

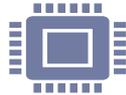


Maximo Managed Services with Maximo as a Service *Unlocking Efficiency and Agility*

Brief Overview

This presentation will discuss both Maximo Managed Services and Maximo SaaS (MaaS), the benefits of each as well as how paring them together offers clients an all-around solution that provides superior benefits.

ITS Company Background



Intelligent Technology Solutions, LLC

(www.WeBuildITS.com)

Founded in 1999

Offices in GA, AL, TN, CA

Certifications:

- IBM GOLD Business Partner and Reseller
- IBM Authorized Support Provider
- Microsoft and VMware Partner and Reseller
- Service-Disabled Veteran Owned Small Business (SDVOSB)

ITS provides:

Technical and Functional Consulting Services

Business Process Design and Mapping

Technical, Implementation, Upgrade, and Operational Support

Training and Training Development

Maximo SaaS (MaaS)

System Integrations

IBM Licensing and Level I/II support

Maximo-911 Support Services

ITS MaxAware (Maximo Monitoring Tool)

ITS Differentiators

- ▶ **Experience.** Our most Jr team member has 10 years of product experience
- ▶ **Perspective.** Almost all team members come from client backgrounds. We have lived Maximo!
- ▶ **Bonus.** Field experience in the industry
- ▶ **Security and Technical Capabilities:**
 - CISSP and security expertise
 - Microsoft Developer/Partner
 - Apple Developer
 - VMware Partner
 - Oracle Partner
 - Fortinet Partner
 - Reseller for major brands
 - PC Magazine Article Authors
- ▶ **Flexible Deal Sizes – from \$2k → \$5M+**
- ▶ **Value.** Our internal efficiencies and low overhead allow us to offer the best rates
- ▶ **Breadth.** Actively support Federal and Commercial clients. In all major verticals.
- ▶ **Delivery.** Our experience, approach, and unique content set enable consistent delivery in a shorter timeframe.
- ▶ **Options and Add-ons.**
 - Financial Integration to ERP
 - Mapping Integration with ArcGIS
 - Client CIS Integration
 - Mobile platforms and hardware, barcoding
 - Work Planning and Scheduling
 - SaaS, Cloud
- ▶ **Maximo-911** Available to Non-Clients for Emergencies
- ▶ **ITS MaxAware** Maximo Active Monitoring

Let's Talk about Maximo

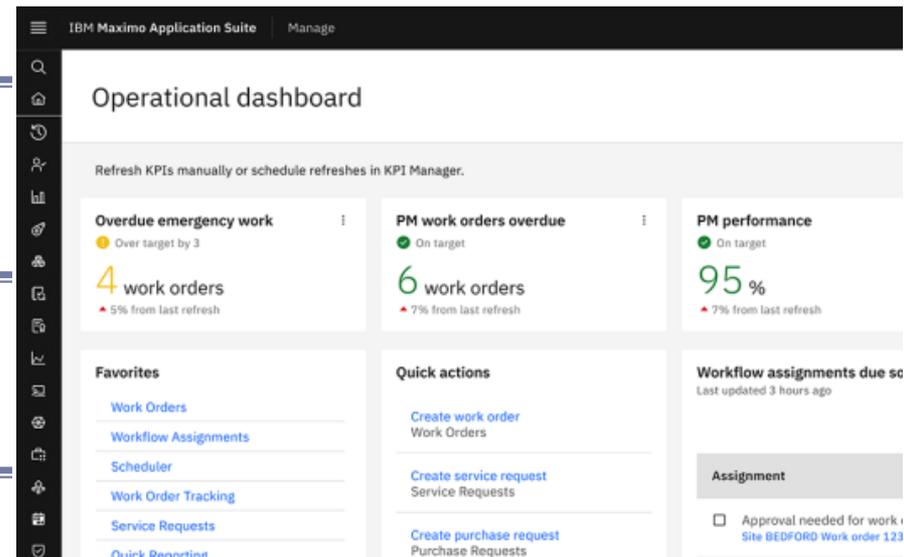
IBM Maximo as an Enterprise Asset Management (EAM) solution but what does that mean?

