IBM Maximo Application Suite

Bringing intelligence into field to improve first-time fix rates

Maximo Field Service Management (FSM) connects planning, scheduling, dispatch, and field execution into a single intelligent workflow, enabling faster decisions, more precise assignments, and higher first-time fix rates.

Highlights

AI assistance at the point of work

Smarter scheduling with inventory awareness

Real-time crew management from Mobile

Embedded AI visual inspection workflows

Field service operations rarely struggle because teams are not working hard enough. They struggle when work, people, parts, tools, locations, and decisions are disconnected across the workflow and cannot be coordinated effectively.

Planners and schedulers work with fragmented data. Dispatchers rely on manual coordination and incomplete visibility. Technicians arrive on-site without the full context, missing tools, or delayed information needed to resolve issues on the first visit. The result is operational friction that shows up everywhere: slower response times, missed SLAs, repeat visits, and growing pressure on already stretched field teams.

Leading organizations are responding by rethinking how field service operations connect planning, scheduling, dispatch, and execution. Instead of optimizing individual steps in isolation, they are moving toward connected workflows where operational decisions are continuously informed by real-time field conditions.

This is where Maximo Field Service Management (FSM) and the latest innovations in the IBM Maximo Application Suite 9.2 release are helping organizations modernize field execution with greater visibility, intelligence, and coordination.

Intelligent planning and scheduling

Planning and scheduling have traditionally been constrained by limited visibility and manual processes. Planners and schedulers often operate with fragmented data, making it difficult to align strategic decisions with how work is executed in the field.

Disconnected workflows often lead to delays, missed SLAs, and repeat visits. Maximo FSM helps organizations connect planning, dispatch, and execution to improve coordination, productivity, and service outcomes.

With Maximo FSM, this dynamic changes by bringing planning and scheduling into a more connected, data-driven process. Planning starts with a unified view of cost, compliance, and resource utilization through a modern dashboard, enabling faster, more informed decisions about what work needs to be done and under what constraints.

Scheduling then builds on these decisions by translating them into executable plans. With conversational AI-driven what-if analysis, teams can explore scenarios instantly, asking simple questions and understanding the impact without reconfiguring models manually. As plans move closer to execution, scheduling becomes grounded in operational reality. By incorporating materials and tools into optimization, schedules are no longer theoretical but reflect actual readiness, ensuring that assignments are both feasible and efficient.

This extends to workforce complexity as well. Rotational shift support removes the need for constant manual updates, allowing organizations to manage changing labor patterns consistently and at scale. And when geography becomes a constraint, map-based scheduling enables planners and schedulers to assign work visually, improving travel efficiency and making better use of field resources.

From execution-ready schedules to real-time dispatch control

Once plans are defined and schedules are built, the next challenge is execution. Dispatchers have traditionally operated in a reactive mode, working with incomplete information, relying on manual check-ins, and constantly adjusting assignments as issues arise.

Maximo FSM changes this by giving dispatchers real-time control over operations. With a modernized dispatching dashboard, they gain immediate visibility into technician availability, location, and next available time slots. Instead of relying on assumptions, they can clearly see who is available, where they are, and how they are performing, enabling faster and more accurate assignment decisions while reducing the risk of misassignment.

Dispatching also becomes more adaptable to the realities of field operations. With crew management directly from mobile, supervisors can adjust crew composition in real time, ensuring that assignments reflect actual field conditions rather than static plans. Together, these capabilities transform dispatching from a reactive coordination task into a data-driven, responsive control function, improving assignment speed, increasing accuracy, and strengthening SLA performance.

Maximo Assistant on Mobile puts AI at the point of work, enabling technicians to access critical information through natural language and make faster, more informed decisions in the field.

