Where you are and what it means

Your shop floor is a flurry of constant activity - and you like it that way. When your operations are in motion it means your assets are doing their job. But your workforce faces rigorous requirements to improve their ability to efficiently identify and resolve problems that impact the health of critical assets in the plant or in the field.

You also have an increasing number of critical assets generating large volumes of operational data, and you’re seeking a way to reconcile it and drive actionable insights. Just having the data is not enough. Answers and actions are what you seek.

On top of these challenges you have the added pressure of managing talent and knowledge retention due to an aging, siloed or lean workforce. This often leads to repeat repairs or repairs by trial and error.

This increase in asset complexity and scarcity of “tribal knowledge” is leading to rising maintenance costs and pressure on margins. By introducing artificial intelligence (AI), it is possible to offset many of these challenges by providing insights for problem diagnosis and faster, more accurate repair resolution. You are AI ready.

What’s next in your journey?

Take the leap into AI

Enable every technician to operate like your best technician. Taking the leap into AI is easier than it may seem. In fact, it is possible to start putting your data to work for you in a matter of days – or even hours. By using AI to improve your repair processes and get operational guidance, you are setting up your organization to face these challenges around your workforce and asset complexity head on.

70% of service organizations say an aging workforce will be a major challenge in the years to come.

Source: Needed
How can you start preparing

Define your objectives
Understand where you are and where you want to be. Documenting current status against your goals to lay out your action plan.

Think about questions such as:
- What are your repair goals?
- Do your field service teams use equipment or operating manuals?
- Do you have custom Root Cause Failure analyses or Failure Modes and Effects Analysis?
- Is it in the form of handwritten notes?
- Is it lying in your EAM or CMMS system?
- What tools are you currently using for predictive maintenance and analytics?
- Are mobile devices standard for technicians?

Collect documentation and data

Start with historical work orders, manuals, etc. Create a viable list with internal SMEs and external thought-leaders to craft a solid content foundation.
- Identify where repair processes for critical assets are stored
- Collect work history and operational data for these assets for the last 3 years.

Identify SME’s for knowledge capture. Who can supplement the written documentation with additional insight?

Prepare for change
Allow for change management. At the end of the day, you are dealing with people. You can have the most brilliant systems that nobody will accept if you don’t help them understand the benefit to them.

Is your organization ready? If you have insight, is your organization ready to use it? If not, what changes need to be put in place so that it is.

Other considerations
Set up an assessment with IBM. This can help understand use cases and challenges.

- What are your peers doing?
  - Understand industry best practices
  - Identify key learnings for your organization to experiment with

Define your biggest knowledge gaps. Answering these questions helps to pinpoint where to prioritize your focus.
- What skill sets are lacking?
- What are your most complex assets?
- Which assets cost you the most money when they go down?

Think big but start small. Once you’ve defined your goals, be careful not to bite off too much at once. Transformation takes time and it’s important to set reasonable expectations for the organization.
**Resources to learn more**

**Read a solution brief**
Read this two-page brief to understand how IBM Maximo APM – Equipment Maintenance Assistant uses artificial intelligence (AI) to accelerate problem diagnosis and repair.

*Read the brief ➔*

**Watch a demo**
This robot demo showcases how you can better predict equipment failures – and prescribe the right fix the first time – using AI and IBM Maximo APM – Equipment Maintenance Assistant.

*Watch the demo ➔*

**Visit the marketplace**
Start exploring the IBM Maximo APM – Equipment Maintenance Assistant solution.

*Explore now ➔*

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**Client story**

**IBM and U.S. Army:**
**Predictive Maintenance for Stryker Fleet**
The Army’s #1 priority is readiness. Hear how IBM Maximo APM – Equipment Maintenance Assistant can help them achieve this priority, as well as improve performance and reduce costs. Watson understands how challenging it can be to maintain fleets but he has a solution. He has the ability to understand maintenance issues long before they become problems by reading maintenance manuals and understanding work history to provide recommendations backed by expertise. Read more about how the U.S. Army is improving maintenance of their fleets and cutting costs by utilizing Watson and predictive maintenance.

*Watch video ➔*