

IBM Maximo for Service Providers

Product Design / Architecture

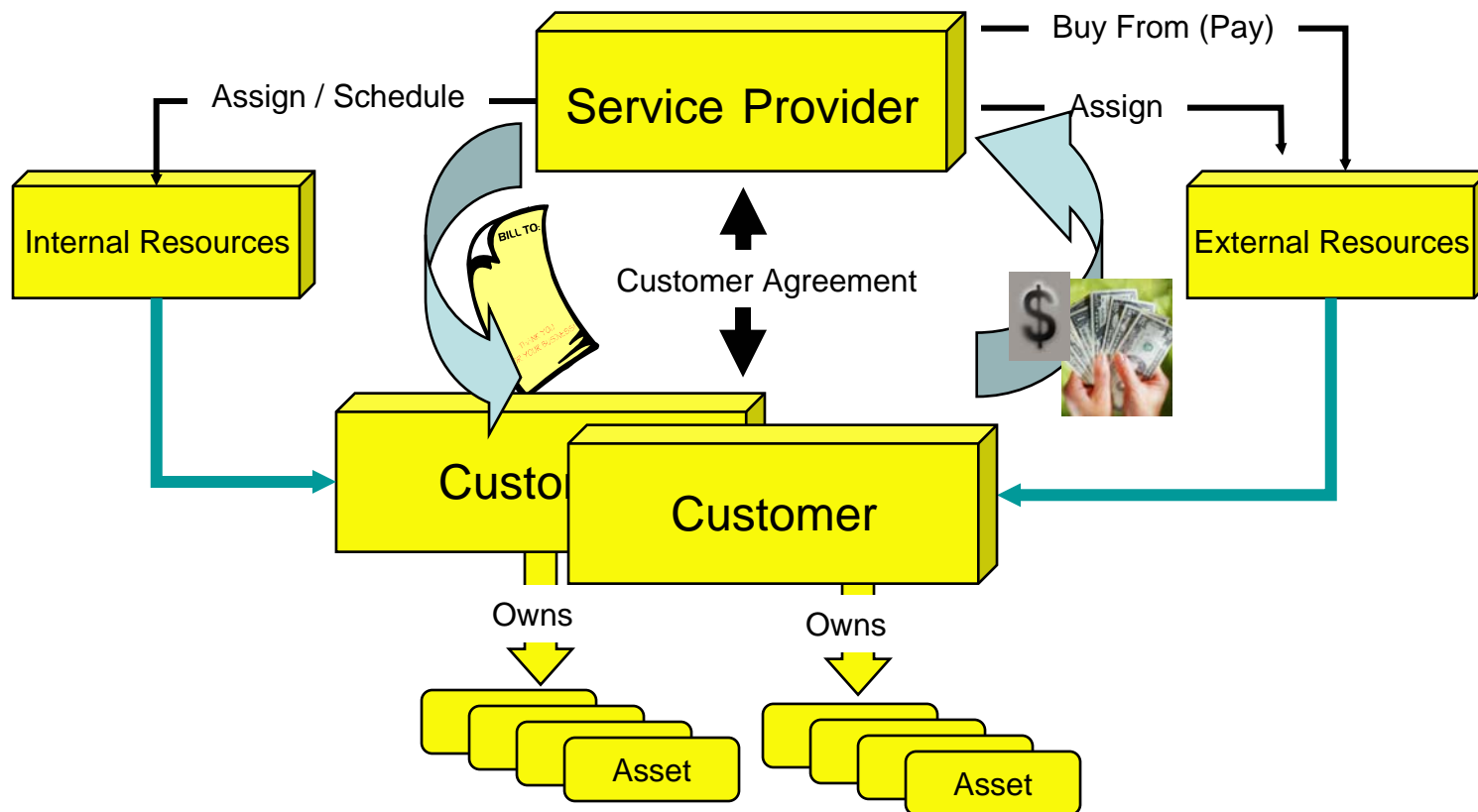
Any product data contained herein has been reviewed for accuracy as of the date of initial publication. Product data, including product enhancements and release dates, is subject to change without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without 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

Maximo for Service Providers

- The Service Provider Business Model and Roles
- A Little History – Strategy and Development Partners
- Value to the Service Provider
- The Multi-Customer Model
- Entitlement / Service Level / Service Delivery
- Pricing Examples
 - EAM
 - ITAM
- A Service Request example
- The Billing Process