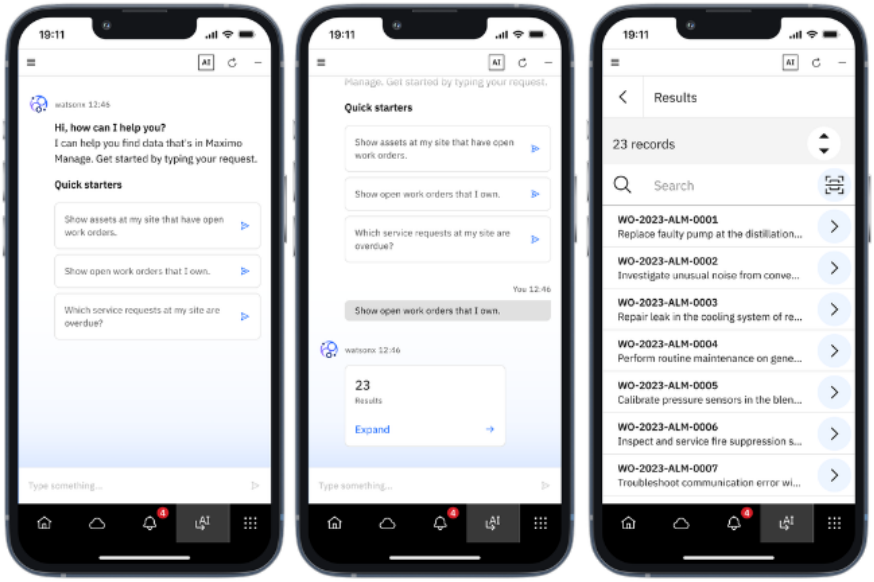


Figure 1. Maximo Assistant on Mobile

Put intelligence in the hands of the field

For technicians and supervisors, the biggest barrier has always been execution friction, switching between systems, lacking access to information, and working with incomplete workflows in the field. Maximo FSM removes that friction by making mobile the center of execution.

With the introduction of the Maximo Assistant on Mobile, technicians can access information instantly using natural language, eliminating the need to navigate complex systems while on the job. Instead of searching for data, they can focus on the work itself. That shift extends across the entire execution process. Work becomes fully mobile-native, allowing technicians to manage work orders, report labor and material costs, update locations, and request materials directly from their device, removing long-standing dependencies on desktop systems. Inventory operations are also fully integrated, with end-to-end storeroom workflows such as receiving, issuing, returns, and cycle counting available on mobile, improving both speed and accuracy in the field.

As access and execution improve, the next step is decision-making at the point of work. Inspection processes are no longer manual or reactive. With AI-powered Maximo Visual Inspection (MVI) embedded directly into mobile workflows, technicians can detect defects in real time, even in offline environments. Instead of relying solely on experience, they are supported by AI-driven insights that improve quality and reduce missed issues.

Connected planning and scheduling help organizations align resources, inventory, and workforce availability before work begins. With AI-assisted planning and inventory-aware optimization, Maximo FSM turns schedules into executable plans that reflect operational reality.

