

*Licensing in Maximo Application Suite
9.1*



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The licensing guidance provides information about licensing and entitlements for IBM® Maximo® Application Suite 9.1.

Notice: This Licensing Guidance is intended to provide only supplementary information to assist you in deploying the Program(s) you have licensed from IBM within your purchased entitlement. Your license agreement, such as the IBM International Program License Agreement (IPLA) or equivalent and its transaction documents, including the License Information for IBM Maximo Application Suite is the sole and complete agreement between you and IBM regarding use of the Program.

- [“Listing of licenses by type” on page 1](#)
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Note: The Licensing Guidance is also available in [PDF](#).

Maximo Application Suite uses:

AppPoints

AppPoints is a unit of measure by which the Program can be licensed. An AppPoint is a common unit of value. Sufficient AppPoint entitlements must be obtained to cover the total number of entitlements required for Licensee's Authorized Use of the Program.

Red Hat® OpenShift®

All deployments of Maximo Application Suite that are deployed on Red Hat OpenShift Container Platform must have sufficient entitlement for the Maximo Application Suite cores that are used.

Listing of licenses by type

See also

- [IBM Maximo Application Suite 9.1 \(L-ZMZT-HPUYXK\)](#)

The following license types are used for AppPoints in Maximo Application Suite:

- [“Concurrent user” on page 1](#)
- [“Authorized user ” on page 2](#)
- [“Access for Concurrent & Authorized users” on page 2](#)
- [“Install” on page 2](#)

Concurrent user

A unit of measure by which the Program can be licensed. A Concurrent user is a person who is accessing the Program at any particular point in time. Regardless of whether the person is simultaneously accessing the Program multiple times, the person counts only as a single Concurrent User. The Program may be installed on any number of computers or servers, but the Licensee must obtain entitlements (Proof of Entitlement(PoE)) for the maximum number of Concurrent Users simultaneously accessing the Program. The licensee must obtain an entitlement for each

simultaneous Concurrent User accessing the Program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

Authorized user

A unit of measure by which the Program can be licensed. An Authorized user is a unique person who is given access to the Program. The Program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the Program at one time. The licensee must obtain separate, dedicated entitlements for each Authorized user that is given access to the Program in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) through any means. An entitlement for an Authorized user is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized user entitlement to another person.

Access for Concurrent & Authorized users

A customer can set up any users access type as Authorized or Concurrent. Entitlement levels for Users include:

- Applications that do not require entitlement.
- Limited Users with entitlement to 3 modules of the Maximo Manage application, the Monitor application, and the Maximo Real Estate and Facilities application.
- Base Users with entitlement to many modules of the Maximo Manage application, and the Maximo Health, Maximo IT, and Maximo Real Estate and Facilities applications.
- Premium Users with access to the entire suite of applications.

Each level of access inherits the entitlements that are granted with every lower tier license.

Install

A software program instance. Licensee must obtain an entitlement for each Installation of the Program, except were outlined in the section of Applications that do not require entitlement.

In addition to the above, the following terms apply to Licensee's use of the Program.

Content token

Content token is a unit of measure by which the Program can be licensed. A Content token is a unit of input and output content such as individual words, and sub words of a sentence. Sufficient entitlements must be obtained to cover the maximum number of Content Tokens in any calendar month.

What do you get with your purchase of IBM Maximo Application Suite, and what is your entitlement?

- [Maximo Manage](#)
- [Maximo Manage industry solutions and add-ons](#)
- [Maximo Manage Mobile](#)
- [Maximo Manage integration solutions](#)
- [Maximo Monitor](#)
- [Maximo Health](#)
- [Maximo Predict](#)
- [Maximo Visual Inspection and Maximo Visual Inspection Edge](#)
- [Maximo Collaborate](#)
- [Maximo Real Estate and Facilities](#)
- [Maximo AI Service](#)

Maximo Manage

- Provides comprehensive asset lifecycle and maintenance management for all asset types.
- Licensing is Authorized and Concurrent User; AppPoints based on Tier level – Base or Limited.

- Maximo Manage now includes access to Maximo Spatial, Linear, and Calibration at both the Base and Limited tier. Maximo Spatial requires a separate installation.
- Maximo Manage now includes Scheduler at the Base tier level.

Maximo Spatial

- Embeds geographic information system (GIS) functionality in the Maximo User interface that enables users visualize assets, work orders, and locations on a **Map** tab. Uses technology from Esri ArcGIS.
- Enables map and navigation controls for dynamic visual display of work orders, work requests, assets, and locations in Maximo.
- Maximo Spatial must be used with Esri ArcGIS.
- Customers must purchase Esri ArcGIS and any required analyst desktop licenses separately from Esri or an authorized agent.
- Entitled as part of Maximo Manage and requires a separate installation.
- Customers must purchase AppPoints to install Maximo Spatial.

Linear

- Linear is used for managing assets such as roads, pipelines, rail lines, and transmission lines.
- Entitled and installed as part of Maximo Manage.

Calibration

- Enables traceability and reverse traceability, all calibration history data, calibration data sheets, and required reporting.
- Entitled and installed as part of Maximo Manage.

Scheduler

- Scheduler provides an innovative means to graphically plan, and schedule current and upcoming work based on available resources and to manage aspects of advanced work management that include intuitive graphical assignment, mobile workforce management, real-time communication with the field, and schedule optimization.
- An advanced work management tool to enable users to manage large projects, such as shutdowns, outages, turnarounds, and customer appointments, and all planned and unplanned maintenance across a broad geographic area or where weather plays an important factor in asset availability.
- Licensing is Authorized and Concurrent user; AppPoints based on ‘Base’ or if user is given access to IS/Add-on applications ‘Premium’ Tier level.
- Entitled and installed as part of Maximo Manage.