Keyword is "Enterprise", It's not for the faint of heart. For smaller companies with little or no IT support or even larger organizations it can be very complicated. With MAS8, even more so.

Maximo is an extendible system that you can mold into whatever you want it to be. I say, "If you can write it in a complete sentence, Maximo can do it"

There is a large Maximo ecosystem.

Most clients only use a small percentage of the system itself or the systems capabilities.



SaaS Defined

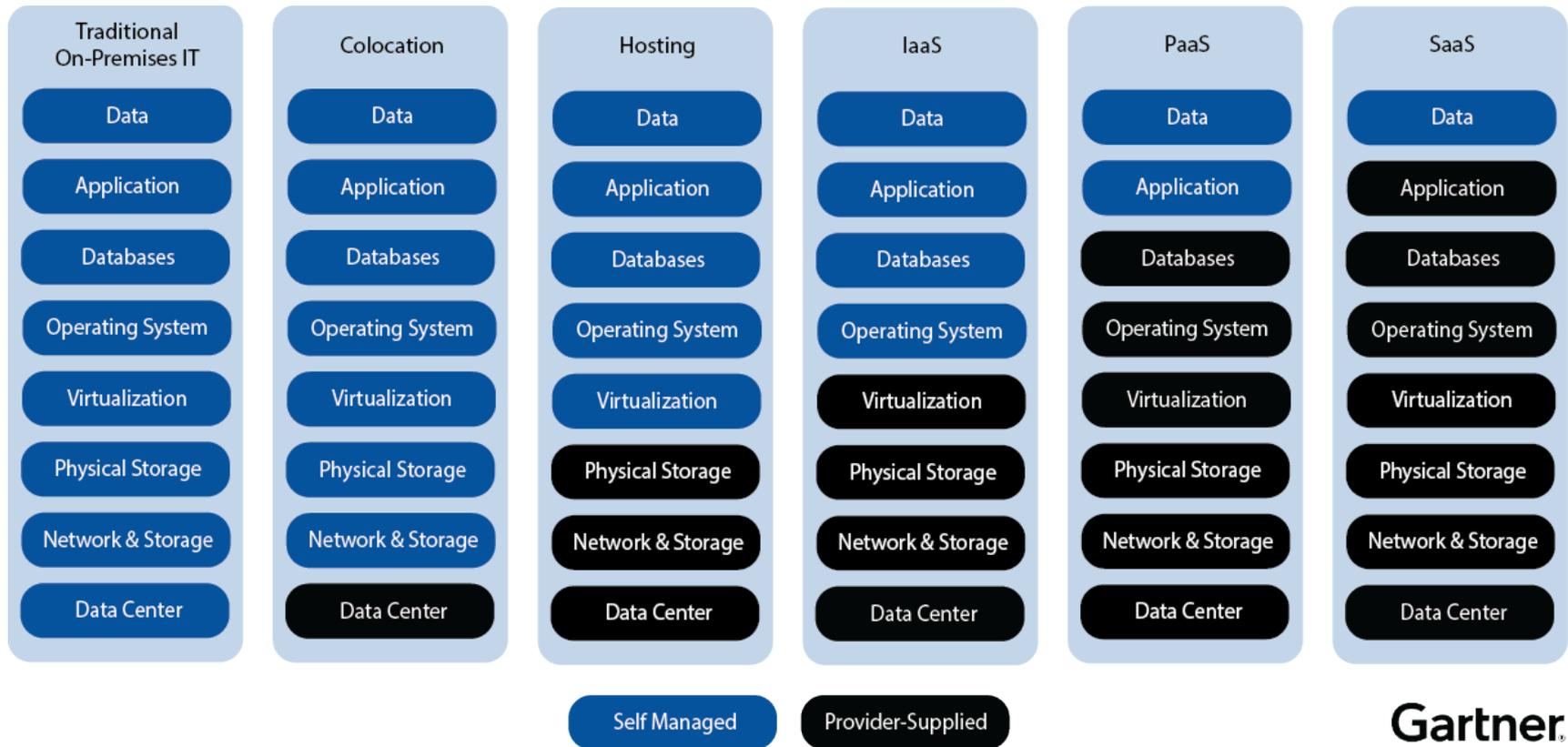
▶ Software as a Service

- Software delivery model
- Licensed on a “subscription” basis
- Centrally hosted (i.e., the Cloud).
- Maximo as a Service or MaaS powered by Projotech

