



Helping IT and EAM Service Providers manage in a complex world

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IBM Software

PCTY2010



Pulse Comes to You

The Service Provider Landscape

External Service Providers – Current Business Factors

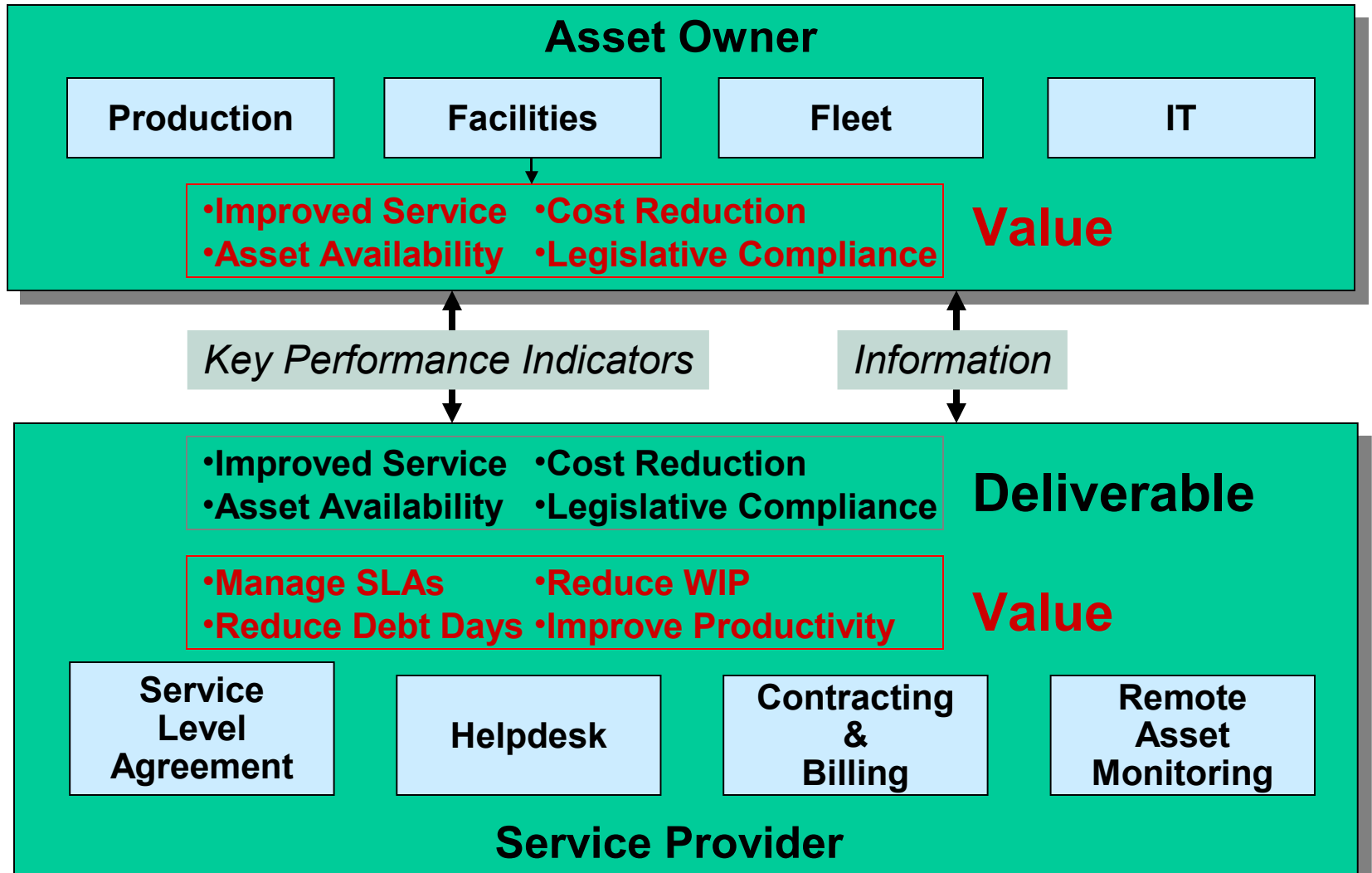
- ***Growth In Service Provider Business Model***
 - *Tough economic conditions are driving more customers to Service Providers for Outsourcing work as a way to reduce costs*
- ***That Service Provider Business Model Is More Competitive***
 - *This means that Service Providers must determine ways to deliver services more efficiently, limit “free” services and reduce overall costs*
 - *The Service Provider deals are much more competitive as customers look to drive more value out of the relationship and negotiate Performance Related contracts*
- ***Manufacturing Companies Are Turning To The Service Provider Model For Revenue Growth***
 - *Companies, in areas like manufacturing, are providing extended service contracts to their customers as a way to generate revenue.*
 - *Signing long term (10 years+) deals based on asset performance*