Maximo Manage industry solutions and add-ons

Maximo Manage includes the following industry solutions and add-ons:

Industry solutions

- Maximo Aviation
- Maximo Civil Infrastructure
- Maximo Nuclear
- Maximo Oil & Gas
- Maximo Transportation
- Maximo Utilities

Four add-ons

- Maximo Asset Configuration Manager
- Maximo Service Provider

- Maximo Health, Safety and Environment
- Maximo IT

Four supplemental add-ons

- Maximo Optimizer
- Maximo Reliability Strategies
- Maximo Asset Investment Planning
- Maximo Maintenance Cost Insights
- Licensing is Authorized and Concurrent user.
- For industry solutions and add-ons, the AppPoints are based on ‘Premium’ or ‘Limited’ Tier level. Limited users can select 3 modules, which include the modules that are unique to an industry solution. See the [Appendix for a list of Modules](#) that are specific to the Industry Solutions.
- For supplemental add-ons the AppPoints are based on user Tier level.
- Install AppPoints might also be required based on IS/Add-on installed.

Maximo Aviation

- Provides Maintenance, Repair, and Overhaul (MRO) organizations that maintain aircraft or aircraft components a solution to help reduce the turnaround time and improve the amount of time available for revenue generation.
- Licensing is Authorized and Concurrent User. AppPoints based on ‘Premium’ or ‘Limited’ Tier level.

Maximo Civil Infrastructure

- Provides asset lifecycle management capabilities to help organizations reduce the total cost of ownership and improve the monitoring of the civil infrastructures they manage. Civil Infrastructure drives inspections and records inspection results about concrete and steel structures and related assets. Visualizes anomalies and work in structure-appropriate views, including linear, spatial, asset-based, and building information management views; manages planned and unplanned work for work orders, contractors, and purchasing management and creates preventive maintenance plans and job plans to be incorporated into the work schedule.
- Licensing is Authorized and Concurrent User. AppPoints based on ‘Premium’ or ‘Limited’ Tier level.
- The Civil Infrastructure application also requires per Install licenses; AppPoints allocated is 50.

Maximo Oil & Gas

- Provides Oil & Gas companies with best practices to help improve the productivity and efficiency of their critical assets that are related to the oil and gas industry.
- Licensing is Authorized and Concurrent user. AppPoints based on ‘Premium’ or ‘Limited’ Tier level.

Maximo Transportation

- Provides organizations with best practices to help improve the productivity of critical transportation assets, including over-the-road vehicles, rail, aircraft, and marine vessels.
- Licensing is Authorized and Concurrent User. AppPoints based on ‘Premium’ or ‘Limited’ Tier level.

Maximo Nuclear

- Provides owners, operators, and maintainers of nuclear power plants best practices to help improve the productivity and efficiency of their critical assets.
- Licensing is Authorized and Concurrent user. AppPoints based on ‘Premium’ or ‘Limited’ Tier level.

Maximo Utilities

- Helps increase asset and resources effectiveness in water, gas, and electric utilities.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Asset Configuration Manager

- Maximo Asset Configuration Manager enables real-time calculation of both an asset's build and a component's life, with benefits such as improved compliance regulations and reduced operating costs.
- An asset is a complete parent asset, such as aircraft, locomotives, and passenger rail cars. An asset is not components, such as engines or axles, or groups of assets such as trains, which can be made up of multiple locomotives and passenger cars. In aviation, this is also referred to as tail numbers.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo Health, Safety and Environment

- Maximo Health, Safety and Environment provides key extensions to Maximo Manage to provide strategic applications for audit management, risk assessment, safety reporting, management of change, condition reporting, corrective actions, and training.
- Facilitates meeting or exceeding regulations and legislated requirements that impact health, safety, and the environment. Best in class capabilities and best practices for improving safety, reliability, and compliance.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Premium' or 'Limited' Tier level.

Maximo IT

- Maximo IT is an integrated service management solution that helps you manage a comprehensive range of IT processes, services, and assets.
- Separate Part purchase with Maximo Application Suite being a prerequisite.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Limited' or 'Base' Tier level. 'Limited' or 'Premium' Tier level if Service Provider is installed.

Maximo Optimizer

- Optimizer installation is required if clients want to use optimization in Maximo Application Suite.
- Licensing is per installation. AppPoints allocated is 220 or Limited 60.

Maximo Service Provider

- Maximo Service Provider is intended for companies who deliver asset management services to their third-party user clients in a revenue-generating business model. Examples include: IBM ITD, EDS, CSC, Johnson Controls, UNICCO, Coor Service Management.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Premium' or 'Limited' Tier level.
- IBM SP Rule: a customer that uses Maximo to manage assets for a 3rd-party company cannot own Maximo without also deploying Maximo Service Provider. A waiver can be obtained under certain circumstances with approval from WW Maximo Sales Leader, WW Price Leader, and Product Management.

Reliability Strategies

- Reliability Strategies helps maximize asset performance, reduce downtime, and boost revenues by helping clients migrate from reactive to proactive strategy-based maintenance.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Premium' 'Base' or 'Limited' Tier level.

Maximo Asset Investment Planning

- Maximo Asset Investment Planning is an integrated planning solution with a focus on leveraging EAM and APM data to help users generate asset investment plans that factor in capex, opex, and average annual cost of the asset versus risk.
- Maximo Optimizer is a prerequisite.
- Licensing is Authorized and/or Concurrent User; AppPoints based on ‘Premium’ ‘Base’ or ‘Limited’ Tier level.

Maximo Maintenance Cost Insights

- Maximo Maintenance Cost Insights is designed for better visibility to the total cost of maintenance including work order, labor, services, materials, and tools.
- Separate Maximo Application Suite as a Service Part purchase with Maximo Application Suite being a prerequisite. 80 Maximo Application Suite as a Service AppPoints is required.
- Licensing is Authorized and/or Concurrent User; AppPoints based on ‘Premium’ ‘Base’ or ‘Limited’ Tier level.

Maximo Mobile

- The Maximo Mobile app is available on Google, Android, Windows and iOS stores.
- The Maximo Mobile app integrates with Maximo Collaborate to provide based assistance to technicians on their mobile device.
- Maximo Mobile integrates with Maximo Manage to provide Inspection, Technician work orders, Asset, and Inventory apps on their device.

Maximo Manage integration solutions

Maximo Connector for SAP Applications

- A business interface that enables real-time information exchange between base products and SAP or SAP PM ERP applications by providing bidirectional connectivity with pre-built integrations between them
- Used with base products including Maximo Manage and Maximo Industry Solutions.
- Licensing is per installation. Allocated AppPoints is 80.

