

Support Technical Exchange: Maximo for Service Providers 7.5.1.1

Bo Batty
25 October 2012

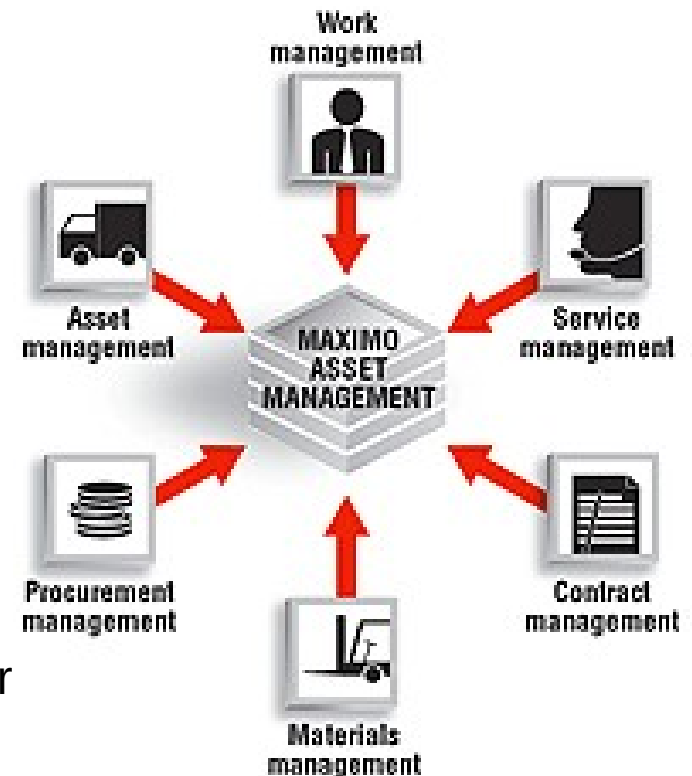


IBM Maximo Asset Management solution

IBM Maximo Asset Management is a solution that enables organizations to perform the following tasks:

- Manage and optimize the business processes pertaining to fixed, physical, or capital assets. Processes apply to assets that have a direct and significant impact on achieving corporate objectives
- Take an enterprise-wide view of asset performance and the tools required for deriving maximum return on asset investment through its life cycle
- Drive corporate performance by extracting greater lifetime value from asset investment

IBM Maximo Asset Management



Focus is on the maintenance, repair and operation of Asset's and/or Location's.

IBM Service Provider Solution for Maximo

■ Service Provider

– **Customer Management**

- Customer Application
- Billing Schedule via Customer Agreements
- Pricing Schedule via Customer Agreements

– **Financial Management**

- Customer Billing
- Customer Billing Review
- Sales Orders
- Price Books
- Markup Percentages

– **Service Level Management**

- Service Level Agreements
- Response Plans



Thinking = Everything is a Service!!!

The external Service Provider does not own the asset or location but provides the services that maintain, repair and/or ensure operation of the asset or location at the agreed to price and service level.

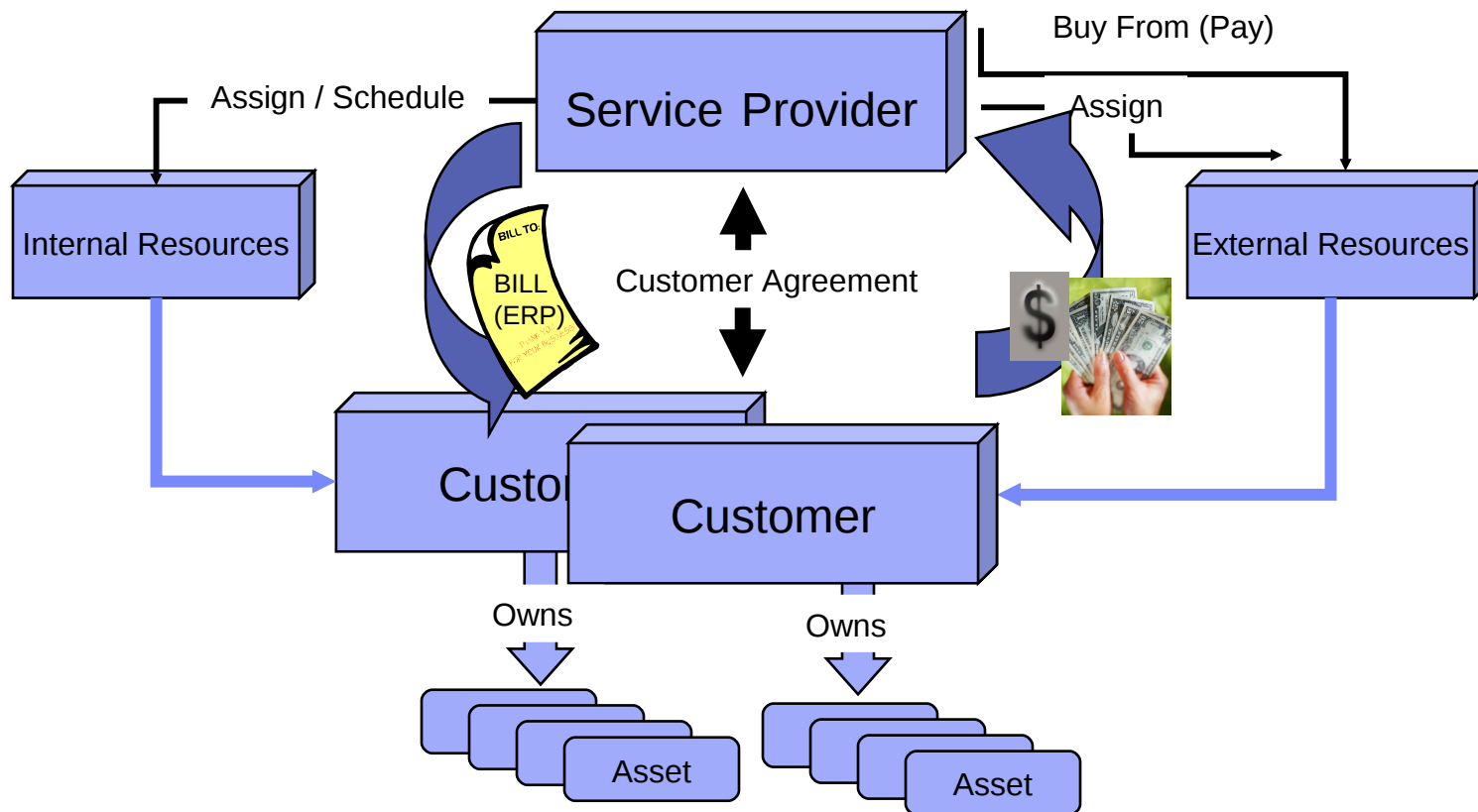
Service Provider Strategy

- What does a Service Provider do?
 - They provide services to one or more customers at an agreed to price and service level for a specific period of time.
 - What standard services will be provided?
 - What standard services levels can a customer sign up for based the those standard services?
 - They will provide those services to at least one and most likely multiple customers which may or may not cross various industries.
 - Generally a Service provider will specialize, Facility or Plant Management are two examples
 - They will have an IT infrastructure or agreements with other IT Service Providers to provide that infrastructure, to 'support' the customer and internal employee user base.
 - Maximo needs to scale up and down based on the number of users and other performance factors
 - They need to on-board a customer quickly, time is critical!!!
 - Need a clear methodology that can be reused on implementations and then by customer administrators of the Service Provider.

