



IBM Maximo Asset Management: identify, analyze and manage assets to improve efficiency and effectiveness

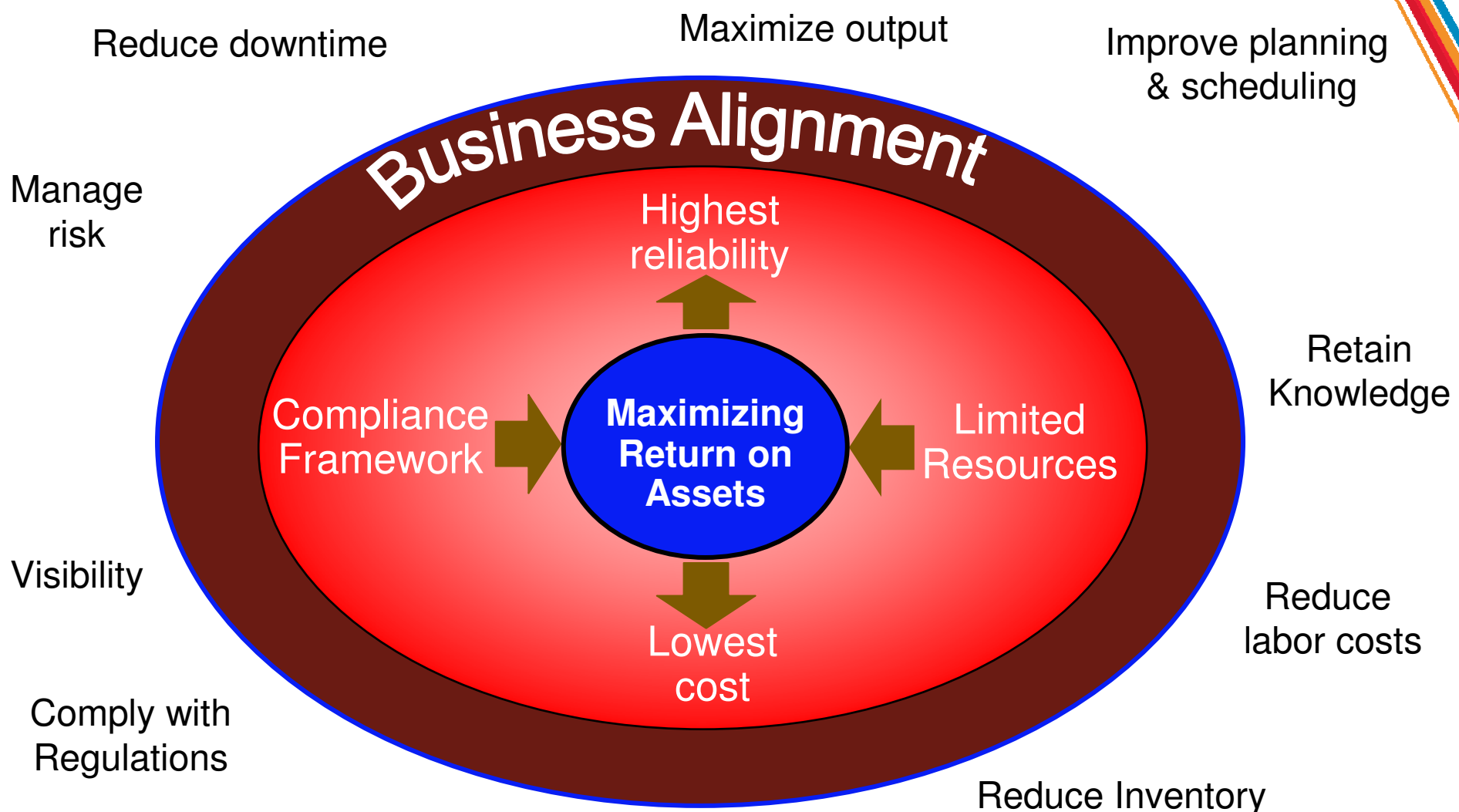
PCTY2012 
Pulse Comes to You

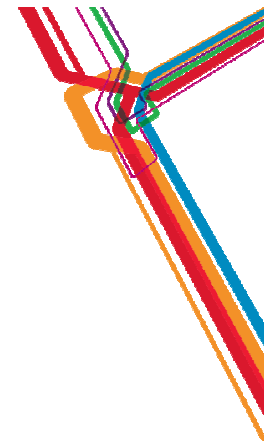
Optimizing the World's Infrastructure
[May, 15° Rome]





