

IBM Maximo Application Suite as a Service provides a streamlined purchasing and consumption option that consists of application, hosting, and operations in a single package

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Overview

IBM^(R) Maximo^(R) Application Suite as a Service offers a single point of access to a full suite of asset lifecycle management capabilities. This new software as a service offering is an intelligent asset management (EAM) solution that puts data and AI to work across your enterprise operations, with the convenience of a hosted SaaS environment operated by IBM.

Maximo Application Suite as a Service offers a simplified and flexible consumption-based licensing structure that is scalable to suit customers' needs. Additionally, a single license entitles customers to all infrastructure and services required for Maximo Application Suite, eliminating the need to separately purchase and provision multiple components.

Maximo Application Suite as a Service provides an operational environment that is deployed on Amazon Web Services (AWS) and operated and managed on a continuous basis by IBM Site Reliability Engineering (SRE) specialists using proven practices that are designed to be effective. This collaboration equips customers with an industry-leading asset management system from IBM that is supported by the scale, agility, and cost-efficiency of AWS and offers the following features and benefits:

- Entitlements to Maximo Application Suite software and AWS infrastructure that are combined into a single subscription part.
- Deployment of Maximo Application Suite on AWS through Red Hat^(R) OpenShift^(R) on AWS (ROSA)
- Installation, configuration, platform upgrades, application operations, database management, infrastructure, and network management, including Red Hat OpenShift application installation, all of which are included in the SaaS subscription.
- Support from experienced IBM service and operational specialists.
- Potential for increased productivity with a focus on business decisions and innovation rather than system maintenance.
- Efficiencies from flexible on-demand deployments that remove the barriers of installation requirements and upfront investments. Organizations can start with only the components they need and pay for only the applications they use.
- Potential cost, operational, and labour savings from shifting the burden of security and compliance tasks to IBM specialists.

The Maximo Application Suite portfolio of offerings can enable organizations to obtain operational visibility of assets through their lifecycle with the potential for faster ROI, increased productivity, and operational uptime.

Key requirements

One of the following web browsers:

- Apple Safari 15.2, or later
- Google Chrome 98, or later
- Microsoft™ Edge 98, or later
- Mozilla Firefox 97, or later

Planned availability date

June 28, 2022

Availability within a country is subject to local legal requirements.

See the [Availability of national languages](#) section for national language availability.

Description

Maximo Application Suite as a Service (5900-AMG)

Maximo Manage provides robust asset lifecycle management and maintenance management functionality that helps organizations improve asset life and lower cost of ownership. The following select Maximo Manage industry-specific and add-on products are available with Maximo Application Suite as a Service.

Maximo Manage industry solutions:

- IBM Maximo Utilities
- IBM Maximo Oil and Gas
- IBM Maximo Nuclear
- IBM Maximo Transportation
- IBM Maximo Aviation
- IBM Maximo Civil Infrastructure

Maximo Manage add-ons:

- IBM Maximo Service Provider
- IBM Maximo Health, Safety and Environment
- IBM Maximo Asset Configuration Manager
- IBM Maximo Spatial
- IBM Maximo Connector for Oracle Applications
- IBM Maximo Connector for SAP Applications
- IBM Maximo Mobile
- IBM Maximo Anywhere

Maximo Manage

Maximo Manage unifies robust asset lifecycle and maintenance management activities, providing insight into all enterprise assets, their conditions and work processes to assist clients with better planning and control.

Maximo Manage includes the following capabilities:

