

Pulse

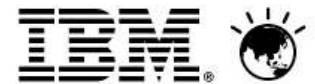
IBM SolutionsConnect 2013

Taking Maximo to the Field

Mobility for the Smarter Infrastructure

06/12/2013

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IBM is helping organizations embrace bold strategies to **Rethink IT**, and **Reinvent Business** services, processes, & relationships...



Optimize with Cloud



Speeding service delivery from 45 days to 20 minutes

Extend to Mobile Devices



Increasing sales with new promotions from 15% to 75%

Deploy Smarter Infrastructures



Recognizing & repairing over 50% of issues before operations impact

Protect & Manage Data



Reducing the time it takes to backup critical data by 80%



Mobile Market Trends

- IT **investment** in wireless technologies, infrastructure, mobile devices and applications **continues** even in current economic conditions
- Newer generation **Smartphones** are becoming more powerful and utilitarian and use of **tablets** in the workplace is increasing
- Mobile **connectivity** and **accessibility** are **increasing** across the globe – always connected, always “on”
- Newer generations of the global workforce are expecting **access** to business applications and data from **anywhere**
- Customers want Enterprise Application **functionality** available **wherever** they are and on **any device**





As per Gartner CIO 2012 Survey

- 61% of company respondents plan to increase their mobility capability during the next three years
- 48% believe they will become leaders in their industries by fully adopting innovative mobility solutions
- Mobile devices and apps are truly changing the way enterprises interact with their processes, customers and employees





What is driving this change?

Benefits Expected from Mobile Solutions



n = 600

Source: IDC's *Mobile Enterprise Software Survey*, 2011





Summary of Current Mobile Solutions

Maximo & SCCD

– Maximo Mobile

- Extension of Maximo/Tpae
- Work/Ticket Mgmt., Asset Mgmt., Inventory Mgmt.
- Limited o/s support (Windows Mobile, Windows, soon to be Android)
- Supports - Connected/Disconnected, Dock in the Morning, Dock in the Evening, Spotty Connectivity (Wi-Fi), Full Connectivity (Wi-Fi or Cellular)

– Maximo Everyplace

- Access Maximo/SCCD applications from the browser on mobile devices
- Full Connectivity use-cases only
- iPad, iTouch, iPhone, BlackBerry, Androids (phones, tablets, laptops)
- Configure using Application Designer
- Same look/feel as standard products

Maximo & TRIRIGA

– Smart (Syco) Mobile

- Work, Asset & Inventory Management
- Supports Industry Solutions
- 'mobile' development platform
- Supports connected/disconnected use-cases





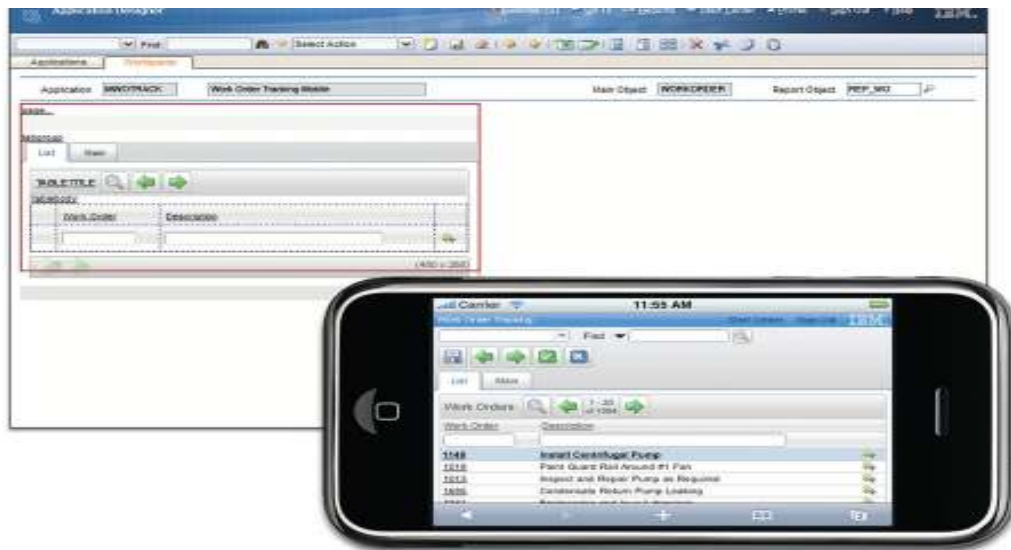
Maximo Everyplace





IBM Maximo Everyplace

Allows users to access any existing IBM Maximo application on an iPhone, iPad, iPod touch, Android, Blackberry or other supported device without installing anything on those devices



