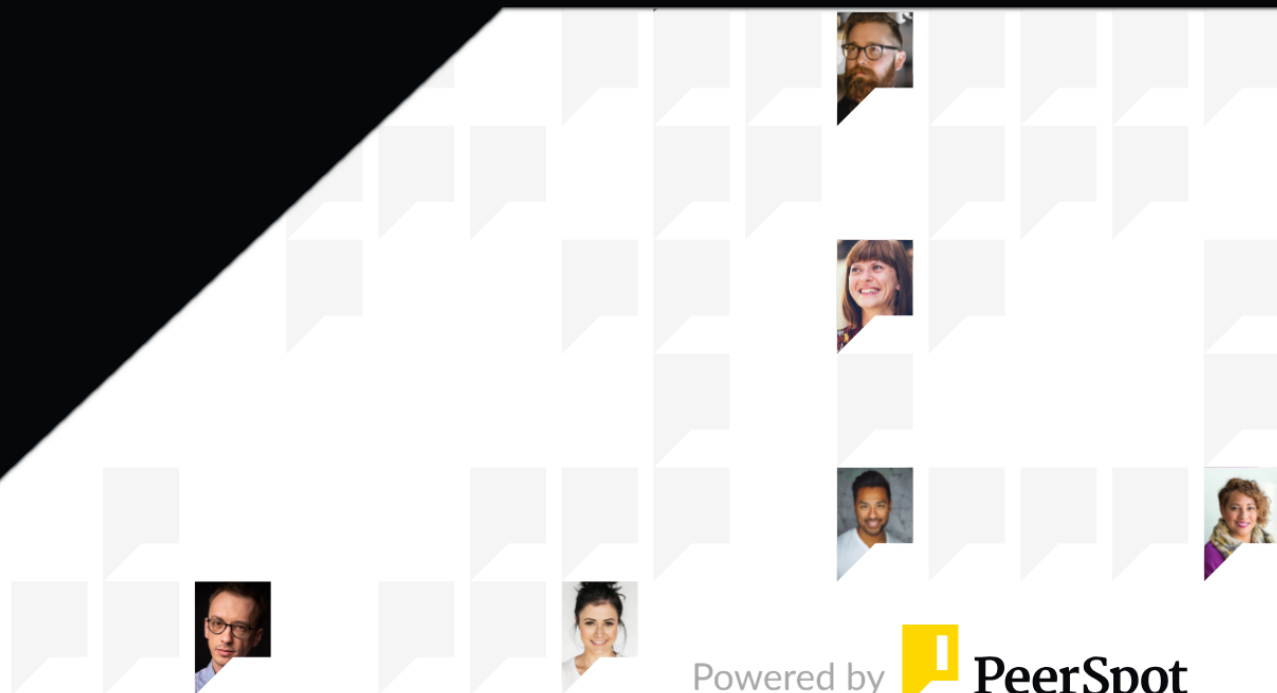




IBM Maximo Application Suite

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



IBM Maximo Application Suite

IBM Maximo Application Suite Recap

IBM Maximo offers advanced asset management with preventive maintenance, asset tracking, and integration capabilities. Its flexibility boosts efficiency and reduces downtime.

Known for its robust asset lifecycle management, IBM Maximo integrates with financial platforms and IoT data sources. It supports maintenance management, process digitization, and inventory purchasing, proving ideal for industries like manufacturing and energy. Users find its predictive maintenance and central asset management key to cost reduction and efficiency.

What are the most important features of IBM Maximo?

- **Preventive Maintenance:** Optimize asset uptime through scheduled tasks and checks.
- **Asset Tracking:** Monitor and manage assets across locations and systems.
- **Integration Capabilities:** Seamlessly connect with financial platforms and IoT sources.
- **Predictive Maintenance:** Anticipate potential failures to minimize downtime.
- **Comprehensive Reporting:** Gain insights through detailed analytics and reports.

What benefits should users look for in reviews?

- **Reduced Downtime:** Efficient maintenance and asset tracking reduce productivity losses.
- **Enhanced Operational Efficiency:** Configurability and integration streamline processes.
- **Cost Savings:** Preventive strategies and predictive analytics cut operational expenses.
- **Agnostic Integration:** Easily adapts to existing systems for smooth operations.
- **Ease of Use:** Intuitive interface supports quick adoption and implementation.