The Service Provider Landscape

Internal Service Providers – Current Business Factors

- **Internal Departments Need To Justify Their Overall Value**
 - *Due to economic crunch, departments like Facilities and IT need to prove their overall value in order to justify stable budgets and budget increases*
 - *Otherwise they run the risk of being outsourced as part of cost cutting measure*
- **Internal Business Audits**
 - *Departments are looking at their effectiveness and trying to understand where they can reduce costs and make service delivery improvements*
- **Complex Global Enterprises**
 - *Internal departments need to manage services for companies with multiple divisions, across varied Geos and spanning multiple business rules*

Service Management Market Drivers



Business Challenges for Service Providers

Business System Challenges

- Operating the business with “silo” systems:
 - CRM to manage customers and customer agreements
 - Asset Management to manage assets
 - Billing Systems for Tracking and Billing Work Performed
 - Multiple homegrown Spreadsheets and Access databases

Business Challenges for Service Providers

Often Resulting In

- Inability to capture all Billable Services at the Correct Price based on Customer Agreements
 - Lost Revenue
- Accounts Receivable Difficulties due to Questions about Billed Services
 - Delayed Payments, increased DSO, Lower Cash Flow
- Inconsistent Quality of Service due to lack of Global Best Practices and Standardized Processes
 - Customer Satisfactions and Erosion of Profit

Our Solutions

- IT Solutions (Internal or External)
 - Tivoli Asset Management for IT Outsourcers
 - Tivoli Service Request Manager
 - Tivoli Change and Configuration Management Database
 - IT Outsourcers
 - Internal IT Departments
- EAM Solutions
 - Maximo for Service Providers (Internal or External)
 - Facility Management Outsourcers
 - Internal Facility Management Departments
 - Manufacturers providing after market services
 - Colleges and Universities

An industry leading Service Transformation platform

IBM Maximo for Service Providers



A unified application and systems integration platform to support standardized global business processes that can increase revenue, improve cash flow, improve customer satisfaction and lower cost.