Service Provider Highlights

- Detailed and accurate billing with a review and approval cycle to reduce days sales outstanding (DSO) and receive timely payment of services
- Reduce TCO by leveraging a single instance to manage multiple customers
- Manage multiple customers with many physical locations, and provide unique customer agreements and rules to define entitlement of services
- Improve efficiency of service delivery with automatic notification and automatic assignments of responsibility and job plan

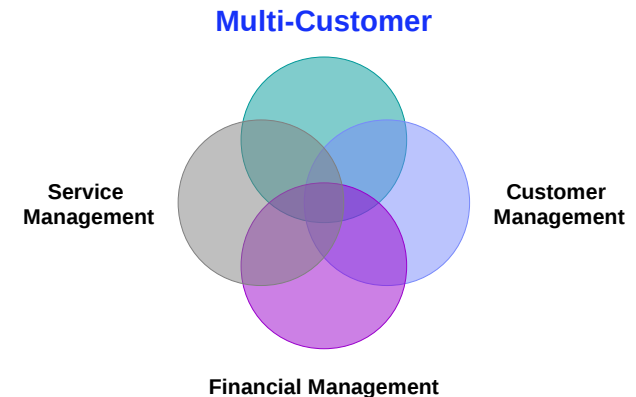
Service Provider Business Model

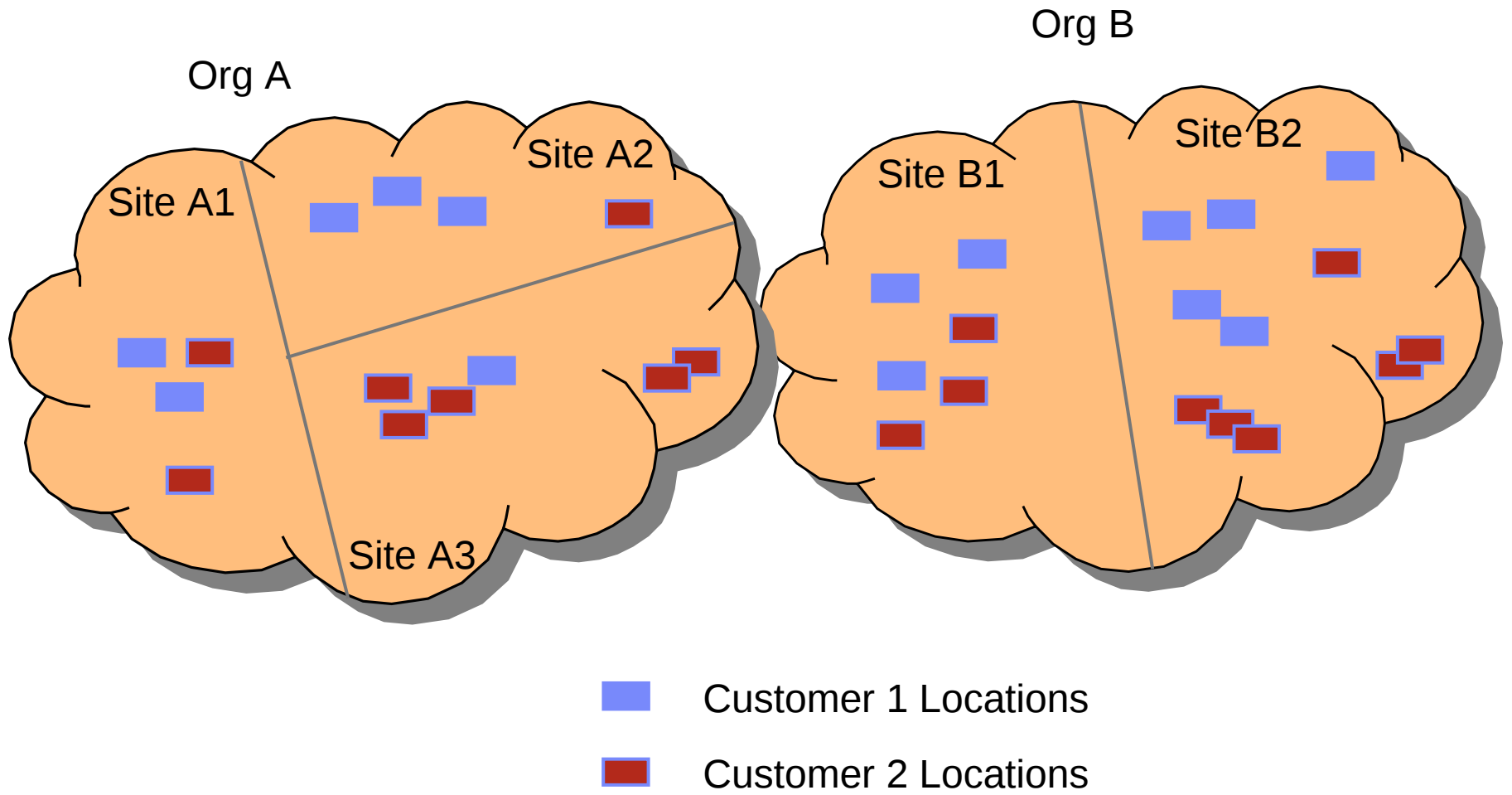


All Billing Activity is processed through the ERP system

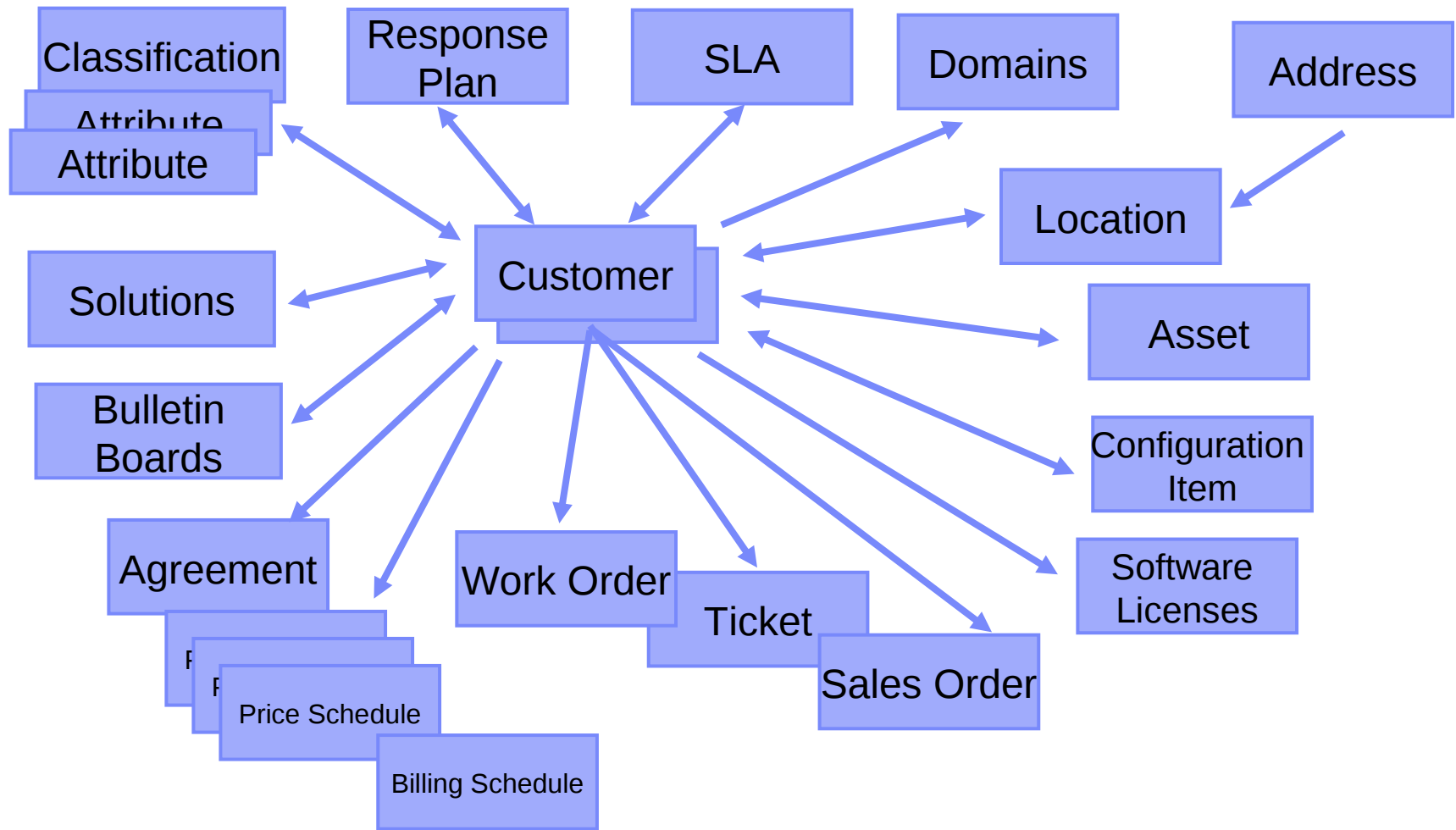
Benefit to customer: *Reduce TCO by leveraging a single instance to manage multiple customers*

- Manage Multiple Customers
 - Multiple customers and their assets on a single database
 - Customer references added to existing Maximo records
 - Segregation of customer data – complete security
 - Customers view / access only their information



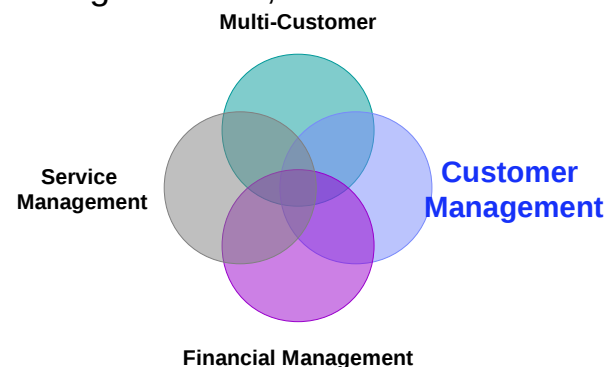


Customer Relationships



Benefit to customer: *Manage multiple customers with many physical locations, and provide unique customer agreements and rules to define entitlement of services*

- Customer Information
 - Associate customers with customer-related Objects
 - Service addresses are associated with locations
 - Billing Address
- Unique Customer Agreements
 - Agreement Price Schedules – Billing of Work Orders and Tickets
 - Price rules calculate prices
 - Rules establish and determine entitlement of services
 - Billing Schedules – Monthly Billing
 - Automated Monthly Billing for Fixed Fees and Equipment Service Agreements, Managed Assets and Usage