▶ ITS – Projotech MaaS

- Flexible Maximo licensing options
 - Bring Your Own License (BYOL)
 - Subscribe to Projotech-covered licenses (ESA)
- Easy to budget with annual payments
- Discounts are provided for longer terms
- Projotech Partner (like ITS) provides support and services as needed

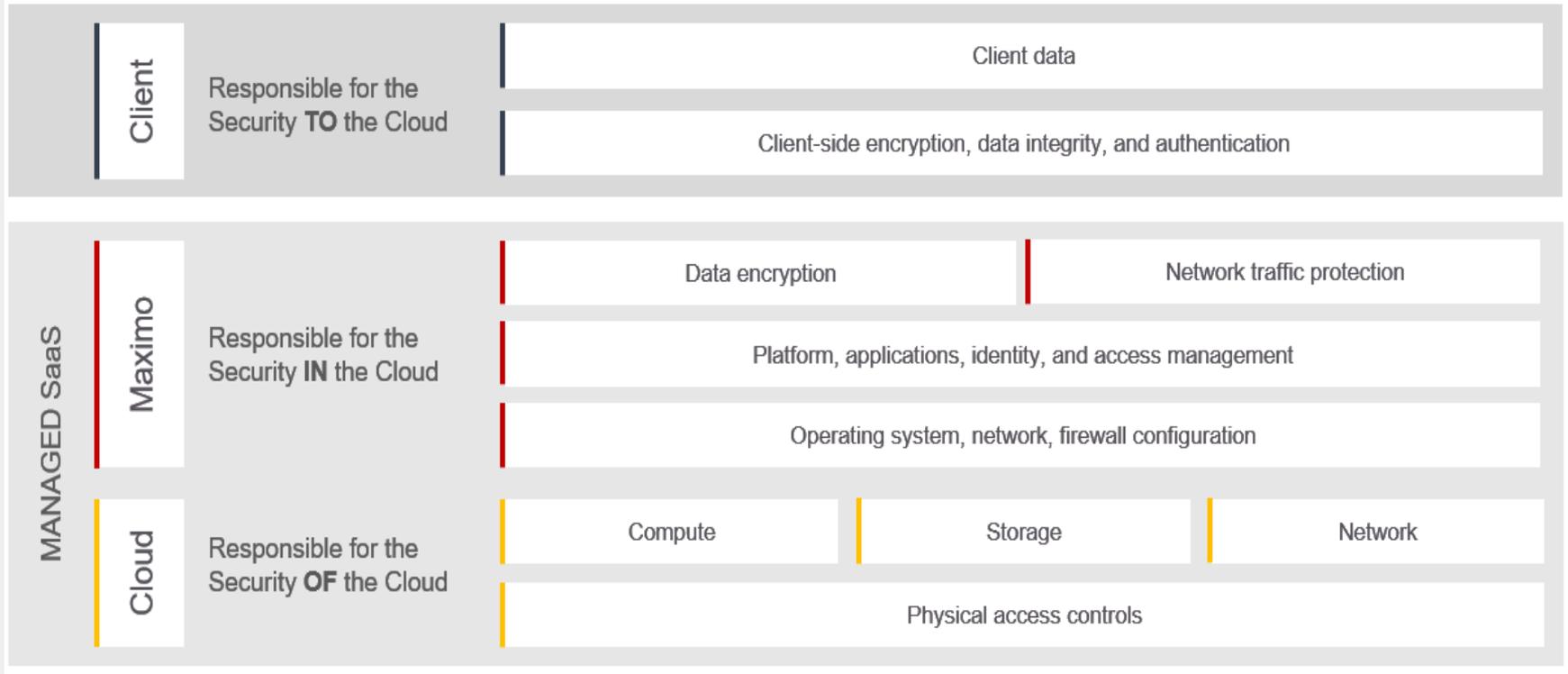
Integration of SaaS and Managed Services



