

# Maximising Business Value through Upgrading



IBM Software

# PCTY2010



Pulse Comes to You

**Enterprise Asset Management**

**Infrastructure**

**27 May 2010, London**

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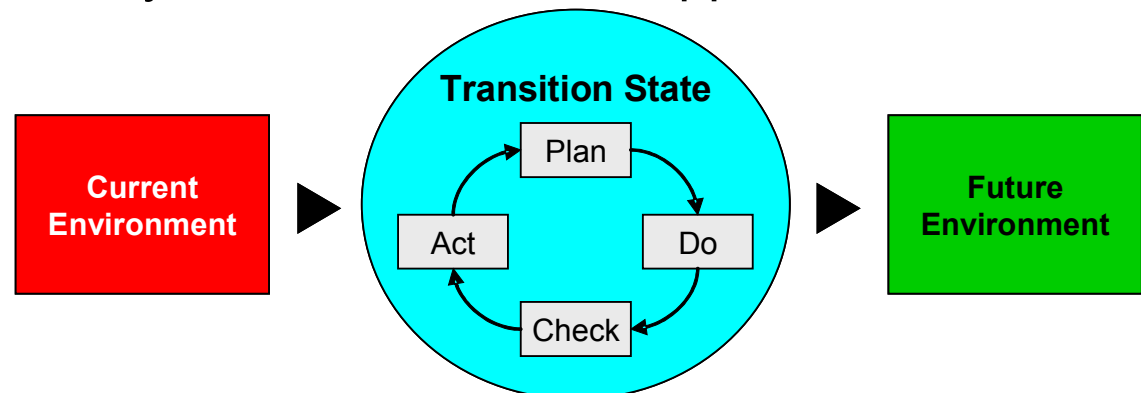


# Product/Industry Solution Enhancements for Maximo 7.1

- Maximo Asset Management 7.1
  - Linear Assets to satisfy Rail, Road, Pipeline, Transmission sector demands
  - Hierarchical Job Plans to simplify implementation & day to day operations
  - Advanced configuration migration and deployment tools
  - Innovative sequence and Task flow control
  - Conditional User Interface and Application Security
  - SOA based integration framework enhancements in the Maximo Enterprise Adapter designed to further simplify integration efforts with other applications external to Maximo
- Maximo Mobile 7.1
- New Industry and Add-On Solutions releases
  - IBM Maximo for Oil & Gas 7.1
  - IBM Maximo for Life Sciences 7.1
  - IBM Maximo for Utilities 7.1
  - IBM Maximo Spatial 7.1
  - IBM Maximo for Calibration 7.1
  - IBM Maximo for Government 7.1
  - IBM Maximo for Nuclear Power 7.1
  - IBM Maximo for Transportation 7.1
  - IBM Maximo for Service Providers 7.1
  - IBM Maximo Asset Configuration Manager 7.1