- **Work management.** Asset-intensive organizations need to centrally manage planned and unplanned work activities, from initial request through completion and recording of actuals. Mobile workers need to accomplish more in the field, from reading meters, to capturing electronic signatures, to using bar code and RFID capabilities for asset tracking and management. The right combination of features can streamline work processes for increased productivity.
- **Asset management.** An effective asset management solution must manage and optimize the use of all assets to promote greater asset availability, reliability, and performance. The result may extend the asset's life because assets are better maintained. The capability to gather and analyze data about asset operations helps an organization to move from corrective maintenance (repairs made after a problem occurs) to preventive maintenance (scheduled repairs based on experience). The last step is a move to predictive maintenance (repairs made because data for a particular asset indicates that a failure is imminent).
- **Planning and scheduling.** Planners and schedulers are at the heart of optimised work processes. To lower maintenance costs and improve resource usage, personnel need to graphically view all work orders and preventive maintenance schedules on a Gantt chart. Intuitive navigation through work orders can help dispatchers manage task and work dependencies.
- **Crews dispatched for special jobs in remote locations** have an acute need for the proper skills, tools, and documentation, which is an expensive strategy used in the most critical situations. In addition, the capability to locate and track field resources on a public map can help improve workforce management and help increase the efficiencies of emergency work.
- **Supply chain management.** As traditional business assets become more technology-enabled, operations and IT functions are increasingly converging in today's fast-paced business and technology environments. As a result, one way to effectively manage operational applications is to consolidate them. Organizations that seek to better manage their supply chains must:
 - Find support that can manage a wide variety of asset types and maintenance information
 - Establish a single technology system to manage virtually all asset types and information (for example, production, linear, facilities, transportation, and infrastructure) including calibration support and use of mobile capabilities
 - Have an integrated asset management solution that enables optimal return on assets, assists customers with their regulatory compliance with regulations and helps minimise risk
 - Develop smarter processes and provide users with an innovative, fully integrated supply chain management system designed for asset intensive industries
- **Mobility.** The widespread adoption of mobile technologies requires today's engineers, field technicians, and other business staff to use smart mobile devices to get their work done. These workers need to complete their projects within an optimised, IT-approved environment. By taking advantage of device-specific capabilities such as photos and voice-to-text features, mobile solutions enable technicians to capture the right information at the right time.
- **Calibration.** This capability provides requirements for traceability and reverse traceability, calibration history data, calibration data sheets, and reporting.
- **Linear Assets.** This capability is used for managing assets such as roads, pipelines, rail lines, and transmission lines. The linear visual control feature is designed to provide an improved user experience when administering linear assets.

Maximo Manage has options that address the special needs of industries:

- **Utilities.** Provides special capabilities for linear assets, configuration management, and crew schedule or dispatching based on geospatial visual

management tools. Suitable for transmission and distribution in water and wastewater, gas, and electric power.

- Oil and gas, mining, and metals. Focuses on operational excellence by helping clients integrate safety, reliability, compliance, and performance into work management. Helps reduce costs through standardization, collaboration, and the adoption of better operational practices.
- Manufacturing. Helps industries such as automotive, aerospace and defence, electronics or industrial products, food and beverage, or consumer products manage all their assets and maintenance activities. Uses concepts such as proper Lean Six Sigma terminology and complements product lifecycle management requirements.
- Life sciences. Helps monitor, track, and manage equipment, facilities, mobile, and IT-enabled assets. Use calibration to manage tools, traceability, and management of e-signature and gold standards.
- Healthcare. Helps manage the complex relationship between facilities and equipment readiness. Tracks and locates critical assets, monitors facility conditions, helps clients comply with reporting requirements and integrates with operational health information systems.
- Nuclear power. Helps nuclear organizations manage work and asset management regulations through detailed state management, workflows, escalations, and e-signature. Suitable to assist in the management of client activities within stringent regulatory environments due to compliance, health, safety, and security.
- Transportation. Provides detailed asset configuration management, fuel management, drivers' logs, and bay scheduling tools to help improve the availability and use of critical transportation assets in organizations that operate rail, road, and air traffic or logistics.
- Service providers. Helps manage profitability and SLAs by linking customer service commitments with field teams that deliver services. Related service management activities for multiple customers are managed in a single cloud-based deployed instance that is accessible by an Android or Apple mobile device.

For more information about compatibility and coexistence for Maximo Manage and the Maximo Manage add-ons and industry solutions that are included with Maximo Application Suite, see the [IBM Maximo Application Suite](#) website.

Maximo Manage industry solutions

Maximo Utilities

Maximo Utilities helps enable clients in the electric, gas, and water utility industries to efficiently and effectively manage all their assets that are used in the transmission and distribution of electricity, gas, and water. The solution addresses key business challenges by optimizing asset performance, assisting clients in complying with industry regulations, and leveraging industry best practices. This solution is configurable to help clients keep pace with the ever-changing business and regulatory requirements of utilities. Additional capabilities support advanced planning and scheduling in Maximo Utilities including CPM for Crews, and Work Crew Gantt View.

Maximo Oil and Gas

Helps transform business models by integrating work and asset management, assisting clients with meeting their health and safety requirements, and integrated operations in a way that becomes essential for oil and gas businesses. This evolving offering can help businesses improve operational efficiency and effectiveness, help businesses meet their quality and safety requirements, and maintain their regulatory and compliance standards.