Maximo Connector for Oracle Applications

- A business interface that enables real-time information exchange between base products and Oracle E-Business Suite applications by providing bidirectional connectivity by using pre-built integrations between them.
- Used with base products that include Maximo Manage and Maximo Industry Solutions.
- Licensing is per installation. Allocated AppPoints is 80.

Maximo Connector for Workday Applications

- A business interface that enables real-time information exchange between base products and Workday applications by providing bidirectional connectivity by using pre-built integrations between them.
- Used with base products that include Maximo Manage and Maximo Industry Solutions.
- Licensing is per installation. Allocated AppPoints is 80.

Maximo Connector for TRIRIGA®

- Enables bidirectional synchronization of portfolio data about people, places, and assets for consistent operations. Near real-time service request and work order routing for coordinated operations and near real-time project tasks to work-order synchronizations to enable streamlined operations.
- Licensing is per installation. Allocated AppPoints is 0.

Maximo Connector for Envizi

- Enables automatic synchronization of locations and meter readings from Maximo Manage to Maximo Connector for Envizi to automate tracking of energy usage and calculating related scope 1 and 2 emissions of electricity, natural gas, and water in Envizi.
- Licensing is per installation. Allocated AppPoints is 0.

Maximo Spatial

- Maximo Spatial installation is required if clients want to use Maximo Spatial in Maximo Application Suite.
- Licensing is per installation. Allocated AppPoints is 20.

Maximo Monitor

- A monitoring solution for real-time visibility, root-cause troubleshooting, and AI driven alerts at scale.
- Through monitoring dashboards, clients have a consolidated view of operations with data integration from multiple IoT and non-IoT sources.
- Licensing is Authorized and Concurrent user. AppPoints is based on Tier level Limited.

Maximo Health

- Maximo Health provides a first step in managing the performance of critical assets. By capturing information from the asset, the age of the asset and maintenance history, organizations can quickly understand which assets are in poor health and need attention to prevent disruption.
- Maximo Health uses ready-to-use common scoring elements and knowledge from equipment and maintenance engineers or maintenance professionals. Data sources include any information in the asset record such as maintenance and age, weather information in which the asset has been operating, and operational data, such as supervisory control and data acquisition (SCADA), historians, MQ Telemetry Transport (MQTT), Open Platform Communications (OPC), Open Systems Interconnection (OSI), enterprise asset management (EAM), geographic information system (GIS), and IoT.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Base' Tier level.

Maximo Predict

- Maximo Predict helps identify and manage asset reliability risks that could adversely affect plant or business operations. The solution enables organizations to apply machine learning and analytics to improve maintenance strategies. The cost of maintenance management is minimized by automating the steps to predict failure based on readily available operational data.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Premium' Tier level.

Maximo Visual Inspection and Maximo Visual Inspection Edge

- Maximo Visual Inspection enables AI computer vision models to be built efficiently and easily while maintaining high levels of accuracy. Subject matter experts are provided with the power of AI. Whether it is inspecting an asset or monitoring quality on a production line, clients can experience a return on investment.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Premium' Tier level.
- The Maximo Visual Inspection application also requires per install licenses. Allocated AppPoints is 45.
- Maximo Visual Inspection Edge is a connected device at the edge, for example, a mobile device, camera, data stream/storage device, used to perform an AI workflow resulting in an inference.
- Maximo Visual Inspection Edge also requires per install licenses. Allocated AppPoints is 1 per Maximo Visual Inspection Edge that is installed.

Maximo Collaborate

- Maximo Collaborate helps organization reduce meantime to repair, improve first-time fix rates, and improve overall field technician productivity by enabling technicians to contact remote experts for assistance through a remote collaboration session.
- Maximo Collaborate helps organizations scale the knowledge of their experts and improve the training experience for their new workforce.
- Licensing is Authorized and Concurrent user. AppPoints based on 'Limited' Tier level.

Maximo Real Estate and Facilities

- Provides comprehensive real estate and facilities management that helps organizations manage and optimize their workplace experience, facility resource scheduling, facility strategic planning, lease accounting, and space management.
- Licensing is Authorized and/or Concurrent User; AppPoints based on Tier level – Self- Service, Limited, Base or Premium.
- Reserve requires per Install licenses; AppPoints allocated based on tier level; Limited Tier: 20 AppPoints < 10K reserve users; Base Tier: 120 AppPoints – 10K – 100K reserve users; Advanced Tier: 200 AppPoints > 100K reserve users

Maximo AI Service

- Provides a central AI engine for generative AI use cases by supporting numerous use cases through the service back-end service that hosts embedding models, processing and built with watsonx™ to support foundation model related use cases.
- License usage is measured by the number of content tokens consumed by features enabled by the AI Service, such as the Maximo AI assistant. Token consumption is converted to AppPoints and billed accordingly based on actual usage.
- 1 Billion Content Tokens per month / 10 AppPoints

License ratio & user type

- [License ratios](#)
- [Application user type](#)
- [Noncharged entitlement for application users](#)
- [Administrator user type](#)
- [Install type](#)

License ratios

IBM Administrative Base user

Entitlement conversion ratio: 1 Authorized User is 10 AppPoints.

IBM Administrative Premium User

Entitlement conversion ratio: 1 Authorized User is 15 AppPoints.

IBM Application Limited user

Entitlement conversion ratio: 1 Concurrent User is 5 AppPoints.

Entitlement conversion ratio: 1 Authorized User is 2 AppPoints.

IBM Application Base user

Entitlement conversion ratio: 1 Concurrent User is 10 AppPoints.

Entitlement conversion ratio: 1 Authorized User is 3 AppPoints.

IBM Application Premium user

Entitlement conversion ratio: 1 Concurrent User is 15 AppPoints.

Entitlement conversion ratio: 1 Authorized User is 5 AppPoints.

IBM Maximo Connector for Oracle applications install

Entitlement conversion ratio: 1 installation is 80 AppPoints.

IBM Maximo Connector for SAP Applications

Entitlement conversion ratio: 1 installation is 80 AppPoints.

IBM Maximo Connector for Workday Applications

Entitlement conversion ratio: 1 installation is 80 AppPoints.

