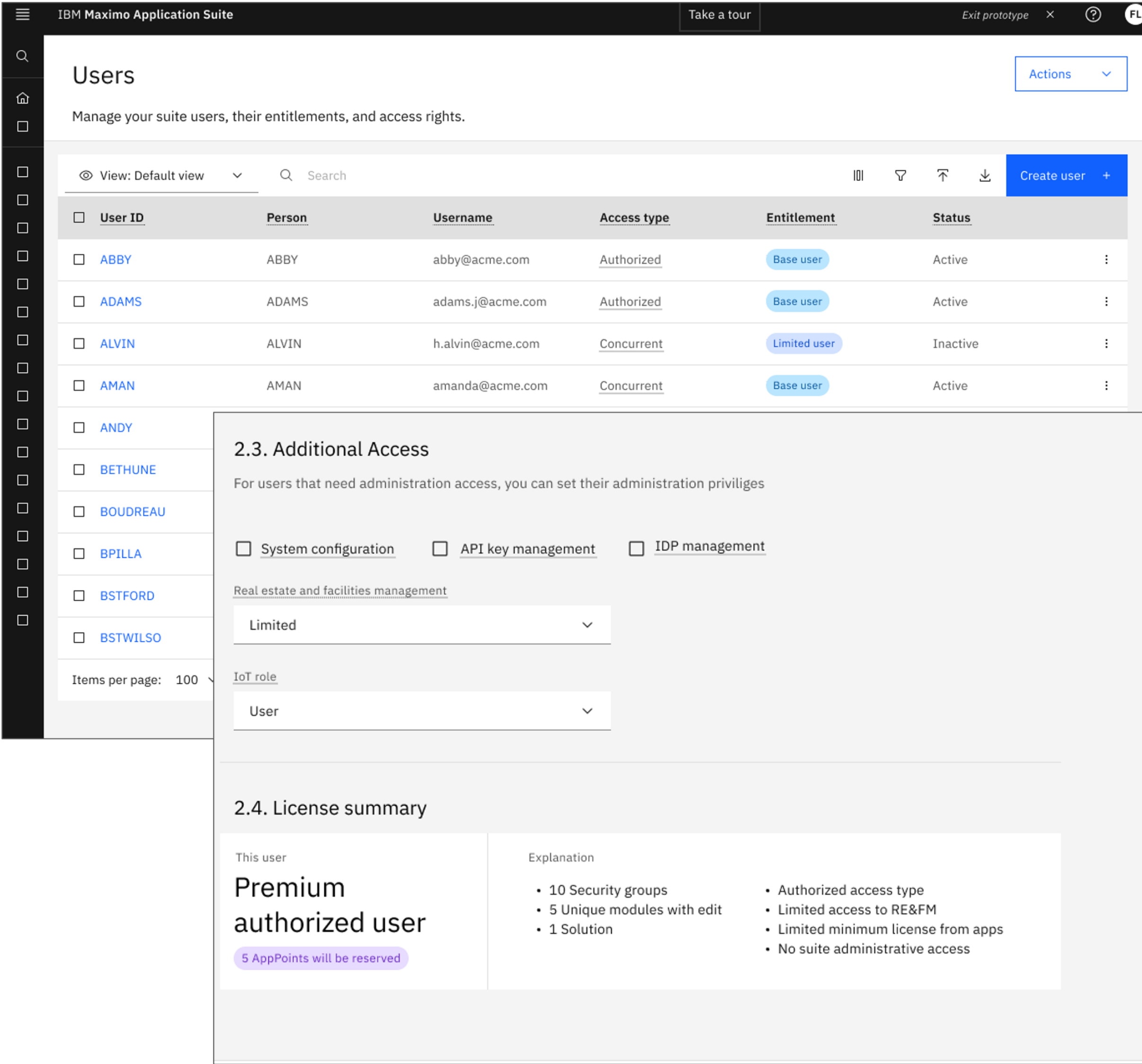
New User and Security Group applications were introduced in MAS 9.1

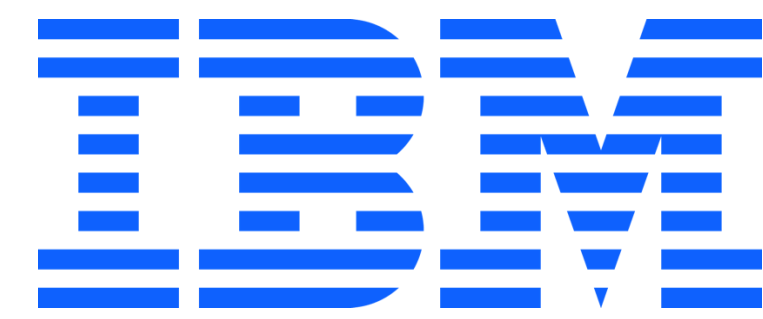
User Management:

- 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 tab
- Addition of AI Config tables
- If Manage is installed the addition of Manage specific tabs (storeroom, labor, GL components, etc)





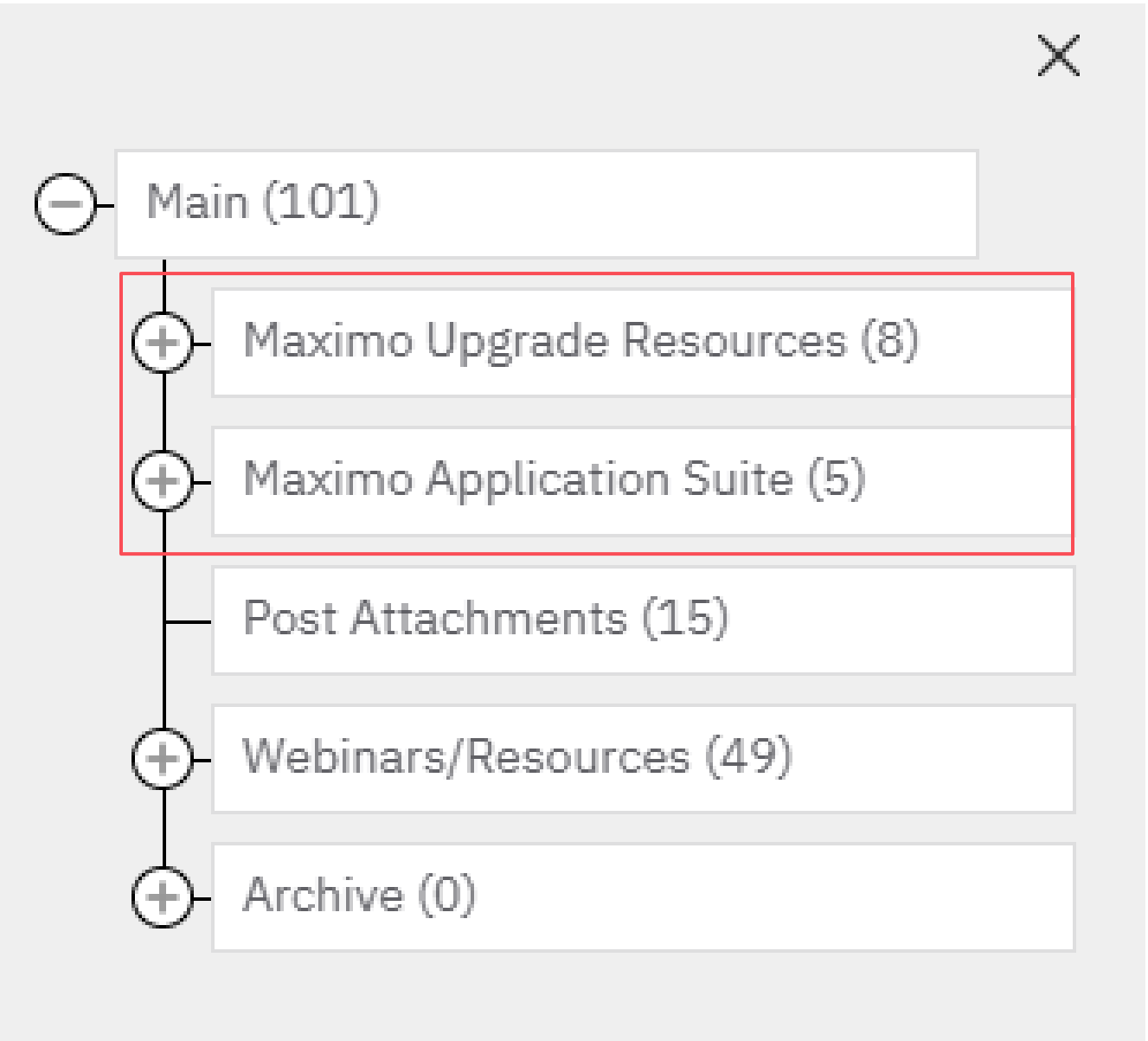
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IBM Asset & Facilities Management

Your destination for peer and expert insights to help unlock the power of data with AI and Asset & Facilities Management to advance your digital reinvention.

Join and participate in the Maximo Community [HERE](#)



Maximo Groups

IBM Maximo Product Updates

Request to Join

Discussions 0 | Libraries 0 | Members 21

Maximo

Join

Discussions 8.9K | Libraries 727 | Members 9.3K

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