Gartner
According to gartner.com

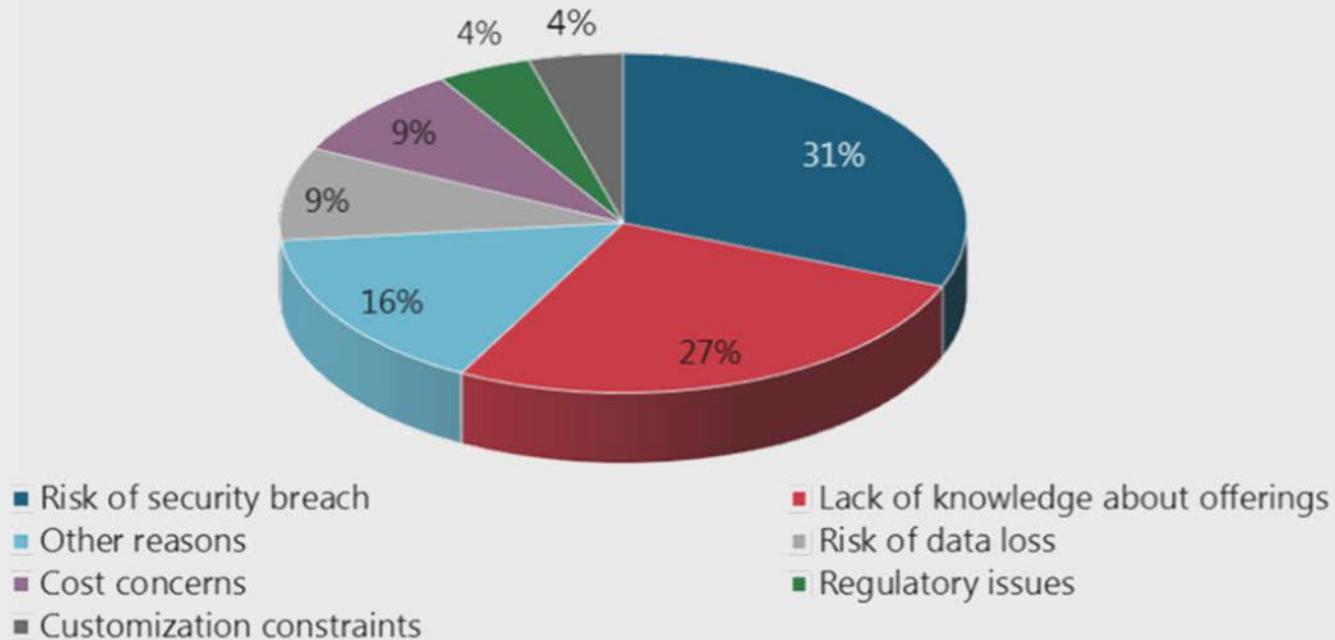
SaaS (MaaS) Model for IBM Maximo

SaaS Asset Management



Do Not Fear!

Reasons for not Choosing Cloud



Percentages do not always equal 100% due to rounding.
Source: 2019 ERP Report – Panorama Consulting

Benefits of MaaS



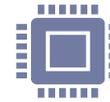
Availability – SLA with 99.99% annual uptime.

Downtime is scheduled and communicated.

The system is also configured for high availability (redundancy).



Security – Defense in depth with failover. ISO 27001/27017 framework requirements are implemented.



Robust Security Architecture (Military Grade)

Security Certifications from 3rd Parties

24x7x365 Monitoring and Alerting

Constant Updated Security Infrastructure

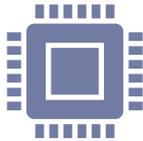
Constant Scanning of Platforms



Upgrades – Underlying systems are patched at least monthly. Upgrades are handled as necessary/desired to apply Maximo patches and upgrade to the next available version.

Benefits of MaaS

--yes, there's more!



Reliability –Systems are backed up continuously with backups saved in multiple locations across the United States ensuring recovery time and recovery point objectives can be met.



Customizations – managed and documented by vendor.