IBM Maximo Spatial install

Entitlement conversion ratio: 1 installation is 20 AppPoints.

IBM Maximo Civil Infrastructure

Entitlement conversion ratio: 1 installation is 50 AppPoints.

IBM Maximo Optimizer install

Entitlement conversion ratio: 1 installation is 220 AppPoints.

IBM Maximo Optimizer Limited install

Entitlement conversion ratio: 1 installation is 60 AppPoints.

Note: The use of IBM Maximo Optimizer Limited has the following additional restrictions: (a) deployment is limited to 2 virtual private clouds (VPCs), (b) use of a single optimizer model as provided by orIBM its extension, (c) job execution must be performed serially.

IBM Maximo Visual Inspection install

Entitlement conversion ratio: 1 installation is 45 AppPoints.

IBM Maximo Visual Inspection Edge install

Entitlement conversion Ratio: 1 installation is 1 AppPoints.

IBM Maximo Real Estate and Facilities Limited install

Entitlement conversion ratio: 1 install/ 20 AppPoints.

IBM Maximo Real Estate and Facilities Base install

Entitlement conversion ratio: 1 install/ 120 AppPoints

IBM Maximo Real Estate and Facilities Reservation Advanced install

Entitlement conversion ratio: 1 install/ 200 AppPoints

IBM Maximo AI Service Content Tokens per month

Entitlement Conversion Ratio: 1 Billion Content Tokens per month/ 10 AppPoints.

Application user types**Application limited user**

An Application Limited user accessing Maximo Manage functions of the Program can complete the following tasks:

- Use all modules for the limited purpose of running and viewing reports, viewing records as read only, changing the status of records, and updating Work Orders and conducting Inspections assigned to the Maximo Manage Application Limited User
- Use without restriction a maximum of three Maximo modules but excludes Planning and Scheduling, Application Administration, Administration, Integration, and Security and System Configuration.

An Application Limited user can also be granted access to any Maximo Mobile app that falls within the three-module requirement, as well as Maximo Monitor.

Note:

Additionally, a Limited User may update work orders assigned to them using the Work Order Tracking, Quick Reporting, Labor Reporting, or Activity and Tasks applications. For example, a user can have access to applications in the Assets, Planning and Purchasing modules as their 3-modules along with access to the Work Order Tracking application to update work orders and labor reporting and still be classified as Limited.

Note:

If an IS/Add-on is installed in a MAS instance then users given access to these applications are either Self-Service, Limited or Premium – there are no Base users if given access to Manage IS/Add-on applications.

Application base user

An Application Base User can access Maximo Manage including access to Planning and Scheduling, Administration, Integration, Security, and System Configuration modules but excludes the industry solution and add-on applications or modules. An Application Base user also has access to Maximo Health.

Application premium user

An Application Premium user can be granted access to all applications in Maximo Application Suite except the Suite administration application for Deployment, User Management, and Configuration.

Application user type - AppPoint allocation

<i>Table 1. AppPoint allocation for application users</i>				
Application user	Limited	Base	Premi um	Description
Maximo Manage Limited	✓	✓	✓	<p>Any 3 Maximo Manage modules but cannot be Planning and Scheduling, Application Administration, Administration, Integration, System Config, Security.</p> <p>Ability to view reports, change status, and update work orders in any module (former Express capability). Manage now includes Linear, Calibration, and Spatial users. Spatial requires an installation.</p> <p>For more information, see Maximo Manage modules and applications table in the Appendix.</p>

Table 1. AppPoint allocation for application users (continued)

Application user	Limited	Base	Premium	Description
Maximo Manage industry solution and add-on Limited	✓	-	✓	<p>Includes Maximo Manage industry solutions (IS) and add-ons along with Maximo IT. If installed and more than 3 modules are selected and access is granted to at least one IS or Add-on application, then the user must be a Premium user and cannot be a Base user. The 3 modules that are selected cannot be Planning and Scheduling, Application Administration, Administration, Integration, System Config, or Security.</p> <p>For more information, see Maximo Manage modules and applications table in the Appendix</p>
Maximo Mobile	✓	✓	✓	Includes Maximo Mobile (3-modules for Limited use), Maximo Collaborate or third-party mobile.
Maximo Monitor	✓	✓	✓	
Maximo Real Estate and Facilities	✓	✓	✓	<p>Maximo Real Estate and Facilities can be limited, base or premium users.</p> <p>For more information, see “Maximo Real Estate and Facilities AppPoints consumption” on page 25.</p>
Maximo Manage		✓	✓	Includes Scheduler, Linear, Calibration, and Spatial. Spatial requires an installation. Includes Maximo IT if Service Provider (SP) is not installed.
Maximo Health		✓	✓	
Industry solutions			✓	<p>The Maximo Manage IS are:</p> <ul style="list-style-type: none"> • Maximo Aviation • Maximo Civil Infrastructure • Maximo Oil & Gas • Maximo Transportation • Maximo Nuclear • Maximo Utilities

Table 1. AppPoint allocation for application users (continued)

Application user	Limited	Base	Premium	Description
Add-ons			✓	Maximo Manage add-on - • Maximo Asset Configuration Manager • Maximo Service Provider • Maximo Health, Safety and Environment
Maximo Predict			✓	
Maximo Visual Inspection			✓	Install AppPoints are required.

Noncharged entitlements for application users

Self-service applications do not require entitlement - 0 AppPoints.