Maximo Everyplace enables users to:

- Shorten the lag time between an event's occurrence and the recording of that event in the system. There's no need to wait until they get back to their desk to enter or retrieve data.
- Increase accuracy of data in the system by allowing them to enter information while it's fresh in their minds.
- Offer convenient, targeted access to Maximo for workers who don't regularly sit at a desk or use a desktop computer.

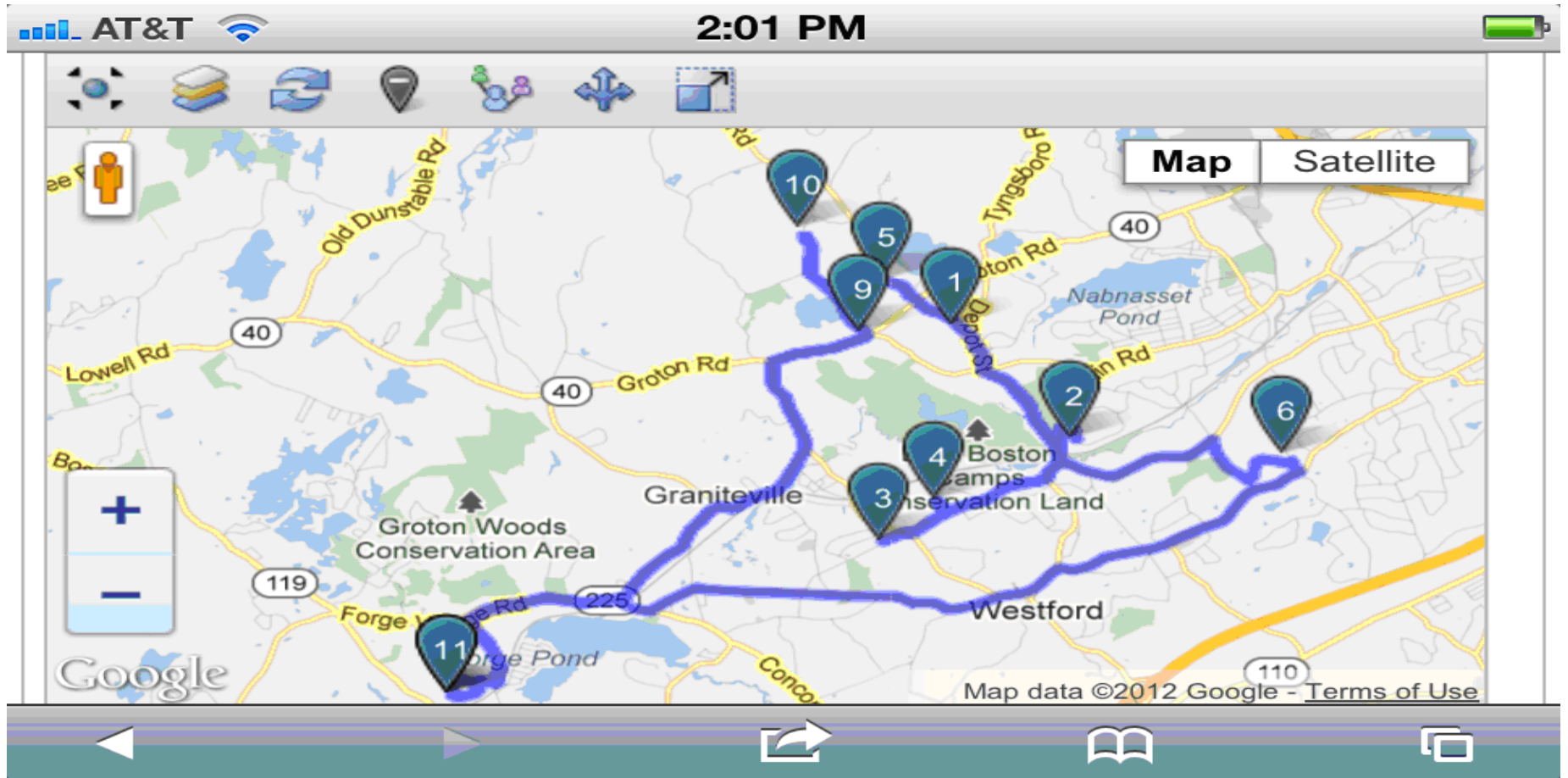


Maximo Everyplace in the Field

Available with Maximo Scheduler 7.5.1

- 4 New Applications have been created:
 - **Everyplace Technician (Tablet)**
Large Screen Heavy Technician Functionality
 - **Everyplace Technician (Phone)**
Small Screen Heavy Technician Functionality
 - **Everyplace Technician (Lite)**
Small Screen Light Technician Functionality (Inspector, Break/Fix, Rapid Dispatch)
 - **Everyplace Supervisor**
Small Screen Supervisor Functionality

