

## IBM Maximo Scheduler

Optimize your maintenance and service scheduling



### 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 30% more work per day than one that is not.<sup>1</sup>
- Smarter scheduling practices will help businesses recover as much as 8 hours per worker per week.<sup>2</sup>

Maximo Scheduler is work management solution embedded in Maximo Enterprise Asset Management that provides organizations the tools they need to manage their simple and advanced planning, scheduling and assignment processes.

Often organizations use inefficient tools when it comes to planning, scheduling or assigning their maintenance and service workers. This 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 and limited visibility to other technicians, supervisors and management.

Critical factors like missing materials, tools, skills, labor availability 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 assignment tools that do not consider these factors from systems of record will often result in unscheduled interruptions, cost overruns, dissatisfied customers and continued erosion of equipment reliability.

## Solution

IBM Maximo Scheduler improves effectiveness of planners, schedulers and supervisors in managing maintenance and service scheduling processes by use of intuitive graphical views to quickly grasp task or project status, resource requirements and trade-offs and schedule and assign work based on their business objectives.

It offers a data driven approach with up-to-date, real-time status on work orders, resources & their calendars, shifts, availability, asset & location requirements through pre-built integration to Maximo EAM. The data-driven approach in combination with prescriptive analytics powered by enterprise grade optimization capabilities helps drive better insights and automation of decision making into the processes.

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

## Benefits

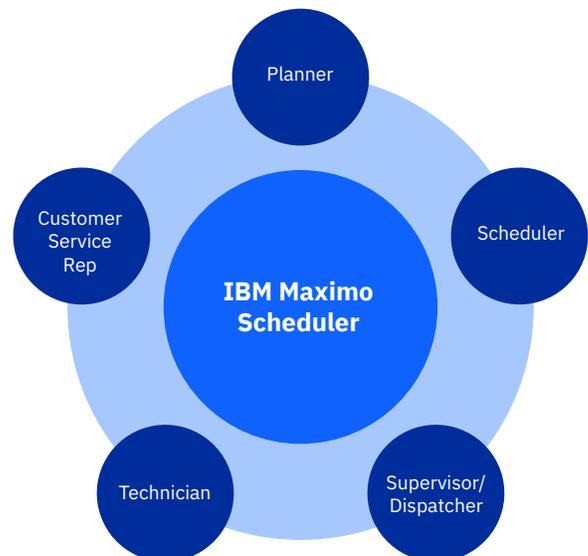
- **Scheduling of work:** Drag-and-drop scheduling helps visualize dependencies and make resource availability trade-offs. Track compliance KPIs for schedule break-ins and break-outs.
- **Assigning of work:** Schedule and assign work orders to technicians in a single application. Integrate assignments to technician's calendar.
- **Management of availability:** Calendar based view to manage workforce availability (time-off, vacations, training, etc.) that factor into scheduling and assignment of work.
- **Project management:** Incorporate complex network dependencies in a single graphical view for any volume of work orders. Identify and track the critical activities which will impact project completion.
- **Automate planning & scheduling processes:** Use enterprise-grade optimization models and technology offered through IBM Maximo Scheduler Optimization to automate scheduling and assignment decisions. Configure objectives and constraints to evaluate different business scenarios.
- **Data validation & quality:** Easily identify, understand and address issues with data required to support planning, scheduling and assigning best practices.

- **Preventive maintenance forecasting:** Build forecasts for preventive maintenance of capital-intensive assets and understand impact on maintenance budgets of resources and their costs.
- **Dynamic dispatching:** In a geo-spatial map interact with the daily dispatch of technicians to work orders, routes and work progression. Respond to emergencies, changes in weather alerts.
- **Appointment booking:** Customer service reps work with customers to find the right appointment window for a technician with the correct skill set to go to their location and solve their problem and keep them informed of progress.
- **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.

## Intelligent planning and scheduling – across your business

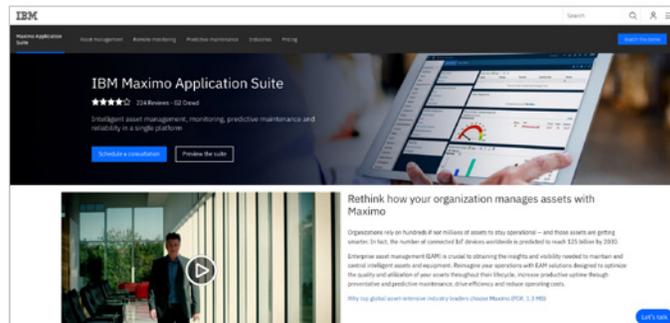
Smarter, data-driven scheduling with Maximo scheduling tools can have an impact across your organization.

- **Planner** can review graphically in Maximo Scheduler the resource workload and long-term budget impact of both preventive maintenance (PM) activities and work orders. Planner needs to model job plans, define PM frequencies and generate forecasts in Maximo as pre-requisite.



- **Scheduler** assesses resource levels and creates rolling work schedules. Maximo Scheduler can help in comprehensive understanding of constraints and eliminate unexpected surprises with from work schedules.
- **Supervisor / Dispatcher** assigns work orders and monitors daily work of crew work in the field. Maximo Scheduler will improve productivity by reducing wasted work hours leading to improved wrench-time
- **Technician** receives assignments, report on progress and completion. Maximo Scheduler provides clear work instructions, the right parts and the right tools to enable faster job performance.
- **Customer service representative** ensures that company meets customer expectations. Maximo Scheduler helps CSRs schedule / reschedule appointments with clear view into weather and technician availability windows and location.

## Learn more about Maximo Scheduler and the IBM Maximo Application Suite



Watch videos, read case studies, explore demos and more at our website: [ibm.biz/maximo-application-suite](http://ibm.biz/maximo-application-suite)

## Sources

- 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](http://www.plantops.umich.edu/director/info/restructuring/PDFs/Work_Planning_Best_Practices_UofM.pdf)



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Somers, NY 10589

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