

An AI-powered assistant for your field technician

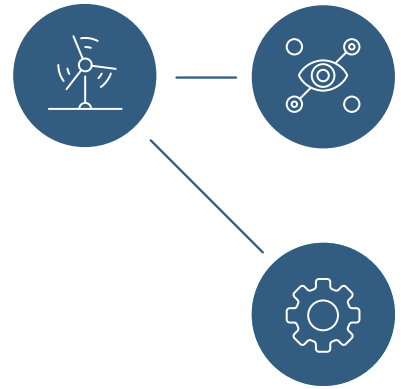
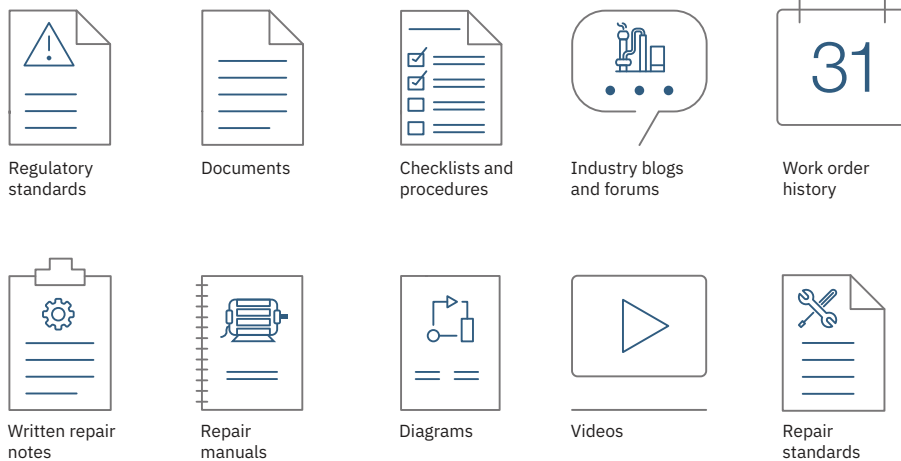
Improve the availability and performance of critical equipment by using artificial intelligence (AI) to accelerate problem diagnosis and repair.

What is it?

Today's asset-intensive organizations are facing 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.

IBM® Maximo® APM - Equipment Maintenance Assistant augments your asset maintenance program with artificial intelligence (AI) for improved failure diagnosis and prescriptive guidance on the most effective repair. Ensuring standardized and optimal repair, it helps reduce knowledge gaps/silos in your organization, which reduces the mean time to repair, reduces your repair costs, and helps extend asset life. With this technology, every maintenance technician can now be as good as your best technician.

Our AI approach is powered by IBM Watson® technology and builds our knowledge base using your structured and unstructured data associated with repairs, maintenance, and procedures, technical documents, diagrams, and more. (See Figure 1) Our approach goes beyond traditional text search to understand the interrelationships between assets and the impact of cause and effect. This offers enhanced insights and recommends optimum repair methods. It improves key maintenance-related KPIs used by many maintenance organizations including improving mean time to repair rate (MTTR), first time fix (FTF) efficiency, and reduces mean time between failures (MTBF).



What is driving change?

- Loss of talent and knowledge due to an aging workforce—70 percent of service organizations say this will be a major challenge in the years to come
- Increased number of critical assets generating large volumes of operational data
- Increase in asset complexity and scarcity of “tribal knowledge” in many industries
- Rising maintenance costs and pressure on margins

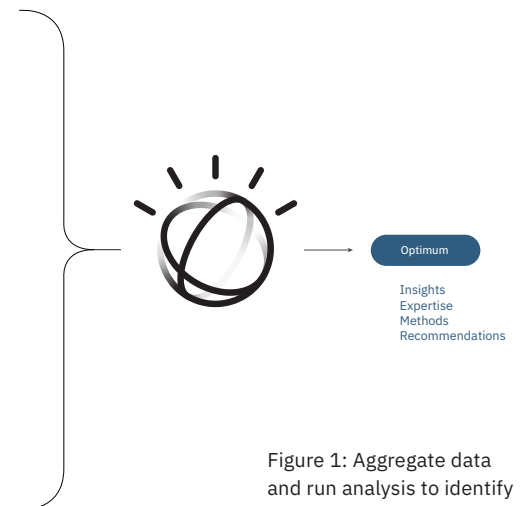


Figure 1: Aggregate data and run analysis to identify the optimum repair.

Benefits



Reduce knowledge siloes

The technician workforce is aging and knowledge gaps are becoming more prominent. Equipment Maintenance Assistant can help any new technician perform as well as your most experienced workforce.



Increase asset availability

Improve troubleshooting capabilities and offer prescriptive repair guidance to reduce unplanned downtime.



Extend asset life with optimal repair

Provides step-by-step repair guidance that can extend asset life and provide compliance based on current standards, regulations, and best practices.



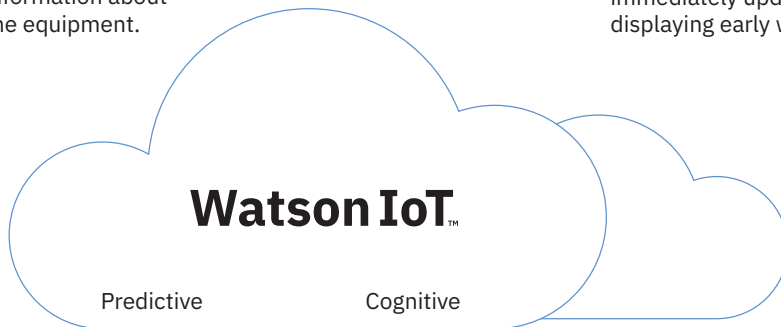
Improved maintenance KPIs

Improve efficiency of repair by prescribing the right repair based on analytics—improving first-time fix (FTF) rates and mean time to repair rate (MTRR).

How it works

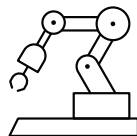
- 1 Sensors provide information about the equipment.

- 4 Visualizations are immediately updated displaying early warnings.



- 2 Data is processed through the Watson IoT Platform or EAM systems.

- 3 Condition-based monitoring rules or predictive analytics are run to evaluate equipment status and provide early warning of issues.



- 5 Diagnostics are performed by searching unstructured text, historical maintenance data and contextual information to identify potential repair recommendations.

- 6 Optimum repair is identified

- 7 Once repair is complete, it collects response effectiveness to improve future diagnosis.

Learn more

Speak to your sales rep for more information on how this solution can help you improve asset performance and reduce repair time or visit the IBM Marketplace: ibm.co/ema



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