The Value of Asset Management





Enterprise Asset Management

Maximize returns on investments through asset life-cycle management

IT Asset Management

IT asset life-cycle management



- Manage and track hardware and software IMAC processes
- Manage audits and software compliance
- Manage contracts and leasing
- Manage inventory and maintenance

Asset Convergence

Manage operational assets that include IT technology



- Even more physical devices became IP enabled
- IP components inside them enables remote monitoring and automation

Asset Management Consolidation

Manage all assets in a single solution



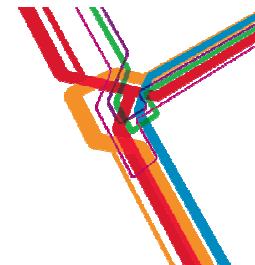
- Manage production assets, distribution assets, fleets, facilities, IT infrastructure...
- Implement at enterprise level best practice and processes
- Guarantee security and availability

Dedicated Application for non-IT asset

Gestire i bisogni delle aziende asset intensive



- Vertical solutions per industry (Utilities, Transportation, Life Sciences, and Oil & Gas)
- Infrastructure support with Geospatially and linear asset support



IBM's Asset Management Solution provides enterprise level visibility across functional departments

IT Managers can see how to streamline inventory and resources across the organization

Software Asset Managers can see how to optimize licensing to avoid over/under-purchasing and mitigate compliance risk

Financial Managers can see the entire inventory and analyze return on assets for financial reporting

Compliance/Risk/Governance can see asset detail to ensure regulatory compliance and mitigate risk

Contract Managers can see asset related contracts; negotiate vendor T&Cs and monitor supplier performance

Maintenance Managers can see job plans enabled by availability of information to increase asset capacity

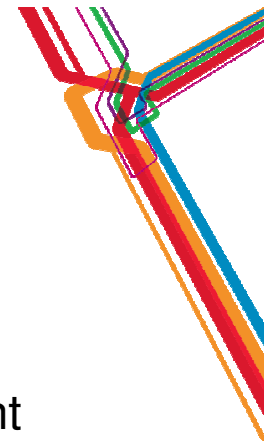
Hardware Asset Managers can see lease and maintenance status and when to plan for upgrades

Service Desk Technicians can see asset data to streamline service request handling and expedite incident & problem resolution

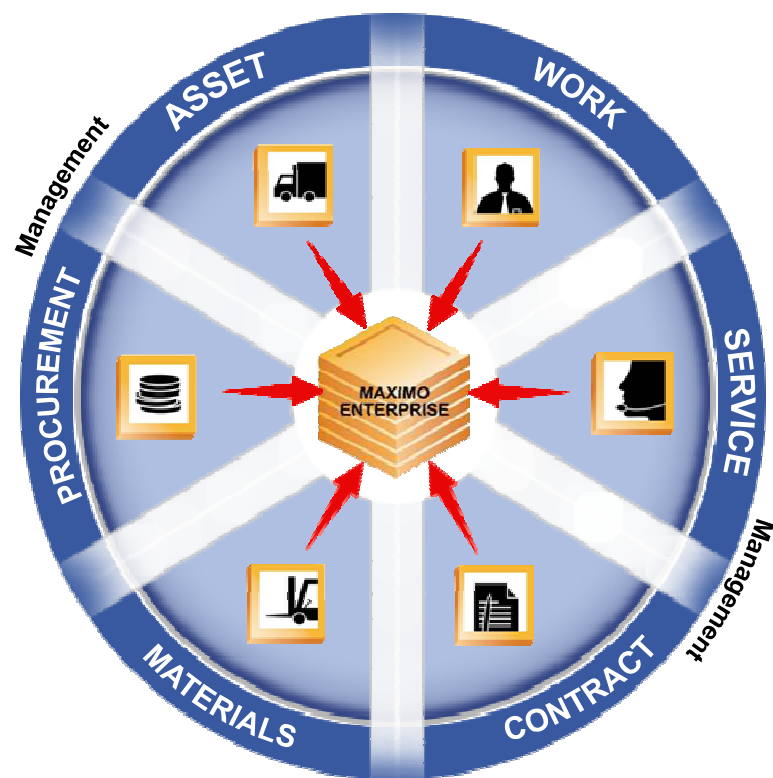
Purchasing Managers can see costs and orders enterprise-wide for price comparisons, discounting, standardization and order tracking