- Entering service requests and viewing the status of their service requests by using **Create Service Request** and **View Service Request**.
- Creating and viewing requisitions, viewing templates, and viewing drafts in the Desktop Requisitions application.
- Mobile Service Request application.
- Create Incident in Maximo Oil & Gas.
- Review Incidents in Maximo Oil & Gas.
- Service Requests in Maximo Oil & Gas.
- Create a Management of Change (MOC) request, with view-only access to related artifacts, in the MOC in Maximo Oil & Gas.
- Create Incident in Maximo Health, Safety and Environment.
- Review Incidents in Maximo Health, Safety and Environment.
- Service Requests in Maximo Health, Safety and Environment.
- Create a Management of Change request (with view-only access to related artifacts) in MOC in Maximo Health, Safety and Environment.
- Graphical Appointment Book in Maximo Manage.
- Vehicle Requests in Maximo Transportation.
- Access the Bill Review applications in Maximo Service Provider.
- Creating and viewing condition reports in Create Condition Report in Maximo Nuclear.
- Users who are created by default by the Program for performance improvement and not used for any other purposes. For example, Maximo Mobile Template User.
- Users who are created solely for purpose of performance testing in the Licensee's internal test environment will not consume AppPoints when enforcement is tuned off. For example, User System testing and performance load testing of the Maximo Application Suite environment.
- Program Installs of a component that is used as part of the Licensee's internal development and test environment with at least one installation of the same component in the production environment.
- Use of IBM App Connect Enterprise for solution integration where one end of the integration pattern is Maximo Application Suite, and the other end of the integration pattern is IBM TRIRIGA Application Suite, IBM Environmental Intelligence Suite, IBM TRIRIGA Portfolio Data Manager, IBM TRIRIGA Application Platform, or IBM Facilities and Real Estate Management on Cloud (TRIRIGA).
- Install and use of IBM Maximo Models for Electrical Distribution.
- Create Service requests in Maximo Real Estate and Facilities.

- View news in Maximo Real Estate and Facilities.
- Create Real Estate requests in Maximo Real Estate and Facilities.
- Create Project requests in Maximo Real Estate and Facilities.
- Create Move requests in Maximo Real Estate and Facilities.
- Create Product requests in Maximo Real Estate and Facilities.
- Search locations, people and assets in the Locate perceptive App in Maximo Real Estate and Facilities.

Administrative user types

Maximo Application Suite administrative entitlements are available for Base and Premium levels of access.

Administrative User Type - AppPoint allocation

<i>Table 2. AppPoint allocation for administrative user</i>			
Administrative user	Base (10 AppPoints)	Premium (15 AppPoints)	Description
Application	✓	✓	Application administrators administrate one or more applications.
Suite		✓	Suite administrator manages overarching system configuration settings from the Suite Administration page.

- Administrators are defined users in the system.
- AppPoints used for administration entitlement are reserved continuously from the pool of available AppPoints in the same way authorized users are, so that administrators always have access.
- Administrators can also hold application entitlement of any tier, enabling them to be granted access to all application functionality without additional AppPoints requirements. For example, a Base administrator withdraws 10 AppPoints is given Premium application entitlement and access to Maximo Predict, which would usually require 15 AppPoints.

Install types

Install AppPoint allocation

<i>Table 3. AppPoint allocation for specific application installation</i>	
Application Installs	AppPoints
Maximo Connector for SAP Applications	80
Maximo Connector for Oracle Applications	80
Maximo Connector for Workday Applications	80
Maximo Spatial	20
Maximo Civil Infrastructure	50
Maximo Optimizer Limited	60
Maximo Optimizer	220
Maximo Visual Inspection	45

Table 3. AppPoint allocation for specific application installation (continued)

Application Installs	AppPoints
Maximo Visual Inspection Edge	1
Reserve Limited	20
Reserve Base	120
Reserve Advanced	200
AI Service	10

- Program Installs of a component that is used as part of the Licensee's internal development and test environment with at least one (1) Install of the same component in the production environment, do not consume AppPoints.
- Install AppPoints are consumed when the environment is deployed and are unavailable for use by other users or installs for the duration of that environment's life.

Offering-specific licenses

- [Red Hat Entitlements](#)
- [App Connect Entitlements](#)
- [Cognos Entitlements](#)
- [DB2 Entitlements](#)

Red Hat entitlements

Red Hat products that are listed include software, maintenance, and support in the form of Red Hat Software Subscriptions governed by a separate Red Hat Enterprise Agreement set forth at <https://www.redhat.com/en/about/agreements> (or if applicable, a negotiated version of such agreement between Licensee and Red Hat). Under this License Information, Licensee acquires Red Hat Software Subscription entitlements for the listed Red Hat Products in the quantities and/or ratios set out in this LI. The Red Hat Software Subscription entitlements are applicable and valid only to the extent the Red Hat Products are used in support of the Program, and only while Licensee has IBM Software Subscription and Support (S&S) in effect for the Program. Red Hat Software Subscription entitlements do not include support of the Red Hat Products to run, deploy or otherwise support any software other than the Program, and Licensee acknowledges additional per unit fees at Red Hat standard rates will apply for any broader usage. Red Hat's standard Software Subscription support does not include Red Hat's remote access to Licensee's network and/or systems, but, if the parties mutually agree that remote access is needed for a support issue, such remote access is subject to the terms of the Remote Access Rider to the Red Hat agreement set forth at: <https://www.redhat.com/wapps/tnc/standalone/RemoteAccessRider> (Red Hat login required). If Licensee's Program entitlement is designated "Reserved", the following entitlements to the Red Hat Products are not included and do not apply.

Red Hat products

- Red Hat Enterprise Linux®
- Red Hat OpenShift Container Platform
 - Additional Entitlement Ratio: First AppPoint / 166 VPC, each additional 8 AppPoints / 1 VPC.
- Red Hat OpenShift AI
 - Additional Entitlement Ratio: First AppPoint / 45 VPC, each additional 30 AppPoints / 1 VPC
- Supporting programs, open source, and separately licensed code packages and their operators required to operate Maximo Application Suite are permitted to be deployed on the same Red Hat OpenShift Container Platform clusters as Maximo Application Suite.

- Provided sufficient additional Red Hat OpenShift entitlements have been purchased from Red Hat for software other than the Program (including third party or other IBM software), a client may deploy such software in same Red Hat OpenShift clusters as Maximo Application Suite.
- For deployment of permitted workloads on infrastructure nodes, including security agents, monitoring agents (that maybe custom or 3rd party), refer to the [Red Hat OpenShift subscription guide](#).

App Connect entitlements

- License covers inclusion of a restricted use entitlement to IBM App Connect Enterprise for solution integration where one end of the integration pattern is to IBM Maximo Application Suite.
- Use of IBM App Connect Enterprise for solution integrations with IBM Maximo Health, IBM Maximo Predict, or IBM Maximo Manage, for Health functions, is limited to 3 VPCs per production environment
- Use of IBM App Connect Enterprise for solution integrations with IBM Maximo Connector for Workday Applications is limited to 4 VPCs per production environment.

