# IBM Maximo®

# IBM Maximo Assist

24/7 assistance for
field technicians.



Improve the availability and
performance of critical equipment
by enabling technicians to use AI
or contacting remote experts for
assistance to accelerate problem
diagnosis and repair.

## What is IBM Maximo Assist?

Today's asset-intensive organizations are facing
rigorous requirements to improve their ability to
efficiently identify and resolve problems that impact
the health of critical assets in the plant or in the field.
At the same time, field technicians are being asked
to work on increasingly complex problems using the
same technology tools that have remained
unchanged for decades. The technicians may have
transitioned from the pen and paper world to mobile
devices that "digitize" their work instructions and
provide them access to data from the key systems,
but this is not enough for organizations looking to
transform their operations.

IBM Maximo Assist helps your business reduce mean
time to repair, improve first-time fix rates, and improve
overall field technician productivity and safety. The
platform lets technicians obtain AI-driven insights
or contact remote experts for assistance through a
remote collaboration session.

Maximo Assist is also fully integrated within IBM
Maximo Mobile for easier access to real-time
guidance during scheduled work. At any point

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# Benefits

**Reduce knowledge silos**
Knowledge gaps more prominent as technicians age out of the workforce. The Maximo Assist platform can help new technicians perform as well as your most experienced team members.

**Increase asset availability**
Improve troubleshooting capabilities and offer prescriptive repair guidance to reduce unplanned downtime.

**Extend asset life with optimal repair**
Provide step-by-step repair guidance that can extend asset life and provide compliance based on current standards, regulations, and best practices.

**Improve maintenance KPIs**
Improve efficiency of repair by prescribing the right repair based on analytics—improving first-time fix (FTF) rates and mean time to repair rate (MTRR).

during their work, technicians can leverage AI recommendations or contact remote experts for guidance.  By giving technicians the ability to obtain remote assistance whenever and wherever they need it, your workforce efficiency is optimized. And by ensuring that the right fix is performed, your company can improve first time fix rates and standardize maintenance and repair processes.

By enabling your experts to be available for remote guidance, the use of Maximo Assist also helps your organization scale the knowledge of your experts and improve the training experience for new employees.
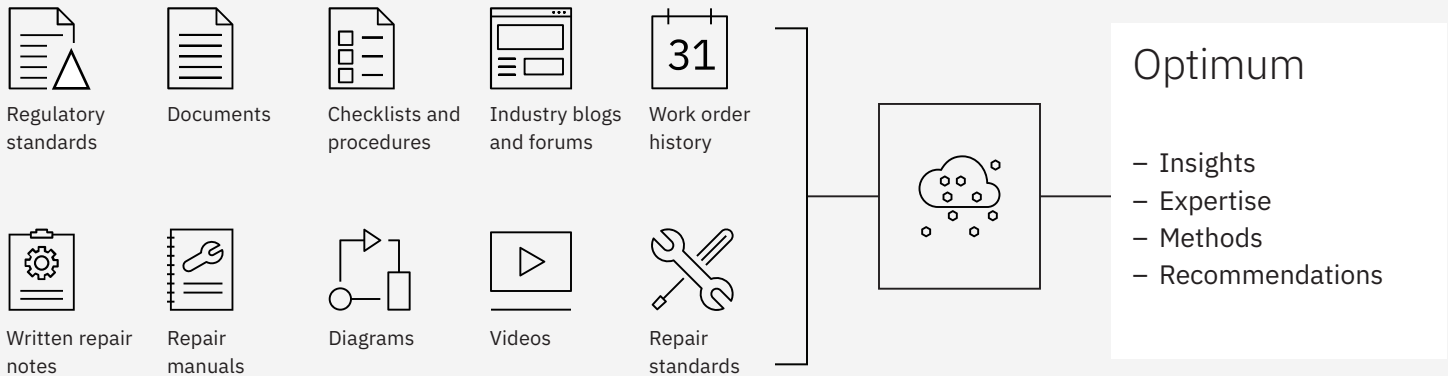
## How are Maximo Assist's AI capabilities different?

Our AI approach is powered by market-leading IBM Watson® technology. You can build your knowledge base using your own existing structured and unstructured data associated with repairs, maintenance, and procedures, technical documents,

**What is driving change?**

– Loss of talent and knowledge due to an aging workforce–70 percent of service organizations say this will be a major challenge in the years to come

– Increased number of critical assets generating  large volumes of operational data

– Increase in asset complexity and scarcity of "tribal knowledge" in many industries

– Shrinking skiled labor pool and an increasing "skills gap"

– Rising maintenance costs and pressure on margins

– Rising expectations of the next-generation of digital natives

# Aggregate data and run analysis to identify the optimum repair.

Regulatory standards

Documents

Checklists and procedures

Industry blogs and forums

Work order history

Written repair notes

Repair manuals

Diagrams

Videos

Repair standards

## Optimum

– Insights
– Expertise
– Methods
– Recommendations

diagrams, and more. (See figure above) This data is fed into the IBM Maximo Assist AI engine and goes far beyond traditional text search to understand the interrelationships between assets and the impact of cause and effect. These enhanced insights lead the platform to recommend optimum repair methods. They improve maintenance-related KPIs used by many maintenance organizations, including improving mean time to repair rate, first time fix rate efficiency, and reducing mean time between failures (MTBF). And all of this AI value can be unlocked without the need for a data science skills – so you can have any business user with domain expertise create and maintain the AI knowledge base.

## Why remote human-based assistant?

As you continue to use AI to unlock real-time insights to help your technicians get guidance from your existing data, if you think about what they do today when they get stuck during an equipment repair, more often than not they contact an expert or supervisor for assistance.

The Maximo Assist platform also helps digitize this process and enables technicians to contact remote experts on-demand for guidance on how to perform specific tasks. Experts are assigned by you and can also be organized into expert groups based on their skills and areas of expertise. With this information and the work context, IBM Maximo Assist can also recommend online experts that may be able to help with the task at hand.

Once connected with the expert, the two parties can use audio and video during a remote collaboration session. Experts are able to visually annotate the technician's image stream and provide highly accurate, step-by-step instructions, helping resolve issues faster and more efficiently. This allows the technician to have expert "over the shoulder" guidance and on-the-job training.

## Combining Artificial Intelligence and human intelligence: the best of both worlds

While the ability to contact remote experts for assistance takes a natural, existing process and digitizes it, AI guidance empowers technicians to perform their jobs autonomously with higher quality and improved productivity. Also, the Maximo Assist platform is the only solution in the market that combines both AI guidance and remove human-based assitant on the same platform. A session summary is generated for every remote expert interaction and can be added to the AI knowledge base so that it becomes searchable by another technician the next time a similar incident occurs. This way, you can start capturing your valuable expert knowledge seamlessly and transfer it to your next generation technicians easily. This is the future of field workforce transformation – and it is available today.

## Learn more

Speak to your IBM sales representative or visit the web page for more information on how this solution can help you improve technician productivity and reduce repair time.

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