 - Service Level Agreements (SLAs)
 - Establish target times and link targets to escalation
 - SLAs may be global or customer specific



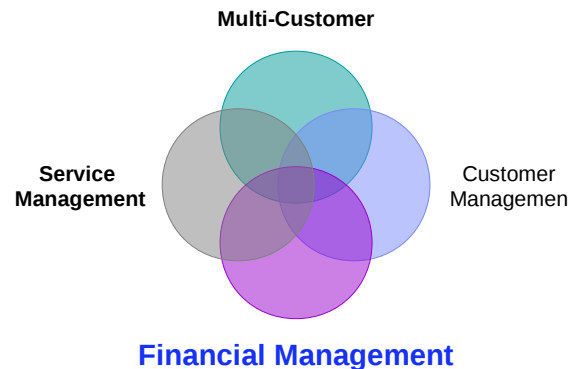
Benefit to customer: *Detailed and accurate billing with a review and approval cycle to reduce days sales outstanding (DSO) and receive timely payment of services*

▪ Customer Billing

- Billing for Work Orders and Tickets
- Automated Monthly Billing for Fixed Fees, Equipment Service Agreements, Managed Assets, and Usage
- Service Providers customer can review the bill and request / negotiate adjustments, as necessary
- Contains transactions from billing period, as well as transactions from previous billing period, that have not been billed

▪ Sales Order

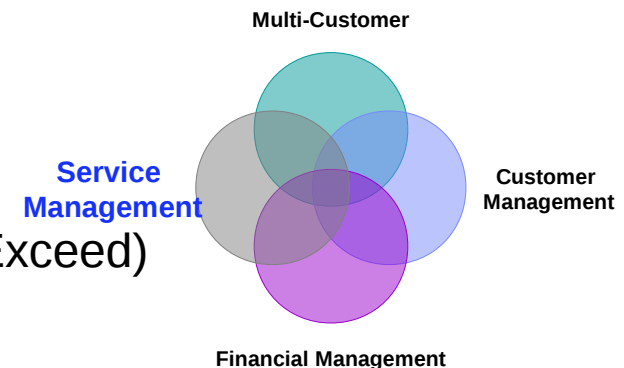
- Automatically generated by Billing Schedule
 - Fixed Fees
 - Items / Assets
 - Usage
- Manually created for Billing Credits and Adjustments



Benefit to customer: *Improve efficiency of service delivery with automatic notification and automatic assignments of responsibility and job plan*

■ Response Plans

- Automate response to a work order, incident, service request, etc
- Rules engine determines response in a given situation
 - Person/Group responsible for location or asset
 - Vendor to whom work should be assigned
 - Job Plan and/or processing steps to be used for work on an asset
 - Person/Group to be notification regarding an asset
- Work Order and Incidents Enhancements
- Includes customer and service address
- Calculate of prices
- Add miscellaneous fees and charges
- Work Order supports price quotes (Fixed, Not to Exceed)



How Do Service Providers Charge for their Services?

