

Watson IoT™

IBM® Maximo® Scheduler Plus

Optimize Your Maintenance and Service Scheduling

Maximo Scheduler Plus is an advanced work management solution that gives businesses the tools they need to manage both field workforce and complex projects like shutdowns, outages and turnarounds.

Today, even advanced businesses are using the wrong tools for the job when it comes to scheduling their maintenance and service workers. Planning and scheduling and often still takes place on post-it notes, and complex projects are often managed in Excel spreadsheets—with work divided up by supervisors based on gut feel.

Critical factors like missing parts, skills and even severe weather slow down projects and lead to canceled commitments daily, and yet these factors remain key inhibitors to meeting customer expectations for work completion. Maintenance scheduling and service work that doesn't consider these factors will often result in unscheduled interruptions, cost overruns, dissatisfied customers and continued erosion of equipment reliability.

Solution

IBM is excited to announce Maximo Scheduler Plus, an advanced work management solution built upon Maximo Scheduler.

Businesses can optimize their maintenance and service scheduling practices, by combining real-time weather and asset data with powerful analytics to drive better insights and decision making. Schedulers and planners also get the right tools for managing complex projects: a graphical display that highlights the critical path, a percent complete at activity or schedule level, and a dashboard to track the project's progression.

Now you can make sure the right workers with the right skills, are working on the right tasks at the right time.

Benefits



Appointment booking:

Use real-time information to match up technicians and customers based on location, availability and technician's skillset. Customer notifications can simplify scheduling, cancellation and rescheduling.



Dynamic dispatching:

Tap into travel time and severe weather data in the field to rearrange worker schedules and daily priorities. Automatic refresh of the dispatch view shows the latest progress and work details as they are posted.



Weather Integration:

Schedule customer appointments and maintenance tasks based on up-to-date weather data. Planners and dispatchers can see and react to weather alerts, allowing them to schedule or reschedule work accordingly.



Tools for managing complex projects:

Model and manage complex network dependencies in a single graphical view. Identify and track the critical activities which, if delayed, will impact the project completion timeline.



Challenges

Recent studies have illustrated that without proper planning and scheduling, maintenance is at best haphazard and at worst costly and ineffective:

- A properly scheduled worker will complete



more work per day than one that is not.¹

- Smarter scheduling practices will help businesses recover as much as



worker per week.²

Intelligent Planning and Scheduling – Across Your Business

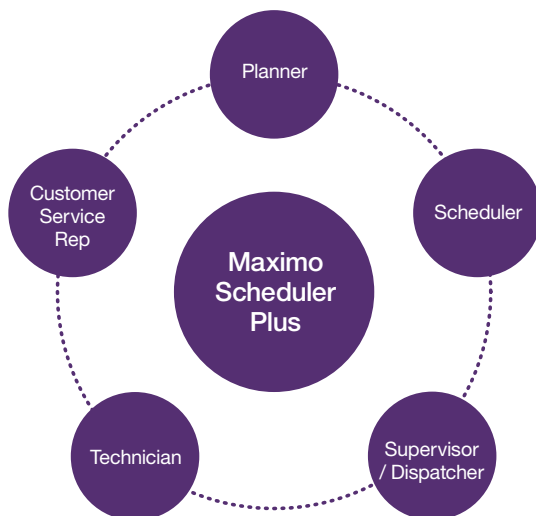
Smarter, data-driven scheduling with Maximo scheduling tools can have an impact across your organization.

- **Planner** must model work steps in job plans. With Scheduler Plus, can pull all work into a schedule and graphically link the relationship between various tasks to minimize downtime and maximize productivity.
- **Scheduler** assesses resource levels and creates rolling work schedules. With Scheduler Plus, can get a better understanding of constraints and eliminated unexpected surprises with all project details modeled in a single view.
- **Supervisor / Dispatcher** assigns work orders and monitors daily work of crew work in the field. With Scheduler Plus, will remove wasted work hours, leading to more crew time available.
- **Technician** receives assignments, must report on progress and completion. With Scheduler Plus, clear work instructions, the right parts and the right tools will enable faster job performance.
- **Customer Service Representative** insures that company meets customer expectations. With Scheduler Plus, can schedule / reschedule appointments with clear view into weather and certified technician availability and location.

Testimonial

“Scheduler Plus contains important new features for municipalities and utilities. We are often forced to delay or reschedule work because of forecasted snow, ice or high winds. Having weather data integrated with Watson IoT streamlines this process for us, while also letting us better manage appointments with residents and technician schedules for greater flexibility and efficiency.”

- David Peplinski, Service Manager, City of Cambridge, Canada



Learn More About IBM Watson IoT for Asset Management

To learn more about how Maximo Asset Management can help you manage your enterprise assets more effectively, contact your IBM representative or IBM Business Partner, or visit ibm.com/internet-of-things/iot-solutions/asset-management.

¹ <http://www.benteindebaere.be/data/uploads/pdfs/planningschedulingandcoordination.pdf>

² http://www.plantops.umich.edu/director/info/restructuring/PDFs/Work_Planning_Best_Practices_UofM.pdf

