

IBM Maximo IT

Integrate IT and OT users,
processes and infrastructure



Highlights

Strengthen critical
IT environments

Gain deep IT
asset visibility

Enhance
self-assistance
and improve
user experience

Increase first
call resolutions

In today's technology landscape, where containerization and cloud have introduced new complexities and users are gaining greater access to organizational systems, IT faces the challenge of ensuring effective IT management while delivering added value.

As the focus shifts from physical to digital environments, organizations seek innovative methods to enhance user experiences, particularly in the realm of technology, without impacting productivity. This provides support for agile workflows that span across IT service management (ITSM) processes to manage the interconnected network efficiently.

IBM® Maximo® IT is a comprehensive IT service management (ITSM) and IT asset management (ITAM) solution that provides organizations with powerful capabilities for managing their IT infrastructure and services combined with asset management. With the addition of Maximo IT as a key new feature to the IBM Maximo Application Suite, users gain access to a single, integrated platform for ITSM, asset management and service desk functions. This integration simplifies IT management and streamlines processes and collaboration in service delivery, asset utilization and rate of change in support of an efficient, high-velocity business.



Strengthen critical IT environments

Integrate processes and service workflows across IT, users and infrastructure support teams for a holistic, connected service experience. A unified IT Service Management (ITSM) platform enables IT teams to streamline critical processes such as incident resolution, service requests, change approvals and other service-related tasks more efficiently. You will be able to design and maintain IT systems that can handle increased demands and remain dependable, which is essential to help ensure scalability and reliability of the IT critical systems that deliver value to the organization.

Gain deep IT asset visibility

Get more visibility throughout the entire organization of both physical and digital IT assets, and maintain a comprehensive inventory of all IT assets including hardware and software and their configurations, as well as status, to help ensure proper support and services. With these capabilities you will be able to identify and track discovered assets that can pose security and compliance risks to bring them into the authorized asset inventory or take necessary actions to manage and secure them. This unified platform enables more efficient operations, improved collaboration, better asset management and ultimately, the successful elimination of fragmented processes.

Enhance self-assistance and improve user experience

Self-service empowers your internal customers to find answers to their questions and resolve issues independently. They can select available services in the service catalog and deploy approved software to their devices when they need them. By encouraging self-service, IT teams start to see increased ticket deflection, allowing service agents to focus on more complex problems and roles.

Increase first call resolutions

Identifying and resolving issues promptly helps minimize downtime and maintain service availability of critical systems. Service agents can access asset data and knowledge with relevant information such as articles, FAQs, troubleshooting guides and best practices to provide quicker and more accurate resolutions to customer inquiries. Data and knowledge-enabled service agents can provide timely and effective support to customers while improving overall user experience.



Conclusion

The Maximo Application Suite allows users to sign on to a single integrated platform to access Maximo IT, enterprise asset management of IT/OT assets and processes through a single pane across the business. This helps to reduce data silos as it enhances the sharing of data with an integrated user experience and shared practices.

Maximo IT empowers agile management of digital service and adapts to the velocity of customer requirements. It prioritizes integration, quality and efficiency across tasks, processes and decisions. Moreover, it streamlines installation and administration, simultaneously improving user experience through data sharing, workflows, automation and a modern UX. With expanded access to asset depreciation, linear assets, rolling up maintenance costs and planning plus scheduling, your organization will be well prepared to address service quality, heightened productivity and IT reliability.

Why IBM?

The IBM Maximo Application Suite builds on decades of leadership at IBM in the enterprise service management, asset and operations management space, enabling common processes, roles and practices to holistically manage the physical and digital worlds. It uses the deep commitment at IBM to data science and AI at enterprise scale, as well as its recognized leadership in IoT platform, hybrid cloud, security and now infrastructure technology. The IBM global ecosystem of business partners has a track record of delivering solutions in over 90 countries, including industry-specific solutions and add-ons that bring more rapid ROI for our customers.

For more information

To learn more about IBM Maximo IT, please contact your IBM representative or IBM Business Partner, or visit ibm.com/products/maximo.

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