



Better manage your customers' assets with IBM Maximo for Service Providers solutions.



Highlights

- Help reduce total cost of ownership by leveraging a single deployed instance to manage multiple customers
- Improve efficiency of service delivery with automatic notification and automatic assignments
- Manage multiple customers with many physical locations
- Provide unique customer agreements and rules to define entitlement of services and pricing
- Provide detailed and more accurate billing with a review and approval cycle

Service providers that manage assets have to continually face the challenge of improving service levels and response to their customers, while at the same time improving cash flow and controlling costs. Many companies utilize service providers, allowing them to focus on their core business and mission and reduce overhead while transferring specific functions to the service provider. The “outsourced” environment is often multi-tiered, with sub-contractors or specialty providers providing some elements of service.

As the role of the service provider grows to include wider ranges of assets and services, managed service providers (MSPs) aspire to improve margins, better manage risk, optimize revenue and improve overall customer satisfaction.

Solutions designed for service providers

IBM Maximo® for Service Providers solutions help address these challenges for all asset classes including production equipment, facilities, transportation, and IT hardware and software. This offering provides capabilities that are critical to the business needs of the service provider. And it can help lower the total cost of ownership (TCO) and improve operating margins by enabling service providers to manage assets for multiple customers in a single deployed instance.

Part of the IBM Tivoli® software portfolio, IBM Maximo for Service Providers solutions also offer more timely and accurate billing information, a more consistent customer response process, and work order, incident and response tracking, while supporting each customer's established service levels. These capabilities allow service providers to deliver differentiated services to better manage customers' assets.

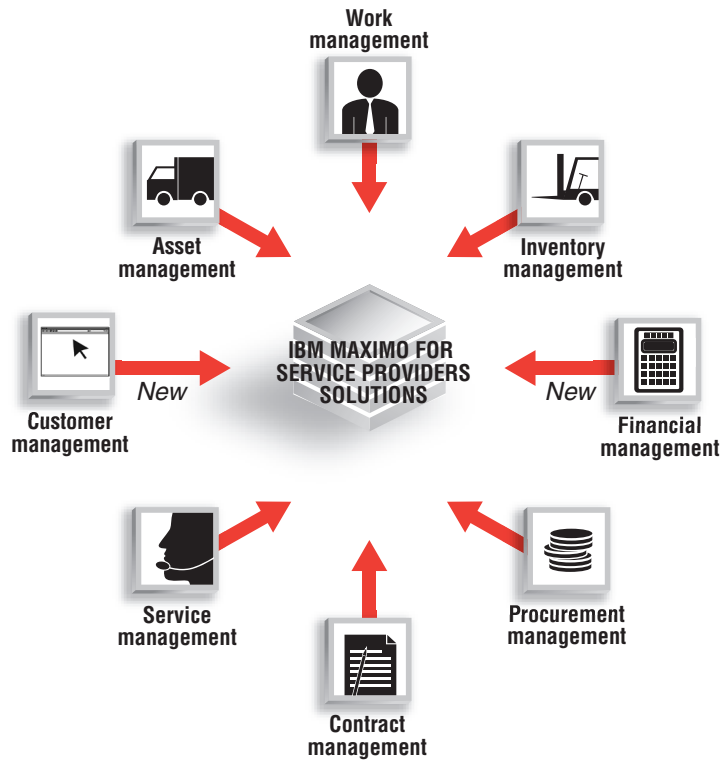
Maximo software solutions and best practices have been used for more than 20 years by thousands of organizations to track, manage and maintain their business-critical assets. Service providers have unique requirements and need a management solution that provides integrated support for managing service requests, providing unique customer agreements, managing their direct workforce and third-party service providers, and billing.

Most service management companies have acquired separate solutions to support help desk, field service, inventory management and billing. IBM Maximo for Service Providers solutions offer capabilities that can help these companies reduce dependency on multiple vendors of point solutions by providing an integrated solution for the entire service management process.

A solid asset management foundation

IBM Maximo software consists of six key management modules—Asset, Work, Service, Contract, Inventory and Procurement Management. The Inventory and Procurement Management modules offer asset-centric capabilities for managing inventory, vendors and purchasing, including the capability for mobile solutions that can receive, issue, transfer and take inventory of material.

IBM Maximo for Service Providers solutions



IBM Maximo for Service Providers solutions feature service-oriented enhancements and provide two new modules — Customer Management and Financial Management.

The Asset and Work Management modules in standard IBM Maximo Asset Management help improve asset performance by providing tools for assigning and managing the business process. These tools allow greater control for asset owners, asset managers and service providers to seamlessly track and manage asset and location data throughout the entire asset life cycle, and manage both planned and unplanned maintenance activities.

The Service Management module allows end users to submit new service requests, as well as track and update open service requests. The Contract Management module provides comprehensive contract management support.

IBM Maximo for Service Providers solutions include two new modules—Customer Management and Financial Management. These solutions also feature enhancements to the Service Management module and new capabilities for managing multiple customers.