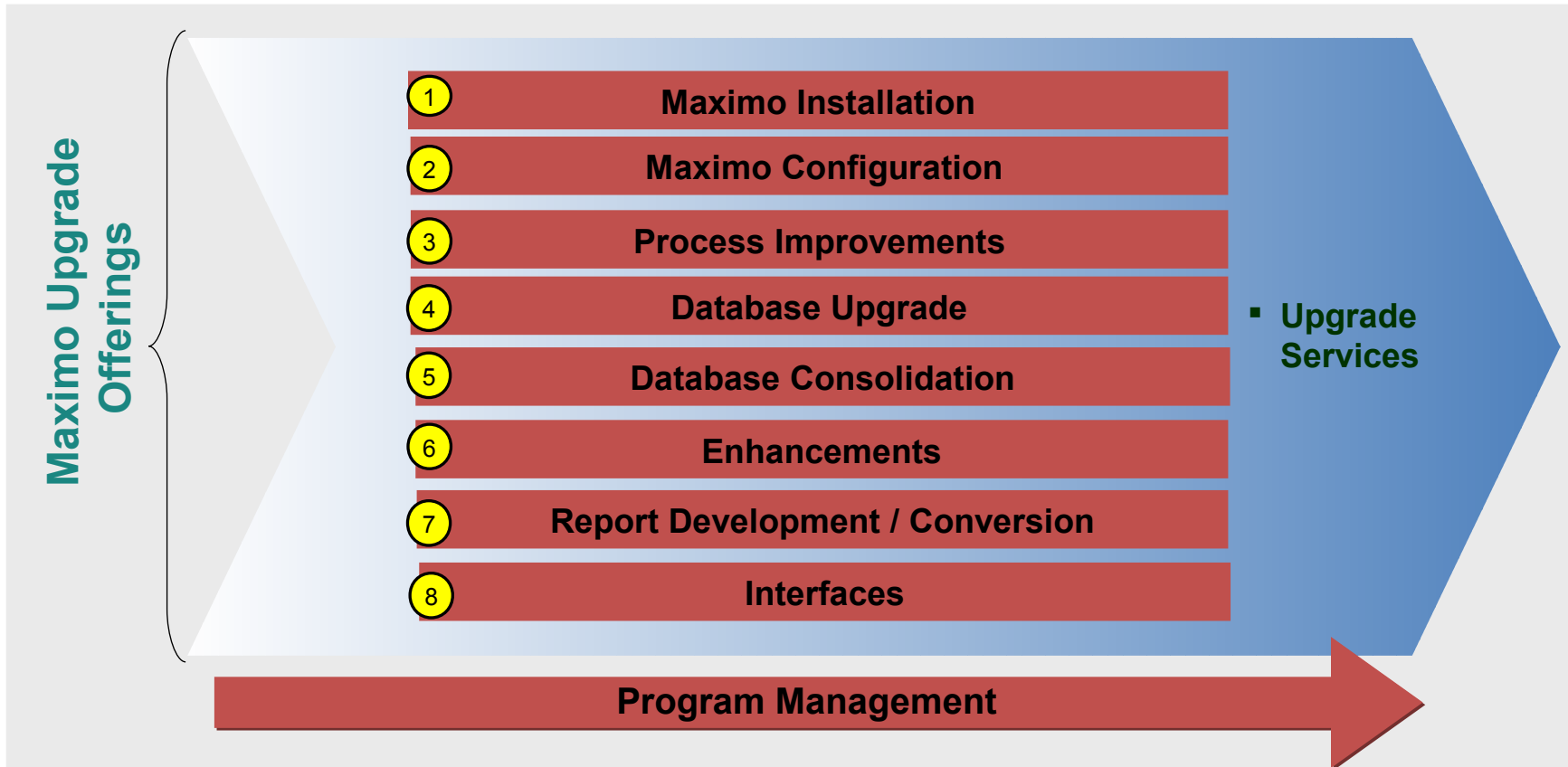
# What are the Key Considerations when Upgrading Maximo?

- Plan for new architecture including the potential need to acquire new/additional hardware
- Train the system support organisation so that they have the skills required to implement a comprehensive web application
- Evaluate the target Maximo version capabilities to determine if existing customisations are still required
- Establish a justification/approval process for configuration changes and/or customisations
- Prepare the user community to move to the web application environment



# Maximo Solution Offering – Maximo Offshore Upgrade

- The IBM GBS Maximo Offshore Upgrade Solution provides clients with a low cost / highly effective way in which to upgrade their Maximo solution.