Scalability – If more capacity is needed, the system is scalable with your needs.



Audit Defense – With SaaS and your Managed Service Provider you are constantly monitored for your license use.

Procuring MaaS



Projotech works within their partner network



Projotech and the Partner work together to create a quote based on your requirements and the Partner then passes the quote to the potential client. May involve a rough estimate, simple quote, or a full proposal.



Licensing can be BYOL (you already own licensing) or licenses purchased through Partner, or use Projotech ESA

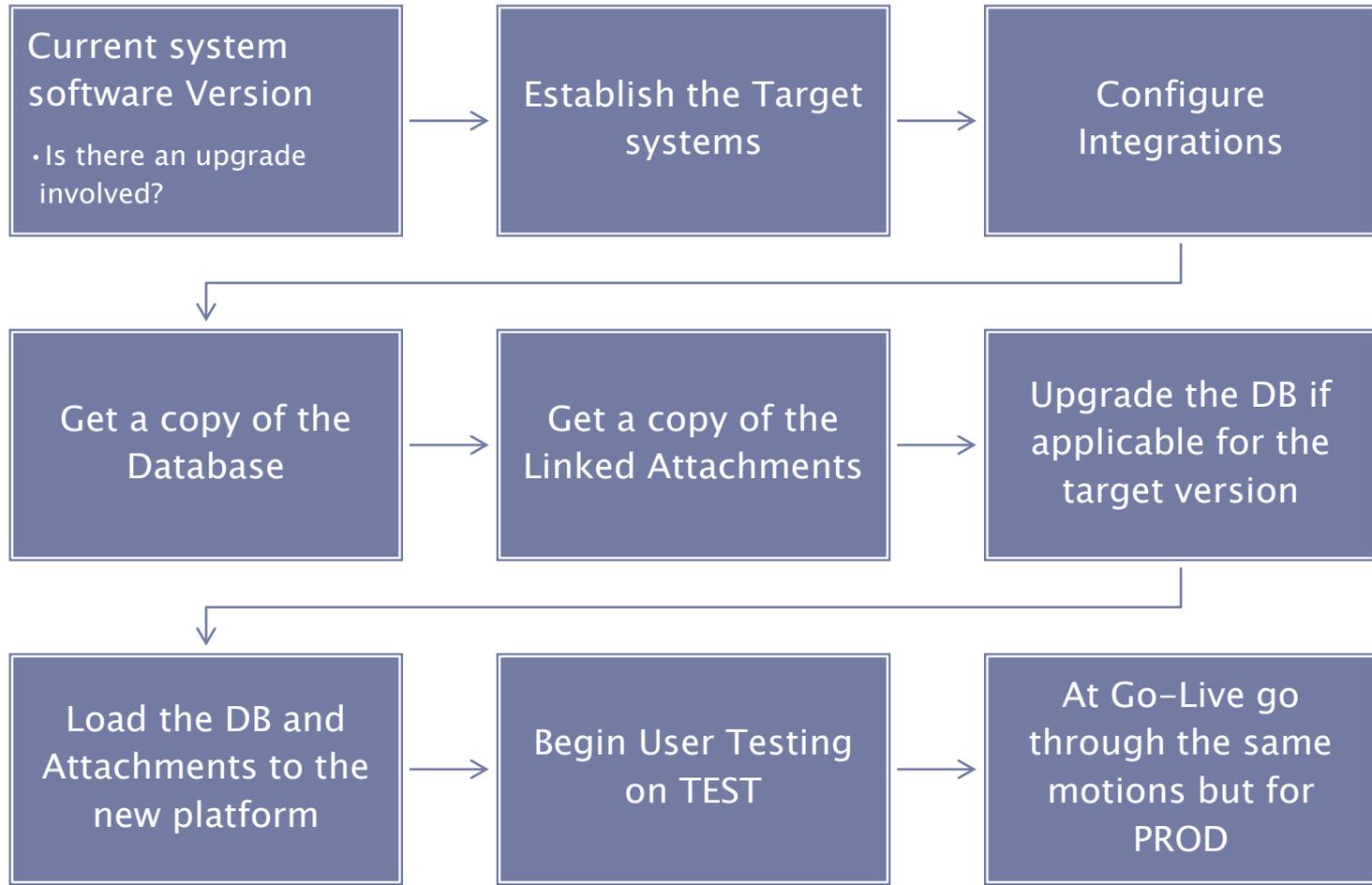


Once agreed upon the partner works with Projotech to get systems built and ready.



