The IBM Maximo roadmap:
What it means for Enterprise Asset Management.

Contents

## Comprehensive asset management solutions

As more corporate assets are touched by technology, companies are looking to consolidate how they operate and manage them. They are realizing that there are synergistic advantages in combining the management of operational assets with IT assets, especially the IT infrastructure that supports the management and control of the operational assets. Deploying and operating multiple software solutions to manage different types of assets, including production, facility and IT assets, is cost-prohibitive and impedes business process innovation. IBM and MRO Software have come together to address this point, with each organization bringing unique expertise in asset management, including IBM's extensive experience in managing IT assets and MRO Software's long history of supporting operational assets through the Maximo® product line. These combined strengths will be leveraged to help ensure that Maximo continues to deliver business value in all asset classes.

To improve manageability, many operational assets are taking on IT attributes such as microprocessors, operating systems and IP addresses. IT-embedded generators, power meters and instrumentation are increasingly being networked and managed with IT software. Since they behave like IT assets, there is an opportunity to leverage IT business processes such as software distribution and patch management onto the shop floor to provide better overall asset management. IBM's acquisition of MRO Software will address this need by providing customers with a more consistent and comprehensive set of asset management solutions.

This acquisition leverages the strengths of both companies to bring together the best of operational asset management, IT asset management (ITAM) and service management. IBM and MRO Software deliver business processes to support all asset classes, including production, IT, facilities and transportation. For IBM, a holistic approach to managing this diverse collection of assets is the key to a successful enterprise asset management (EAM) strategy.

Figure 1: Uniting EAM, ITAM and Service Management
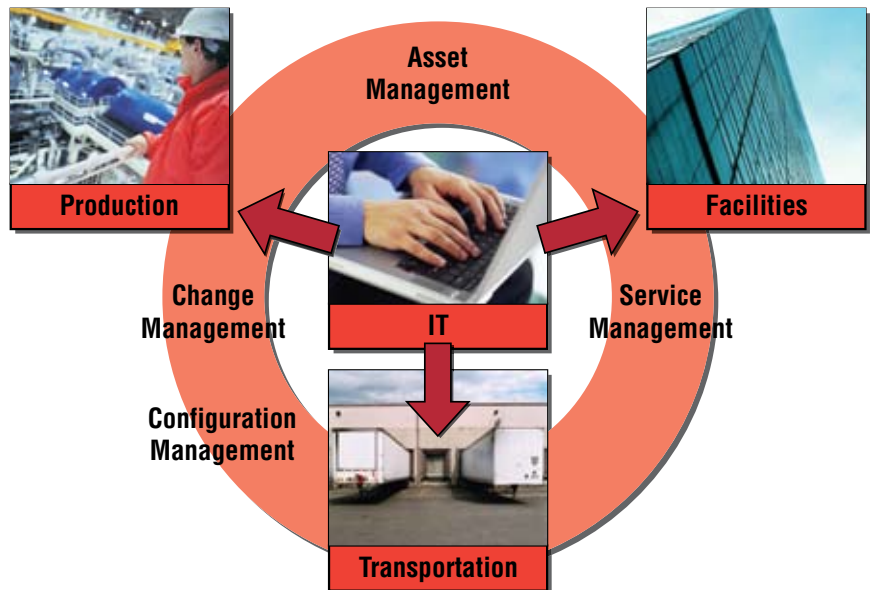
IBM will unite MRO Software's Maximo asset and service management offerings, IBM Tivoli® software and service management capabilities, and IBM Global Services' asset management experience. Both Maximo and Tivoli use industry-proven technologies based on open standards and interoperability. Maximo's strengths in operational asset management and its integrated platform are complementary to the strength Tivoli brings to ITAM. The combined Maximo and Tivoli software portfolio gives customers a single source for managing more operational and IT assets with a focus on service management.