The number of VPCs used by IBM App Connect Enterprise in connection with the individual applications set forth above may be reallocated among those applications by the Customer at its discretion so long as the total number of VPCs used does not exceed the aggregate number of VPCs authorized under this section.

Cognos entitlements

Additional restriction specific to creation & editing of reports or dashboards:

- Requires IBM Administrative Base User license.
- Limited to up to three IBM Administrative Base Users who can perform creation/editing.

Db2® entitlements

Db2 Warehouse

Warm Standby: allocate 1 VPC (counted towards overall VPC entitlement through the Maximo Application Suite license).

Db2 Standard Edition

The Supporting Program may use a maximum of 16 processor cores and 128 GB of memory on each physical or virtual server.

Non-Production instances

Licensee may only use the following components as part of Licensee's internal development and test environment for internal non-production activities ("Non-Production").

Non-Production components

IBM provides non-production components exclusively through a continuous delivery (CD) stream as part of the Maximo Application Suite Program. This stream introduces new features, developed for the next release, allowing early access for non-production environment use. This stream is offered alongside and in parallel with our normal maintained streams.

For a list of non-production components or features being introduced in a monthly CD stream, see <https://ibm.biz/MASFC-whats-new>

Additional terms for Service Providers

Additional definitions

1. Licensee is a "Service Provider" if Licensee uses the Programs to provide services in support of or to benefit one or more of Licensee's Client(s).
2. "Client" means a third party that engages Licensee to provide services using the Program; a Client cannot, by more than 50%, own, be owned by, or be under common ownership with, Licensee. A Client cannot acquire Authorized User or Limited Use User entitlements to the Program.

License scope and restrictions

1. The Program is for use within Licensee's Enterprise only and may not be resold, rented, leased, or transferred to third parties. Any attempt to do so in violation of these provisions is void. In addition, Licensee may not use the Program to provide any timesharing, commercial hosting or service bureau usage. The foregoing notwithstanding:
 - Licensee may use the Programs to process data on behalf of Licensee's Client(s).
 - Licensee may use the Programs to support more than one Client at a time, up to the total number of users set forth in the applicable PoE.
 - While Client(s) may use or benefit from the use of the Programs provided to Licensee under this Agreement, no Client is a party to this Agreement.
2. Licensee will maintain and provide support to Licensee's Client(s) for any Program used as part of services Licensee provides to Licensee's Client(s), and ensure that each Client is notified to look to Licensee, not IBM, for any such maintenance and support.
3. Licensee is responsible for Licensee's Client's compliance with the terms of this Agreement. In this regard, Licensee must enter into Licensee's own written agreement with each Client that:
 - Prohibits any action by the Client that is not in compliance with the terms of this Agreement, including, without limitation, reverse assembly, reverse compilation, reverse engineering or other translation of the Program;
 - Notifies the Client that the Program is copyrighted and licensed (not sold) and that at no time is the license to the Program transferred to the Client;
 - Notifies the Client that "SUBJECT TO ANY STATUTORY WARRANTIES WHICH CANNOT BE EXCLUDED, IBM MAKES NO WARRANTIES OR CONDITIONS, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO THE USE OF THE PROGRAM, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT";
 - Notifies the Client that IBM is not liable for any lost profits, lost savings, or any incidental or other economic consequential damages resulting from the use of the Program, regardless of whether the Licensee, the Client or IBM have been advised of the possibility of such damages.
 - Prohibits the Client's use of the Program except when used as part of services Licensee provides to the Client, and obligates the Client to destroy or return all copies of the Program to Licensee when Licensee's services to the Client end.
4. Licensee will:
 - Immediately notify IBM if Licensee becomes aware of any act or failure to act by a Client which, if committed by Licensee, would immediately or with the passage of time become a breach of the Agreement;
 - Provide all information and assistance requested by IBM in preventing, investigating, and mitigating any such breach;
 - Pay all license fees owed and indemnify IBM against any and all claims, damages, losses, costs and expenses suffered or incurred by IBM arising out of any such breach or threatened breach or of a Client's use of or problems with the Programs.
5. General:
 - Licensee agrees to indemnify and defend IBM against any claims or lawsuits, including reasonable attorney's fees, that arise or result, directly or indirectly, from providing services using the Program to Licensee's Client or such Client's accessing or use of the Program.
 - Licensee is solely responsible for the payment of any duty, tax, levy, or fee that any authority may impose that results from Licensee providing services using the Program.

Cloned or custom applications

- Maximo Manage user-defined applications can either be cloned applications or custom applications. Cloned applications are based on a copy of an existing Maximo Manage application, which is also called

the originating application. Custom applications are built from scratch, have no originating application and are built based on either a custom object or an existing Maximo object.

- Users being granted access to a cloned application must have at least the same level of access in the originating application.
- Limited Use users may be granted access to custom applications when the main object is a custom object or an object the user is otherwise entitled to access. The custom application must be a part of one of the three modules selected by the user.
- If the user needs to access custom or cloned applications that are based on an application or object not within the three modules selected for Manage Limited, then Manage Base or Industry Solution/Add-on Premium is required.
- Custom or cloned applications shall not be utilized to circumvent licensing or grant users functionality or access they would otherwise not be entitled to access.

Back-up and restore

- Governed by IPLA level language.
- https://www.ibm.com/about/software-licensing/assets/guides_pdf/Backup.pdf

Standby scenarios for Production backup:

- Cold (entitlement is not required)
- Warm (depends on access to live production data)
- Hot (entitlement IS required)

Licensing requirements for indirect access scenarios

This section covers scenarios related to license requirements when integrating with external systems, external custom applications, websites, or 3rd party mobile solutions.

Licensee must obtain separate, dedicated entitlements for Concurrent Users or Authorized Users given access to the Program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

License Circumvention Licensee will not attempt to aggregate users or otherwise circumvent IBM's licensing restrictions via technical means, including without limitation the use of any interface between the Program and other software that performs functionality substantially similar to that contained in any IBM program then offered by IBM when Licensee acquires the Program.

Third-party mobile licensing

For 3rd party mobile access and email approval, capabilities licensing is required.