## Why Upgrade Maximo Remotely?

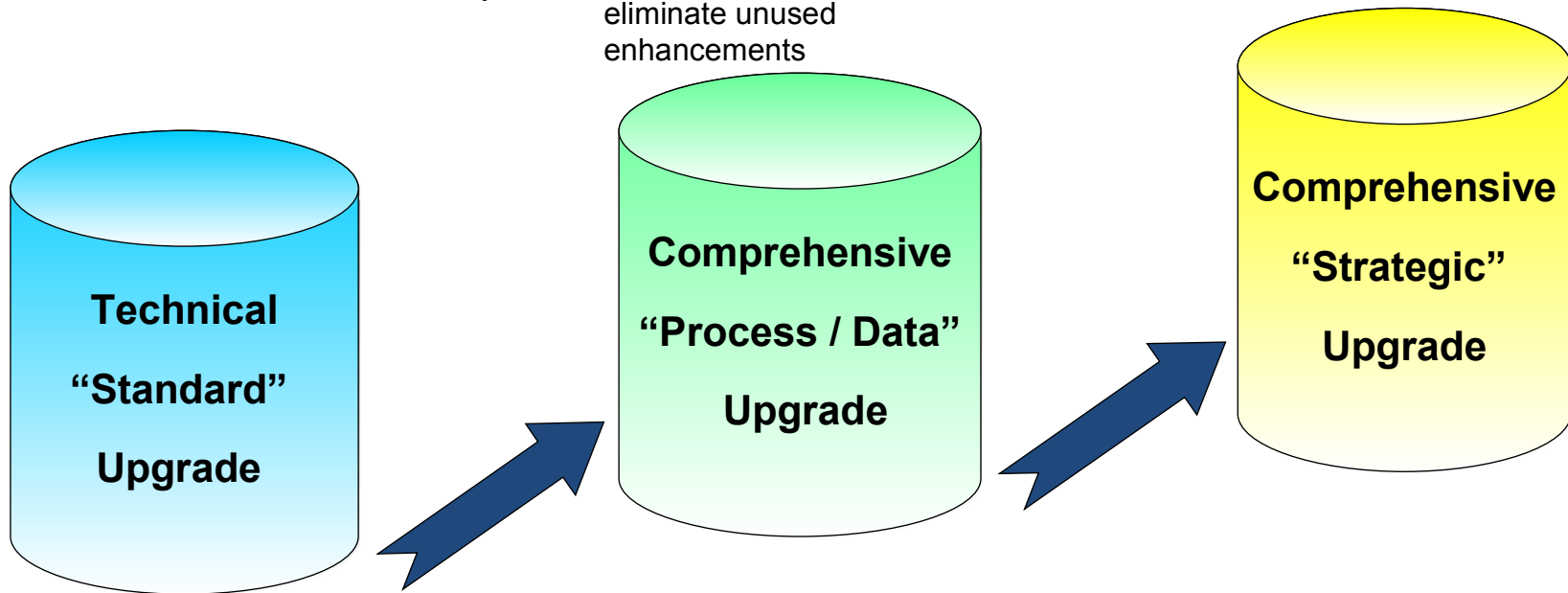
Pain Points	Customer Benefits
High cost of Upgrade	<ul style="list-style-type: none"><li>• Reduced upgrade cost</li></ul>
Upgrade Skills Availability	<ul style="list-style-type: none"><li>• Established upgrade CoE in Offshore</li><li>• Experience on many other similar upgrade projects</li><li>• Access to large maximo resource pool</li></ul>
Need for right tools & methods	<ul style="list-style-type: none"><li>• Offshore upgrades using reliable, proven upgrade utility programmes</li></ul>
Users spending time on non-core issues	<ul style="list-style-type: none"><li>• Technical issues managed by the right skilled resources</li></ul>

# Types of Upgrade Offerings

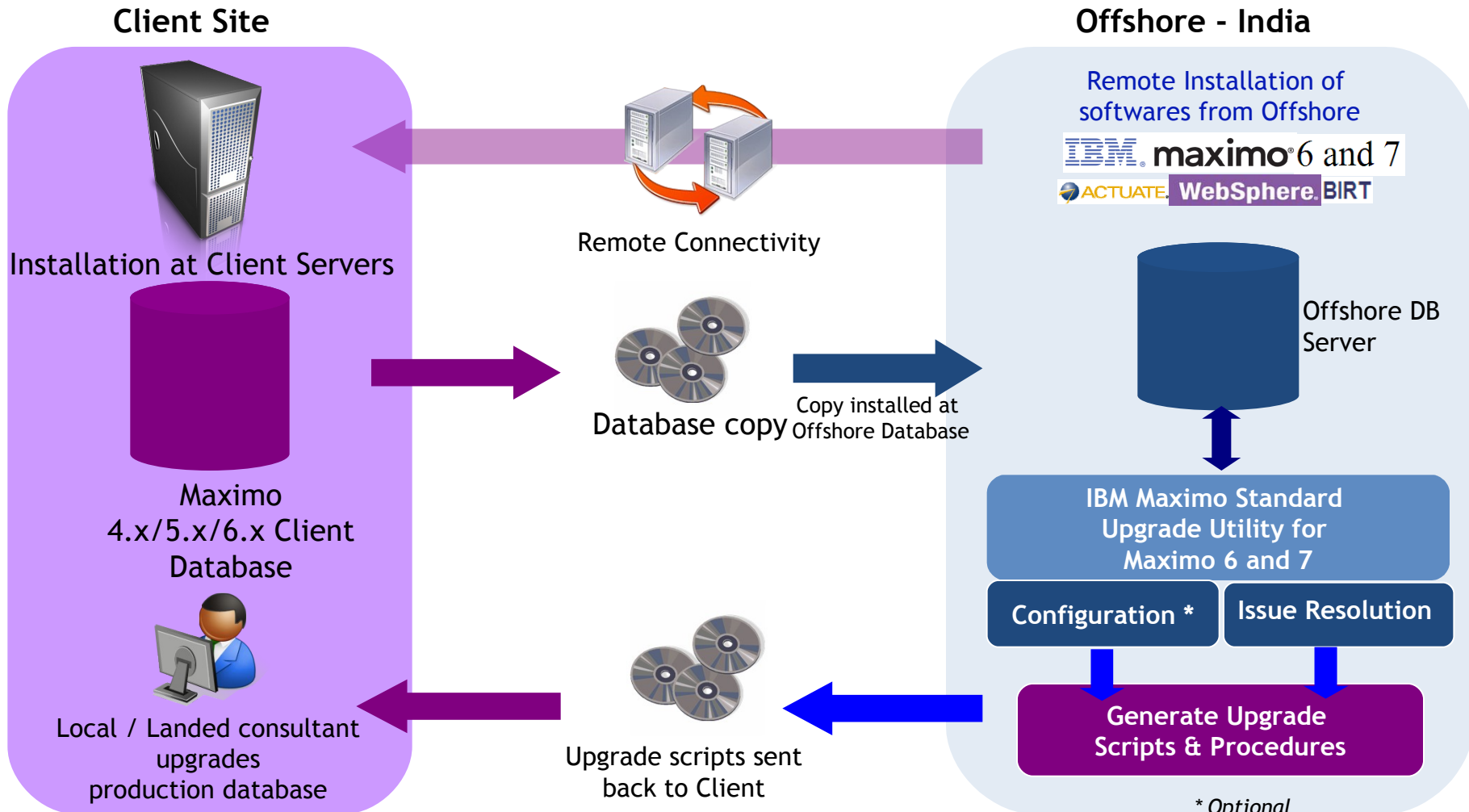
- Fastest among all approaches
- Constant functional perimeter with minor user interface changes
- Opportunity to eliminate “not used” modifications and enhancements
- No new business functionality