Operations Managers can see asset conditions in sufficient detail to improve asset utilization & performance

Facilities Managers can see assets in the Data Center to optimize power consumption and reduce unplanned outages



IBM's Asset Management Solution: Maximo



- Addresses asset management challenges for line of business operations and IT
- Consolidates point solutions for Asset and Service Management into a Suite
- Includes enhanced Workflow
 - Event Driven
 - Context-based
 - Escalation Manager
- Provides Service Management capabilities for
 - Asset Owners
 - Asset Managers
 - Service Providers
- Next generation J2EE Technology Platform
- Service Oriented Architecture (SOA)

IBM Maximo Capabilities: Asset Management



**ASSET
Management**

Asset Mgmt details:

- Location/Function, work, and cost history
- Location and equipment hierarchies and networks
 - Roll-up costs across systems, subsystems, service and locations
- Asset Modeling, Spare Parts, Attributes, Meters and Attached Documents with logical inclusion downstream
- Asset Safety Hazard elimination and LOTO capabilities
- Condition Monitoring
 - Allows for proactive response
 - Automatically generate work orders based on pre-set tolerances
 - Decreases reactive maintenance & unplanned downtime
- Authorized vs. Deployed asset repositories
 - Reconciliation allows an organization to effectively manage their constantly changing infrastructure
 - Hardware specification and Software license compliance
- Forms core of CMDB

IBM Maximo Capabilities: Work Management



WORK
Management

Supports planned and unplanned maintenance activities from initial service requests to work order generation, through completion and recording of actual results

- Job plans for recurring tasks
- Preventive/Predictive/Recurring Maintenance
- Manage labor, skills, qualifications, training
- Graphical assignment manager
 - Ensures assignment of the right person, with the right skills
- Tight integration with Project Management tools
- Mobile enablement



IBM Maximo Capabilities: Material Management



MATERIALS Management

- Track all materials, parts, components and their usage
 - Decreases stock, eliminates unnecessary spending
- Inventory optimization and planning tools help stock the right level of inventory to meet demand
 - Re-order points
 - Economic order quantities
 - ABC analysis
- Track serialized assets as they move through the enterprise
- All transactions are recorded allowing for real-time knowledge of status

IBM Maximo Capabilities: Procurement Mgmt.



PROCUREMENT Management

Plan demand, streamline purchasing processes, ensure compliance with existing purchasing contracts

- Eliminate costly off-contract buying by establishing approved vendors
- Ensure the right materials and assets are ordered at exactly the right time
- Analyze vendor performance
- Automate requisitioning based on schedules
- Eliminate human intervention with “lights out purchasing” of interval-based, meter-based or event driven requirements
- Electronic Commerce enabled

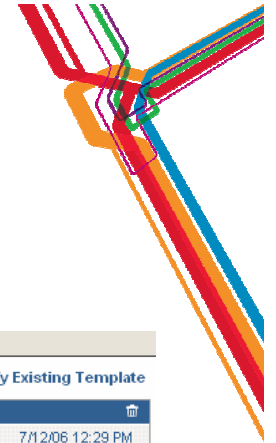
IBM Maximo Capabilities: Contract Management



