

Gain better control of your assets and services and help strengthen mobile workforce capabilities.

Highlights

- Get a single-vendor solution to improve productivity of technicians, managers and inspectors by delivering instant access to remote and mobile asset data
- Reduce unnecessary data entry, travel and paperwork and raise first-time fix rates by providing field technicians with key asset and work-related information and managers with real-time job progress
- Help reduce data errors and miscommunications by entering and accessing data directly—onsite—through wireless mobile devices
- Improve inventory and spare parts management through accurate inventory tracking and auditing
- Employ open, scalable technology
- Gain real business and compliance benefits via real-time reporting and monitoring

The right information to the right people at the right time is the basis of proper asset and service management today. Electric substations, natural gas pipelines, manufacturing plants, trucking fleets, hospitals and office complexes all require management by a mobile workforce that is constantly gathering, accessing and sharing information, often across large geographical distances.

Unfortunately, many of today's mobile workforces are still hampered by manual, paper-based systems, which can lead to:

- Tedious, error-prone paperwork that reduces productivity and degrades service.
- Unnecessary trips to and from the field.
- Poor decision making due to incomplete, outdated or inaccurate information.

- Lost tools, parts, equipment or other valuable assets.
- Regulatory fines or penalties due to compliance violations.
- A lack of quality information for strategic improvements in business processes.

Improve productivity and reduce errors and waste through on-the-spot asset management

IBM Maximo® mobile solutions are versatile, easy-to-use applications designed specifically for your mobile workforce. Your mobile workers can use the software with mobile devices to perform their work remotely, sending and receiving critical information when and where it is needed.

IBM Maximo mobile solutions support multiple operating modes and a variety of communication methods and device options, all while delivering superior capabilities to workers both within and outside of wireless coverage.

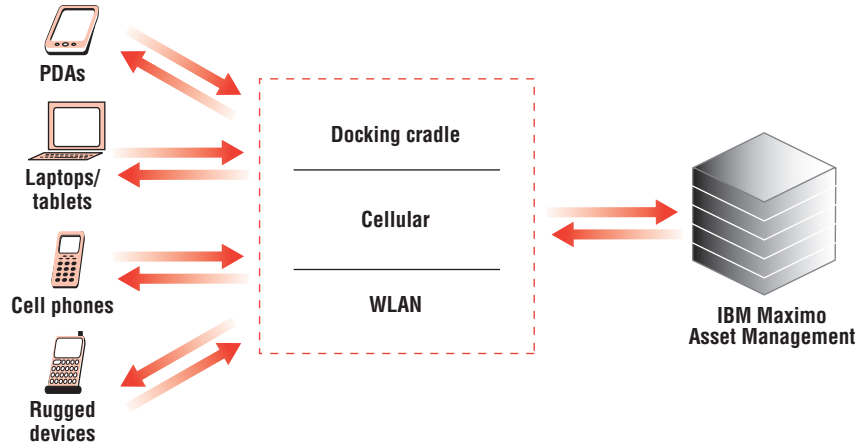
- Technicians can spend more time maintaining their company's valuable equipment.
- Storeroom managers can conduct quicker, more accurate cycle counts.
- Supervisors can plan and schedule work and crew members more efficiently.
- Management can improve its strategic planning, scheduling, compliance reporting and internal quality control.

Take advantage of comprehensive mobile solutions

Maximo mobile solutions consist of the following highly integrated products, providing a full range of capabilities:

IBM Maximo Mobile Work Manager— a powerful mobile work, service and asset management application that helps maintenance, service and operations professionals streamline field-based work processes based on timely access to:

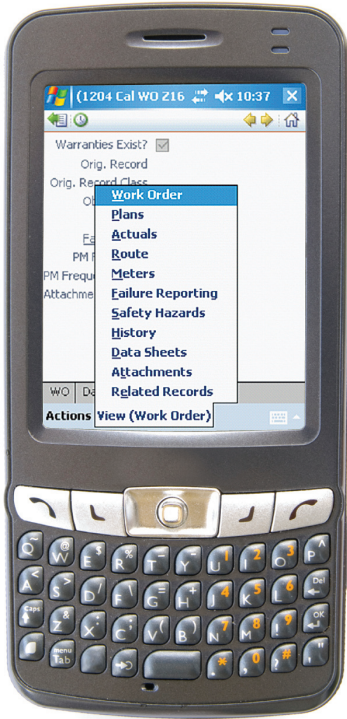
- Accurate asset and location information, including asset specifications, diagrams, location blueprints and more.
- Histories.
- Work orders.