New Everyplace Application - Map View



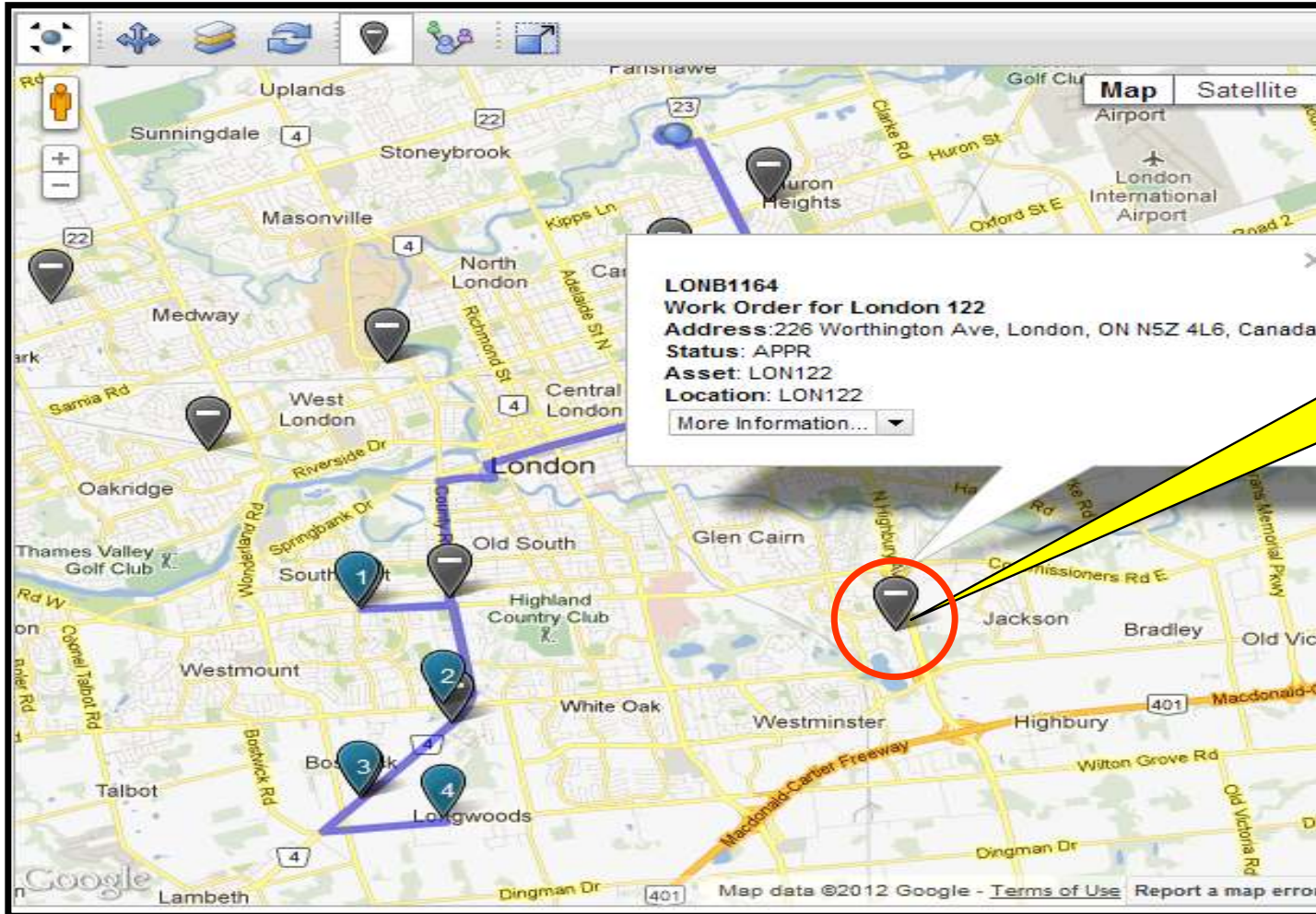


New Everyplace Application - Map – Route Directions

The screenshot shows a window with a close button (X) in the top right corner. It contains two route segments. The first segment starts at a location marked with a blue pin and the number '1': '288 Commissioners Rd W, London, ON N6J 1Y3, Canada'. Below this, it shows '3.3 km - 5 min'. The directions for this segment are: '1. Head east on Commissioners Rd W toward Knights Hill Rd 1.2 km', '2. Turn right onto Wharncliffe Rd S/ON-4 S 1.8 km', and '3. Turn right onto Southdale Rd W Destination will be on the left 0.3 km'. The second segment starts at a location marked with a blue pin and the number '2': '166 Southdale Rd W, London, ON N6J 2J1, Canada'. Below this, it shows '2.4 km - 3 min'. The directions for this segment are: '1. Head east on Southdale Rd W toward Wharncliffe Rd S/ON-4 S 0.3 km' and '2. Take the 1st right onto Wharncliffe Rd S/ON-4 S'. A 'Close' button is located at the bottom right of the window.