Partner, Projotech, Client formulate a migration plan to move to MaaS with minimal disruption of day-to-day operations

The “Typical” Migration Process



Managed Service for IBM Maximo



Maximo Managed Services –
Defined level of IBM Maximo Support with a 3rd party with the skills, certifications and capabilities to provide Maximo consultation and technical prowess to ensure Maximo operates based on client requirements and expectations.



Role of Managed Services with Maximo – The role of Maximo Managed Services is to provide a team of Maximo expertise to a client to augment the client's team or be the sole team taking care of Maximo and working Maximo requests.

Leveraging Maximo Managed Services

How does Maximo Managed Services enhance Maximo experience?

- **Easy to Obtain Assistance**
 - Support is an email or a call away.
- **Tickets/Tracking/Follow up**
- **Fast** – Faster than in house IT where Maximo may not be a priority
- **All Maximo Expertise** – Maximo needs to be the “Primary Focus”
- **Accessibility** – Use as much or as little as you need
- **True Consultation** – Ensure the best solution and make you aware of potential pitfalls

Customer Centric Approach



Alignment – SaaS and Managed Services align with your needs



Relief – Take away the burdens of managing internal systems, certifications, training, employee churn



Tailored – Solutions tailored to your specific requirements



Non-Political – No political stake in the service or solution

Managed Support



SLA with your MS
Provider



Ticket Triage – Ticket
Desk



Facilitates User
Education/Training



Increase use of
Maximo – Extending
Maximo



Expertise on Maximo
Add-Ons

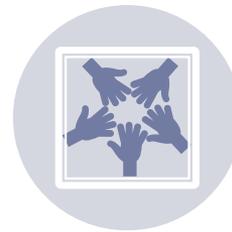


Expertise from
multiple industries
benefits you

Future Scalability



Updates are practically seamless



Yes, you can move to MAS8, again Seamless



System can adapt to growing demands and organizational changes

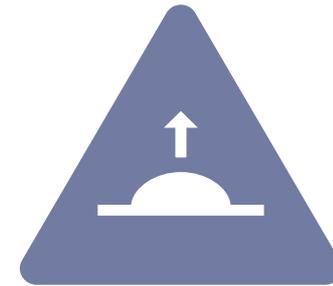


Easy to get additional licensing

Performance Optimization



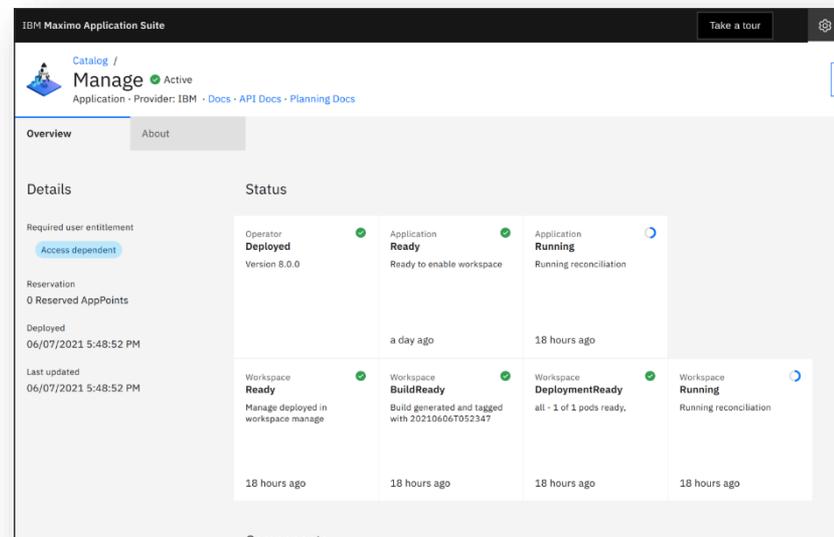
Continuous performance monitoring and optimization by the MSP and Projotech



All we do is Maximo – In the unlikely event a system was down, we know immediately, and we respond immediately.