IBM's strategy to expand in the service management marketplace aligns well with Maximo's out-of-the-box solutions. The combined strength of IBM and MRO Software will deliver an integrated set of solutions for asset management and service management processes enterprise wide, standardizing tasks across assets and enabling truer service management. This approach helps streamline many common processes and methods for both IT and non-IT assets, including human collaboration, work management, chargeback, notification and escalation, process automation and business service management. For companies that manage multiple classes of assets and other resources, IBM's consolidated best-in-class platform is an ideal service management solution that can be shared across an enterprise.

This enhanced platform will help ensure:

- *Accelerated value to EAM and IT service management (ITSM) marketplaces through fast delivery of critical features and new market-leading solutions.*
- *Continuous enhancements based on customer needs.*
- *Greater investment protection for customers by supporting less disruptive adoption of new capabilities.*

The EAM roadmap

IBM has had proven success in implementing EAM solutions for clients over many years. IBM is expanding that capability with the acquisition of MRO Software and increasing product development investment in Maximo by expanding its core asset and service management capabilities. The company is also extending Maximo's vertical industry capabilities in new and existing industry sectors and is enhancing sales, services and support for EAM customers.

Figure 2 shows the product roadmap for Maximo. This roadmap focuses on EAM and is part of a larger asset and service management roadmap that converges Maximo and Tivoli capabilities. IBM's current development timeline shows the accelerated availability of IBM's EAM strategy.

Figure 2: Maximo EAM Roadmap
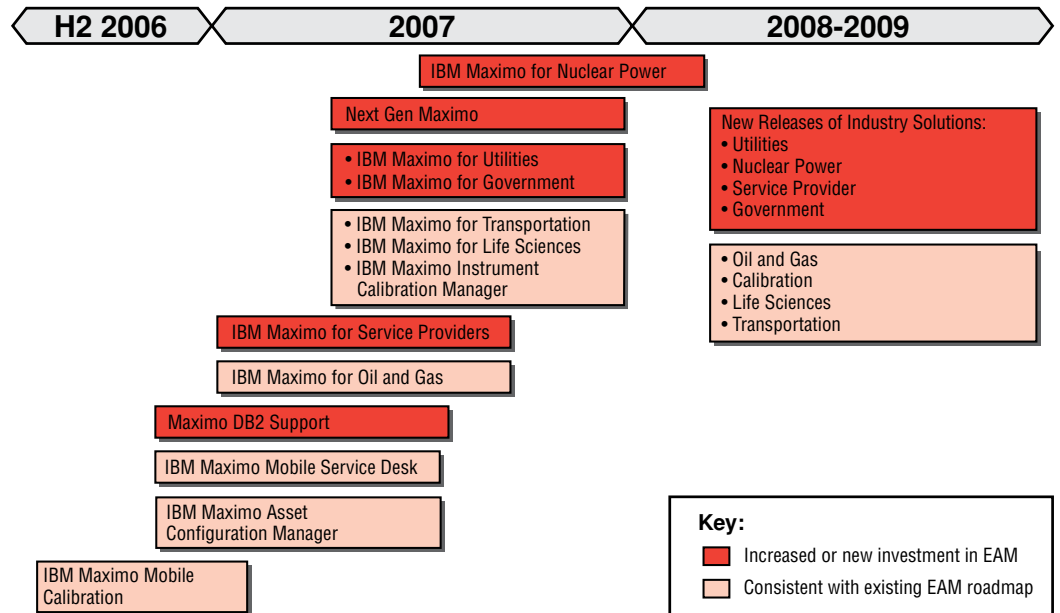
Products benefiting from increased investment are highlighted in dark red while product releases consistent with the pre-acquisition roadmap are shown in light red. Increased investment should result in expanded capabilities and/or accelerated product deliveries for existing solutions, as well as a new industry solution for Government.

