

Accelerate work across operational systems with agentic AI

Maximo Application Suite 9.2 empowers organizations to bring agents into daily operations, grounding them in shared data, context, governance so teams can innovate faster, reduce AI sprawl, and scale operations without compromising control and flexibility



Highlights

Operationalize agentic AI across asset management

Connect AI agents across enterprise systems

Scale AI with trusted data and governance

Build on an open, extensible AI architecture

Asset-intensive organizations are under pressure to operate with fewer experienced workers, aging infrastructure, and increasing expectations around uptime and service delivery. At the same time, maintenance and operations teams are trying to manage through a lack of data or overwhelming amounts of it across systems like ERP, IoT, and supply chain platforms. Ultimately, this lack of access is holding them back, as they aren't getting the right information to the right people at the right time.

As part of Maximo Application Suite 9.2, IBM is expanding how AI can support this operational challenge. A core advancement in Maximo 9.2 is embedding agentic AI directly within the flow of work, ultimately improving reliability, field execution, scheduling, safety, and more. This innovation demonstrates how organizations can apply AI in practical ways across enterprise asset management processes while enhancing operational efficiency and decision-making. For a broader overview of the embedded AI innovations introduced in Maximo Application Suite 9.2, [read the full announcement blog](#).

But another challenge is quickly emerging alongside these embedded AI use cases: how AI systems, agents, and enterprise workflows connect across the broader operational landscape. As organizations continue experimenting with AI, many want the flexibility to bring their own agents and AI tools into Maximo-driven workflows rather than being limited to only the AI capabilities built directly in the platform.

72%

expect to be post-pilot with AI in asset maintenance by 2030¹

AI adoption is moving from experimentation to operational scale across asset-intensive industries.

The rise of AI agents across enterprise operations

Organizations are experimenting with AI assistants and agents to help employees work more efficiently, improve access to operational knowledge, and support more accurate decision-making. Some are adopting commercial AI tools that may be embedded in existing software, while others are building their own internal AI capabilities around their operational processes and enterprise data.

The reality, however, is the most AI adoption inside operational environments is still fragmented. Many AI tools sit outside the systems where maintenance and operational work happen, while critical maintenance, asset, work and personnel data remain spread across disparate enterprise platforms that were never designed to seamlessly work together. AI recommendations often stop short of execution because the systems involved are disconnected. At the same time, organizations are beginning to accumulate multiple AI tools that do not share operational context, workflows, or data access.

Organizations also want flexibility. Many are hesitant to commit to closed AI ecosystems while the technology landscape continues to rapidly evolve. They want the ability to adopt AI embedded capabilities where they provide value while also supporting custom-built agents, third-party AI tools, and emerging orchestration frameworks over time. Governance is equally important, particularly in asset-intensive industries where AI systems may interact with maintenance workflows, operational records, and safety procedures, supporting business-critical decisions.

This is where the conversation is beginning to shift from simply adding AI features into applications towards building operational platforms that can support AI across systems in a controlled and flexible way.

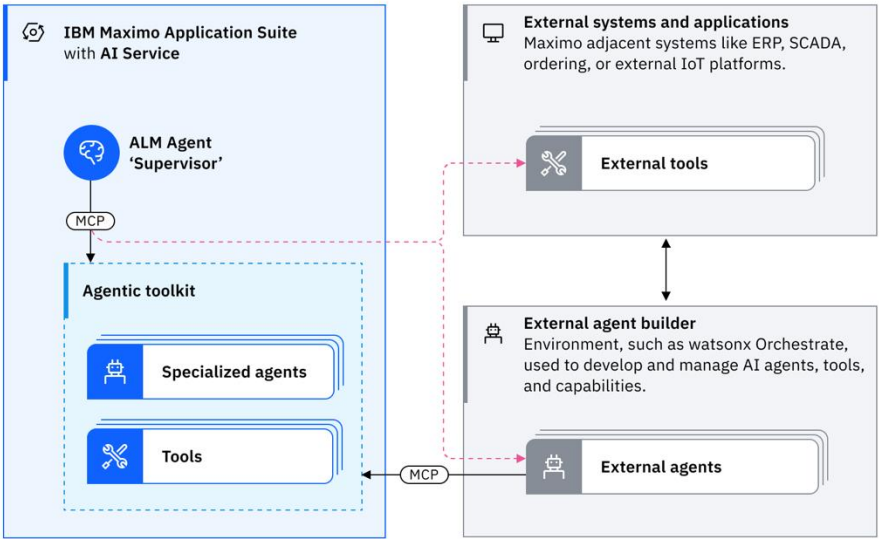


Figure 1. Maximo Application Suite AI Service Extensibility

57%

identify data fragmentation and quality as a significant asset management challenge¹

Scaling AI depends on trusted, connected operational data that can support decisions and workflows across systems.

Extending AI beyond embedded use cases

Maximo Application Suite 9.2 addresses this challenge by supplementing its flagship embedded agentic AI capabilities, with an open approach designed to support broader interoperability across enterprise systems, AI frameworks and even external agents.

With MCP Server capabilities and Maximo APIs, organizations can bring their own AI agents and integrate external AI frameworks directly into Maximo-driven operational processes. Shared data, context, and governance enables AI systems to participate more seamlessly in operational workflows rather than functioning as isolated assistants disconnected from execution systems.