- The Work that they do

- Fixed Fees

- The Assets they Manage

- Manufacturer's Service Agreements

- Usage
 - Planned
 - Actual

■ Cost + Markup = Price



■ Cost + Markup + Fee = Price



- List Price - Discount = Price



- Special Labor Pricing Rules



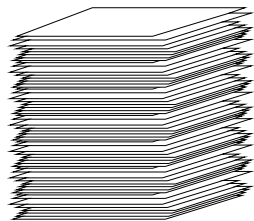


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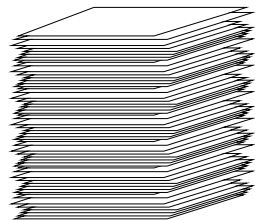
Billing Schedules

Customer Agreement



- ✓ Customer
- ✓ Effective Dates
- ✓ Billing Address
- ✓ Revision

Billing Schedules



- ✓ Start Bill Date
- ✓ Term (in Months)
- ✓ Last Bill Date
- ✓ Next Bill Date
- ✓ Total Billed

Fixed Amount

- ✓ Enter Type
- ✓ Enter Price

- **Included Pricing**
 - First \$100 on Work Order – Not Charged
 - First \$200 of Labor and \$150 of Material Not charged

- **Minimum Pricing**
 - Minimum Charge for Work Order is \$100
 - Minimum Labor Charge is \$250

- **Quotes**
 - Fixed Quote
 - Not To Exceed Quote

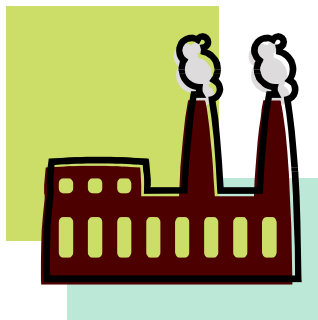


Milestone Billing

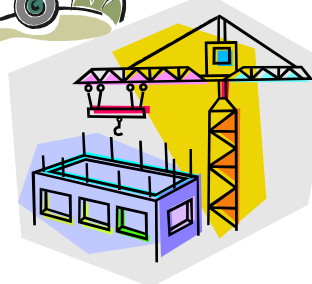
Work / Cost Tracking



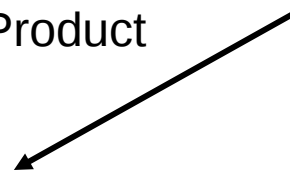
Manufacturer



Sells Product



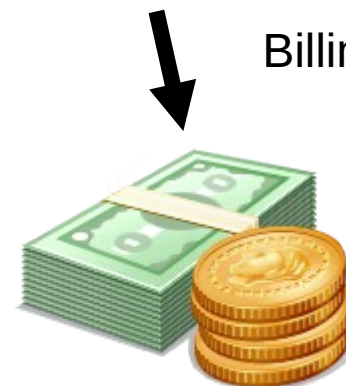
Provides Service
To Product



Aftermarket Service Agreement

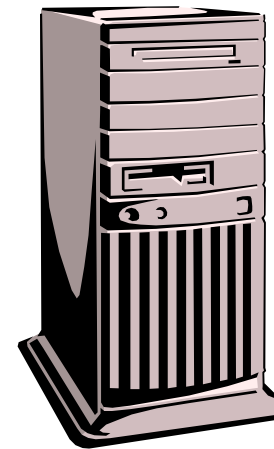


Billing





\$4.53 per Sq. Meter

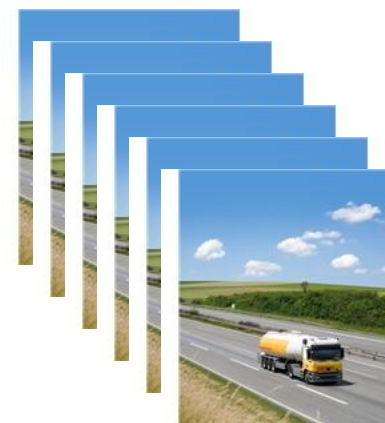


\$0.56 per Gbyte



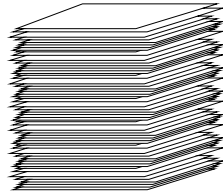
A monthly charge for each Asset that belongs to the Customer.

Charged amount is based on the Classification of the Asset and the Values of the Classification Attributes

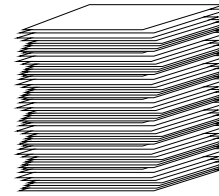


Customer Agreement

- ✓ Customer
- ✓ Effective Dates
- ✓ Billing Address
- ✓ Revision



Billing Schedules



Fixed Amount

- ✓ Enter Type
- ✓ Enter Price

Items Under Agreement

- ✓ Enter Item / Quantity or Asset
- ✓ Enter Site and Location
- ✓ Enter Price Book
- ✓ Verify Unit Price

Managed Assets

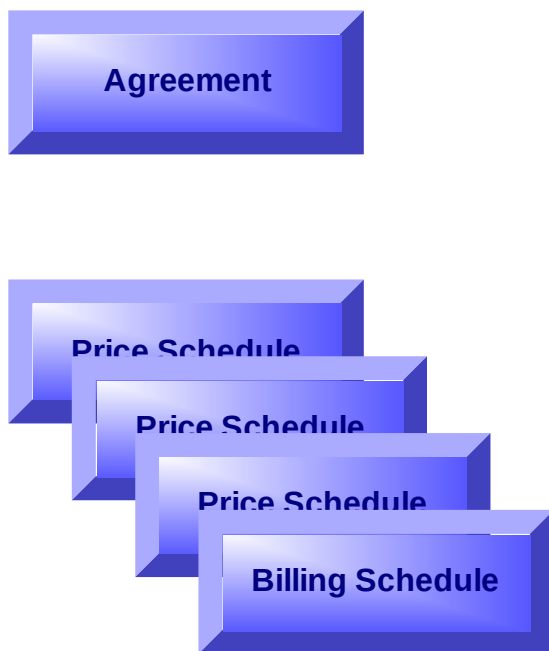
- ✓ Enter Classification and Unit Price
- ✓ Enter Site and Location
- ✓ Enter Rules for Additional Charges
Capacity / Configuration

Planned Usage

- ✓ Identify Usage Type
- ✓ Enter Unit of Measure
- ✓ Enter Quantity of Use
- ✓ Enter Unit Price

