

IBM Maximo Mobile

Boost technician productivity with an AI-driven asset lifecycle management mobile application



Highlights

Provides technicians with real-time access to critical information

Improves technicians' productivity with geospatial mapping

Increases first-time fix rate with AI-driven applications

Manages inventory operations from any place, at any time

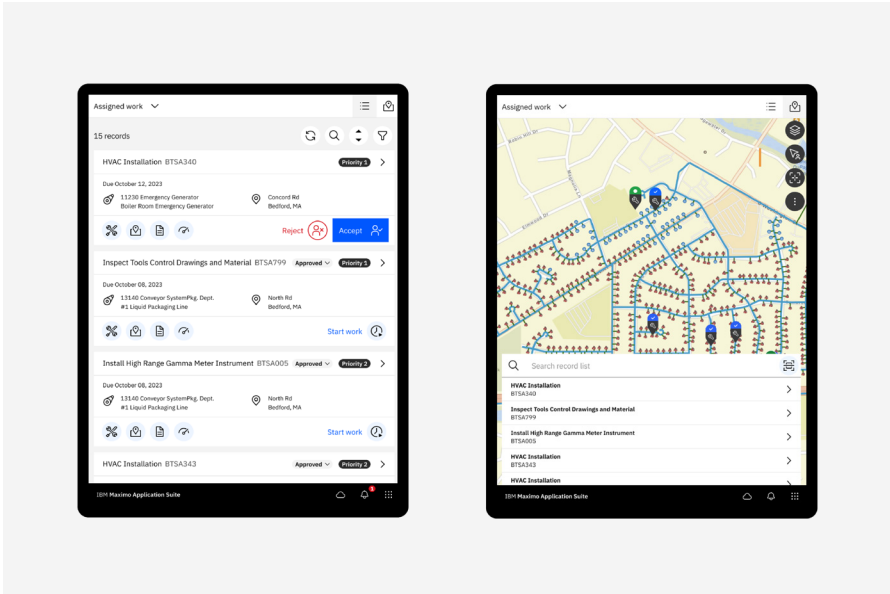
Technician productivity is essential to operational resiliency, but when repairs to critical assets aren't effectively executed, it drives up labor and maintenance costs. Inefficient field service operations, poor asset visibility and inaccurate data collection hinder technicians' ability to quickly resolve issues and efficiently complete tasks. Furthermore, when experienced technicians retire, they take valuable knowledge with them, leading to a decline in maintenance quality and productivity.

IBM Maximo® Mobile is a next-generation intelligent mobile application that brings enterprise asset lifecycle management (ALM) and asset data to technicians' fingertips. By empowering technicians with the right tools, you can help ensure they're at the right location, at the right time, with the right spare parts and equipment to complete the work correctly and improve first-time fix rates. With real-time access to information, technicians can make informed decisions, complete tasks more quickly and improve overall productivity. A powerful extension of IBM's core ALM solution, IBM Maximo Application Suite, Maximo Mobile seamlessly integrates field work with back-office management, optimizing inventory costs and reducing maintenance costs.



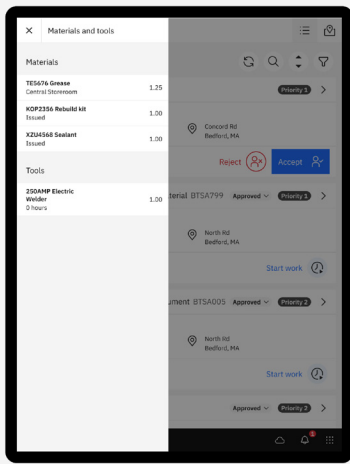
Provides technicians with real-time access to critical information

When your technicians have access to real-time asset data and all the information they need at their fingertips, they can work with confidence. With critical information available, such as work order details, asset history, spare parts and inventory, step-by-step guides, safety and quality procedures, and real-time notifications, they can get the job done. The intelligent database stored on the device gives technicians access to information even when offline, helping them facilitate repairs from the most remote locations. They can update and create data that will be synchronized to the server as soon as an internet connection becomes available. By having instant access to the information they need, technicians can complete tasks more efficiently, work more independently and deliver high-quality results.



Improves technicians' productivity with geospatial mapping

The geospatial mapping in Maximo Mobile takes technicians' productivity to the next level by providing a visual representation of their work environment. With real-time location tracking, dispatchers can optimize resource allocation and respond to emergencies more effectively. Technicians also benefit by being able to view their assigned work orders and assets that require attention on a map to optimize their route, reduce travel time and navigate to job sites, helping them complete tasks quickly and effectively. Furthermore, by integrating with other Maximo features, such as scheduling and reporting, geospatial mapping provides a comprehensive field service management solution that drives productivity, efficiency and customer satisfaction.



Increases first-time fix rate with AI-driven applications

Fast response increases the likelihood of avoiding a costly breakdown. Maximo Mobile puts the power of AI in the hands of your technicians, helping them quickly spot problems and avoid downtime with computer vision and AI-based visual inspection. They can also get real-time remote assistance from an expert to find the most effective repair plan. Through the use of virtual collaboration, experts can visually annotate a technician's image stream and provide highly accurate, step-by-step instructions, helping resolve issues faster and more efficiently. Furthermore, with the integration of visual inspection capabilities, technicians can capture photos or videos of assets, defects or issues during an inspection, and the data is automatically linked to the corresponding asset record. This inspection data is used to update the asset's condition and can generate work orders for required repairs or maintenance—all from a mobile device, seamlessly connected.

Manages inventory operations from any place, at any time

Maximo Mobile helps technicians plan and prepare for the task at hand prior to starting the work by identifying the spare parts, materials and tools they'll need to complete the repair, reducing stockouts and overstocking. With real-time inventory visibility, technicians can request parts or equipment as needed, and managers can approve or reject requests based on availability and priority. Maximo Mobile also provides a mobile interface for storeroom clerks to issue and transfer inventory items to technicians or other locations, receive items into stock and conduct cycle counts to manage inventory levels. This streamlined process reduces delays, downtime and waste while increasing productivity and efficiency.



Conclusion

Maximo Mobile is more than just a mobile app. By seamlessly connecting technicians with office teams, Maximo Mobile improves work efficiency with its mobile-native, intuitive capabilities. You can put the power of AI in the hands of your technicians, helping them prevent unplanned downtime, increase first-time fix rates and access expert support from anywhere. Whether they're in the field or on the go, field technicians can use Maximo Mobile to get the help they need, whenever and wherever they need it.

Why IBM?

The Maximo Application Suite transforms how organizations operate by bringing together disparate teams and data to optimize performance, extend asset lifespan and reduce operational downtime and costs. With Maximo, you gain a market-leading ALM solution to manage the entire lifecycle of your assets, from acquisition to disposal, in a single platform. The platform's advanced analytics, AI, IoT data and automation capabilities provide valuable insights. The resulting data-driven decisions improve operational efficiency, giving maintenance, inspection and reliability leaders the tools they need to manage high-value physical assets with visibility and control.

For more information

To learn more about IBM Maximo Application Suite, contact your IBM representative or IBM Business Partner, or visit ibm.com/products/maximo/mobile-eam.

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