IBM Maximo is widely adopted in manufacturing, telecommunications, and energy sectors, excelling in asset lifecycle management and maintenance processes. Industries enhance efficiency with its centralized management, predictive maintenance, and improved information sharing, aligning operations with comprehensive asset strategies.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “IBM Maximo has positively impacted my organization as it has been a very useful tool, reducing human error by moving away from pen and paper-based scheduling, saving cost by minimizing unexpected downtime of assets with approximately 50% of time being saved, and reducing overwork among staff by removing redundant information and smoothing task flows.”



Antony Mishra

Java Software Engineer at GPA

- ✓ “IBM Maximo has positively impacted my organization, as we have noticed significant advantageous changes.”



Tajek Lawrence

Digital Marketing Manager at UPS

- ✓ “For some clients we have up to 89% downtime reduction of equipment that generates over 1.2 million euro growth in revenue because we don't spend that much money on downtime and repair costs.”



Verified user

Développement Fullstack at a computer software company with 1,001-5,000 employees

✓ “Flexibility is one of the key components, along with ease of use.”



Verified user

Director at a non-tech company with 10,001+ employees

✓ “IBM Maximo has positively impacted my organization because it reduced a lot of time and has saved a lot of cost.”



Dmataval Matavolam

Maximo Developer at Volvo Cars

✓ “Our measurable results show that unplanned downtime decreased by a minimum of 15 to 20%, work order processing time decreased by 30%, data consistency across sites significantly improved, and preventive maintenance compliance increased by 20 to 25%.”



Verified user

Software Engineer at a tech vendor with 10,001+ employees

✓ “We got a great revenue by using IBM Maximo.”



Verified user

Associate Project Person at a consultancy with 11-50 employees

What users had to say about valuable features:

“I find the automation products to be the most valuable features. When it comes to their reporting and analytics capabilities, I find them to be superb..”

Devarshi Buch

CEO at Logic Systech Pvt Ltd

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“We got a great revenue by using IBM Maximo. We have increased our revenue by 30%. We have automated some things and made the client save around 60% of his work. We have automated several things which have increased the client revenue as well because there is no need to spend on manual tasks..”

Verified user

Associate Project Person at a consultancy with 11-50 employees

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“The best features IBM Maximo offers are that it is a comprehensive tool where we can get the purchasing of assets or spare parts in the same application. The reports are also very good. Additionally, the barcodes are valuable. We can print barcodes for all things we need. The UI also has a very strong appearance.

We use the reporting feature very often. We have multiple reports, not just one. For each module, there are multiple reports and we can customize the reports based on our needs. For example, for a work order, we can print a report which gives all the details so that it is easy to carry out the steps required to fix the issue. There are also barcodes for items which we can paste on a bin or the item so it can be scanned with a barcode scanner, which is very easy.

IBM Maximo has positively impacted my organization because it reduced a lot of time and has saved a lot of cost.

For example, prior to IBM Maximo, we were doing only paperwork. Now that we have IBM Maximo in place, it is useful for tracking all assets and everything in a single solution with no data loss. Previously, multiple people handled this work, but now very few people do. This has helped us significantly..”

Dmataval Matavolam

Maximo Developer at Volvo Cars

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“The best features IBM Maximo offers are that it is very simple to deploy on OpenShift using Ansible playbooks. It also has excellent support for integration, is simple to configure, and the asset register is very straightforward. Work management and managing inventory are seamless.

“In terms of integration support, I have used preventive maintenance, work generation, accurate work execution planning, tracking actuals, and I can easily integrate with other tools and systems.

“IBM Maximo Suite gives me a single place where service cycles are standardized and tied to compliance.

“IBM Maximo has positively impacted my organization as it has been a very useful tool. It reduced human error by moving away from pen and paper-based scheduling. It saved cost by minimizing unexpected downtime of assets, with approximately 50% of time being saved. We have also reduced overwork among staff by removing redundant information and smoothing task flows. It helps us scale our team without micromanaging small issues..”

Antony Mishra

Java Software Engineer at GPA

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“IBM Maximo is the best tool for the asset management solution. The solution itself is a complete solution. There are a lot of features in the solution and many things included.

IBM Maximo's asset tracking is the best.

IBM tools are quite expensive, but they are number one in the market. It depends upon the features and things that they give you. IBM Maximo is something that they provide which is incomparable to other products.

IBM Maximo's integration with AI is good, but they are still working on it because AI IBM Maximo has capability. It's an IBM product. IBM Watson is one of the products that is integrated. It's an AI product. IBM has a complete suite that you can use for the integration of any of their tools with the AI. They have the complete AI solution.