Licensing is Authorized and Concurrent user. AppPoints based on Tier level.

Integrations and external applications in Maximo Manage

- There are instances when an organization licensed to use Maximo Manage will elect to use an external application, develop custom applications, websites, or use 3rd party mobile applications as a way to enable their users to interact with records, data, and information that is stored in Maximo Manage.
- If the applications are integrated with Maximo Manage, (importing/exporting data), the distinction of which system is the master of that data also determines if a license is required to create or update those records.
- If data that is considered to be created and housed as the 'source of truth' in Maximo Manage, then a license is required to insert or update that data. If a third-party system is considered the master of the data, any replication of that data into Maximo Manage for use within other processes does not require a license.

- Examples of when each user would require a Maximo Manage License include the use of a 3rd party application to update Work Orders; create or update Asset records; change status of a record, or any supply chain related functions if they are primarily initiated and managed in Maximo.
- Customers would need to purchase enough AppPoints to cover these users but is not registered as part of the Suite License server.

When is integration allowed without any additional end-user license required?

- Maximo Manage includes an extensive set of integration capabilities, referred to as the Maximo integration framework (MIF). There are also specific adapters available for integration with SAP or Oracle ERP systems. The MIF and adapters allow companies to share and exchange information between Maximo Manage and external systems in real time or in batch mode. The MIF is run using the Maximo Manage admin (max integration admin) user which does not require a specific license.
- Examples of a third-party system that are considered the master data repository and do not require a Maximo Manage license (except for established Maximo Application Suite connectors) would include things like a HR system with personnel information, pay rates and certification data that is synched into a labor record in Maximo Manage on a regular basis; an ERP system that manages all the Item/Inventory and purchasing transactions that pushes updates like new item records or receipts into Manage; or a Scada or other system with operational asset data being pushed into an asset meter reading record. In all of these cases the external system is the system of record and the synchronization of that data into Maximo Manage does not require an end user license.
- Maximo Manage Self Service applications/use cases are exempt from licensing.
 - For example, a college creates a web app that enables students to create service requests to report problems/incidents in the dorms. This is the same as users of the Manage self-service service request (create/view) applications, for which users do not require a license entitlement.
- Extracting Maximo Manage data is for reporting purposes only.
 - A user is emailed a copy of a report from Maximo Manage.
 - Maximo Manage data is copied into data warehouse (no updates back into Maximo Manage).
 - In these cases, there is no license required for users receiving data in this way.

Modules and applications in Maximo Application Suite 9.1

- [Manage Modules](#)
- [Manage Industry Solution and Add-on Modules](#)
- [Maximo Real Estate and Facilities AppPoints consumption](#)

Maximo Manage modules

The following table lists the modules and applications that are included in Maximo Manage. The applications are organized and grouped by module.

Table 4. Modules and applications in Maximo Application Suite suite administration	
Maximo Application Suite	
Module and sub-module	Application
Application administration	Mobile configuration
	Application configuration
Security	User
	Security groups

Table 5. Modules and applications in Maximo Manage

Maximo Manage		
Maximo Manage		
Module and sub-module	Sub-module	Application
Administration		Sets
		Organizations
		Calendars
		Bulletin Board
		Communication Templates
		Report Administration
		Conditional Expression Manager
		Classifications
		Work View
		Service Addresses
		Map Manager
		Record Release
		Time Zone Rules
		Scheduler Administration
		Push Notification Administration
		Synchronization ArcGIS
		Work Queue Manager
		Guest User
		AI Configuration
		Visual Inspection Models
Resources	Labor	
		Qualifications
		People
		Person Group
		Crafts
		Crew Types
		Crews
KPI	KPI Manager	
		KPI Templates
Scheduler Administration	Appointment Book Manager	
		Scheduling Alternate Resource
		Configure ToolTips
		Scheduler Data Manager

Table 5. Modules and applications in Maximo Manage (continued)

Maximo Manage		
Module and sub-module	Sub-module	Application
		Optimizer Administrator
Analytics		Report Viewer
		KPI Viewer
		Design Data Sets
		Business Analyst
Assets		Assets
		Asset Templates
		Locations
		Features
		Meters
		Relationships
		Meter Groups
		Condition Monitoring
		Failure Codes
		Reliability Strategies
	Role Based Applications	Asset Manager
Building Information Models		BIM Projects
Contracts		Purchase Contracts
		Lease Rental Contracts
		Labor Rate Contracts
		Master Contracts
		Warranty Contracts
		Terms and Conditions
Financial		Currency Codes
		Exchange Rates
		Chart of Accounts
		Cost Management
		Budget Monitoring
Integration		Object Structures
		Publish Channels
		Invocation Channels
		Enterprise Services
		Web Services Library

Table 5. Modules and applications in Maximo Manage (continued)

Maximo Manage		
Module and sub-module		
Module and sub-module	Sub-module	Application
		End Points
		External Systems
		Logical Management Operations
		Integration Modules
		Launch in Context
		Message Tracking
		Message Reprocessing
	Interactions	Create Interaction
		Interactions
		OSLC Providers
		OSLC Resources
		JSON Resources
		JSON Mapping
		Notifications
Inventory		Item Master
		Service Items
		Tools
		Stocked Tools
		Inventory
		Inventory Usage
		Shipment Receiving
		Condition Codes
		Storerooms
		Collections
		Count Book
	Role Based Application	Inventory Counting
		Inventory Receiving
		Issues and Transfers
Planning and Scheduling		Graphical Assignment
		Graphical Work Week
		Graphical Scheduling
		Graphical Appointment Book
		Graphical Crew Management

Table 5. Modules and applications in Maximo Manage (continued)

Maximo Manage		
Module and sub-module	Sub-module	Application
		Graphical Resource View
		Scheduling Dashboard
		Dispatching Dashboard
		Planning Dashboard
		LBS Location History
Planning		Job Plans
		Routes
		Inspection Forms
	Safety	Hazards
		Precautions
		Lock Out / Tag Out
		Safety Plans
		Data Sheet Template
Preventive Maintenance		Preventive Maintenance
		Master PM
Purchasing		Purchase Requisitions
		Purchase Orders
		Receiving
		Shipment Receiving
		Invoices
		Request for Quotations
		Companies
		Company Master
		Terms and Conditions
Security		Security Groups (Manage)
		Users (Manage)
Self Service		
	Desktop Requisitions	Create Requisitions
		View Requisitions
		View Templates
		View Drafts
	Service Requests	Create Service Request
		View Service Request

