

# Optimize asset utilization with enhanced approach to work management

*Fully-embedded IBM Maximo Asset Management Scheduler extends capabilities across job roles*



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## Highlights

- Create accurate, achievable work schedules
  - Reduce maintenance backlogs
  - Improve utilization of resources and crews
  - Speed assignment changes to field personnel
  - Facilitate work task feedback from mobile workers
  - Get more out of critical assets by increasing uptime and extending useful life
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Doing more with less is the work management mantra, especially when it comes to critical assets. Everywhere, the push is on to maximize asset uptime—and extend the useful lives of these assets—by deploying the resources that maintain these assets as efficiently as possible.

Responding to this need, the latest version of IBM® Maximo® Asset Management Scheduler goes well beyond the rich scheduling capabilities that have already made it a valuable add-on product to the Maximo asset management solution. Now, it not only provides easy-to-use graphical tools for planners and schedulers, but also includes map-based resource and route optimization tools for foremen, dispatchers and field technicians. It can simplify the assignment of labor, help dispatchers track the progress of mobile crews and facilitate the work of mobile technicians.

## It takes a team

Asset management typically starts with planners and schedulers who create a strategic, short- or long-term work plan or schedule. Labor assignments are then applied against the scheduled work. A dispatcher manages the sequenced workload of the field technicians, adding new unassigned work to the existing schedule as it is submitted. If any individual in the chain lacks the tools necessary to perform his or her role properly and efficiently, the whole process can falter. Inefficient dispatching of resources can drive up maintenance costs—for example, when resources are inadvertently assigned to multiple work orders at the same time or when schedules need constant readjusting because they were based on incomplete information. Such inefficiencies can cause work backlogs across the entire team.

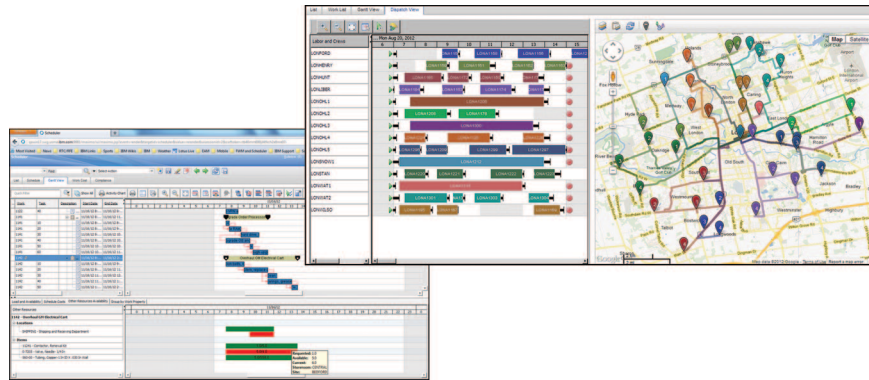


## Support for a variety of roles is critical to effective work management

The enhanced Maximo Scheduler provides easy-to-use, graphical tools that can facilitate the work of every role on the asset management team. For example:

- **Planners and schedulers** can easily view the many factors that influence the creation of a realistic and attainable work schedule. The Maximo Scheduler Gantt view compares available crafts against the skills demanded to complete the selected work orders. Nothing impacts a schedule more than planning work for a time when the necessary materials are not available, or before an asset can be taken down for maintenance. Maximo Scheduler graphically shows planners when the materials are available, or when they are scheduled to arrive. Enhanced asset and location calendar functionality enables planners to see when the asset or location is available, eliminating the scheduling of work for when an asset is known to be in use. As a result, planners can create more accurate schedules and more easily manage them to completion.
- **Foremen** can use a drag-and-drop approach to assign labor to scheduled work. System logic ensures that the pairing of worker skills with those demanded by the activity is enforced by highlighting mismatches. Vacations, breaks and unplanned absences are plainly visible. Work can be easily adjusted or split according to shifts.
- **Dispatchers** can view the routes for their field technicians or crews based on the labor assignments made against the schedule. By leveraging public maps, dispatchers can view the actual positions of field resources, the positions of their route stops and the positions of neighboring work teams. Unassigned work appears on the map, enabling dispatchers to easily assign and manage incoming work by balancing and adjusting technician and crew routes according to geography, priority, the nature of the work or any other factors critical to their business.
- **Field technicians** can also view the sequence of their work assignments on a map on their mobile device. The map also shows their work locations and routes, complete with turn-by-turn directions to their next route stop. In a true work team environment, the field technician can see the locations of neighboring resources or crews if assistance is needed. In support of performing their work, technicians can view all relevant work order details, receive newly assigned work and provide the dispatcher with real-time updates related to completed work.

By supporting the demands of all of these roles within the work management chain, Maximo Scheduler provides a refined perspective on the entire work management process within an organization. Having this perspective ensures that all work is completed in an optimally efficient manner. Managers gain a greater awareness of resource or crew location and utilization, as well as the status of new and ongoing work. This translates into higher levels of asset and resource optimization or, if applicable, service compliance and customer satisfaction.



In addition to Gantt planning views, the latest version of Maximo Scheduler can display routes and assignments on public maps—so dispatchers can automatically manipulate new and existing work on the map while workers in the field can see exactly where the work is to be done.

### Extended visibility is key

Earlier versions of Maximo Scheduler provided Gantt chart views of critical craft demand and availability information for work orders and preventive maintenance forecasts. The latest version provides a graphic display of asset, location, material and tool availability to facilitate more accurate planning and scheduling decisions. In addition, map controls allow dispatchers to better manage their resources and field technicians by seeing the exact location of their work over the course of their entire day.

### Fully embedded solution requires no integration

Because these enhanced capabilities of Maximo Scheduler are embedded directly into the Maximo solution, organizations can quickly roll them out to their users. In most cases, current Maximo implementations already have the data elements needed to support these capabilities. To get started, they simply need to create the selection criteria for their various scheduling scenarios. Since Maximo Scheduler applications are based upon the graphic display of information, new users are quickly able to achieve product fluency.

With Maximo Scheduler, organizations can save valuable time in scheduling, assigning, dispatching and monitoring asset management resources. Not only can they achieve higher levels of productivity and efficiency with their resources and crews, but they can also complete maintenance work faster. Together, these efficiencies can lead to extended asset life.

## Why IBM?

This enhanced version of Maximo Scheduler combines the asset management strengths of previous versions with the graphical abilities of IBM ILOG®. Designed to help professionals make smarter decisions more quickly, IBM ILOG is the gold standard among organizations and service providers. Organizations faced with the need to do more with less can use Maximo Scheduler to leverage industry-leading tools—and the benefits they provide—without having to resort to third-party tools, costly integrations, or issues with upgrade and version synchronization.

## For more information

To learn more about IBM Maximo Asset Management Scheduler, contact your IBM representative or IBM Business Partner, or visit:

[ibm.com/tivoli/products/maximo-asset-mgmt-scheduler/index.html](http://ibm.com/tivoli/products/maximo-asset-mgmt-scheduler/index.html)

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