Key features and capabilities of Maximo Oil and Gas and Maximo Health, Safety and Environment Manager are:

- Isolation Management application. To efficiently manage the work activities around isolating assets or locations that operate in a potentially dangerous environment, you can use the Isolation Management application. By using this

application, you can create isolation certificates that provide a system of control to assist client with its plant and personnel safety procedures.

- Operational Actions application. To efficiently manage the actions that are assigned to you or to your group, across multiple applications, you can use the Operational Actions application. By using this application, you can manage all of the actions for any Maximo Health, Safety and Environment Manager application for which actions are defined. You can review the actions that are to be completed, mark actions as complete, and add actions to an application. You can also create queries that are based on search fields that you choose and create reports from those queries.
- Operator Log Book application. With this application, clients can review all the shift logs and their entries that relate to an asset or a location. Operator log books link shift logs together into a log book. An operator log book facilitates the organization of shift logs. Personnel who are taking over from an earlier work shift can review the progression of events and be aware of the possible need for action.
- Ticket Templates application. Applying standardized templates to common and high-volume tickets saves time by letting the system populate values from the template into fields on the ticket. Clients can create and manage templates by using the Ticket Templates application. Clients can also add frequently used ticket templates to your Quick Insert portlet.

Maximo Nuclear

Maximo Nuclear is a robust enterprise asset management system that helps manage the lifecycle of assets of nuclear plants and fleets. It streamlines and automates key asset management processes while providing a single platform for managing all asset types. It also supports industry-specific requirements by modeling nuclear objects and business processes, including:

- Technical specifications
- Clearances
- Permits
- Surveillance testing
- Corrective actions

Maximo Nuclear offers Extended Operational Management with major functionality added for complex capabilities required by nuclear power and other sophisticated power generation users.

Maximo Transportation

Maximo Transportation provides enterprise asset management to improve the productivity of all types of transportation assets. Assets include fleets of cars, trucks, buses, locomotives, rail vehicles, aircraft, vessels, and related linear assets. The software helps organizations meet regulatory requirements, extend asset life, optimize parts management, reduce road calls, and increase planned maintenance.

This industry-specific solution helps manage critical aspects of each asset's lifecycle, while providing key capabilities such as automated alerts, campaigns, lifecycle accounting, fuel system integration, industry codes, motor pool capabilities, telematics integration, driver logs, warranty recovery, recent and repeat repair notification and mechanics clipboard. Maximo Transportation helps clients address the stringent requirements of regulatory bodies, while also adhering to industry-standard coding structures for industries such as trucking, rail, and aviation. Best practices are built into the solution to help extend asset life, optimize spare parts management, reduce road calls and incidents, and increase planned maintenance.

This is a robust solution for managing all transportation asset types, including fleets of cars, trucks, buses, locomotives and rail vehicles, aircraft, and vessels, adding capabilities to Maximo Manage. It can be combined with Maximo Asset Configuration Manager to support maintenance, repair, and overhaul of aircraft.

Maximo Transportation provides:

- Advanced asset management capabilities for equipment status, metre change out and history, metre import, position codes, serial number changes and warranty recovery
- Enhanced work management capabilities for campaigns, industry codes, labour certification, maintenance alerts, mechanics clipboard and outside repair orders
- Extended inventory management features for cycle counting and fuel tank management

Maximo Aviation

Maximo Aviation provides robust lifecycle management and maintenance management capabilities for both rotary and fixed wing aircraft. Its focused tool set can help organizations that provide maintenance, repair, and overhaul services in the aviation market to improve the performance of their operations. With its advanced asset management functions, Maximo Aviation can help your organization improve asset life, reduce aircraft downtime, and lower the cost of ownership.

Maximo Aviation feature set includes:

- Enhanced data access control that provides more fine-grained access control to data
- Maintenance program management for equipment that enables equipment maintenance tasks to be defined as part of the operator maintenance program (OMP)
- Work package enhancements that enable users to define and manage the contents of a work package that is aligned to the operational processes of an organization
- Capability to allocate aircraft to flight schedules, validate the availability of the aircraft against planned maintenance, and import flight schedules from third-party applications
- Capability to define preflight checks and aircraft preparation in advance of the planned flights
- Capability to view the current role of an aircraft (for example, commercial) and to apply role changes based on predefined job cards
- Enhanced receiving and inspection process
- Integrated shipment and inventory usage processes
- Capability to provide a fixed price quote
- Support for customer tool rentals
- Support for calibration

Maximo Civil Infrastructure

Maximo Civil Infrastructure integrates current IBM asset lifecycle management capabilities to support operators in monitoring the condition of civil infrastructure, such as bridges, roads, and tunnels throughout the lifecycle of the infrastructure. It integrates inspection, anomaly tracking, and maintenance activities to help organizations improve asset life, keep critical systems up and running, and potentially lower total cost of ownership of civil infrastructure.