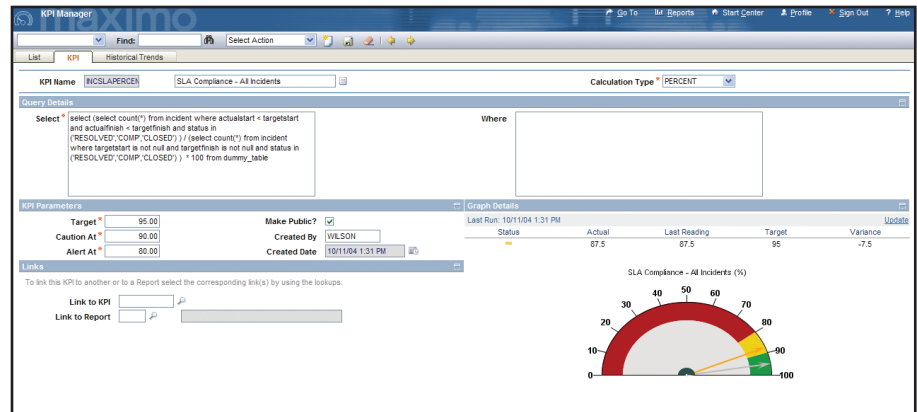
Multiple customers, one deployment

New capabilities provided only in IBM Maximo for Service Providers solutions allow service providers to seamlessly track and manage multiple customers' assets and location data throughout the entire asset life cycle, all on a single database. The segregation of customer data and enhanced security features allow the service provider's customers to view and access only their information. These capabilities can help service providers reduce their TCO by enabling them to leverage a single deployed instance to manage multiple customers.

Customer Management:

Meeting unique customer needs

The Customer Management module is a new component provided only in IBM Maximo for Service Providers solutions. This module provides the ability to manage multiple customers with many physical locations and billing addresses, and provide unique customer agreements. The customer agreement contains the unique customer information and general terms and conditions of the agreement. The capability to manage unique customer agreements allows service providers to include price schedules and rules to establish and determine entitlement of services. Inclusion of service level agreements (SLAs) and operating level agreements (OLAs) allows service providers to establish target service times and link those targets to escalation activities.



KPIs can be established to report on service provider objectives and results to help achieve target service levels. In this example, the goal was to complete 95 percent of all incidents within their target. The report shows a measure of 87.5 percent, indicating that focus is needed on the timely completion of incidents.

Service Management:

Enhancing customer service

Enhancements to the Service Management module in IBM Maximo for Service Providers solutions can help service providers improve efficiency of service delivery with automatic notification and automatic assignments of responsibility in job plans. As part of the Service Management module, the Response Plans application allows service providers to automate a response to a work order, incident, or service request. The rules engine determines the response for a given situation, such as when an asset owner, vendor or job plan resource needs to be notified.

Key performance indicators (KPIs) can be used as indicators of service performance. For example, a KPI can examine all incidents that were completed in a month. For each incident, there is a Target Finish Date that is calculated from the SLA for that incident. The KPI compares the actual completion with the Target Completion time and shows actual results in a graph, compared to the goals for this measurement. End users can drill down into specific incidents to perform trend analysis and identify corrective action for under-performing areas.

Financial Management:

Capabilities for more accurate billing

The Financial Management module is a new component provided only in IBM Maximo for Service Providers solutions. This module provides detailed and accurate billing with a review and approval cycle to help reduce days sales outstanding (DSO) and improve timely payment of services. The customer billing application provides batch capability based on the billing frequency requested by a service provider's customer. Service providers' customers can review bills and request and negotiate adjustments as necessary. The customer billing application also contains transactions from the current billing period, as well as transactions from previous billing periods that have not been approved.

Part of the Financial Management module, the Sales Order application creates unique pricing transactions and monthly maintenance fees that can include asset management usage fees and asset performance fees or credits. KPIs are used to compare incidents to SLAs to determine asset performance fees or credits.

For more information

IBM understands the needs of service providers and the need for an asset and service management solution that can evolve along with your business. To learn more about IBM Maximo for Service Providers solutions, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli or maximo.com/eam



© Copyright IBM Corporation 2007

IBM Corporation Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
10-07
All Rights Reserved

IBM, the IBM logo, Maximo and Tivoli are trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products and services do not imply that IBM intends to make them available in all countries in which IBM operates.

No part of this document may be reproduced or transmitted in any form without written permission from IBM Corporation.

Product data has been reviewed for accuracy as of the date of initial publication. Product data is subject to change without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

THE INFORMATION PROVIDED IN THIS DOCUMENT IS DISTRIBUTED "AS IS" WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. IBM EXPRESSLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements (e.g. IBM Customer Agreement, Statement of Limited Warranty, International Program License Agreement, etc.) under which they are provided.

The customer is responsible for ensuring compliance with legal requirements. It is the customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer's business and any actions the customer may need to take to comply with such laws. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the customer is in compliance with any law or regulation.

TAKE BACK CONTROL WITH 