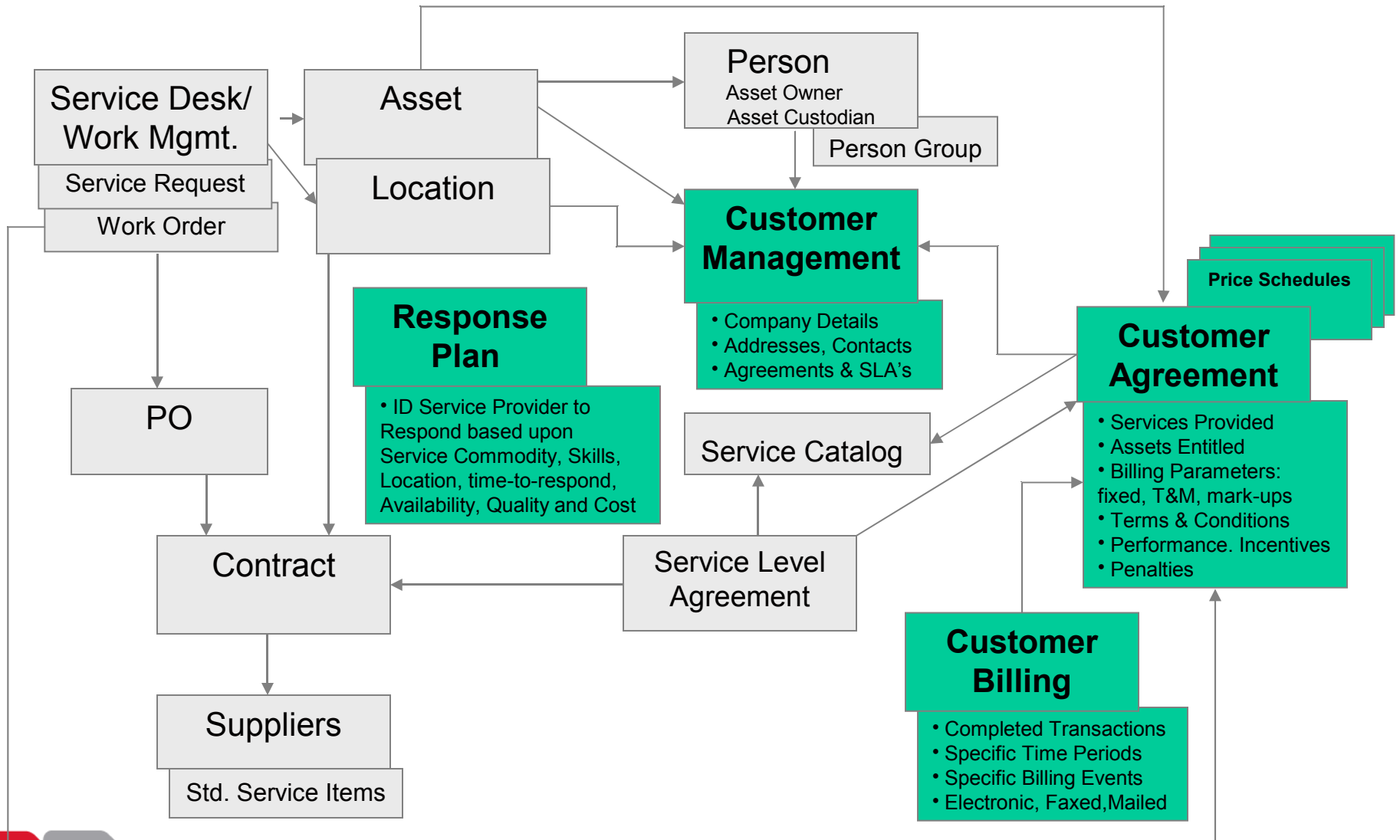
Capabilities:

- Customer Management
- Service Management – Help Desk
- Contract Management
- Procurement Management
- Financial Management
- Inventory Management
- Work Management
- Asset Management

