

IBM Maximo IT

Intelligent service reliability and elevated productivity



Highlights

AI-powered ticket response and solution creation

Unified view across IT and OT services, driving rapid service restore

Visual view of alerts, security actions to ensure reliability

AI-enabled self serve

IT asset lifecycle optimization

Unlock always-on service reliability with unified IT and OT operations powered by AI

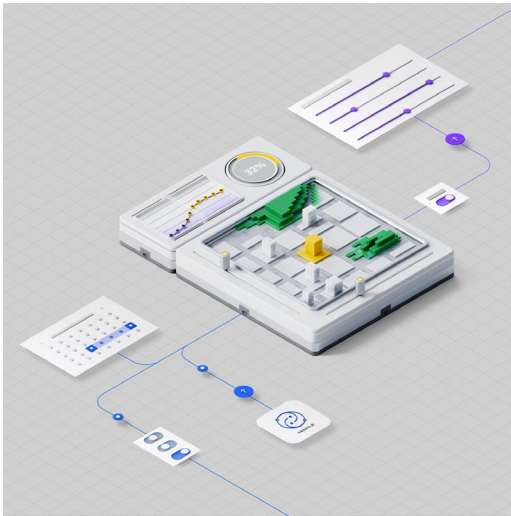
IT services, systems and assets are everywhere today, driving all types of businesses. To keep services available and employees productive, you need more than traditional IT service management. You need unified visibility, intelligent automation, and AI-driven insights to support reliable, confident decision-making.

IBM Maximo® IT delivers integrated IT asset management (ITAM) and IT service management (ITSM) enhanced with AI. From chatbot-assisted self-service to AI models identifying similar tickets, recommending assignments, and suggest likely resolutions, Maximo IT helps teams resolve issues faster and prevent disruptions before they occur.

By surfacing how incidents, changes, and assets influence service performance across IT and operational technology (OT), Maximo IT strengthens reliability, reduces downtime, and keeps people productive. Whether deployed on-premises or in the cloud, the platform provides the agility, scalability, and transparency needed to maintain high-quality, always-on services.

Maximo IT delivers integrated IT and OT management—and extends those capabilities across the enterprise to support consistent, AI-enabled service delivery.

Enterprises worldwide trust Maximo IT to simplify support, increase resilience, and elevate productivity across the entire service lifecycle.



“This is an IT leading management solution that provides a single solution to multi-vendor and multi-platform IT environments. It provides the online and visualization facilities that IT experts require. It helps our team to create a single platform that is easy to install, maintain and build upon. It's really easy to set it up.”

Mid-market Services Customer

Why Maximo IT?

Unmatched reliability. Elevated productivity. Continuous innovation.

1. Service visibility for faster, more reliable operations

See every dependency. Maximo IT unifies alerts and insights from your existing IT and OT monitoring tools to provide a single view of service health. By integrating data across your technology landscape, it visualizes service relationships, highlights impact paths, and accelerates root-cause analysis through interactive topology mapping. Maximo IT centralizes the intelligence you already have so teams can act faster, make smarter decisions, and maintain consistent service reliability.

Key outcomes:

- Faster, AI-assisted root-cause analysis
- Higher service availability and proactive insights through a unified view of service health
- Improved operational resilience across IT and OT

2. Connect IT and OT for smarter operations

Maximo IT unifies data from IT and OT systems to reveal service relationships, highlight risks, and support faster, more informed action. With a shared intelligence layer, teams restore services sooner and keep critical operations running smoothly. By integrating alerts and insights across your technology ecosystem, Maximo IT strengthens decision-making, streamlines workflows, and improves end-to-end service performance.

Key outcomes:

- Unified visibility across IT and OT environments
- Faster, more coordinated service restoration
- Consistent reliability across mission-critical systems

3. Elevate the end-user experience

Empower employees with instant support. Through intuitive self-service capabilities, AI-powered chatbots, knowledge articles, and live analyst support, Maximo IT delivers fast resolutions and a better user experience—reducing ticket volume while increasing satisfaction.