- Is built on technology upgrade
- Provides opportunity to implement additional/ new functionalities
- Opportunity to converge disparate systems
- Opportunity to reengineer business processes and eliminate unused enhancements

- Driven by enterprise integrations using SOA
- Provides flexibility to business process innovation
- Represents significant technology improvements



# Upgrade Approach – Client Site and Offshore Teams

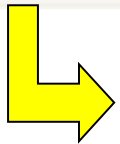




# Maximo Upgrade Process

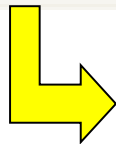
## Upgrade Assessment and Upgrade Planning

- Confirm upgrade Vision and Objectives
- Validate Current State and End State Gap
- Determine Optimal Upgrade Path (Get it right the first Time)
- Select one of three Upgrade Solutions (1. Technology 2. Process / Data 3. Strategic)



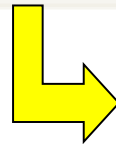
## Design and Develop

- Leverage Functional Enhancements
- Map Data Upgrade / Migration Program
- Prepare Roll out and Support Plan



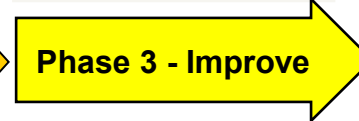
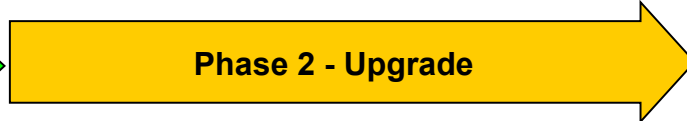
## Test and Deploy

- Test and Validate Upgrade Solution
- Prepare People / Process / System
- Cut-Over to the Upgraded Solution



## Monitor / Analyse and Improve

- Realise Objectives
- Monitor People / Process / System
- Identify Improvement Opportunities



# Mitigation Strategies for Successful Global Delivery

## Integrated team ( on-site & off-shore)

**Not Us and Them**

**Trust**

**Belief**

**One Team - We succeed or fail together**

## Proven Process Methods and Tools

- IBM Maximise Methodology - multiple tracks, each containing supporting intellectual capital from our AMcoe



**Successful Global Delivery**

## Delivery Excellence

- Asset Management Centre of Excellence
- Delivery Track record with CMMI level 5 process
- Innovative Simulation base Training
- Access to global SME pool