Organizations can integrate Maximo with their custom-built agents, third-party orchestration frameworks, and external AI services while leveraging Maximo as part of a governed operational workflow architecture. AI agents can retrieve operational data, interact with maintenance workflows, create work orders, coordinate scheduling activities, validate safety requirements, and exchange information across ERP, IoT, inventory, supply chain, and other enterprise systems.

This represents an important evolution of conversational AI within operational environments. Rather than simply answering questions or generating recommendations, conversational AI can become a key interface for helping coordinate operational processes across connected enterprise systems while maintaining governance, security, and operational oversight.

An open operational AI architecture

The architecture behind this approach is designed to support both embedded AI capabilities and open interoperability across enterprise systems and external agents and AI tools.

Organizations can now leverage out-of-the-box AI experiences within Maximo while also integrating with their broader AI strategies and operational needs.

Through MCP Server capabilities, APIs, workflow orchestration, governance controls, and security models, Maximo acts as the critical core of your open operational AI architecture that connects enterprise systems and organizational workflows together. This allows organizations to extend AI participation across maintenance, scheduling, field service, safety, and other operational environments without forcing all AI innovation into a single closed ecosystem.

55%

say they need AI to help deliver seamless asset management while containing cost¹

AI can help organizations improve execution, reduce complexity, and support more efficient operations.

Example cross-system workflow

For many asset-intensive organizations, maintenance and operations workflows already span Maximo and ERP systems. Maximo manages work execution, asset information, maintenance processes, and inventory, while ERP platforms often manage procurement, supplier relationships, and financial operations. As organizations adopt AI, they need agents that can work across these interconnected systems rather than remain confined to a single application.

Consider a theoretical workflow where a critical asset requires a replacement part. A maintenance-focused agent in Maximo could identify the need and, through MCP Server capabilities and Maximo APIs, engage specialized Maximo and external agents connected to inventory and ERP systems. These agents could analyze inventory availability, storeroom locations, supplier lead times, reorder points, procurement costs, and existing purchase orders to determine the optimal sourcing strategy.

The agents then coordinate actions across systems, such as locating available inventory, transferring stock between locations, or initiating procurement. Throughout the workflow, Maximo remains the system of engagement for maintenance execution while Maximo and external agents contribute information and actions from other enterprise platforms.

This illustrates how organizations can extend AI beyond individual applications, enabling agents to work across existing operational systems while maintaining governance, flexibility, and control.

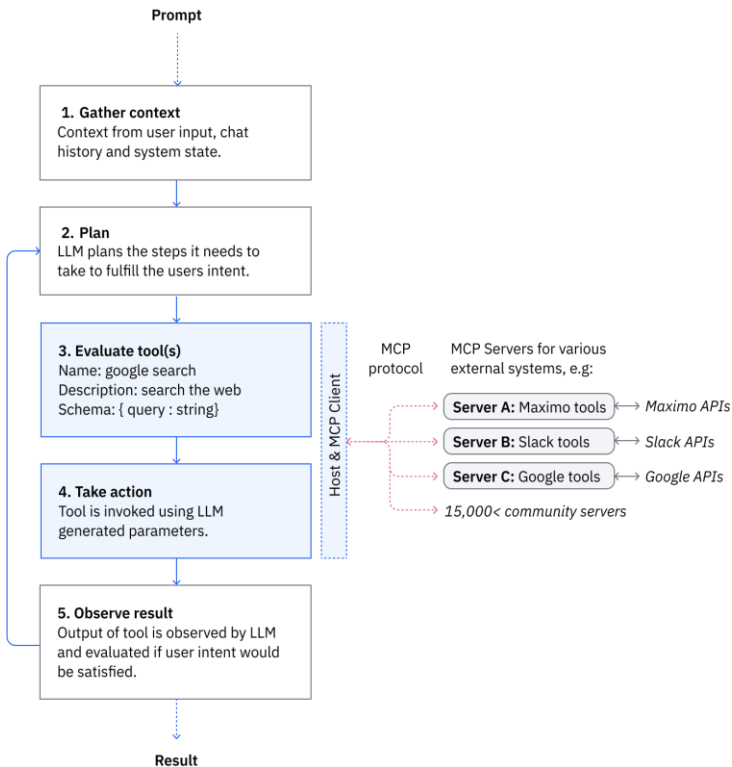


Figure 2. Example cross-system workflow

The foundation for connected operational AI

As organizations continue exploring how AI fits into enterprise operations, the conversation is increasingly moving beyond standalone copilots and isolated AI experiences. The focus is shifting toward how AI systems can securely participate across enterprise workflows, interact with operational systems, and help move work forward across interconnected environments.

Maximo Application Suite 9.2 supports this shift by combining embedded AI capabilities directly within asset lifecycle management workflows with an open architecture designed for interoperability, governance, and cross-system execution. This gives organizations the ability to adopt AI in practical ways today while maintaining the flexibility to evolve their AI strategies over time.

Rather than forcing organizations to choose between embedded AI functionality and open AI flexibility, Maximo 9.2 is designed to support both.

For more information

To learn more about AI in IBM Maximo, contact your IBM representative or IBM Business Partner, or visit

<https://www.ibm.com/products/maximo/ai-asset-management>

1. *IBM Business Value Institute Performance Data and Benchmarking, 2026*

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