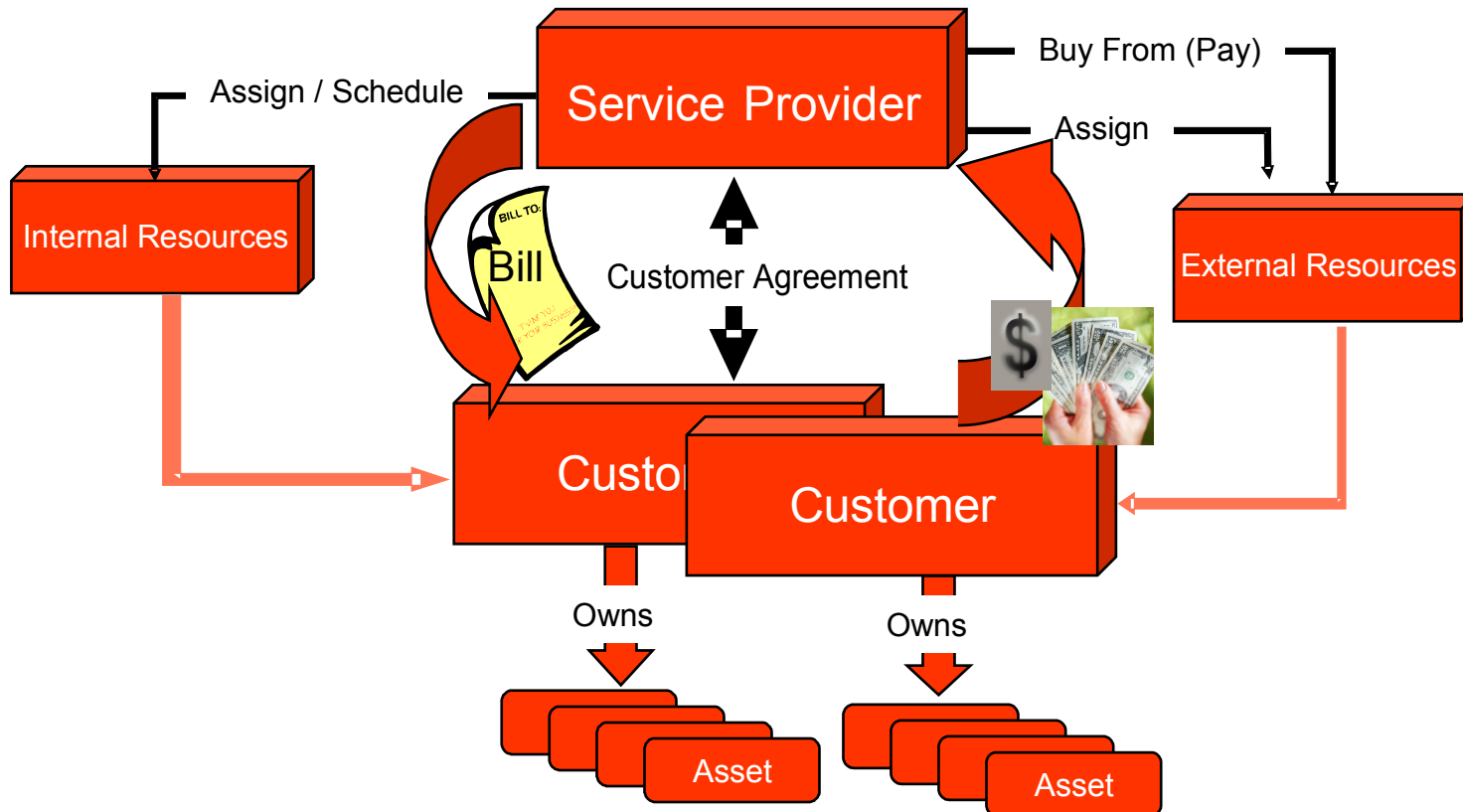
Business Benefits for the Service Provider

- Increased Revenue by capturing previously unidentified billable services
- Faster Payment of Invoices resulting in reduction of DSO's and improved cash flow
 - Detailed Billing Information
 - Customer pre-Approval of Bills
- More Efficient Service Delivery
 - Standardized Job Plans
 - Automatic
 - Matching of Job Plans to Work
 - Matching of correct sub-contractor based on Work, Geography, Customer preferences (user defined)
- Improved Labor Productivity
 - Correct People assigned, correct tools, spare parts – improve “first time fix rate”
- Avoid the cost of missing SLA's
 - Automatic Alerts and Escalations – generated pro-actively