Actual Usage

- ✓ Identify Usage Meter
- ✓ Enter Unit Price



Agreement

- Revision
- Effective Dates
- Billing Period
- Billing Address
- Total of Amount Billed

Pricing Calculations

■ Price Schedule (Tickets / Work Orders)

- Markup – Labor, Material, Services
- Labor Unit Price
- Material & Services & Tools
 - Markup or List Price (Price Book)
- Fixed Price for Ticket / Work Order
- Markup + Special Charges
- Minimum Pricing
- Included Pricing

■ Billing Schedules

Run automatically on a recurring schedule

- Fixed Fees
- Items with Service Agreements
- Scheduled Usage
- Managed Assets
- Actual Usage

Find: Select Action
List Customer Agreement Billing Schedule Price Schedules Terms and Conditions Contacts Log

Agreement: 1001 Maintenance Agreement Revision: 2 Status: PNDREV Total Billed: 439.00

Agreement Details

Price Schedules Filter 1 - 2 of 2 Download

Schedule	Description	Applies To	Ranking	PO Req	Fixed Amount	Type	Total Billed - This Revision
S2	Projects	WORKORDEI	40	<input type="checkbox"/>			
S1	Standard Maintenance	WORKORDEI	50	<input type="checkbox"/>			

New Row

Price Schedule Detail for Schedule S2

Price Schedule Conditions Locations Assets Configuration Items Pricing Rules

Specify the details and billing rules for this price schedule. A price schedule can use only one of the billing rules options. Enter information for included pricing, or minimum pricing, or price quotes. More information

Details

- * Applies To: WORKORDEI
- * Ranking: 40
- Apply to Date: Report Date
- Calendar Organization: >>
- Calendar: >>
- Shift: >>
- Change Date: 4/29/11 3:43 PM
- Changed By: WILSON

Billing Rules

Total Included Amount: <input type="text"/>	Total Minimum Amount: <input type="text"/>	PO Required for Billable Work? <input type="checkbox"/>
Labor Included Amount: <input type="text"/>	Labor Minimum Amount: <input type="text"/>	Bill Approved Work? <input checked="" type="checkbox"/>
Materials Included Amount: <input type="text"/>	Materials Minimum Amount: <input type="text"/>	Allow Price Quotes? <input type="checkbox"/>
Services Included Amount: <input type="text"/>	Services Minimum Amount: <input type="text"/>	Fixed Amount: <input type="text"/>
Tools Included Amount: <input type="text"/>	Tools Minimum Amount: <input type="text"/>	Type: <input type="text"/>
		Notify customer if Price Exceeds: <input type="text"/>

Customer Agreements (SP) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites SnagIt

Address http://localhost:7001/maximo/ui/?event=loadapp&value=p

Customer Agreements (SP) | Bulletins: (0) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List Customer Agreement Billing Schedule **Price Schedules** Terms and Conditions Contacts Log

Agreement 1 Standard Service Agreement Revision 4 Status PNDREV Total Billed 3,394.50

Agreement Details

Price Schedules Filter 1 - 4 of 4

Schedule	Description	Applies To	Ranking	PO Req	Fixed Amount	Type	Total Billed - This Revision
S1	Corrective Maintenance One	WORKORDER	50	<input type="checkbox"/>			
S4	Corrective Maintenance Four Quote	WORKORDER	50	<input type="checkbox"/>			
S3	Corrective Maintenance Three Included	WORKORDER	50	<input type="checkbox"/>			
S2	Corrective Maintenance Two Minimum	WORKORDER	50	<input type="checkbox"/>			

New Row

Price Schedule Detail for Schedule S3

Price Schedule Conditions Locations Assets Configuration Items **Pricing Rules**

IT Asset Labor Materials Services Tools

Default Internal Markup Percentage* 50.00 Default External Markup Percentage* 50.00 No Charge?

A specifically identified Craft Rate will override a specifically identified Craft Markup. Otherwise, the Default Internal or External Markup will be applied to the Labor cost.

Craft Mark Ups Filter 1 - 1 of 1

Craft	Internal	External	Vendor	Name	Markup Percentage
WELD	<input checked="" type="checkbox"/>	<input type="checkbox"/>			30.00

Select Crafts New Row

Craft Prices Filter 1 - 1 of 1

Craft	Skill Level	Internal	External	Vendor	Labor Trans Type	Calendar	Shift	Price
		<input checked="" type="checkbox"/>	<input type="checkbox"/>			NIGHT	NIGHT	180.00

Select Crafts New Row

Done Local intranet



software Customer Agreement – Material Pricing Rules



Customer Agreements (SP) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites SnagIt

Address http://localhost:7001/maximo/ui/?event=loadapp&value=p Go

Customer Agreements (SP) | Bulletins: (0) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List Customer Agreement Billing Schedule **Price Schedules** Terms and Conditions Contacts Log

Agreement Standard Service Agreement Revision Status Total Billed

Agreement Details

Price Schedules Filter [] 1 - 4 of 4

Schedule	Description	Applies To	Ranking	PO Req	Fixed Amount	Type	Total Billed - This Revision
S1	Corrective Maintenance One	WORKORDER	50	<input type="checkbox"/>			
S4	Corrective Maintenance Four Quote	WORKORDER	50	<input type="checkbox"/>			
S3	Corrective Maintenance Three Included	WORKORDER	50	<input type="checkbox"/>			
S2	Corrective Maintenance Two Minimum	WORKORDER	50	<input type="checkbox"/>			

[New Row](#)

Price Schedule Detail for Schedule S3

Price Schedule Conditions Locations Assets Configuration Items **Pricing Rules**

IT Asset Labor **Materials** Services Tools

You can enter a positive or negative percentage value to apply a markup or discount to the item cost or price. You can enter a positive or negative percentage value to apply a markup or discount to the material cost. [More information](#)

No Charge?

Stocked Items – Default Discount or Markup %

Non-Stocked Items – Default Discount or Markup %

Material – Default Discount or Markup %

Apply Discount or Markup to Item Cost?

Apply Discount or Markup to Item Price?

Apply Discount or Markup to Item Cost?

Apply Discount or Markup to Item Price?

Apply Discount or Markup to Material Cost?