IBM Maximo's predictive maintenance is the best. IBM provides the solution that you can actually do the predictive maintenance. You can predict the things better in terms of the assets you have pushed into the system and what are the things that are going to have a life cycle completed or some sort of SLAs completed for the assets. It provides you a complete roadmap for the predictability of your assets.

IBM Maximo has excellent capabilities of reporting. It can provide reporting of any sort of dashboard that the CIOs require or the business team requires. It provides you the best reporting and there are a lot of options available for the reporting as well. At the reporting end, IBM Maximo is very powerful..”

KashifJamil
CEO at Xcelliti

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IBM Maximo is my daily companion, and the software supports asset management. Using the software, we can monitor and optimize our system's performance and conduct predictive maintenance to prevent sudden downtime. The software is very robust and cost-effective.

IBM Maximo is very well suited to asset lifecycle management and system condition monitoring. The product is user-friendly and effective in managing work orders. The software pricing is much more affordable than that of other EAM systems.

“The best features IBM Maximo offers in my experience include workflow, assets tracking, and integration with other apps. The software is very effective in trend analysis and downtime tracking and is well-suited for preventive maintenance and predictive maintenance. Additionally, it has ease of use and seamless integration with other tools such as M-Power, Omino, and IBM Maximo.

“The reporting feature is excellent, as it allows for order and job card updates.

“IBM Maximo has positively impacted my organization, as we have noticed significant advantageous changes. The use of the software has significantly improved operational efficiency in our organization by streamlining processes and preventing system failures. IBM Maximo has reduced unplanned downtime by enhancing preventive maintenance. The introduction of this product in our industry enabled data-driven decision making through real-time performance analytics and reporting.

“We have experienced specific outcomes, with fewer downtime instances of around ten percent. We have also experienced improved operational efficiency in our organization of approximately seventy percent..”

Tajek Lawrence

Digital Marketing Manager at UPS

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Other Solutions Considered

“Before choosing IBM Maximo, I evaluated other options and determined it was the most suitable one since it covers many business areas needed by engineering departments..”

Omar Samy

Maximo Team lead at Masters United

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“I usually do not recommend SAP products instead of IBM Maximo; the customer bought from SAP directly instead of buying IBM Maximo from us. They went ahead with SAP modules and modernization and improvisation there..”

Devarshi Buch

CEO at Logic Systech Pvt Ltd

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“When I compare it with Hexagon, IBM Maximo has more number of customizations and more number of things which we cannot do in Hexagon, but we can achieve it in IBM Maximo. I feel IBM Maximo has vast features and then customization options. That is the reason I have given it a rating of eight..”

Verified user

Associate Project Person at a consultancy with 11-50 employees

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“Previously, we used Carl and we switched to IBM Maximo because we didn't have the possibility to add simply and without a lot of customization our business rules to the previous application. Now we use IBM Maximo because we can add our business logic directly and without really having a lot of cost of development or customization..”

Verified user

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Développement Fullstack at a computer software company with 1,001-5,000 employees

“Most of the competitors here in Taiwan use an SAP EAM module. Maximo also competes with some local brands like Advantag or MiTek. It integrates with almost every kind of ERP but it's difficult to integrate with the local ERP. If a customer is already using SAP, that's a challenge for IBM Maximo. But on the other hand, because of the APIs, we can easily integrate with other MES systems. Other solutions are more vendor-centric, and more easily integrate with products from the same vendor. IBM Maximo has better variety in regards to integration and it can be integrated with other ERPs as well..”

Chris Chang

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Core Funder at O4AI

“SAP has advantages over IBM Maximo in that it was for one customer who was using HANA. IBM Maximo is expensive, and it is not a very well-known product in India. People have not heard of it. We tried selling it to Pune Metro, and they wanted to integrate with SAP, but the price that was quoted was very high.

“I assess IBM Maximo's integration with IoT and AI as an excellent product to work with from a future-wise and technology-wise perspective. However, it is very difficult to sell in India because of the price point and no known expertise on the feature level at IBM, along with SAP in competition, which has its own tool to provide this kind of solution for asset management..”

Devarshi Buch

CEO at Logic Systech Pvt Ltd

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ROI

Real user quotes about their ROI:

“I have seen a return on investment with IBM Maximo for some clients, where we have saved up to 93% downtime of equipment and 1.2 million euro for one client on return on investment..”

Verified user

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Développement Fullstack at a computer software company with 1,001-5,000 employees

“Our measurable results show that unplanned downtime decreased by a minimum of 15 to 20%, work order processing time decreased by 30%, data consistency across sites significantly improved, and preventive maintenance compliance increased by 20 to 25%..”