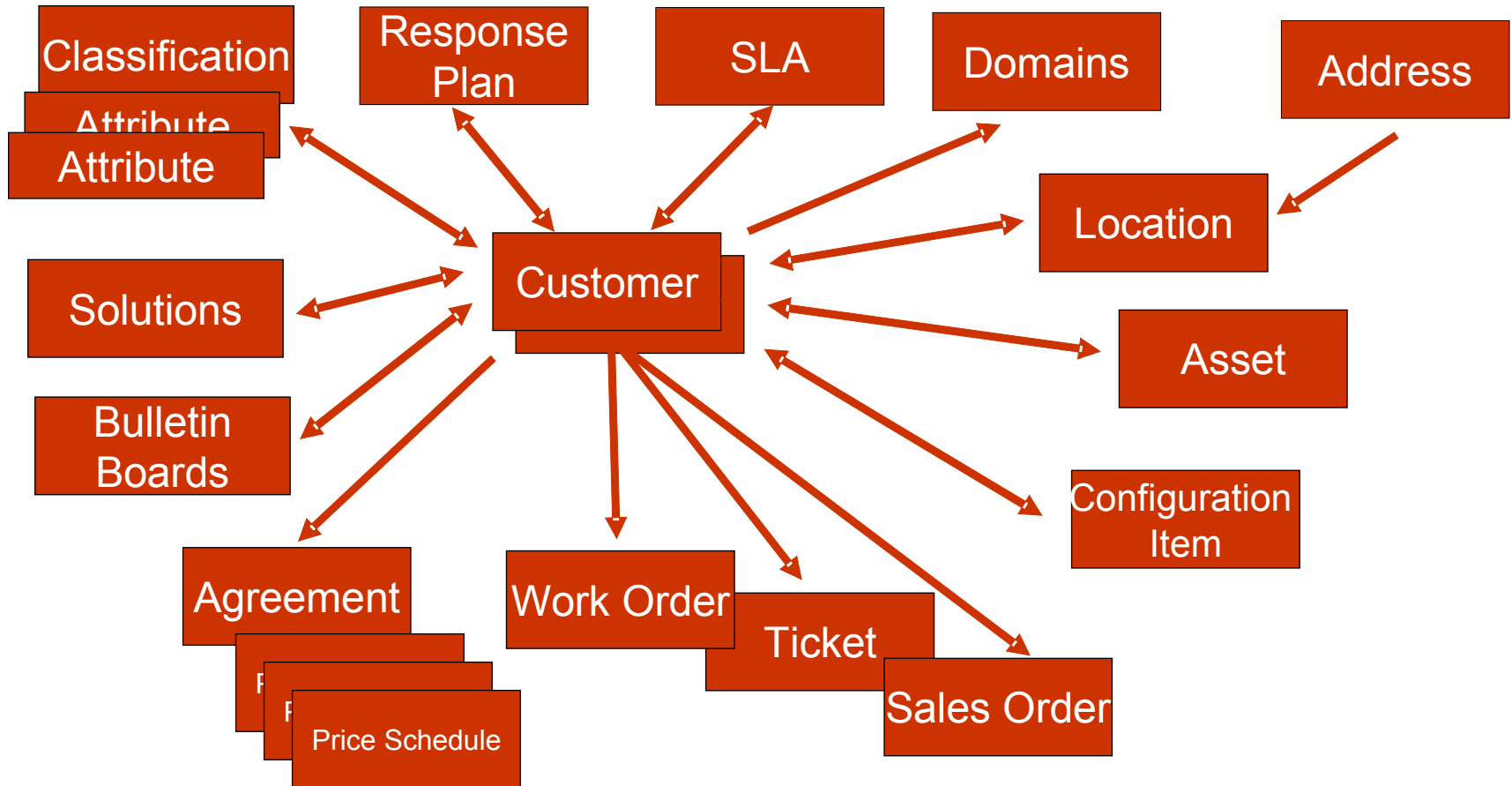
Service Provider - Architecture



Business Model – Maximo for Service Providers

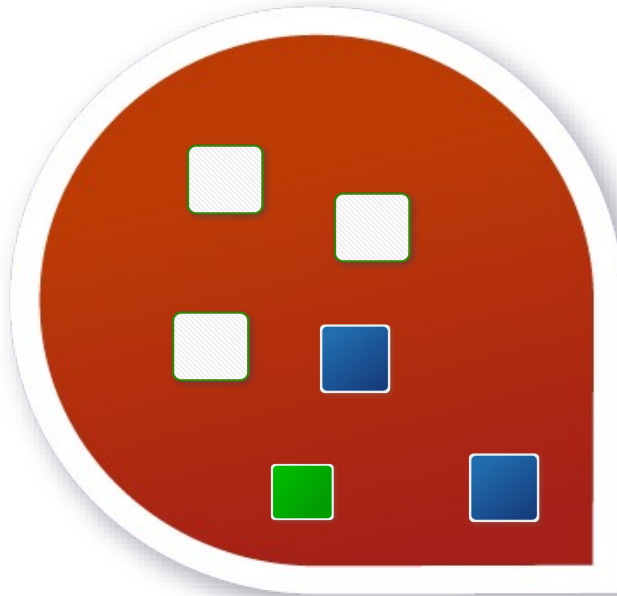


Customer Relationships

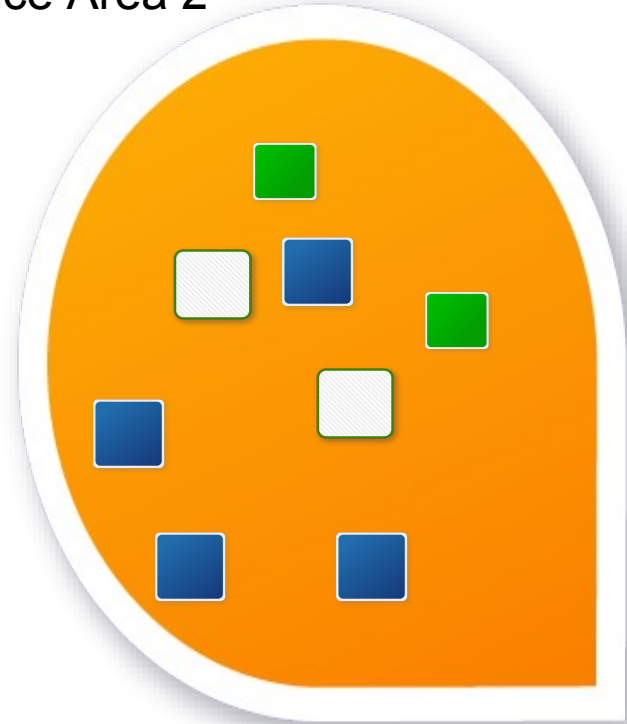





Multi Customer

Service Area 1

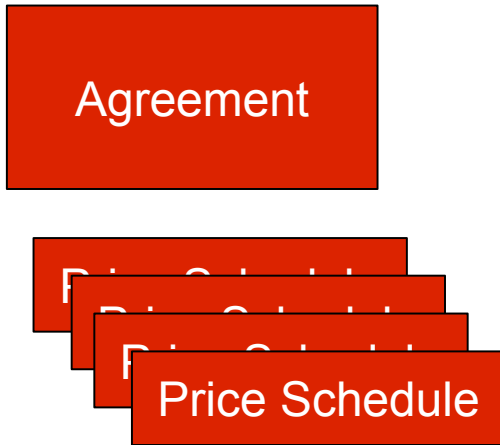


Service Area 2



-  Customer 1 Location
-  Customer 2 Location
-  Customer 3 Location

Customer Agreements



Agreement

- Revision
- Effective Dates
- Billing Period
- Billing Address
- Total of Amount Billed