Price Book Price Book

Materials Pricing Filter [] 1 - 1 of 1

Commodity Group	Commodity	Description	Discount or Markup %	Apply to Cost	Apply to Price
40151500		PUMPS	<input type="text" value="-20.00"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[New Row](#)

Done Local intranet

Firefox Customer Agreements (SP) localhost:7002/maximo/ui/?event=loadapp&value=pluspagree&uisessionid=1

Customer Agreements (SP) | Bulletins: (0) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List Customer Agreement **Billing Schedule** Price Schedules Terms and Conditions Contacts Log

Agreement: 1001 Standard Service Agreement Status: PNDREV Organization: EAGLENA
 Revision: 22 Unit Prices

A billing schedule can include fixed fees, items, service items, scheduled usage, managed assets, and actual usage. Each of these details is copied to a sales order and the sales orders are copied to bill batches. [More information](#)

Agreement Details

Billing Schedule Filter 1 - 1 of 1 [Download]

Schedule	Description	Period	Term	First Bill Date	Final Bill Date	Last Bill Date	Next Bill Date	Total Billed This Schedule
B1	Managed Assets	MONTHLY	30	11/3/11	4/3/14	3/8/12	2/3/12	19,445.15

Schedule: B1 Period: MONTHLY * First Bill Date: 11/3/11 Last Bill Date: 3/8/12 Total Billed This Schedule: 19,445.15
 Description: Managed Assets * Term: 30 Final Bill Date: 4/3/14 Next Bill Date: 2/3/12 * Initial Status of Bill Batch: INPROGRESS

[New Row]

Billing Schedule Detail

Fixed Fees Items Service Items Scheduled Usage **Managed Assets** Actual Usage Billing History

Each fixed fee is copied to a sales order when a bill batch is created for this billing schedule. [More information](#)

Filter 1 - 1 of 1 [Download]

Type	Description	Site	Location	Asset	Line Price
MANAGEMENT	Management Fee	BEDFORD	OFFICE		5,500.00

[New Row]

Firefox Customer Agreements (SP) localhost:7002/maximo/ui/?event=loadapp&value=pluspagree&uisessionid=1

Customer Agreements (SP) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List Customer Agreement **Billing Schedule** Price Schedules Terms and Conditions Contacts Log

Agreement: 1001 Standard Service Agreement Status: PNDREV Organization: EAGLENA
 Revision: 22 Unit Prices

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Agreement Details

Billing Schedule Filter 1 - 1 of 1 Download

Schedule	Description	Period	Term	First Bill Date	Final Bill Date	Last Bill Date	Next Bill Date	Total Billed This Schedule
B1	Managed Assets	MONTHLY	30	11/3/11	4/3/14	3/8/12	2/3/12	19,445.15

New Row

Billing Schedule Detail

Fixed Fees Items Service Items Scheduled Usage **Managed Assets** Actual Usage Billing History

Each asset or configuration item with a specified classification is copied to a sales order when a bill batch is created for this billing schedule. [More information](#)

Asset Under Management for B1 Filter 1 - 2 of 2 Download

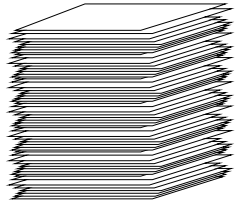
Bill Asset / CI	Classification	Description	Range Pricing	Unit Price
ASSET	ITAM_ALT \ COMP_EQU \ COMPUTER \ NOTEBOOK	43210503	<input type="checkbox"/>	11.25
ASSET	ITAM_ALT \ COMP_EQU \ COMPUTER \ SERVER	43210501	<input type="checkbox"/>	34.25

New Row

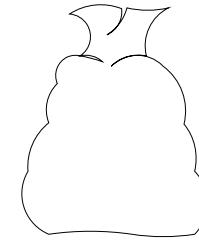
Attribute Pricing for ITAM_ALT COMP_EQU COMPUTER NOTEBOOK Filter 1 - 4 of 4 Download

Attribute	Data Type	Alphanumeric Value	Calculation	Unit of Measure	Range From	Range To	Factor	Price
PROSPEED	NUMERIC		MULTIPLY	MHZ			1.50000	
RAMSIZE	NUMERIC		MULTIPLY	MBYTE			0.10000	
DISKSIZE	NUMERIC		MULTIPLY	GBYTE			0.75000	
OSNAME	AI N	Linux	PRICE					0.75

Billing Schedule

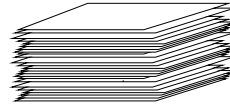
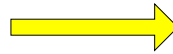


- ✓ Start Bill Date
- ✓ Term (in Months)
- ✓ Last Bill Date
- ✓ Next Bill Date
- ✓ Total Billed

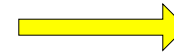


Bill Batch

Fixed Amounts

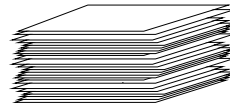
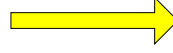


Sales Orders

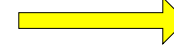


Bill Line

Items under Agreement

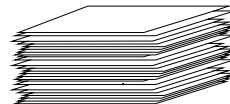
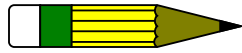


Sales Orders



Bill Line

Planned Usage



Sales Orders

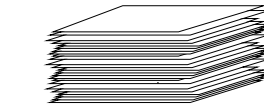


Bill Line

Managed Assets



Assets



Sales Orders

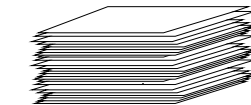


Bill Line

Actual Usage



Usage Meters



Sales Orders



Bill Line

■ Response Plan

– Define Conditions

- Customer(s)
- Classifications / Service / Priority / Location / Address
- Etc.