Maximo Civil Infrastructure provides the capability to:

- Track and manage assets, including components of a structure, such as cables, hangers, and decks as well as related assets, such as fans, dampers, and dehumidifiers
- Manage planned and unplanned work activities, ranging from routine maintenance to complex structure updates
- Perform and record the results of inspections on steel and concrete structures, roads, rails, and related equipment
- Track contractor work, purchase orders, and contracts

- Visualize planned work and anomalies in asset, linear, spatial, or schematic views, accounting for the differing user interactions based on the different structures

Maximo Civil Infrastructure provides infrastructure owners an accurate account of the history, condition, and planned activity related to assets on and in bridges, roads, tunnels, and railways. With Maximo Civil Infrastructure, organizations can more efficiently inspect structures and manage the anomalies identified during inspections as well as manage routine work on structures. In addition, it supports for the connection of sensors on structures to gain deeper insights into the infrastructure that they are managing.

Maximo Civil Infrastructure enhances core Maximo Manage functionality using the add-ons needed to perform the initial configuration of security groups to focus on the applications most relevant to the management of civil infrastructure. With Maximo Civil Infrastructure, organizations can begin the journey towards more automated and intelligent management of civil infrastructure.

Maximo Manage add-ons

Maximo Service Provider

This solution delivers a suite of applications that can help your organization manage customer agreements, service delivery, customer billing, and supplier contracts. Maximo Service Provider supports service as a business and features extensive capabilities in service management for relevant asset classes. This Maximo solution is designed to meet the needs of clients who manage assets and services for customers, as a business, or clients who manage assets and services within an enterprise and bill internally for those services.

Maximo Service Provider provides:

- Enhanced visibility to price summaries within the customer estimate and customer bill
- Capability to enable pricing rules to be set on a group of work orders
- Feature that enables the price of billable work orders to be split or distributed between multiple customers

Maximo Health, Safety and Environment

Maximo Health, Safety and Environment can help transform business models by integrating work, asset management, and health and safety functions. This offering can help businesses improve operational efficiency and effectiveness, helps businesses meet its safety requirements and its regulatory and compliance standards.

Some key new or enhanced features and capabilities of Maximo Health, Safety and Environment:

- Incident management. Log safety observations; report hazards; create communications short cuts; identify persons impacted by incidents and external witnesses, record injured witnesses, and injury and illness details; attach related documents, capture risk and consequence and assess impact; identify and log multiple assets, locations, and configuration items.
- Investigations. Record a sequence of events with an investigation.
- Management of change. Document a prestart safety review within Maximo so that all relevant information to support a change is in one place.
- Operator log. Capture the details related to a production loss during log entry; add crossover domains for all users to define applicable field where the incident should be logged.
- Permit to work. Locate passing valves and identify isolation schemes.
- Chemical management. Distinguish chemical items and incorporate any chemical specific inventory management process.

- Operational risk assessment. Circulate risk assessments for multiple reviews and approval so that risks are thoroughly evaluated by multiple persons.

Maximo Asset Configuration Manager

This module is an add-on to Maximo Manage that helps organizations manage the configuration of high-value, complex, and regulated assets such as aircraft and rail vehicles. It provides near real-time calculation of an asset's configuration and the life of each component of the asset, enabling more accurate system and component analysis and reporting.

Maximo Asset Configuration Manager provides:

- Task card data importing enhancement that allows for an estimated due date (which is provided by an external system) to override the standard logic associated with a task card due date.
- Build Data Interpreter (BDI) capability to clearly indicate to the user that there is no BDI status associated with the record. A new icon with a textual indicator is automatically displayed based on the status of the record.
- Technical Records capability to help ensure that the BDI does not validate Technical Records to improve performance where validation is not required.
- Task card generation behavior enhancements to prompt an appropriate manual review of the Technical Record requirement when it is automatically generated by the system.
- Model application enhancement of the part number search capability to enable a user to easily identify the part numbers that apply to their respective build items.
- Work order enhancement to close or update a work order when a task card or job card is deleted or modified, so that the user is fully aware of any changes that are made and help maintain compliance.