Table 5. Modules and applications in Maximo Manage (continued)

Maximo Manage		
Module and sub-module		
Module and sub-module	Sub-module	Application
		Search Solutions
	Role Based Applications	Service Request
Service Level		Service Level Agreements
		Service Groups
Service Desk		Activities and Tasks
		Service Requests
		Solutions
		Ticket Templates
System Configuration		
	Platform Configuration	System Properties
		Logging
		Domains
		Database Configuration
		Application Designer
		Communication Templates
		Actions
		Roles
		Escalations
		Workflow Designer
		Workflow Administration
		Cron Task Setup
		E-mail Listeners
		Web Services Library
		Launch in Context
		Instant Messaging Configuration
		Automation Scripts
	Migration	Object Structures
		Migration Manager
		Migration Groups
		Migration Collections
		Maximo Management Interface
Task Management		Activities and Tasks
Work Orders		Work Order Tracking

Table 5. Modules and applications in Maximo Manage (continued)

Maximo Manage

Module and sub-module	Sub-module	Application
		Labor Reporting
		Quick Reporting
		Activities and Tasks
		Assignment Manager
		Service Requests
	Work Centers	Conduct an Inspection
	Role Based Applications	Inspections
		Technician
		Work Approval
		Service Request

Maximo Manage industry solution and Add-on modules

The following table lists the modules for Maximo Manage industry solutions and add-on modules.

Table 6. Industry solutions and add-on modules in Maximo Manage. Industry solutions and add-on modules in Maximo Manage

Industry or Add-on	Modules
Asset Configuration Manager (ACM)	Asset Configuration Manager
	Flight Logs
Service Provider (SP)	Service Provider (SP)
Health, Safety and Environment (HSE)	Change (HSE)
	Operations (HSE)
	Safety and Quality Management (HSE)
Oil & Gas	Change (Oil)
	Operations (Oil)
	Safety and Quality Management (Oil)
Transportation	Data Import (Tr)
	Motor Pool (Tr)
	Warranties (Tr)
Nuclear	Configuration Change (Nuc)
	Operation Management (Nuc)
	Permits (Nuc)
	Condition Report (Nuc)

Table 6. Industry solutions and add-on modules in Maximo Manage. Industry solutions and add-on modules in Maximo Manage (continued)

Industry or Add-on	Modules
Aviation	Aircraft and Equipment
	Configuration Management
	Consists
	Data Import
	Flight Log
	Exchange Orders
	Motor Pool
	Operations
	Safety and Quality Management
	Warranties

Maximo Real Estate and Facilities AppPoints consumption

User are entitled to use all applications and components in the assigned tier.

<i>Table 7. Access type for Maximo Real Estate and Facilities users</i>						
Access type	Acquire and Dispose	Build-out	Populate portfolio data	Administer real estate	Experience	Maintain
Self service • Authorized user 0 AppPoints • Concurrent users 0 AppPoints	<ul style="list-style-type: none"> • Service requests • News • Real estate requests 	<ul style="list-style-type: none"> • Service requests • News • Project requests 		<ul style="list-style-type: none"> • Service requests • News • Real estate requests 	<ul style="list-style-type: none"> • Service request • Locate • News • Move requests 	<ul style="list-style-type: none"> • Service request • News • Product requests

Table 7. Access type for Maximo Real Estate and Facilities users (continued)

Access type	Acquire and Dispose	Build-out	Populate portfolio data	Administer real estate	Experience	Maintain
Limited • Authorized user 2 AppPoints • Concurrent users 5 AppPoints	<ul style="list-style-type: none"> • Self service access • Reports and metrics • Approvals • Contract requests • Offline forms 	<ul style="list-style-type: none"> • Self service access • Reports and metrics • Approvals • Vendor bid response • Change requests • Project tasks • Offline forms 	<ul style="list-style-type: none"> • Self service access • Floor plan reports 	<ul style="list-style-type: none"> • Self service access • Reports and metrics • Approvals • Contract requests • Offline forms 	<ul style="list-style-type: none"> • Self service access • Reports and metrics • Approvals • Move & reserve tasks • Space assessment • Offline forms 	<ul style="list-style-type: none"> • Self service access • Reports and metrics • Approvals • Work tasks exec • Contact center • Offline forms

Table 7. Access type for Maximo Real Estate and Facilities users (continued)

Access type	Acquire and Dispose	Build-out	Populate portfolio data	Administer real estate	Experience	Maintain
Base • Authorized user 3 AppPoints • Concurrent users 10 AppPoints	<ul style="list-style-type: none"> Limited access Advanced scenarios Transaction management Portfolio planning 	<ul style="list-style-type: none"> Limited access Cost management Schedule management Purchase order approvals Procurement management Program management Facility condition assessment 	<ul style="list-style-type: none"> Limited access Drawing and model management Energy star benchmarking 	<ul style="list-style-type: none"> Limited access Real estate lease administration AR tenant tracking Payment processing Generate journal entries 	<ul style="list-style-type: none"> Limited access Space planning Move management Reserve coordination Facility project management Strategic planning 	<ul style="list-style-type: none"> Limited access FCA inspections O&M management Model management Asset lease administration Facility project management Facility condition assessment Opportunity analysis Work requests from SNMP alerts Energy and waste log management Utility invoice tracking
Premium • Authorized user 5 AppPoints • Concurrent users 15 AppPoints			<ul style="list-style-type: none"> Base Configuration tools 			

Table 7. Access type for Maximo Real Estate and Facilities users (continued)

Access type	Acquire and Dispose	Build-out	Populate portfolio data	Administer real estate	Experience	Maintain
Reserve + room panel • Install user			<ul style="list-style-type: none"> • Tier 1 20 AppPoints <10K reserve users • Tier 2 120 AppPoints 10K-100K reserve users • Tier 3 200 AppPoints >100K reserve users 		<ul style="list-style-type: none"> • Self service access • Room and desk reservations 	

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