Increased development investment

IBM has increased resources for core Maximo product and industry solutions development, including technical and business experts who will help develop the next-generation Maximo platform. Key technology features of that platform will include:

- *An enhanced service-oriented architecture (SOA).*
- *A contextual user interface that will enable elements on a page to change dynamically based on the data in a record.*
- *Enhanced deployment management capabilities, enabling more automation in moving customer configurations from development to test to production environments.*

In addition, the next-generation Maximo platform will provide enhanced core asset management features such as:

- *Extended asset model for greater support of complex linear asset requirements.*
- *Extended work order functionality such as dynamically extensible attributes, status control for sequencing and dependency management, and multiple assets per work order.*
- *Tivoli configuration manager, process manager and service catalog functionalities in Maximo for cross-asset utilization and enterprise-wide service management.*
- *Service supply chain capabilities for managing internal and external service offerings.*

New investment in technical and business expertise for Maximo will help address unique asset management requirements in specific industries. IBM industry experts are being added to the Maximo industry solution teams, providing additional industry-specific resources to speed delivery and enhance product functionality.

IBM Maximo for Government will be a new industry asset management solution, providing capabilities such as Real Properties and Weapon Systems Management. Also being expedited is the new release of IBM Maximo for Service Providers. This solution, which helps external service providers automate management of their customers' assets, will have new capabilities for customer management, service level management and customer billing.

Other industry-specific enhancements on schedule for release include:

- *Geographic Information System (GIS) spatial support in IBM Maximo for Utilities.*
- *Clearance and Tagging capabilities and support for the Standard Nuclear Performance Model (SNPM) in IBM Maximo for Nuclear Power.*

Product releases for remaining industry solutions are positioned to target pre-acquisition delivery timeframes, and future releases of Maximo industry solutions will provide even more functionality. IBM will leverage the combined strengths of Tivoli and MRO Software to differentiate the company's EAM solutions, creating competitive advantages across more industries and asset classes.

Ongoing accelerated delivery

Increased investment in Maximo and its industry solutions will enable IBM to deliver new features at a much faster pace. IBM's global technical and business resources allow Maximo development teams to draw from top business or technical expertise worldwide. IBM's industry-specific business experts can infuse Maximo solutions with valuable, real-world insight including strategies for entering new markets. IBM technical experts, many of them in the forefront of today's technologies, including SOA, Business Process Execution Language (BPEL), Web 2.0, Radio Frequency Identification (RFID) and wireless, will help shape the next-generation Maximo platform.

Expanded coverage and support

IBM's global consulting practice and support organizations enable IBM to deliver services and support that should exceed Maximo users' expectations. IBM's Global Services will extend the existing relationship with MRO Software services and the Maximo customer base. Leveraging IBM's vast technology and business expertise, the Maximo services and support teams can provide a wider range of services while supporting a wider range of requirements, including integration with operational and enterprise applications and deployment of enterprise portals and enterprise business process automation. In addition, IBM Global Services will complement Maximo deployment with business process improvement services and industry best practices.

Summary

The acquisition of MRO Software puts IBM's services, products and technologies at the forefront of EAM, including both operational and IT assets. To achieve this convergence, IBM is investing in solutions for more asset classes and service components. This integration should improve customers' efforts to consolidate business systems across many asset types, integrate their IT-embedded shop floor assets into a single asset management solution and implement service management business processes across all asset classes.

The convergence of Maximo and Tivoli combines the best of both technologies into a one-of-a-kind business platform for asset and service management, while helping to preserve existing customer investments. This combined platform will provide:

- *A consolidated infrastructure for EAM, ITAM and service management.*
- *An "enterprise asset aware" platform and processes.*
- *Expanded support for production, facility and transportation assets across key industries.*
- *Integrated configuration and change management processes on a process runtime infrastructure.*
- *Comprehensive, easy-to-use tools for customizing user screens and processes, integrated with system management tools for automated execution of processes and tasks.*

IBM®

IBM is committed to serving the EAM space through IBM Global Services and the Tivoli and Maximo brands. Customers will benefit from the expanded Maximo solution footprint and improved integration of platforms and products across both companies. IBM will continue to support open standards, helping to ensure that the tools customers use will continue to work with IBM solutions as well as third-party products. IBM has a clear vision for convergence in asset and service management and a clear strategy for achieving that vision.

For more information

For more information, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli

About Tivoli software from IBM

Tivoli software provides a comprehensive 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. Meeting 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 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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