Key outcomes:

- Self-service deflection & faster answers
- Better user satisfaction scores
- Increased employee productivity

These same AI-enabled service experiences can be extended across other industries such as manufacturing, HR, facilities, finance, and other teams, supporting broader enterprise service management initiatives.

4. Transform ITSM with LLM-driven, agentic automation

Maximo IT uses agentic AI and large language models to accelerate incident resolution, improve reliability, and enhance service quality. It automates ticket assignment, identifies similar incidents, clusters issues to uncover root causes, and recommends solutions to speed recovery. Agentic AI also handles routine tasks like knowledge creation, ticket summarization, and assignment, reducing manual effort so teams can focus on higher-value work. By combining intelligent insights with workflow automation, Maximo IT strengthens availability, stability, and support speed.

Key outcomes:

- Automated ticket clustering and AI-based assignment
- Faster MTTR (mean time to resolve) through agentic AI summarization, recommended solutions, and automated knowledge creation
- Higher reliability through incident clustering and deeper root-cause insights
- Improved support experiences with self-service, chatbots, and live assistance



“Is really a wonderful IT asset management tool that offers us the means to manage digital and physical infrastructure across our organization within a single solution. We could easily maintain, distribute and manage IT and non-IT assets. We have been using this tool in my organization for several years without any hiccups.”

Large Consumer Goods Customer

Connected & reliable services

Unlock service visibility, availability, and agility: Integrate across boundaries to create one connected, intelligent operations ecosystem. Maximo IT enhances real-time transparency across tasks, change processes, and security workflow, helping teams restore service availability faster and maintain enterprise-wide stability.

Visualize topologies, monitor real-time health, and automate cross-domain actions to ensure services remain always-on, optimized, and ready for what’s next.

Maximize the value of every IT asset

Turn asset complexity into measurable business value: Gain comprehensive oversight of every asset across IT and OT—from hardware and software to certificates and services. Maximo IT delivers real-time visibility into asset status, performance, and lifecycle so organizations can reduce unnecessary spend, eliminate duplication, and improve asset utilization.

Key capabilities include:

- Streamlined installs, moves, adds, and changes (IMAC)
- Unified asset lifecycle management
- Simplified onboarding and provisioning
- Accurate capacity planning and optimized utilization

Result: Higher return on asset investments, lower operational costs, and a more agile, reliable and resilient IT environment that supports productivity at scale.

Extend intelligent service management across the enterprise

Maximo IT brings enterprise service management (ESM) into a unified, AI-driven framework that streamlines service delivery across manufacturing, HR, utilities, facilities, finance, and other business functions, not just IT.

By leveraging shared workflows, asset data, and agentic AI-guided automation, Maximo IT enables organizations to manage wide range of service requests, standardize processes, and improve response times with greater transparency. Teams benefit from LLM-powered insights, consistent service experiences, and a single platform that connects people, services, and operations.

With centralized visibility and automation spanning the entire enterprise, Maximo IT helps reduce complexity, eliminate silos, and elevate service quality organization-wide.



Conclusion

IBM Maximo IT delivers intelligent control, visibility, and reliability across IT and OT environments. Through a single integrated platform, organizations can manage services and assets together, reduce complexity, and improve operational resilience.

You can deploy Maximo IT as part of IBM Maximo Application Suite as software as a service (SaaS), on premise or in any cloud environment.

Why IBM?

IBM Maximo Application Suite builds on decades of leadership at IBM in the enterprise service management, asset and operations management space, enabling common processes, roles and practices to holistically manage the physical and digital worlds. It uses the deep commitment at IBM to data science and AI at enterprise scale, as well as its recognized leadership in IoT platform, hybrid cloud, security and infrastructure technology. The IBM global ecosystem of business partners has a track record of delivering solutions in over 90 countries, including industry-specific solutions and add-ons that bring more rapid ROI for our customers.

For more information

To learn more about IBM Maximo IT, please contact your IBM representative or IBM Business Partner, or visit ibm.com/products/maximo/it-asset-management.

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