

IBM Maximo

IBM Maximo Application Suite AddOns – Parts Identifier

Give the maintenance team the power to quickly and reliably identify spare parts using Parts Identifier, a feature of IBM Maximo Mobile



Highlights

- Identify spare parts in 30 seconds
- Improve technician productivity
- Reduce repair times
- Increase first-time fix rate
- Easy to use
- Works for users on all experience levels

What is Parts Identifier?

Today's mobile technician requires immediate access to their work orders, reference manuals, the bill of materials and individual part information.

Without the right information, inaccurate part selection results in increased asset downtime and reduced end-user satisfaction.

IBM Maximo Application Suite AddOns - Parts Identifier is a unique, integrated feature of IBM Maximo® Mobile that allows mobile workforces to identify assets and components immediately and correctly. Using AI, this feature means increased machine uptime, faster response times, higher first-time fix rates, improved technician productivity, and less waste.

How does it work?

With Parts Identifier, a user snaps a picture of the part in question with a smartphone camera. The AI-enabled part recognition technology identifies the correct part, and can also access documentation, manuals, work orders, and much more in Maximo Mobile.

It is one of the easiest and most cost-effective ways for organizations to speed up their maintenance operations and reduce operating costs.

Benefits

Improve technician efficiency

Connect the physical part to the asset management system to grant your mobile workforce with immediate access to work orders, reference manuals, the bill of materials and individual part information.

Minimize search time and fill knowledge gaps

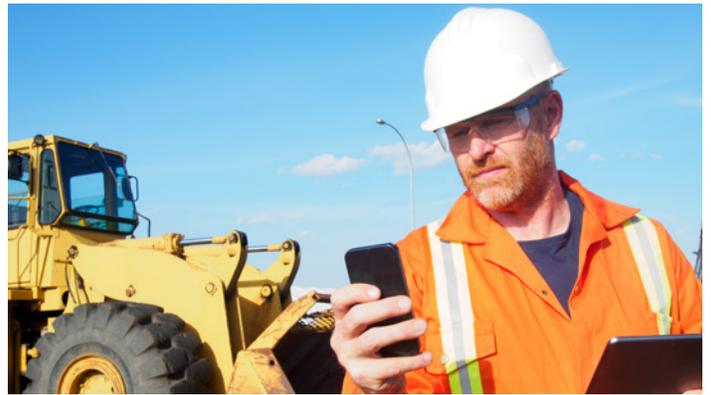
Visual identification capabilities enable every technician – from all experience levels – to more efficiently recognize spare parts within 30 seconds.

Reduce part-identification errors

Leverage AI technology to accurately identify parts regardless of their condition and improve fix rate while reducing waste and costs in inventory/warehouse operations.

Who benefits from Parts Identifier?

- **Maintenance Technicians:** Increase field efficiencies including field response times, first-time fix rate and technician productivity, and also increase user satisfaction.
- **Field Force Managers:** Increase accuracy for both work activities and asset information.
- **Inspectors:** Improve first-time fix rate and field-response times.
- **CMO/CDO/COO/CIO:** Improve customer satisfaction and asset uptime resulting in improved SLAs.



Challenges

- First-time fixes have a low probability of succeeding, costing organizations both time and money.
- Complex equipment and differing versions make it difficult to identify problems.
- An aging workforce may be close to retirement, meaning less experienced technicians without critical institutional knowledge.

Learn more

Speak to your IBM rep or visit the Mobile EAM site for more information on how this solution can help you improve technician productivity and reduce repair time.