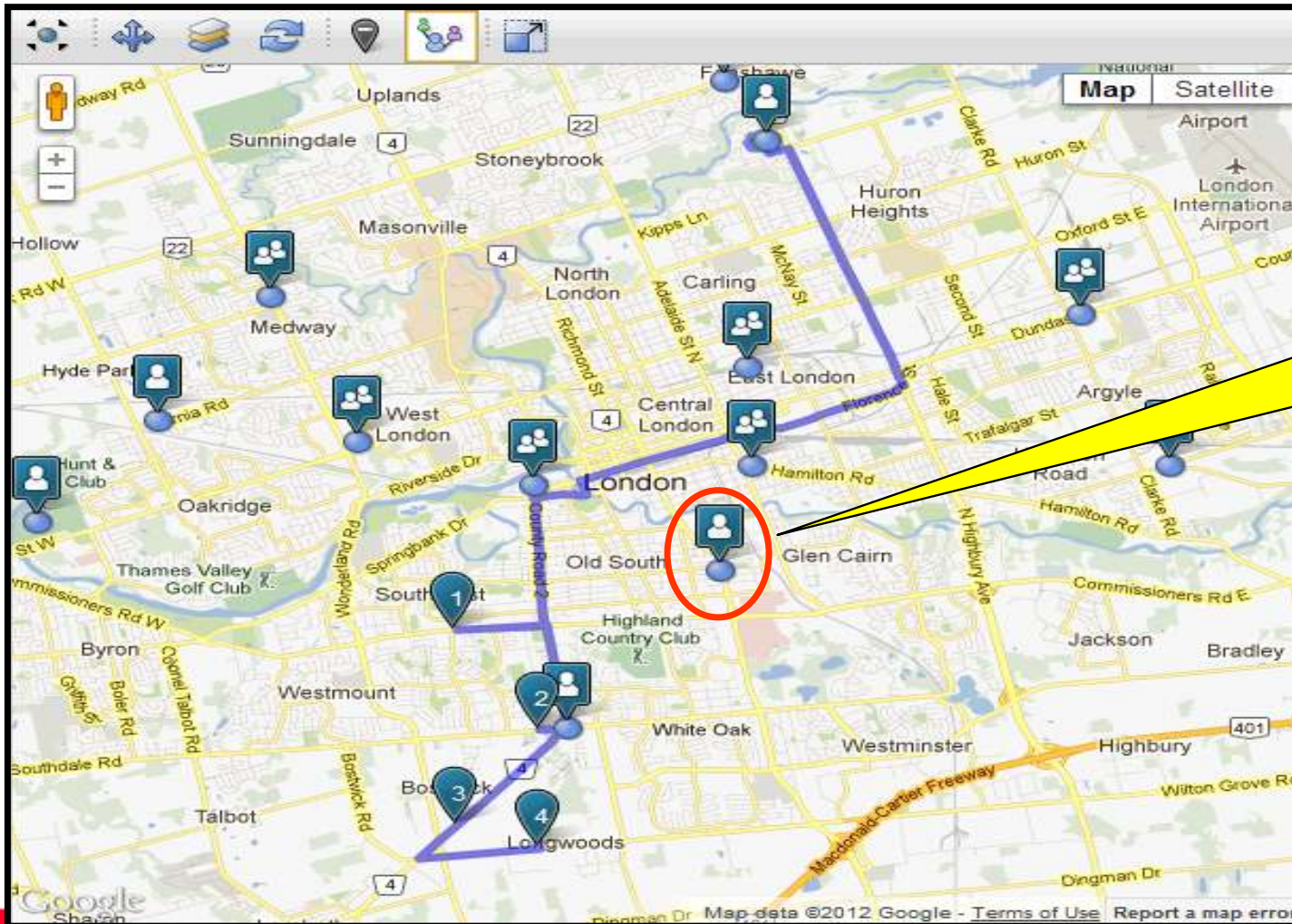
Turn-by-Turn directions to take you from one Work Order to the next.

New Everyplace Application - Map – Unassigned Work Orders



Based on a Query find Unassigned Work Orders for the current map zoom level.

New Everyplace Application - Map – Nearby Labor/Crews



Look for all Labor/Crews within the current map zoom level.

New Everyplace Application - Start and Stop Timers - Confirmation

Confirm Timer

The Timer is going to record the time you have spent managing your
Ticket Class:
Record Key:

Review the information below before submitting.
You may update the values and click 'OK' to submit.
Click 'Cancel' to return to the record; the Timer will continue to run.

Start Date:
Start Time:

Finish Date:
Finish Time:

Hours:

Complete Workorder?

Asset Meter Readings 1 - 2 of 2

Done

- Enhanced 'Stop Timer Dialog'
- Single resource or Crew bookings



IBM Maximo Mobile Suite



IBM Maximo Mobile Suite

IBM Maximo Mobile Suite brings Maximo to remote workers in the field, wherever they are, regardless of connectivity, and helps them do their tasks with information in hand.

**IBM Maximo Mobile Work
Manager**

**IBM Maximo Mobile Inventory
Manager**

**IBM Maximo Mobile Asset
Manager**



- **Work Order Management**
- **Operator Rounds**
- **Inspection**
- **Facilities Maintenance**
- **Service Desk**
- **Inventory Management**
- **Asset Inventory & Audit**
- **Barcode support**



IBM Maximo Mobile Work Manager

Standard Features

- Work Orders, Service Requests, Incidents, Problems, Changes and Releases
- Asset & Location Details
 - History, Meters, Spare Parts, etc.
- Linear Assets
- Job Plans
- Safety plans
- Scheduled Dates & Priorities
- Identify/Create Work Orders, Service Requests
- Route/Rounds Management
- Reporting Actuals
 - Labor Time
 - Parts
 - Asset Downtime
 - Meter Readings
 - Observations & Inspections
 - Failure Reports
- Start/Stop timer changes (premium pay codes)
- Attached Documents
- Independent Status Change
- Crew Management and Reporting