**CONTRACT
Management**

- Comprehensive functionality to fully manage vendor contracts
 - Master
 - Lease/Rental
 - Service/Warranty
 - Labor Rate
 - Software License
 - User-defined
- Terms and Conditions library
 - Ensures consistency & standardization
- Payment Schedule support
- Associate Service Level Agreements to contracts to monitor vendor performance

Visibility of Performance Metrics and SLAs



Configurable role-based Start Center portlets

Real-time KPI-based dashboards

Seamless integration of ITIL-based processes

Configurable graphical representation

Service Desk Mgr.

[Change Content/Layout](#)
[Display Settings](#)
[Create New Template](#)
[Modify Existing Template](#)

SLA Incident Compliance

Last Run: 10/11/04 1:31 PM [Update](#)

Status	Last Reading	Actual	Target	Variance
-	87.5	87.5	95	-7.5

Quick Insert

[New Bulletin Board Message](#)

Applications

- [Service Requests](#)
- [Incidents](#)
- [Problems](#)
- [Changes](#)
- [Releases](#)
- [Solutions](#)

Bulletin Board (1)

>> Email Server will be down on 8/10/06 7/12/06 12:29 PM

Open Incidents by Priority

Chart Type: [PIE](#) View By: [Internal Priority](#)

Internal Priority	Value	Percent (%)
1	59	37.58
2	14	8.92
3	9	5.73
4	3	1.91
Undefined	72	45.86

[List View](#)

Group Open Incidents

Last Run: 10/11/04 2:31 PM [Update](#)

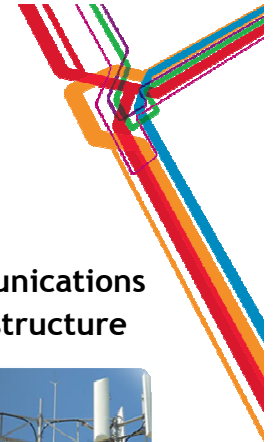
Status KPI	Actual	Target	Variance
Email Open Incidents	5	1	4
ERP Open Incidents	4	1	3
Facility Open Incidents	1	1	0
Hardware Open Incidents	4	1	3
Network Open Incidents	2	1	1
Office Application Open Incidents	1	1	0
OS Open Incidents	0	1	-1
Tier 1 Open Incidents	2	1	1
Tier 2 Open Incidents	1	1	0

PCTY2012

Optimizing the World's Infrastructure

10

IBM Maximo - Asset Management for a Smarter Planet



Transportation

Facilities

Production
Equipment

IT Hardware
& Software

Communications
Infrastructure

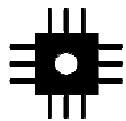


A smaller, flatter, faster and “smarter” planet

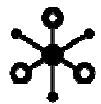


THE CHALLENGE: *more complexity in assets and processes, more capabilities required, more reliance on management systems*

THE OPPORTUNITY: *More insight and collaboration, more efficiency, growth and profit, more innovation*



INSTRUMENTED



INTERCONNECTED



INTELLIGENT



Maximo’s role in a Smarter Planet:

- The IBM system to manage intelligent assets
- Leveraging asset intelligence to maximize their business value
- Reducing the cost of managing and operating intelligent assets

How Maximo does this:

- Visibility, control, and automation across IT and operational infrastructure
- Optimized operational and IT processes to achieve more with less
- Managing both the asset and the service to deliver customer value