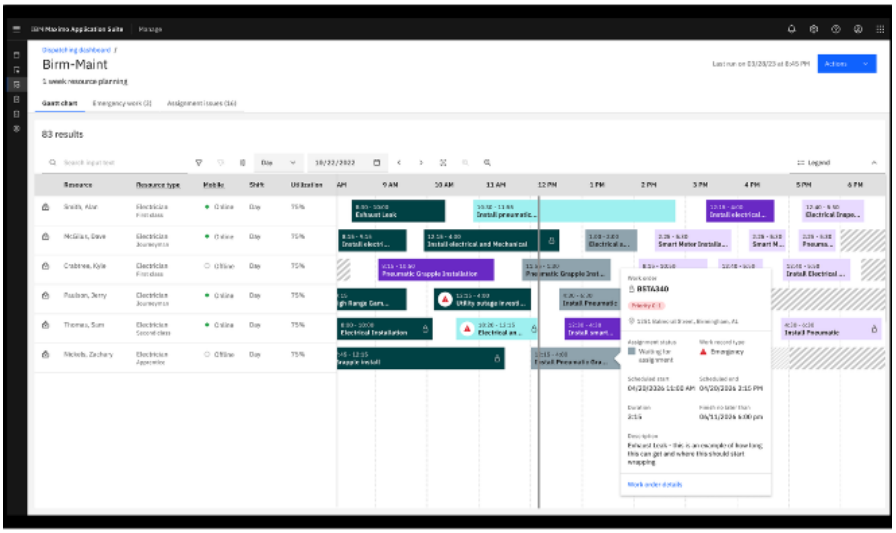


Figure 2. Maximo Dispatching dashboard

For regulated industries, this level of intelligence is combined with control. Mobile calibration workflows and enhanced inspection capabilities ensure compliance is maintained without slowing down execution, enabling teams to meet strict requirements while staying efficient in the field.

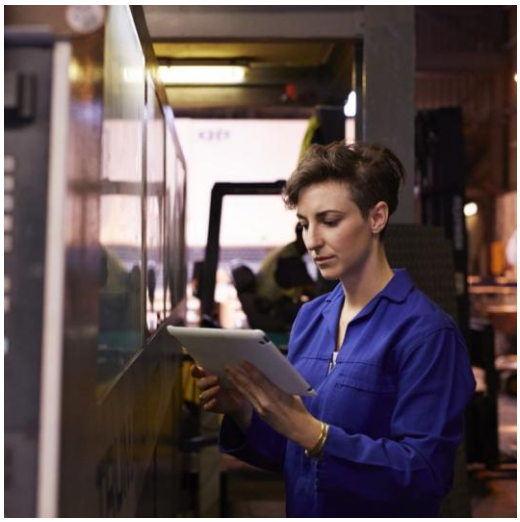
The outcome is clear: technicians spend less time navigating systems and more time solving problems, leading to faster execution, better data quality, and higher first-time fix rates.

When everything connects

When planning, scheduling, dispatch, and execution are aligned, field service operations begin to perform differently. What makes Maximo FSM stand out is not any single capability, but the way these stages come together as a connected system.

Planning reflects real-world constraints, while scheduling translates those decisions into executable plans that can be delivered in the field. Dispatching then builds on this foundation, using live operational data to make informed assignment decisions, while field execution continuously feeds back into the system, improving every subsequent plan and schedule.

This connection creates real momentum across the operation. Assignments happen faster because decisions are informed, dispatch becomes more precise through real-time visibility, and technicians arrive prepared with the right tools and information, increasing first-time fix rates and reducing delays.



What's new in Maximo FSM

Building on this connected approach, the latest innovations in the IBM Maximo Application Suite 9.2 release introduce new capabilities in Field Service Management (FSM) designed to help organizations plan more intelligently, dispatch more efficiently, and execute work with greater visibility and coordination across the field operation. Some of the key enhancements include:

- **Inventory-aware optimization** helps ensure technicians are assigned with the right materials and tools before work begins.
- **Maximo Assistant on Mobile** allows technicians to access Maximo data using natural language directly from their mobile device.
- **Embedded AI-powered Visual Inspection (MVI)** enables technicians to detect defects and perform inspections directly within Maximo Mobile, even in offline environments.
- **Crew management** on Mobile enables supervisors to manage crew assignments and membership directly from the field in real time.
- **Expanded mobile inventory workflows** support receiving, issuing, returns, counting, and scanning directly from mobile devices.

Take the next step with Maximo FSM

Field service operations do not fail because teams lack effort. They fail because systems lack coordination. Maximo FSM addresses this at the root by bringing AI-driven intelligence and real-time visibility into every step of the workflow. The result is not just incremental improvement, but a shift toward connected, intelligent field service operations at scale.

Explore the interactive Maximo FSM demo to see how AI-powered scheduling, dispatching, mobile execution, and optimization help get the right technician, with the right tools and materials, to the right job at the right time.

For more information

To learn more about Field Service Management in IBM Maximo, contact your IBM representative or IBM Business Partner, or visit https://ibm.biz/~1kBKGzBXu.

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