Calibration Option

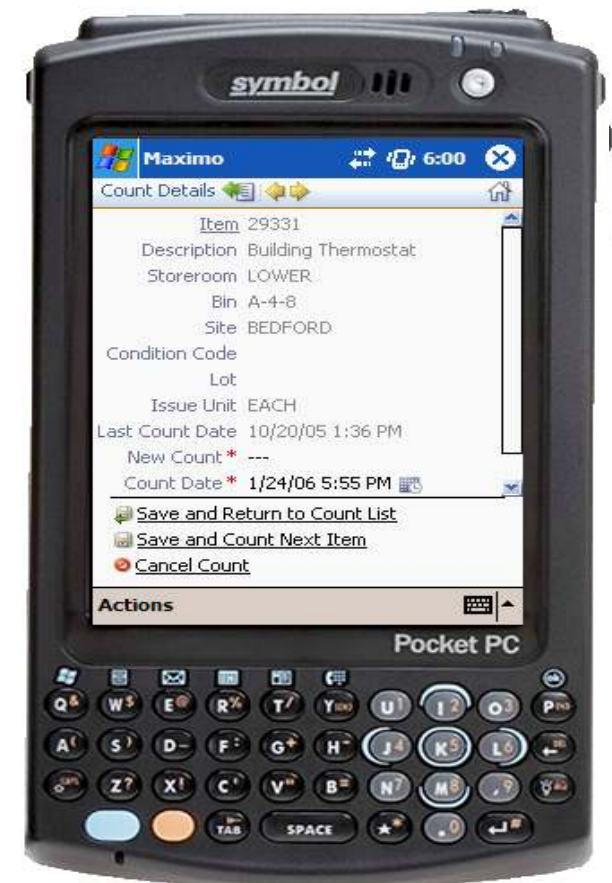
- Calibration data entry
- Datasheets





IBM Maximo Mobile Inventory Manager

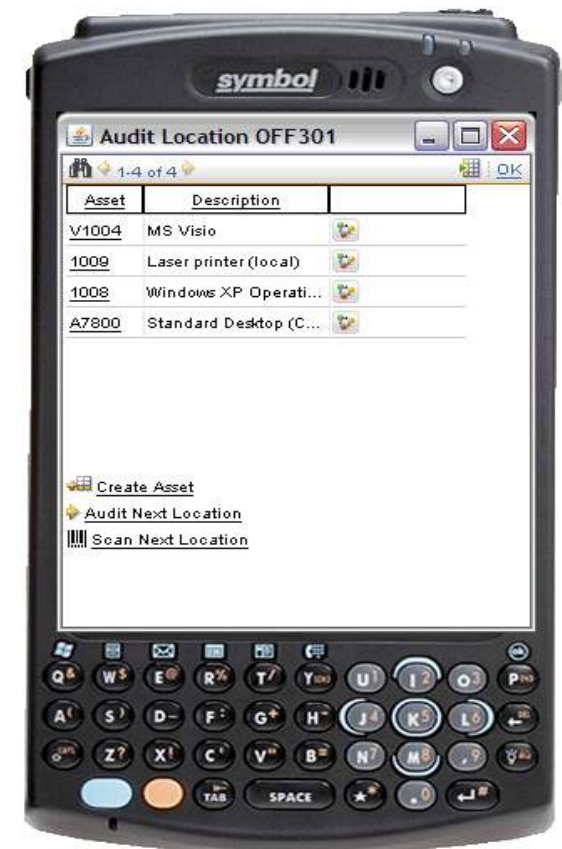
- Physical Count of Items in Storerooms
- Issue of parts to work orders and laborers
 - Issue multiple parts to Work Orders
- Return of parts to storeroom
- Transfer of inventory between storerooms
- PO Receiving
 - Inspections
 - Serialization





IBM Maximo Mobile Asset Manager

- Navigate location and asset hierarchies with a drill down UI
- View & Modify
 - Details, Classification Attributes
 - Spare Parts & Subassemblies
 - Users & Custodians
- Enter Meter Readings
- Move & Swap
- Update Status
- Create New Assets, Locations and CIs
- Audit/Asset Inventory/Discovery Mode
- View/Create/Manage by Route or Collection
- Issue Items From Storeroom (typically software in the IT world)





Recently Released !