Maximo Spatial

Maximo Spatial enables users to visualize all assets and work in their geospatial context to optimize resources and decisions supporting Spatial Business Analysis. Maximo Spatial will continue to improve its ability to operate on multiple GIS platforms using JavaScript, the REST API, and SQL that creates and updates GIS features at the databases level. The Spatial architecture supports Federated Databases and the capability to manage authorization and consumption of external data in a security-rich environment while using Maximo Manage.

Maximo Connector for Oracle Applications

Maximo Connector for Oracle Applications provides bidirectional, process-wide connectivity between Maximo Manage based products and Oracle E-Business Suite 12. The connector simplifies and accelerates Manage deployment in the enterprise and supports ongoing near real-time data exchange between Manage and Oracle ERP systems. The connector provides a library of predefined integrations supporting various business process integration scenarios for asset, work, material, procurement, human resources, and financials. Users can select the integrations that best suit their business scenarios to support their day-to-day operations. Predefined integrations can be easily extended, and new integrations can be added with its intuitive, easy-to-use development, configuration, and deployment environment.

Maximo Connector for Oracle Applications helps reduce and manage the cost of initial and ongoing integration between Maximo Manage based products and Oracle E-Business Suite 12 and streamlines business processes spanning across Maximo and Oracle E-Business Suite 12 through automation and real-time data exchanges.

Maximo Connector for SAP Applications

Maximo Connector for SAP Applications provides bidirectional, process-wide connectivity between Maximo based products and SAP ERP 6.0. The adapter simplifies and accelerates Maximo deployment in the enterprise and support ongoing near real-time data exchange between Maximo and SAP. The adapter provides a

library of predefined integrations supporting various business process integration scenarios for asset, work, material, procurement, human resources, and financials. Users can select the integrations that best suit their business scenarios to support their day-to-day operations. Predefined integrations can be extended, and new integrations can be added with its intuitive, easy-to-use development, configuration, and deployment environment.

Maximo Connector for SAP Applications helps reduce and manage the cost of initial and ongoing integration between IBM Maximo Manage based products and SAP ERP 6.0 and streamlines business processes spanning across Manage and SAP ERP 6.0 through automation and real-time data exchanges.

Maximo Connector for SAP Applications:

- Delivers support for integration to SAP
- Enables clients to integrate with SAP through a ready-to-use adapter with preconfigured integration points
- Delivers support for S/4HANA

Maximo Mobile

Maximo Mobile is designed to improve technician productivity and work engagement. With this offering, technicians can work with the right information at the right time in one single, intuitive application. Maximo Mobile is available in connected and disconnected mode and helps clients to gain improved results and productivity, with more satisfied and autonomous technicians.

Maximo Anywhere

Maximo Anywhere clients who want to continue to use any of its nine mobile applications, can enable this access through this add-on to Maximo Manage. When installed, the Maximo Anywhere applications co-exist with Maximo Mobile. Maximo Anywhere applications also enable OpenID Connect (OIDC) authentication to Maximo Application Suite and consumption of AppPoints.

Availability of national languages

IBM Maximo Application Suite as a Service is available in the following languages:

- English
- Brazilian Portuguese
- Croatian
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Russian
- Simplified Chinese
- Slovak

- Slovenian
- Spanish
- Swedish
- Traditional Chinese
- Turkish

Translation information, if available, can be found at the [Translation Reports](#) website.

Program number

| Program number | VRM | Program name |
|----------------|---------------|---|
| 5900-AMG | Cloud service | IBM Maximo Application Suite as a Service |

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)} and Passport Advantage Express](#) website.

Publications

English and national language product documentation can be accessed in IBM Documentation on the general availability date:

- [IBM Maximo Application Suite documentation](#)

Services

IBM Systems Lab Services

Systems Lab Services offers infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, Systems Lab Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business. Systems Lab Services consultants can perform infrastructure services for clients on-line or onsite, offering deep technical expertise, valuable tools, and successful methodologies. Systems Lab Services is designed to help clients solve business challenges, gain new skills, and apply best practices.

Systems Lab Services offers a wide range of infrastructure services for IBM Power^(R) servers, IBM Storage systems, IBM Z^(R), and IBM LinuxONE. Systems Lab Services has a global presence and can deploy experienced consultants on-line or onsite around the world.