Pricing Calculations

■ Working on Assets

- Markup – Labor, Material, Services
- Labor Unit Price
- Fixed Price for Ticket / Work Order
- Markup + Special Charges

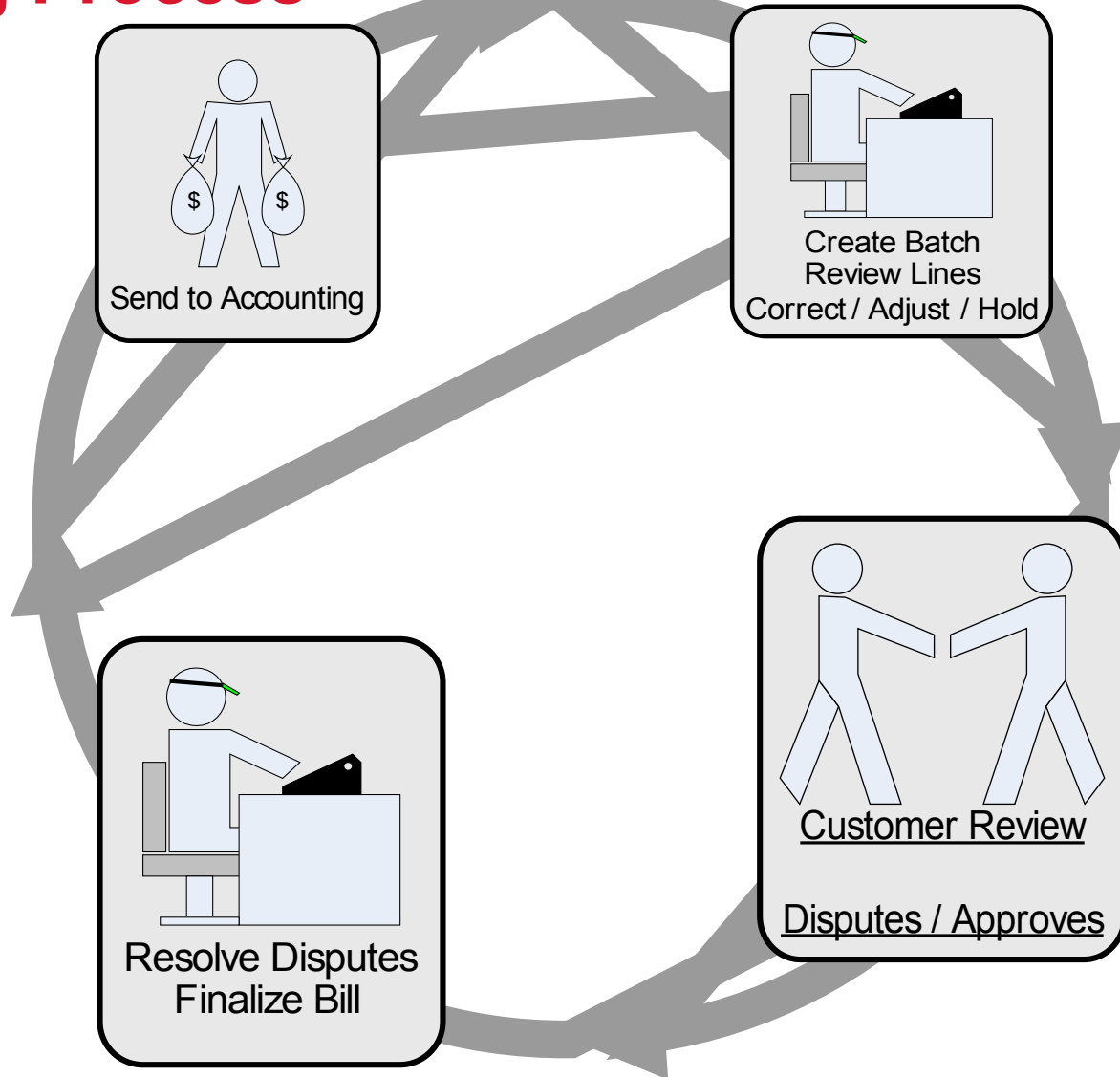
■ Managing Assets

- Unit Price per Asset
 - \$\$\$ per Server
 - \$\$\$ per Desktop
 - \$\$\$ per Laptop
- Price per Unit of Usage
 - \$\$\$ per GB of Email Storage
- Price for Asset Performance
 - \$\$\$ for 99.5 % of Uptime
- Price for Service Performance
 - \$\$\$ for 98% of WO closed within Target

Automatic Management of Service Delivery (Response Plans)

- Response Plan
 - Define Conditions
 - Customer(s)
 - Classifications / Service / Priority / Location / Address
 - Etc.
 - Define Responsibility
 - Person / Group / Vendor
 - Specify the Work to be done
 - Job Plan / Ticket Template
 - Notifications
 - Actions
 - Follow-on Work / Status Updates / Start a Work Flow

Billing Process



Held and Disputed Items Are Carried into The Next Batch

Customer Billing

MAXIMO - Customer Billing (SP) - Microsoft Internet Explorer

Address: http://localhost:7001/maximo/ui/maximo.jsp?event=loa

Customer Billing (SP)

Find: [] Select Action []

List Billing Batch

Bill Batch: 4
Customer: 1001
Reviewed By: []

Monthly Services
Jones Lang Lasalle

Organization: EAGLENA
Required Review Date: []
Agreement: 1001
Reviewed Date: []

Attachments
Bill Status: PREBILL
Bill End Date: 09/30/07
Pre Tax Total: 10,645.10

Bill Batch Lines

Line	Order	Class	Description	Total Cost	Quote Type	Agreed Price	Billed Price	Status
1	1146	WORKORDER		208.00		521.60	491.60	WAPPR
2	1147	SR		44.00		0.00	0.00	HOLD
3	1148	SR		57.00		124.10	124.10	WAPPR