Service Provider Business Model

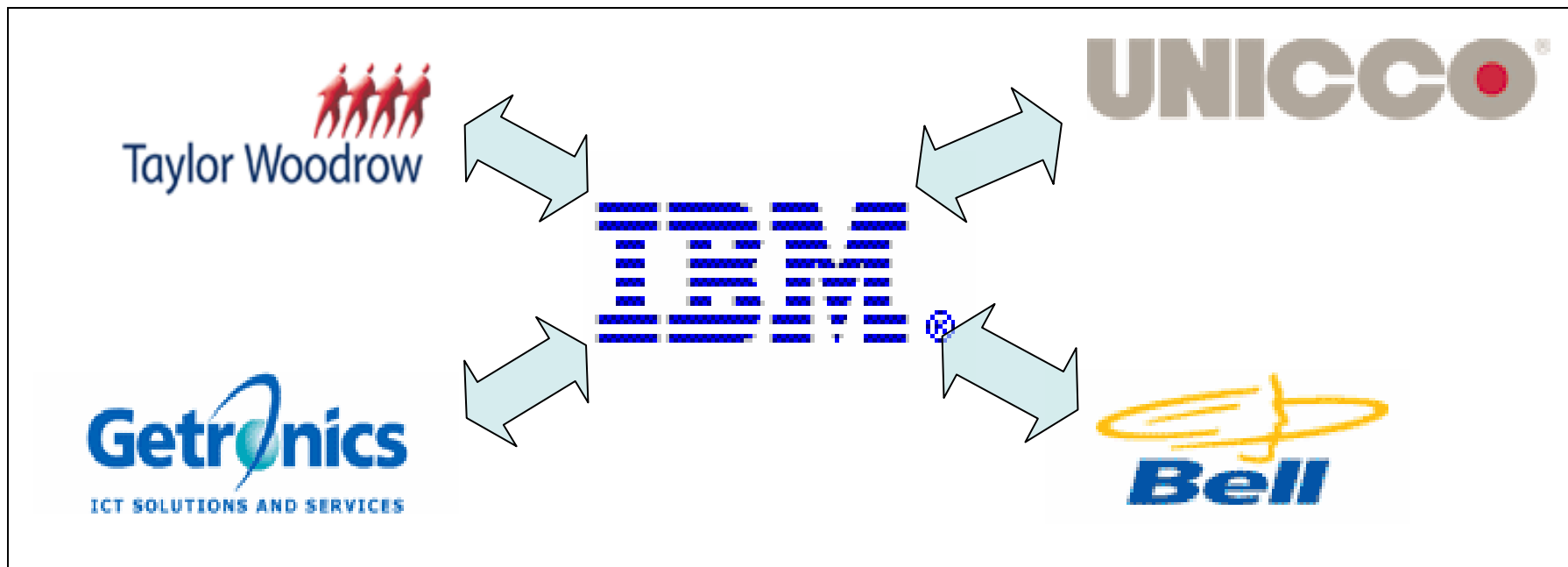


How We Got Here

- Service Manager 4.1.1
 - 35 Service Providers In the Maximo Customer Base –
 - External and Internal
 - Use Existing Maximo Functionality
 - Asset Management
 - Work Management
 - Inventory Management
 - Supplier Management
 - Added Customizations
 - Customer Management
 - Billing (External & Internal)
 - Service Enablement Validation & Pricing
 - Service Management / Service Delivery

How We Got Here

- Commercialized the customizations from Maximo 4.1.1 customers
- Developed a common solution to meet the business needs of Service Provider industries
- Development Partners



Value to Service Providers

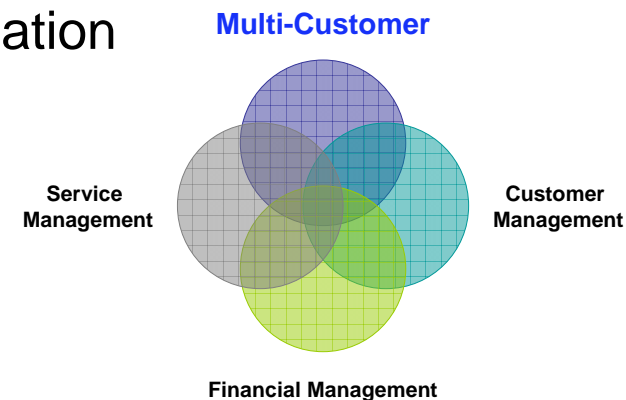
- Multi-Customer enablement
 - Manage Assets for multiple Customers in single instance deployment
 - Benefit is lower cost of ownership