Verified user

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Software Engineer at a tech vendor with 10,001+ employees

“I have seen a return on investment as preventive maintenance and compliance tracking have helped streamline asset management and decision-making. We have also reduced overwork among staff by removing redundant information and smoothing task flows. It has helped us to scale our operations team without micromanaging small issues, thereby saving a lot of time..”

Antony Mishra

Java Software Engineer at GPA

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“I have seen a return on investment. I would say the time is saved because we don't need to have paperwork. Everything is tracked in this solution. There are also very few employees now because there is no paperwork anymore. Everything the employees need to see is in the solution itself: quick remedies, failures, and resolutions. Everything is tracked in the work order history. This makes it very easy now and has saved us a lot of time, as well as fewer employees are needed..”

Dmataval Matavolam

Maximo Developer at Volvo Cars

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“Even if we don't look at the full software and we look at smaller use cases within the software, the ROI is often quite substantial. It is driven, of course, however, it's quite easy. A lot of these businesses have fairly inefficient processes. If they're coming from ten people that have their own Excel and you go to a unified system, it is quite easy to make big steps on the road. It saves a lot of time and resources. Just to give you an example, on our recent project, we were able to reduce their accounts payable staff by 50%. Those people still work there, however, they're in other things. It illustrates what we were able to do. .”

Chris Lok

COO / Developer at MaxLogic

[Read full review](#) 

Use Case

IBM Maximo performed well for my client in procurement, particularly in contract tracking and management. It provides an easy-to-use central hub for all relevant employees and contractors to find MSAs and SOWs, and to see a dashboard of contract status and expiration. It is also integrated with other front-end solutions to help with information intake.

Tajek Lawrence

Digital Marketing Manager at UPS

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“There are different use cases for IBM Maximo that I work with mostly. We use it for complete asset management. Anything that comes into the asset repository, asset management, asset evaluation, anything that comes into the asset, we use IBM Maximo.

Customers are basically more looking towards IBM Maximo for optimizing their assets and doing the asset inventory and anything that is related to asset, asset depreciation, anything that comes into the asset management, the customer is willing to go for IBM Maximo..”

KashifJamil

CEO at Xcelliti

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“My main use case for IBM Maximo is as a technical consultant, so I help companies to use IBM Maximo.

“A quick, specific example of how I've helped a company use IBM Maximo is that it is quite generic, so we help companies to add customization in workflow processes, for example, organization and how to use the asset or location application.

“In addition to my main use case, I do install IBM Maximo environment for the clients..”

Verified user

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Développement Fullstack at a computer software company with 1,001-5,000 employees

“My main use case for IBM Maximo is asset management in plants.

A specific example of how I use IBM Maximo for asset management in plants is that we use the asset management tool for tracking asset location and maintenance of assets, timely maintenance, preventive maintenance, and condition monitoring. We use it for multiple purposes, including purchasing tools, assets, and spare parts. We assign assets to a location so that we can track their location. We create work orders based on asset failures so that technicians can work on fixing the assets. The time is tracked for the number of hours the technician worked on a work order.

I have preventive maintenance, which can be done using frequency based on the time period or based on meter readings of the assets. If there is a problem, then a work order is created automatically so that it will reduce asset downtime and asset failure..”

Dmataval Matavolam

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Maximo Developer at Volvo Cars

“IBM Maximo is one of the best enterprise asset management solutions I have been using. In my organization, we use IBM Maximo Application Suite and its EAM and IT suite to streamline asset management, as well as maintenance and operations activities. IBM Maximo Suite helps to bring the asset lifecycle in front of decision-makers to get the best out of the client investment.

“A specific example of how my team uses IBM Maximo in our day-to-day work is that it helps with asset management, facilities management, work requests, and work orders through to end life cycle. Implementing these core modules and components of IBM Maximo has allowed our organization to properly track physical assets and inventory, as well as how they are used to support end-user requests for services and supervisors or technicians picking up those requests and assessing the work to be completed..”

Antony Mishra

Java Software Engineer at GPA

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“I generally develop IBM Maximo reports and then some automation scripts, and the major thing which I have customized is an application called Archival solution that we created from scratch.

“For the Archival solution, databases are becoming increasingly huge. Whenever you want to search any record, it takes more time because of the huge transaction loads stored in the databases. I created an application which archives older records that have not been used for an extended period, and you can retrieve them back whenever an audit occurs in your company. This reduces the load on your query and databases, then gives you faster results. I was using an action launch point script for that.