– Define Responsibility

- Person / Group / Vendor

– Specify the Work to be done

- Job Plan / Ticket Template

– Notifications

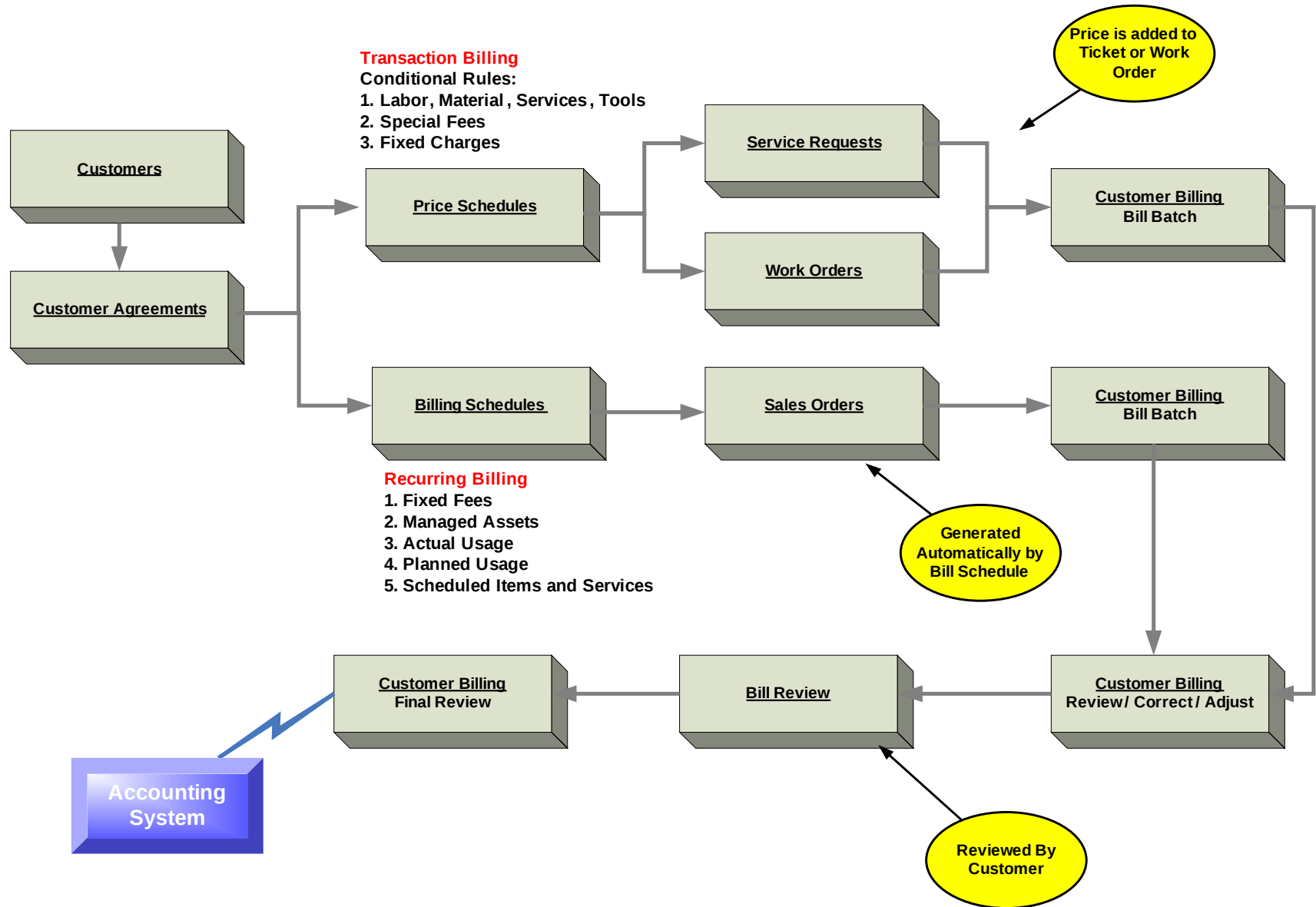
– Actions

- Follow-on Work / Status Updates / Start a Work Flow

Transaction Billing

Conditional Rules:

1. Labor, Material, Services, Tools
2. Special Fees
3. Fixed Charges



Recurring Billing

1. Fixed Fees
2. Managed Assets
3. Actual Usage
4. Planned Usage
5. Scheduled Items and Services

Find: Select Action

List **Billing Batch**

Bill Batch <input type="text" value="3"/>	Organization <input type="text" value="EAGLENA"/>	Attachments
Customer <input type="text" value="DCH"/> Dewey, Cheatem & Howe	Required Review Date <input type="text"/>	Bill Status <input type="text" value="BILLED"/>
Reviewed By <input type="text" value="WILSON"/> Mike Wilson	Agreement <input type="text" value="1"/>	Bill End Date <input type="text" value="11/5/10"/>
	Reviewed Date <input type="text" value="11/18/10 5:30 PM"/>	Pre Tax Total <input type="text" value="1,829.94"/>
	Billing Schedule <input type="text"/>	
	Schedule Date <input type="text"/>	

Bill Batch Lines Filter 1 - 5 of 5 Download ?

You can change the status or view the status history. [More information](#)

Line	Order	Class	Description	Total Cost	Quote Type	Included Price	Minimum Price	Agreed Price	Billed Price	Status
1	1156	WORKORDER	Priority 1 - no special pricing	330.00		<input type="checkbox"/>	<input type="checkbox"/>	495.00	495.00	APPROVED
2	1157	WORKORDER	Priority 2 Minimum Pricing	39.50		<input type="checkbox"/>	<input checked="" type="checkbox"/>	59.25	500.00	APPROVED
3	1158	WORKORDER	Priority 3 Included Pricing	330.00		<input checked="" type="checkbox"/>	<input type="checkbox"/>	0.00	0.00	REMOVED
4	1159	WORKORDER	Priority 4 Quote	330.00	FIXED	<input type="checkbox"/>	<input type="checkbox"/>	495.00	278.59	APPROVED
5	1158	WORKORDER	Priority 3 Included Pricing	366.99		<input checked="" type="checkbox"/>	<input type="checkbox"/>	906.35	556.35	APPROVED

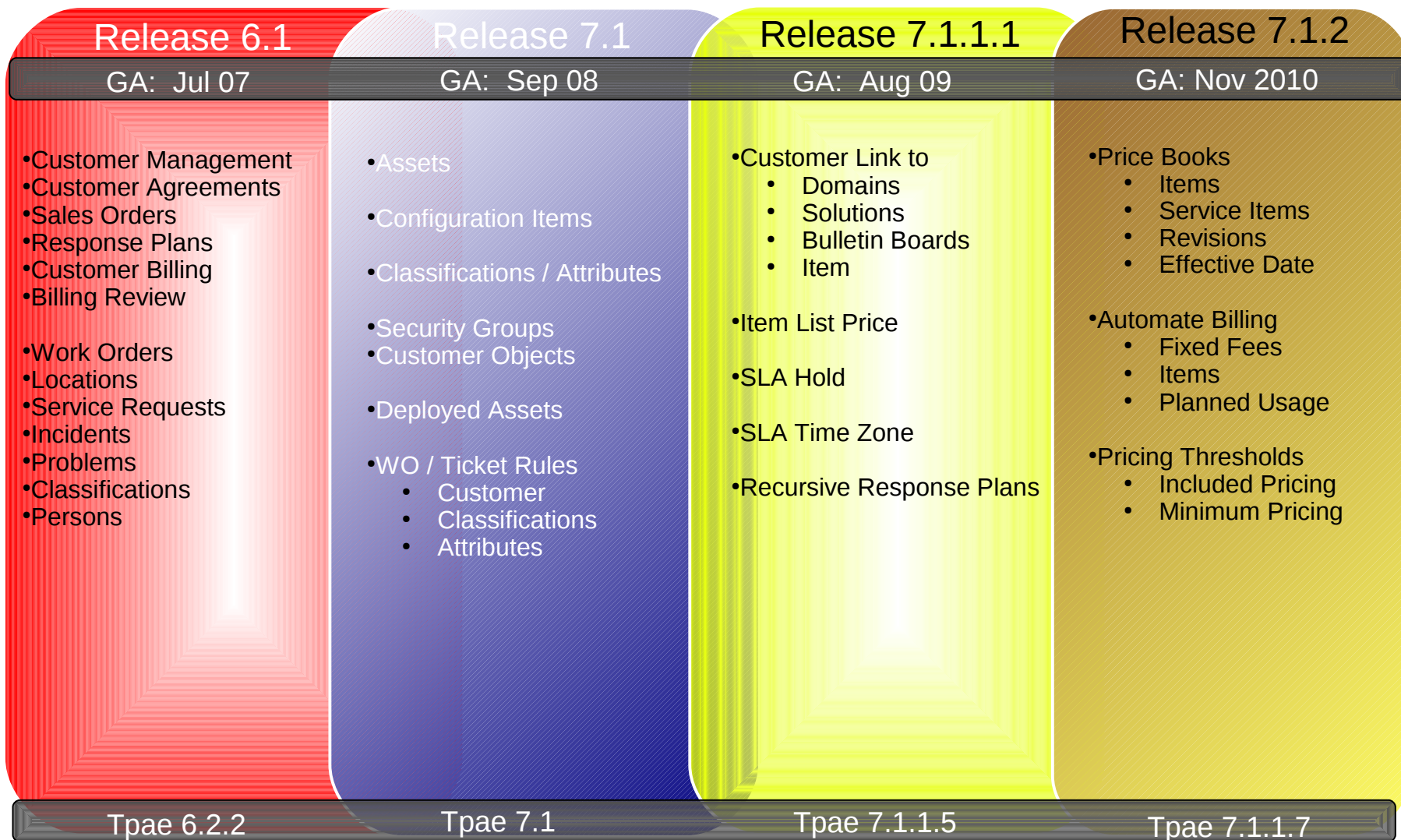
Details				Special Pricing Rules				Billed Amount Details					
Line Number <input type="text" value="5"/>	Total Cost <input type="text" value="366.99"/>	Quote Type <input type="text"/>	Total <input type="text" value="556.35"/>	Class <input type="text" value="WORKORDER"/>	Agreed Price <input type="text" value="906.35"/>	Quoted Price <input type="text"/>	Labor <input type="text" value="245.00"/>	Order <input type="text" value="1158"/>	Priority 3 Included Pricing <input type="text"/>	Billed Price <input type="text" value="556.35"/>	Special Pricing Type <input type="text" value="INCLUDE"/>	Materials <input type="text" value="311.35"/>	Services <input type="text" value="0.00"/>
Date Completed <input type="text" value="11/5/10 9:55 AM"/>	Agreement Rev Num <input type="text" value="3"/>	Total <input type="text" value="0.00"/>	Tools <input type="text" value="0.00"/>	Cust Charge Account <input type="text"/>	Price Schedule <input type="text" value="S3"/>	Labor <input type="text" value="250.00"/>	Fees & Charges <input type="text" value="0.00"/>	Cust Cost Center <input type="text"/>	Status <input type="text" value="APPROVED"/>	Materials <input type="text" value="100.00"/>	Services <input type="text" value="0.00"/>		
		Tools <input type="text" value="0.00"/>											