**amcoe**  
Asset Management Center of Excellence



**bluereach**

## Clear Ways of Working

**Communication Channels**

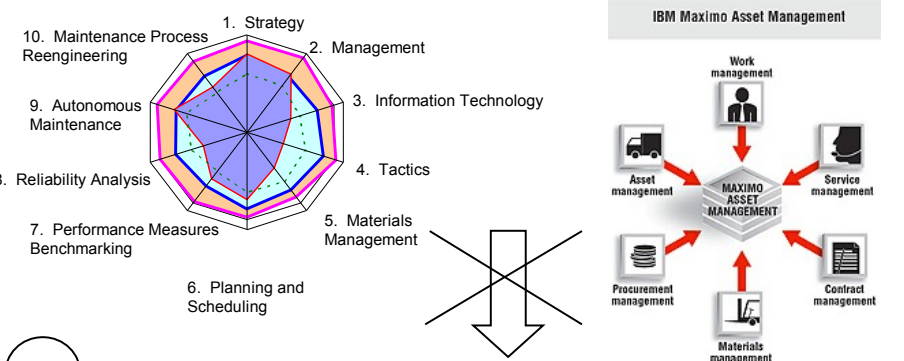
**Standards**

**QA/ Signoff**

**Strong Offshore Governance**

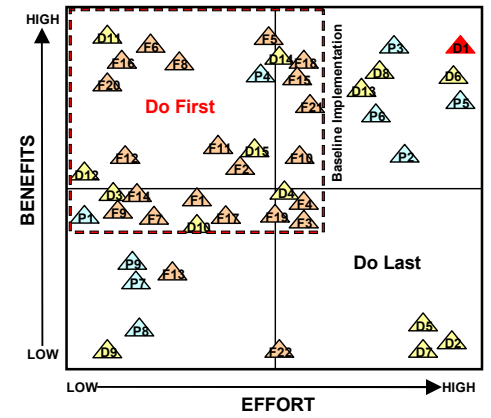
# Maximo Upgrade Planning / Assessment Process

## 1 Audit and Benchmark Performance and current state

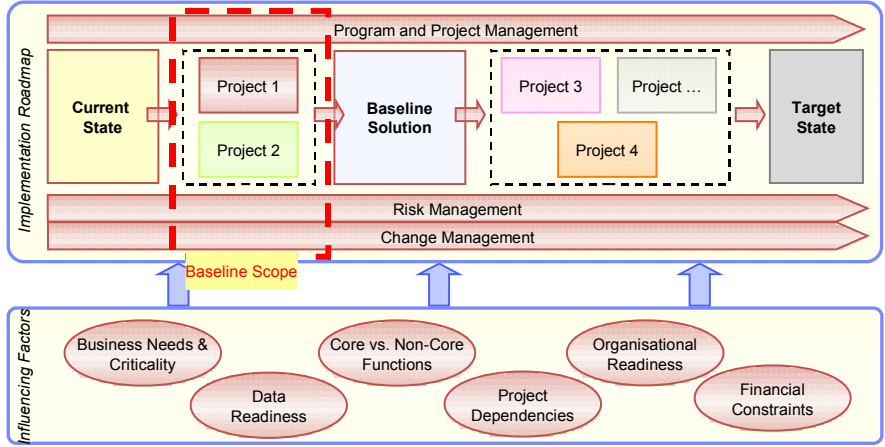


## 2 List of requirements and improvements options (effort vs. expected benefits)

## 3 Scope Prioritisation



## 4 Program Plan and Resource Requirements



Scope & Effort Validation with Client ✓

# Maximo Upgrade Planning / Assessment

## Recommendation Report

- The key deliverable from the Maximo Upgrade Planning / Assessment is the Upgrade Recommendations Report.
- This document lists vision, scope, recommended solution, identified risks and proposed resolutions and resource requirements, and timeline for the upgrade.
- This deliverable is key in documenting the proposed upgrade solution and is utilised by the client, assessment team, and the upgrade team. The Upgrade scope and cost is based on the results of this document.

## Table of Contents

1. Purpose of the Assessment
2. Executive Summary
3. Assessment Findings
4. Recommended Solutions
5. Upgrade Approach
6. Implementation Plan / Strategy
  - i. Scope
  - ii. Key Objectives
  - iii. WBS (High Level)
  - iv. Milestones
  - v. Implementation Team
  - vi. Timeline
  - vii. Training
7. Identified Risks and Mitigation Plan

# IBM Maximo: Delivering all over the Globe