“Coming back to reports, I created some custom reports for a client based on his requirements, mostly list-based reports and graphical reports that come from the database by taking data from the database.

“I have worked on automation scripts, including several automation scripts on object launch point, attribute launch point, and action launch point, and I have created some IBM Maximo reports.

“For me, the entire IBM Maximo application itself is a standalone thing which helps business maintain their asset records, and then determine which assets need to be repaired and create PM work orders based on frequencies, meter readings, or time-based factors. These are very useful for the customer. IBM Maximo is doing a great job.

“IBM Maximo is a vast tool. I still need to learn a lot, and we have many things that MIF thing and MAS 9.0, the latest version, which we need to look upon. It has great insights upon it. I am still learning the things, which I love. I believe it is very useful for the users and then it makes our daily life easy..”

Verified user[Read full review](#) 

Associate Project Person at a consultancy with 11-50 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“My experience with the initial setup of IBM Maximo is that it's quite simple. IBM everything has a wizard base, so it's not a challenge for anybody to do if he knows what he wants to do. It's easy for them..”

KashifJamil

CEO at Xcelliti

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“My experience with pricing, setup cost, and licensing for IBM Maximo is that the licensing process is very intuitive. We have app points and the users or the clients buy a certain number of app points that suits their business need. For example, if they have a thousand users or thousand concurrent users, they will need to buy around 300 app points..”

Verified user

Développement Fullstack at a computer software company with 1,001-5,000 employees

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“The initial setup was very difficult. It took me about a week to gain full access and an additional week or two to become familiar with its usage. Even though Maximo was designed to be an overall system, it proved to be slow, causing challenges for both senior-level employees and myself. My coworkers and I found it hard to update information and encountered issues where the software would revert back to old projects or files. Consequently, using Maximo became a tedious task..”

Alyssa Lawson

Founder at SMPLX

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“I was not in the company when Maximo was initially rolled out but I believe it's quite complex in comparison to the new cloud-based platforms which are simple to deploy. There was no cloud solution when we initially rolled out so the deployment took a lot of time and effort. In terms of maintenance, the databases need a lot of health and integrity checks. As an on-prem solution, we are responsible for managing that. We have around 750 users. .”

Verified user

Manager OSS & System Admin at a comms service provider with 1,001-5,000 employees

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“IBM Maximo's setup is easy, but IBM Maximo 8.0 or IBM Maximo Application Suite 8.0's setup is very hard considering the installation and its architecture.

On a scale of one to ten, where ten is easy and one is difficult, I rate the setup process a two since it is very complicated. The majority of the deployments are done on-premises, and around 50% of our clients prefer it to be deployed on a private cloud. The deployment process may normally take somewhere between three to six months..”

Jose Pedro Muñoz

Director of operations at Vetasi

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“The initial setup is straightforward. I give the setup a ten out of ten.

Initially, we are deploying the web and DB-2, then we have the initial data configuration, the transitional data, setting up the preventive maintenance condition, monitoring parameters, and then comes the report development.

The deployment time depends on the organization's complexity. In medium organizations, it generally takes around five to six months to deploy the time management system using five or six consultants and developers. This time includes the training..”

Muhammad Kamran

Project Manager at Ora-Tech Systems

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Customer Service and Support

“The customer support for IBM Maximo is very helpful, and you have your local support. The two support systems cover most of what you will need in your support..”

Omar Samy

Maximo Team lead at Masters United

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“You can evaluate IBM Maximo's customer support and technical support as seven somewhere. The support is always good. IBM support is good, but the only thing that the problem in the support is their response time. The response time is slow..”

KashifJamil

CEO at Xcelliti

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“The customer support for IBM Maximo was very good, but it was not a direct experience. It was a customer experience where colleagues talked with the support team during the development of the solution, and they were very happy about this..”

Verified user

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Software Engineer at a tech vendor with 10,001+ employees

“I'm lucky because I worked at IBM so I had some background knowledge before starting here. As a reseller, I think the IBM website resources are good enough. But if you have less experience then you may find the support to be lacking. It's not as good as it used to be. .”

Chris Chang

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Core Funder at O4AI

“My previous company would try and reach out to the technical support team. So it's more of who would IBM or Duke reach first for some of those cases. I rate their assistance a nine out of ten. They're very respectful and kind and helpful. And what they could do, and even though I think most times, they really weren't able to help as much as we would like. Just being understanding was very it helped out a lot in their patience. It doesn't surprise us..”