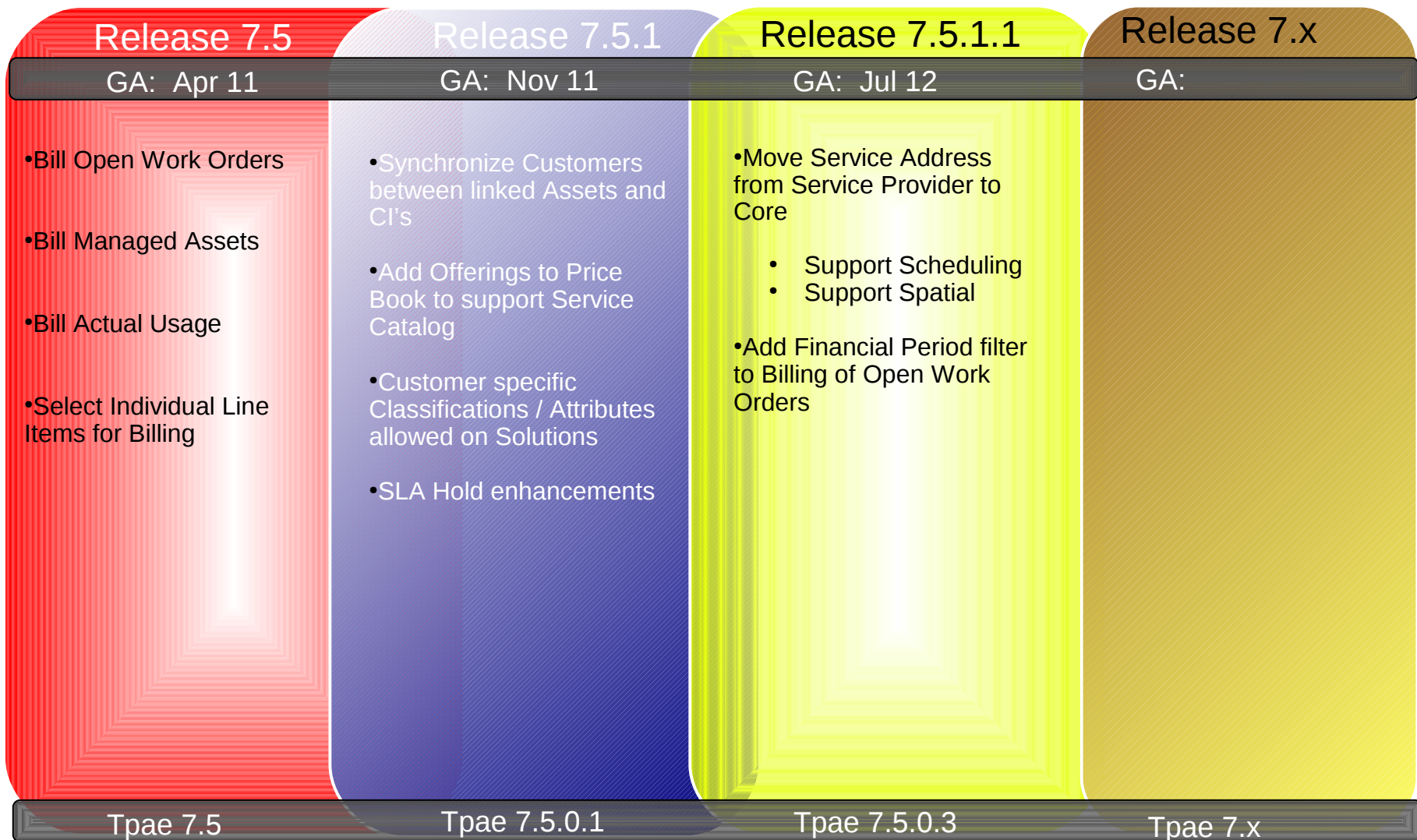
Copy WO's, Tickets and SO's

Labor **Materials** Services Tools Fees And Charges

Materials Filter 1 - 4 of 4 Download ?

Task Item	Description	Transaction Type	Line Cost	Line Price	Bill Price
0-0031	Elbow, Street- 1-1/8 In X 90 Deg	ISSUE	15.00	23.27	0.00
117021	Bearing, Roller, SKF- 1 In ID	ISSUE	20.00	377.70	0.00
117021	Bearing, Roller, SKF- 1 In ID	ISSUE	0.50	9.44	0.00
0-0048	Tubing, Copper- 1-1/16 In ID X .030 In Wall	ISSUE	1.49	0.94	0.00





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Thank you!