4	1001	SALESORDER		0.00		10,000.00	10,000.00	WAPPR

Copy WO's, Tickets and SO's

Labor

Task	Labor	Name	Approved?	Regular Hours	Premium Pay Hours	Line Cost	Line Price	Bill Price
	LIBERI	Diane Liberi	✓	1:00		22.00	44.00	44.00
	DUDLEY	Bill Dudley	✓	2:00		57.00	430.00	400.00
	CHANEY	Larry Chaney	✓	5:00		95.00	0.00	0.00

Done Local intranet

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Maximo for Service Providers - Roadmap

Release 6.1	Release 7.1	Release 7.1.1.1	Release 7.x
GA: Jul 07	GA: Sep 08	GA: Aug 09	2010
<ul style="list-style-type: none"> •Customer Management •Customer Agreements •Sales Orders •Response Plans •Customer Billing •Billing Review •Work Orders •Locations •Service Requests •Incidents •Problems •Classifications •Persons 	<ul style="list-style-type: none"> •Assets •Configuration Items •Classifications / Attributes •Security Groups •Customer Objects •Deployed Assets •WO / Ticket Rules <ul style="list-style-type: none"> • Customer • Classifications • Attributes 	<ul style="list-style-type: none"> •Customer Link to <ul style="list-style-type: none"> • Domains • Solutions • Bulletin Boards • Item •Item List Price •SLA Hold •SLA Time Zone •Recursive Response Plans 	<ul style="list-style-type: none"> •Price Books •Automate Billing Process •Re-Bill Work Orders •Bill In-Process Work Orders •Pricing Thresholds •Price Schedule Templates •Select Items for Billing •Retroactive Price Updates •Billing Schedules <ul style="list-style-type: none"> • Assets • Items • Usage • Performance
Tpae 6.2.2	Tpae 7.1	Tpae 7.1.1.5	Tpae 7.x

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Questions...



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