Alyssa Lawson

[Read full review](#) 

Founder at SMPLX

“I rate the technical support a seven out of ten. Three levels of support in IBM. The first one is a fixed level, while levels two and three are very good. Here, level one is not very good, as it takes time to go from level one to level two and from level two to level three. So, level one is of low capacity..”

Jose Pedro Muñoz

Director of operations at Vetasi

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Other Advice

“My advice to others looking into using IBM Maximo is that if you want a solution which is packed with all the functionalities in a single solution for entire asset management, then go with IBM Maximo. I would rate this product 9 out of 10..”

Dmataval Matavolam

Maximo Developer at Volvo Cars

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“IBM Maximo's asset tracking feature is difficult to sell in India because of price. It is not popular in India because of price and IBM not pushing, so it is not very easy to sell. We tried pushing it to some of the people who are running metro, but we did not get any big success. My overall rating for this review is 6..”

Devarshi Buch

CEO at Logic Systech Pvt Ltd

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For anyone looking into using IBM Maximo, I highly recommend this tool because it is well-suited to asset lifecycle management and system condition monitoring. It is very user-friendly and effective in managing work orders. The software price is much more affordable than other EAM systems. However, improvement in customer support is needed quickly. This tool has streamlined and automated many of our complex processes, thereby saving time and reducing errors. It has provided us with real-time system performance data and alerts for potential breakdowns, which has reduced downtime by ensuring accurate, timely system diagnostics that can prevent failures. I give this product an overall rating of eight.

Tajek Lawrence

Digital Marketing Manager at UPS

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“I highly recommend IBM Maximo Suite because it gives better control over assets without needing multiple tools. It also makes planning and tracking easier and enables data-driven decisions.

“I am solving the problem of employees being overworked with a better overview of who is doing what. I find the integration with IBM modules really powerful as it connects everything smoothly. The ability to capture equipment defects quickly and convert them into work orders has been a significant time-saver. I would rate this product an 8 out of 10..”

Antony Mishra

Java Software Engineer at GPA

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“IBM Maximo in their last version includes mobility functionalities which can use the offline mode for technicians that do not have internet connection, and that is

really helpful for them. Additionally, we can build workflow processes very fast that suit the business rules for the companies.

“I would advise others looking into using IBM Maximo to really use only the application that they need. IBM Maximo can be really complicated if we want to use all the functionality of it. However, if we can be small and only use what we need, it is awesome, and if we need more complex scenarios, then we have to teach them to the user before we deploy it.

“I would rate this review an overall 8 out of 10..”

Verified user

Développement Fullstack at a computer software company with 1,001-5,000 employees

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“AI Watson, I have not used it so far. I was trying to use it, but there are some challenges for me to use it. I will definitely try to give a review once I use it.

“I have not used it so far. I will be using it in a couple of days.

“A partner can convince the client by saying it makes your daily life easy by updating your asset values or oil and gas things. It will be very easy for them to use IBM Maximo. They make their lives easier by not needing to see the asset daily based on the meter reader frequency. Work orders will be auto-generated and then assigned to the technician so that it will be easy for them to do audits or do the maintenance work. It makes their life easy and then increases their business.

“I would rate this product an eight out of ten..”

Verified user

Associate Project Person at a consultancy with 11-50 employees

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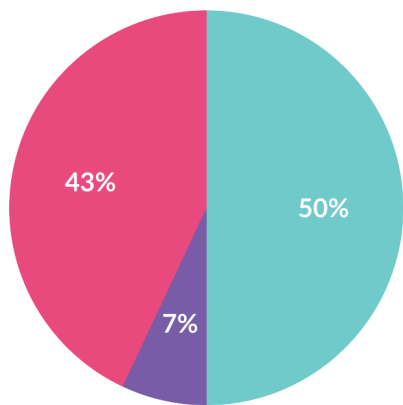
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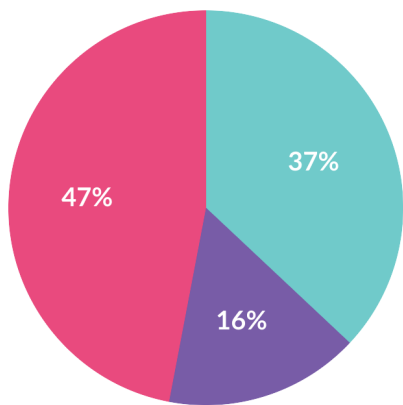


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Large Enterprise Midsized Enterprise Small Business

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