- Enables Managing Service as a Business More Profitably
 - Manage Customer Agreements
 - Entitlement – What Services should be provided to each Customer and under what Conditions
 - Pricing – What Pricing Rules are Used for each Service and under what Conditions
 - SLAs – What is the Response Commitment for each Customer and under what Conditions
 - Provide for Efficient Service Delivery –
 - Automatic Assignment of Responsibility and Job Plan
 - Automatic Notification and Determination of Next Steps
 - Timely, Detailed and Accurate Billing
 - Reduction in DSOs – Due to Level of Detail and Customer pre-Approval of Bills

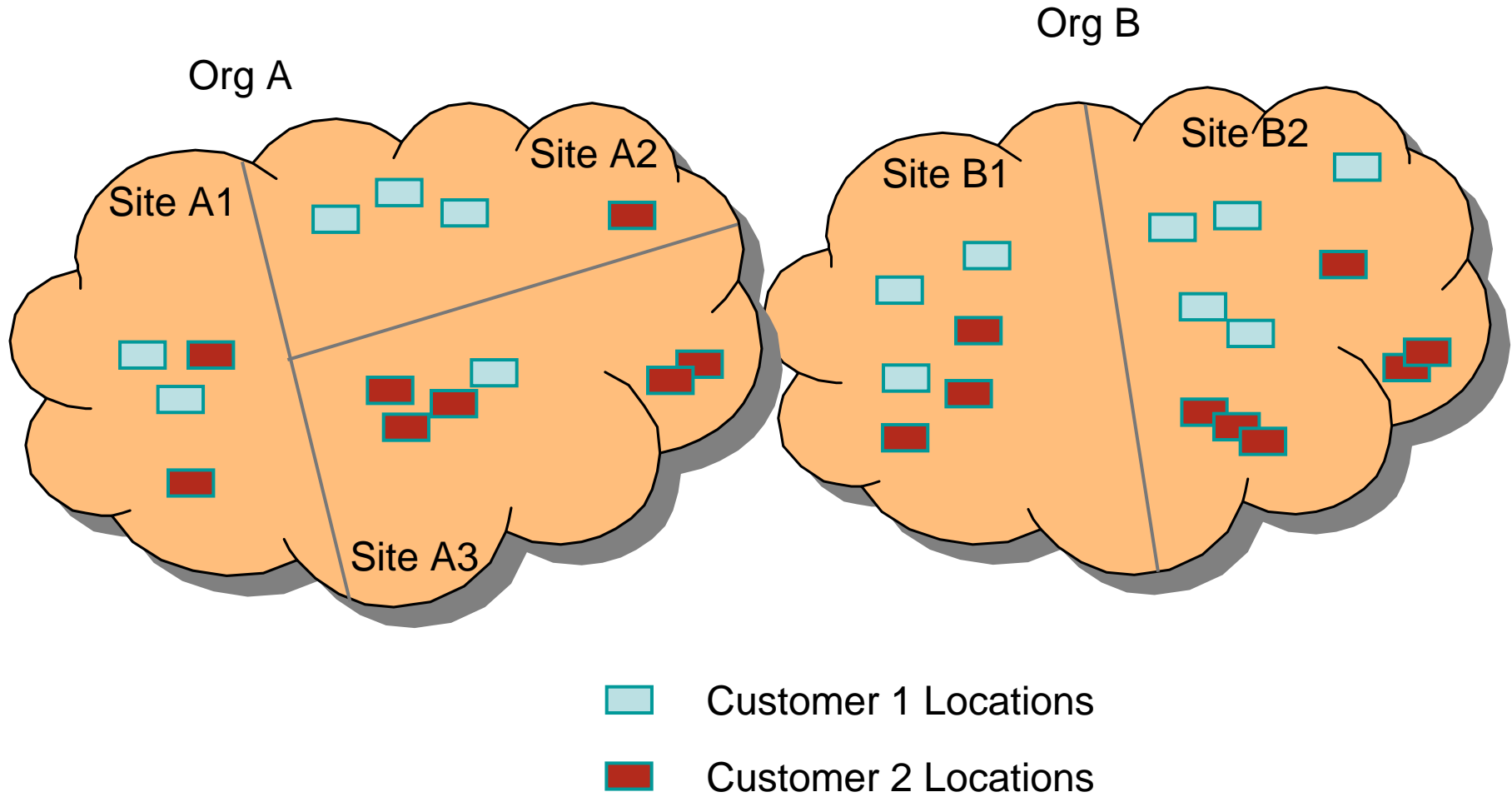
Key Capability #1 – Multi-Customer

Benefit to customer: *Reduce TCO by leveraging a single instance to manage multiple customers*

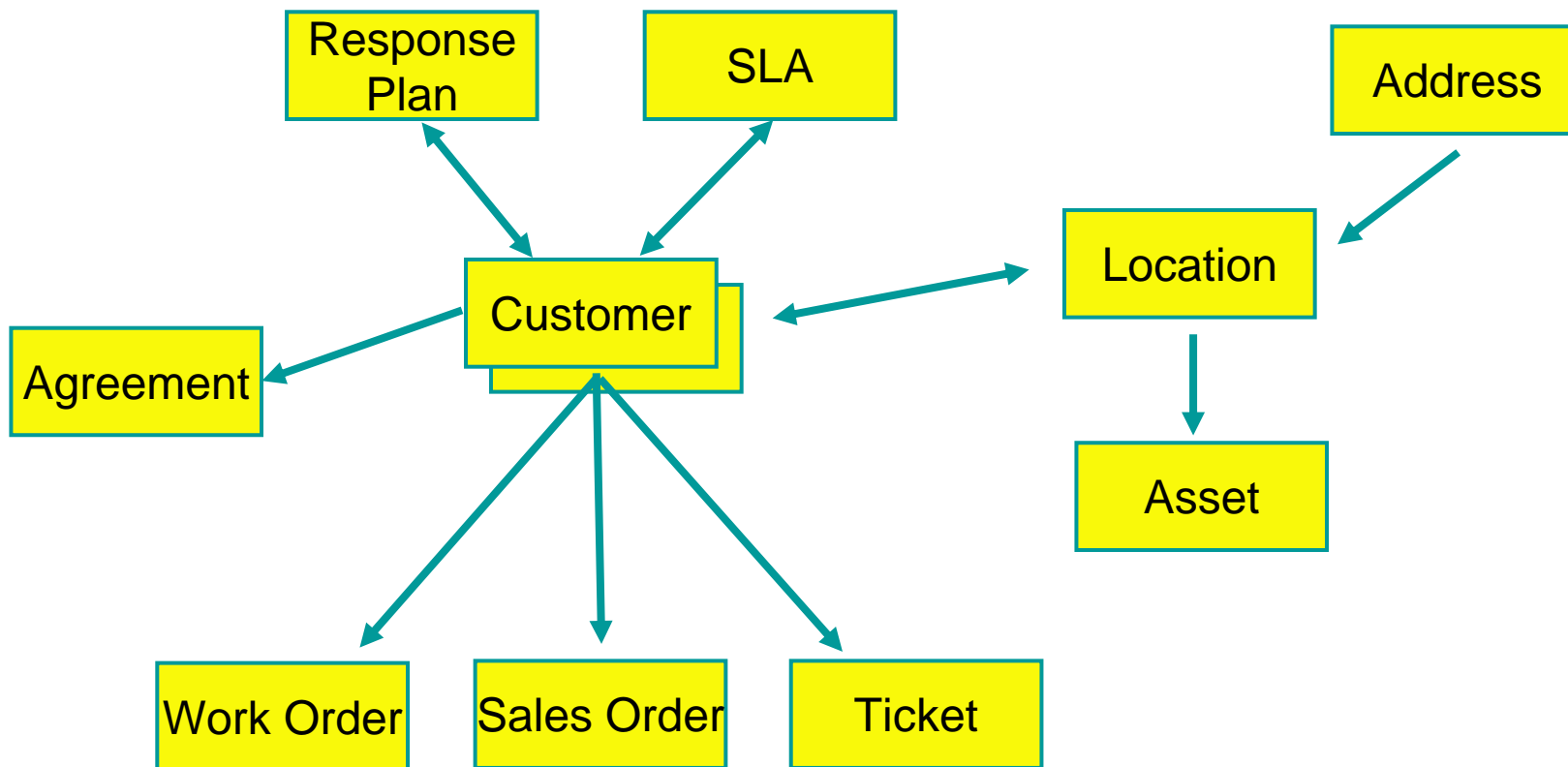
- Manage Multiple Customers
 - Multiple customers and their assets on a single database
 - Customer references added to existing Maximo records
 - Segregation of customer data – complete security
 - Customers view / access only their information