Vertical Industry Solutions



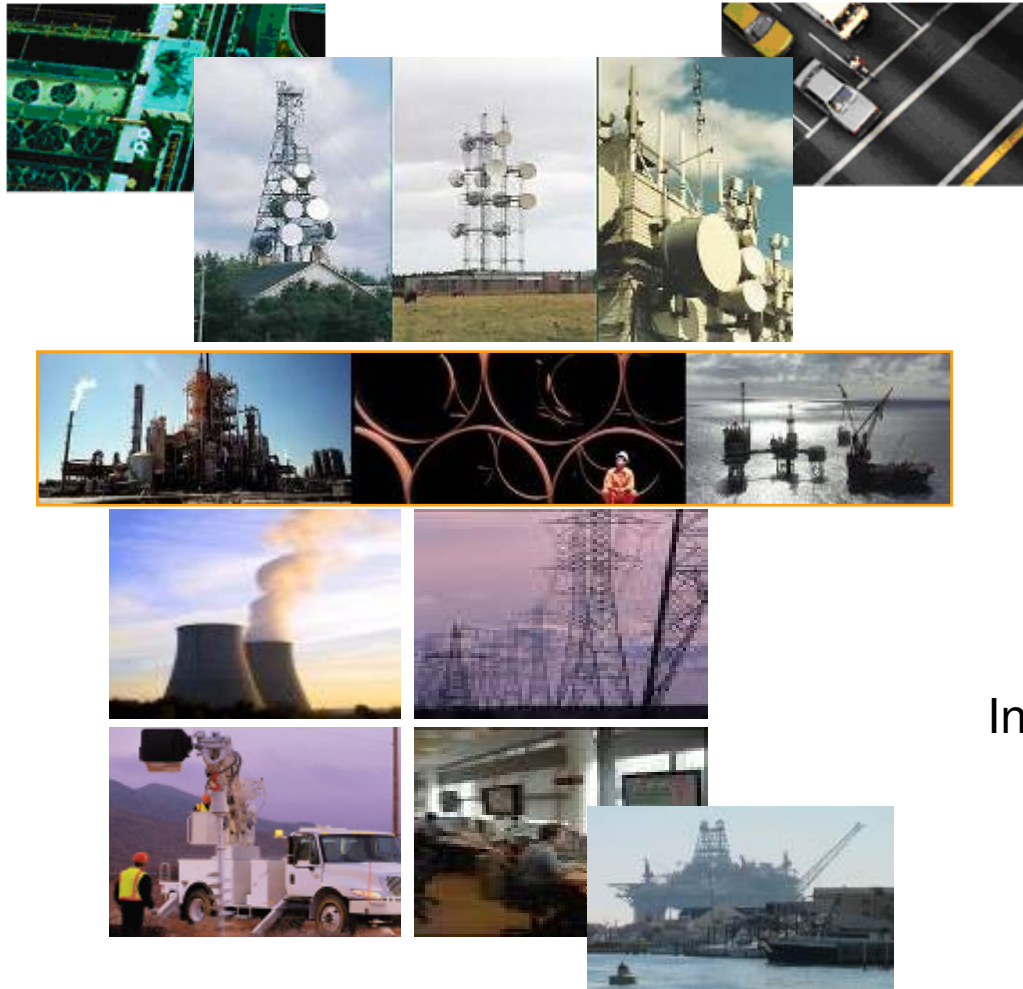
Unique & Deep Industry Functionality

- Delivers more complete solutions and more rapid, lower cost implementations
- Delivered with out of the box Industry specific business processes
- Supports Industry specific regulatory compliance: FDA, NRC, DOT
- Create distinct competitive advantages for IBM

- Maximo for Nuclear Power
- Maximo for Utilities
- Maximo for Life Science
- Maximo for Transportation
- Maximo for Government
- Maximo for Service Providers
- Maximo for Oil & Gas
- Service Providers



Customer Benefits and Demonstrated Value (*)



Labor Utilization **UP 10-20%**

Asset Utilization **UP 3-5%**

Equipment purchases **DOWN 3-5%**

Warranty recoveries **UP 10-50%**

Inventory needs **DOWN 20-30%**

Inventory carrying costs **DOWN 5-20%**

Material costs **REDUCED 5-10%**

Purchasing labor **REDUCED 10-50%**

(*) based on experience in our customer implementation