Multiple operating modes, communication methods and device options are supported in Maximo mobile solutions, offering a superior capability to work in and out of wireless coverage.

- Service tickets.
- Routes and rounds management.
- Job assignments.
- Scheduled dates and priorities.
- Safety and hazards.
- Calibration specifications and datasheets.
- Task management functions.
- Manage service tickets and work orders from mobile devices.
- Create new service tickets and work orders on demand, including follow-up work orders.
- View job plans, safety plans and asset histories.
- Perform routes/rounds, meter readings, observations and inspections.
- Perform asset and test instrument calibration based on specifications and tolerance data.
- Perform functions related to incident, problem, change and release service management processes.
- Record work status, materials, time and attendance, failure codes, tools, comments and more.
- Electronically capture signatures for work orders, service tickets and completed tasks.
- Utilize barcode and radio frequency identification (RFID) capabilities for asset tracking and management.
- Store and forward data when continuous connections are not feasible.

The application helps field technicians get detailed work, service and asset information onsite, including additional details on service parameters, assets conditions and the surrounding environment. Managers can monitor job progress, react to changing conditions in the field and dispatch technicians more efficiently. In wireless and cellular networks, information can be intelligently updated based on wireless coverage. Use it to:



Maximo Mobile Work Manager with Calibration option

IBM Maximo Mobile Inventory Manager— helps storeroom managers manage, issue, receive and track inventory items properly. The application combines Maximo inventory functions with an easy-to-use mobile user interface, allowing storeroom managers to perform tasks where they occur and not be tethered to their desks. This helps to reduce paperwork and manual errors and to provide more accurate information to management and the field. Use it to:

- Manage storerooms using mobile devices.
- Perform physical cycle counts.
- Perform issues, returns and transfers.
- Perform receiving processes, including receipt inspections, staging and asset serialization.

- Utilize barcode and RFID capabilities for inventory tracking and management.
- Search for parts by number, equipment, description or storeroom.
- Store and forward data when continuous connections are not feasible.

Adopt an open, flexible and scalable approach

Maximo mobile solutions are built from the ground up with open standards-based technology, including XML and Java™, making configuration, deployment, management and integration with other applications easier.

By supporting multiple devices and various communication methods, the products enable mobile workers to work remotely and with the communication methods available in their work environment.

In addition, mobile workers can also enjoy flexible data access in or out of coverage areas. While in coverage, mobile workers can update work in the field and access Maximo data in real time, thus providing instant feedback on job progress and asset and inventory conditions. While out of coverage, mobile workers can access data cached on their devices. Cached data is automatically synchronized with the Maximo server as the mobile worker moves in and out of coverage.

Realize solid business and compliance benefits

Maximo mobile solutions support a business approach to asset and service management, helping you to monitor compliance efforts, improve efficiencies, increase productivity and enhance decision making. They provide your operations with a single point of administration to manage users, applications and data entitlements—and help reduce costs related to:

- Meeting service level agreements (SLAs).
- Inaccurate and illegible data.
- Delivering timely work assignment detail.
- Monitoring and reporting internally on regulatory compliance efforts for Food and Drug Administration (FDA), Occupational Safety and Health Administration (OSHA) and other reporting requirements.

Increase productivity and asset control for your mobile workers and managers

Maximo mobile solutions enable mobile workers to complete more planned work and reduce nonproductive activities, paperwork and data entry. Having immediate data access onsite leads to higher first-time fix rates and improved data entry accuracy.

For managers, the software helps turn data into actionable information for analysis, feedback and reporting. Armed with quality information, managers can design and implement improved SLA management and reliability practices and improve work and inventory management capabilities across the organization.

For more information

To learn more about how Maximo Mobile Work Manager and Maximo Mobile Inventory Manager can help strengthen the capabilities of your asset and service management operations—and the productivity of your mobile workforce, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli or maximo.com

About Tivoli software from IBM

Tivoli software provides a set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective services to your business. Helping meet the needs of any size business, Tivoli software enables you to deliver service excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards-based Tivoli service management platform is complemented by proactive operational management solutions that provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and business partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world—visit www.tivoli-ug.org



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Route 100
Somers, NY 10589
U.S.A.

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