Maximo Application Suite (MAS) Are You Ready?

- ▶ **Big change in technology platform**
 - Red Hat OpenShift
 - Kerberos
 - MongoDB
 - Containers
- ▶ Most orgs do not have these skillsets on staff

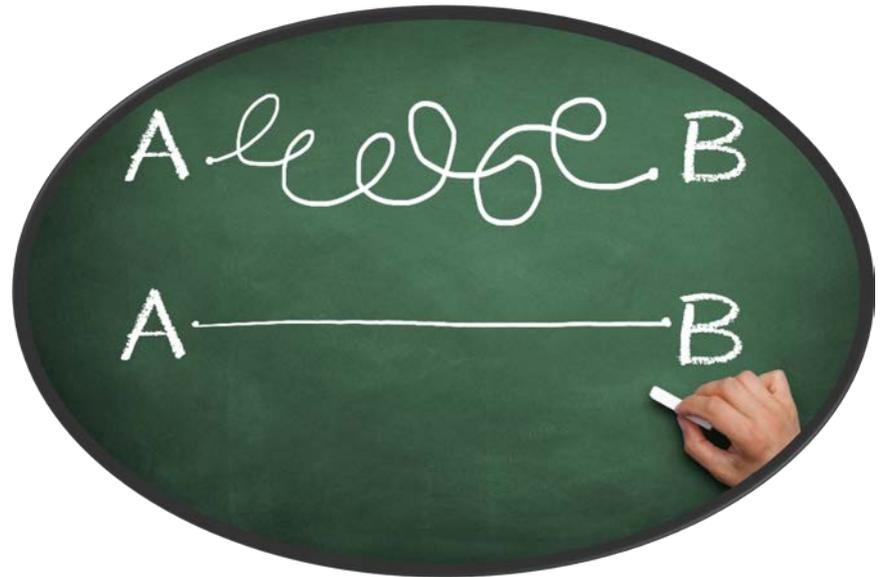


Expert Resources

Ultimately you will run into issues that you cannot solve, or you may create issues from something you have developed or the path you decided to take may not be the best one.

Credentialed Experts in Maximo that are in the depths of Maximo every day, matter. A resource that just creates a report here and there doesn't count as an expert.

Role of seasoned experts in resolving complex challenges



ITS Success Stories

IDEXX Laboratories

- Multinational corporation with over 10K employees
- Develop, manufacture, and distribute products and services for veterinary, livestock, poultry, and dairy markets.



IDEXX Pain Points

- System was frequently down
- Lack of communication
- Everything was a project

IDEXX NOW

- System is always up!
- Communication is as expected!
- Requests are included and not a project!
- Stakeholder's quality of life has improved significantly!

SMART

Brand new commuter rail system with 45 miles of track managed with ITS Maximo MaaS from Day 1!



Sonoma Marin Area Rail Transit

A completely new project and multi-year SaaS solution for full asset and inventory management.

- Using Maximo Transportation with several add-on features
- MaaS supports all IBM and 3rd party options
- Added Freight
- ITS manages and provides direct client support

Leveraging Maximo Managed Services for Your Organization

- ▶ **How much will this cost?**
 - Recommend the Bucket of Hours Approach with a Not to Exceed or a Fixed Price
 - Set an amount you are comfortable with.
 - Fixed Price may have more guardrails on it.



But what if I want to quit MaaS?



Notify the MaaS
Partner of your
intention



Set a Date
(Recommend at
End of Service –
Since MaaS is
pre-Paid)



System will be
Idled



Database Export
and Attached
Documents will
be made
available

Contact Information

Richard Poorman, President

- RPoorman@WeBuildITS.com
- 678-498-3800 ex 101

Richard Minnigh, Vice President

- RMinnigh@WeBuildITS.com
- 678-498-3800 ex 102

ITS Support Team – Support@Maximo911.com

Find us at: www.WeBuildITS.com

Questions?