IBM Maximo Mobile 7.5.1

- Device support extended to the **Android platform**
- **RFID support** for Asset Audits and Enhanced history and exception handling
- **Barcoding** via camera – no scanner required
- **Supports Device inherent capabilities** - Voice to Text and Photo attachments



Expands choices of available ruggedized and intrinsically safe devices for our customers

Improved performance will lend to efficiency and productivity gains

Extended Maximo Scheduler utilization



A Look To the Future





Mobile Customer Requirements

Two primary customer needs (in the context of asset management)

1. The ability to manage assets, work (tickets) and inventory at point of performance
 - Regardless of connection state
 - Ensuring data is captured, accessible and properly maintained
 - Increase efficiency of workforce
 - Reduce reliance on paperwork and eliminate admin. tasks
2. Platform-independent ability to interact with Maximo, SCCD, TRIRIGA applications
 - Regardless of device or form factor
 - Leveraging evolving technology for access (Ruggedized devices, Laptops, Smartphones, Tablets)
 - Supports multiple operating systems (iOS, Android, BlackBerry, Windows)

Customer Preferences

- Support Connected and Disconnected use-case models
- Common platform for seamless business processes
- Easily configurable UI to meet specific business requirements
- Single vendor solution (IBM)





Please note:

- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal 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.
- 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.





Mobile Enterprise Application Platform (MEAP)

IBM Worklight....Delivering applications for multiple mobile platforms

Fast and cost-effective development, integration and management of rich, cross-platform mobile applications



Client Challenge

Using standards-based technologies and tools and delivering an enterprise-grade platform that meets the needs of mobile employees and customers

Key Principles

Mobile-optimized middleware

- **Open approach** to mobile development and 3rd-party integration
- **HTML5** as the core cross-platform technology
- **Reduces the overhead for enterprise-grade mobile apps:** integration, security and authentication, application management, analytics, development process,
- **B2C, B2E, and B2B**



Overall Mobile Product Strategy

Mobile Strategy

- Initiate a phased rollout of a new mobile solution based on IBM's Worklight product
- Reduce dependency on third party products
- Deliver a modern mobile solution to establish us as an industry leader in this space
- Redefine the way our customers access our products with a common UI across our portfolio





2013+ Key Investment and Deliverable



Investment in the development of the 'next' generation mobile solutions

- Leverage IBM's Worklight as mobile platform
- Reduce costs with Single platform for entire portfolio (Maximo, SCCD, Tririga, Industry Solutions)
- Runs on modern o/s and Smart devices (phones, tablets), leveraging device specific capabilities
- Supports connected and disconnected scenarios
- Easily tailor the mobile UI, for delivered applications and ability to create custom applications

Benefits:

- Single platform
- Ease of Access from anywhere
- Multiple devices





What does this mean to our customers?

Single platform mobile tool for all of the Asset & Facilities Management portfolio

(Maximo, Ind. Solutions, SCCD, TRIRIGA)

Access to Worklight

World class mobile development tool and resources to reach beyond Maximo, TRIRIGA, or SCCD

Protected investment

Current Maximo Mobile users will optionally have their entitlement migrated to the new mobile development platform

Current Maximo Everyplace users will have the option to move to the new mobile platform at their leisure via trade-up