For assistance, contact Systems Lab Services at ibmsls@us.ibm.com.

To learn more, see the [IBM Systems Lab Services](#) website.

IBM ConsultingTM

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an

ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research^(R) and IBM Watson^(R) AI, IBM Consulting enables businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the [IBM Consulting](#) website.

IBM Technology Support Services (TSS)

Get preventive maintenance, onsite and remote support, and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client's environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data centre and hybrid cloud environment.

For details on available services, see the [Technology support for hybrid cloud environments](#) website.

IBM Expert Labs

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the [IBM Expert Labs](#) website.

IBM Security^(R) Expert Labs

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak^(R) for Security, IBM Security QRadar^(R)/QRoC, IBM Security SOAR/Resilient^(R), IBM i2^(R), IBM Security Verify, IBM Security Guardium^(R), and IBM Security MaaS360^(R).

For more information, contact Security Expert Labs at sel@us.ibm.com.

For additional information, see the [IBM Security Expert Labs](#) website.

Technical information

Specified operating environment

Hardware requirements

Not applicable.

Software requirements

One of the following web browsers:

- Apple Safari 15.2, or later
- Google Chrome 98, or later
- Microsoft Edge 98, or later
- Mozilla Firefox 97, or later

IBM Support

[IBM Support](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills. Learn and stay informed about the transformation of IBM Support, including new tools, new processes, and new capabilities, by going to the [IBM Support Insider](#).

Additional IBM support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering for Systems at sysgarage@ibm.com.

Planning information

Packaging

Not applicable.

Direct client support

Direct customer support is provided by IBM Operational Support Services - SoftwareXcel. This fee service enhances your productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services - SoftwareXcel helps answer questions pertaining to usage and suspected software defects for eligible products. Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).

For technical support or assistance, contact your IBM representative or go to the [IBM Support](#) website.

Ordering information

For ordering information, consult your IBM representative or IBM Business Partner, or go to the [Passport Advantage](#) website.

This program is available only through Passport Advantage.

These products may only be sold directly by IBM or by IBM Business Partners.

To locate IBM Business Partners in your geography, see the [Find a Business Partner](#) page.

Passport Advantage

IBM Maximo Application Suite as a Service introduces the following part numbers:

| Part number description | Part number |
|---|-------------|
| IBM Maximo Application Suite as a Service for Other Public Clouds AppPoint Subscription per Month | D0A51ZX |
| IBM Maximo Application Suite as a Service for Other Public Clouds AppPoint Overage | D0A52ZX |

Charge metric

The charge metrics for this cloud service and can be found in the following Service Description document (available at general availability):

| Program identifier | Service Description document title | Service Description document number |
|--------------------|---|-------------------------------------|
| 5900-AMG | IBM Maximo Application Suite as a Service for Other Public Clouds | i126-9424 |

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. Clients will always be directed to the most current published version of the Service Description. To review older versions, use the "Version" drop-down menu to the left of the displayed Service Description to select a previous version.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of cloud services from IBM consist of either the IBM Cloud^(R) Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use - General Terms for Cloud Offerings and the applicable offering Service Description.

Technical support

Technical support is provided for cloud services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the cloud service, as applicable, and therefore governed by the applicable agreement as defined in client's quote or transaction document. Technical support is included with the cloud service and is not available as a separate offering.

Additional technical support information for this cloud service offering may be found in the [IBM Support Guide](#) or in service-specific documentation.

Service Description

The following Service Description document applies to the offering in this announcement (available at general availability).

| Program identifier | Service Description document title | Service Description document number |
|--------------------|---|-------------------------------------|
| 5900-AMG | IBM Maximo Application Suite as a Service for Other Public Clouds | i126-9424 |

Follow-on levels of this cloud service, if any, may have updated terms. Clients will always be directed to the most current published version of the Service Description. To review older versions, use the "Version" drop-down menu to the left of the displayed Service Description to select a previous version.

Limited warranty

See the warranty defined in the applicable agreement governing client's acquisition for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Educational allowance available

No

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Prices are subject to change without notice.

GST, QST, and sales taxes, where applicable, are extra.

For additional information and current prices, contact your local IBM representative or IBM Business Partner.

Business Partner information

If you are an IBM Business Partner acquiring products from IBM, you may link to Passport Advantage On-line for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the [IBM Passport Advantage](#) or [IBM PartnerWorld^{\(R\)}](#) website.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or IBM Business Partner. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

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