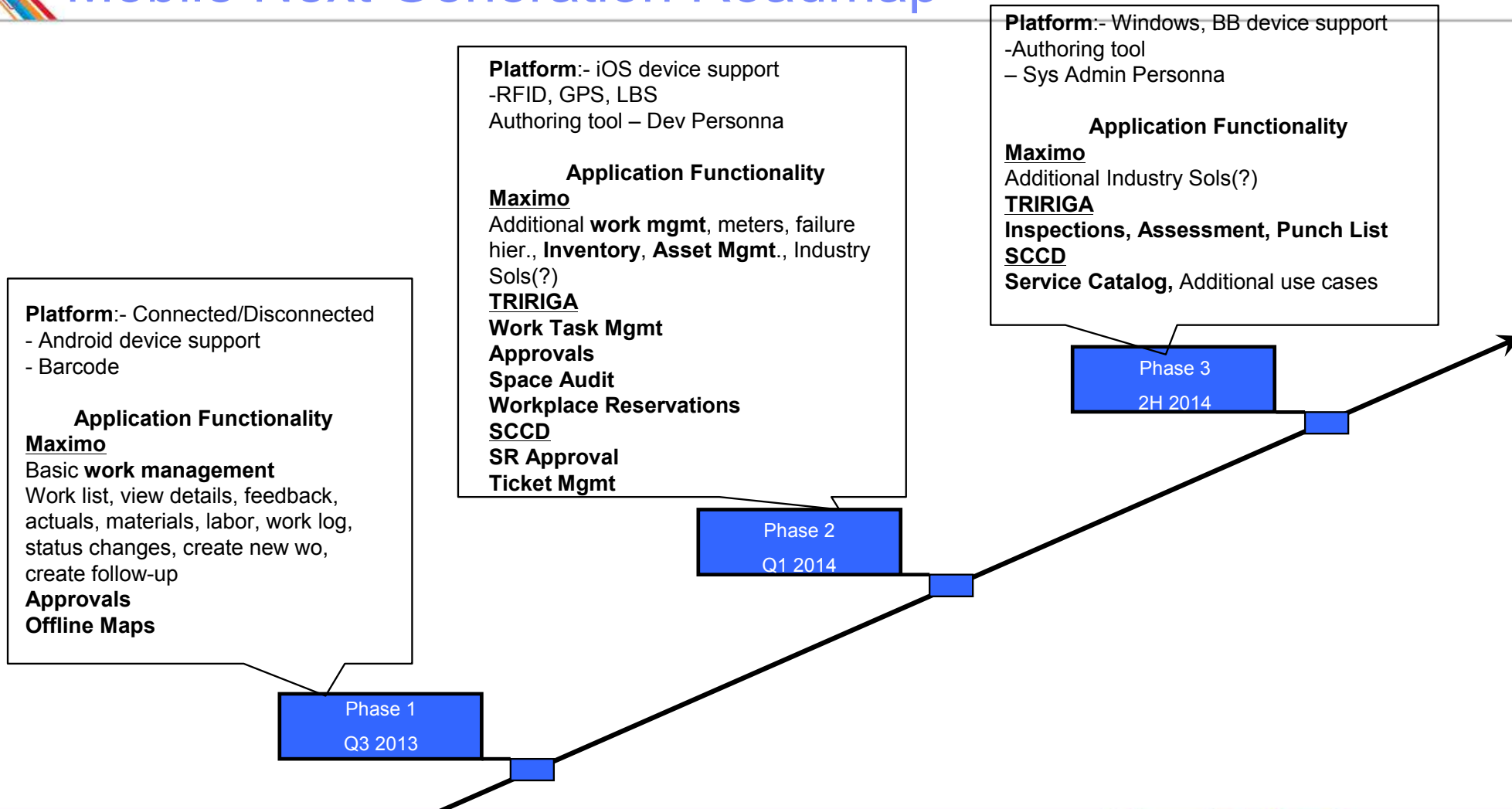
Change in Mobile Application philosophy

Plan to develop many lightweight, role focused apps rather than the current “large bulky app” approach





Mobile Next Generation Roadmap



The information on the new product is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information on the new product is for informational purposes only and may not be incorporated into any contract. The information on the new product is not a commitment, promise, or legal obligation to deliver any material, code or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion.



Questions?





Migration/Entitlements