Multi-Customer



Customer Relationships

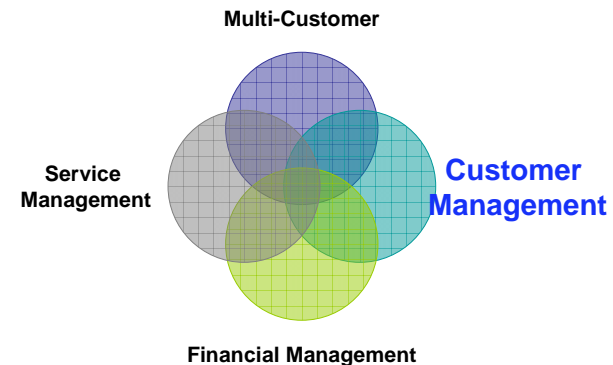


Key Capability #2 – Customer Management

Benefit to customer: *Manage multiple customers with many physical locations, and provide unique customer agreements and rules to define entitlement of services*

- Customer Information
 - Associate customers with locations
 - Service addresses are associated with locations
 - Billing Address

- Unique Customer Agreements
 - Agreement Price Schedules
 - Price rules calculate prices
 - Rules establish and determine entitlement of services
 - Service Level Agreements (SLAs)
 - Establish target times and link targets to escalation
 - SLAs may be global or customer specific

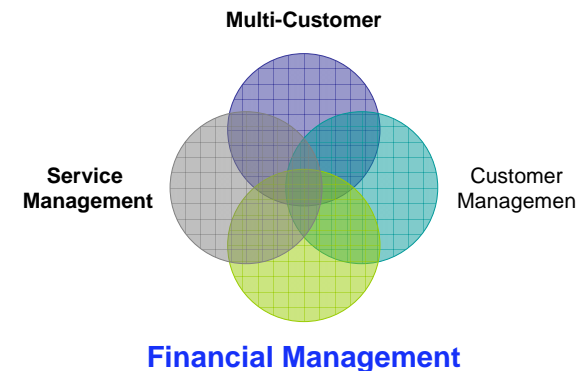


Key Capability #3 – Financial

Benefit to customer: *Detailed and accurate billing with a review and approval cycle to reduce days sales outstanding (DSO) and receive timely payment of services*

- Customer Billing
 - Batch capability based on billing frequency requested by the service providers' customer
 - Service Providers customer can review the bill and request / negotiate adjustments, as necessary
 - Contains transactions from billing period, as well as transactions from previous billing period, that have not been billed

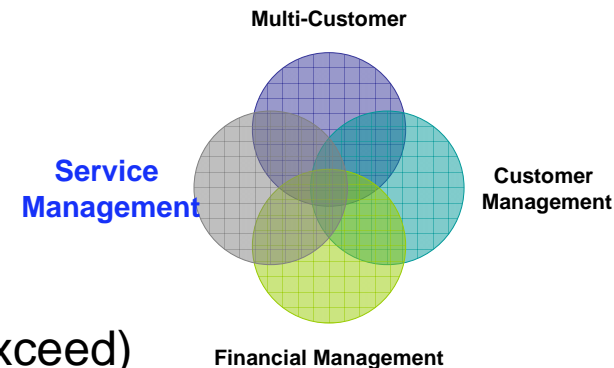
- Sales Order
 - Create unique pricing transactions
 - Monthly maintenance fees
 - Asset Management and Usage fees
 - Asset Performance fees or credits
 - Issue credits



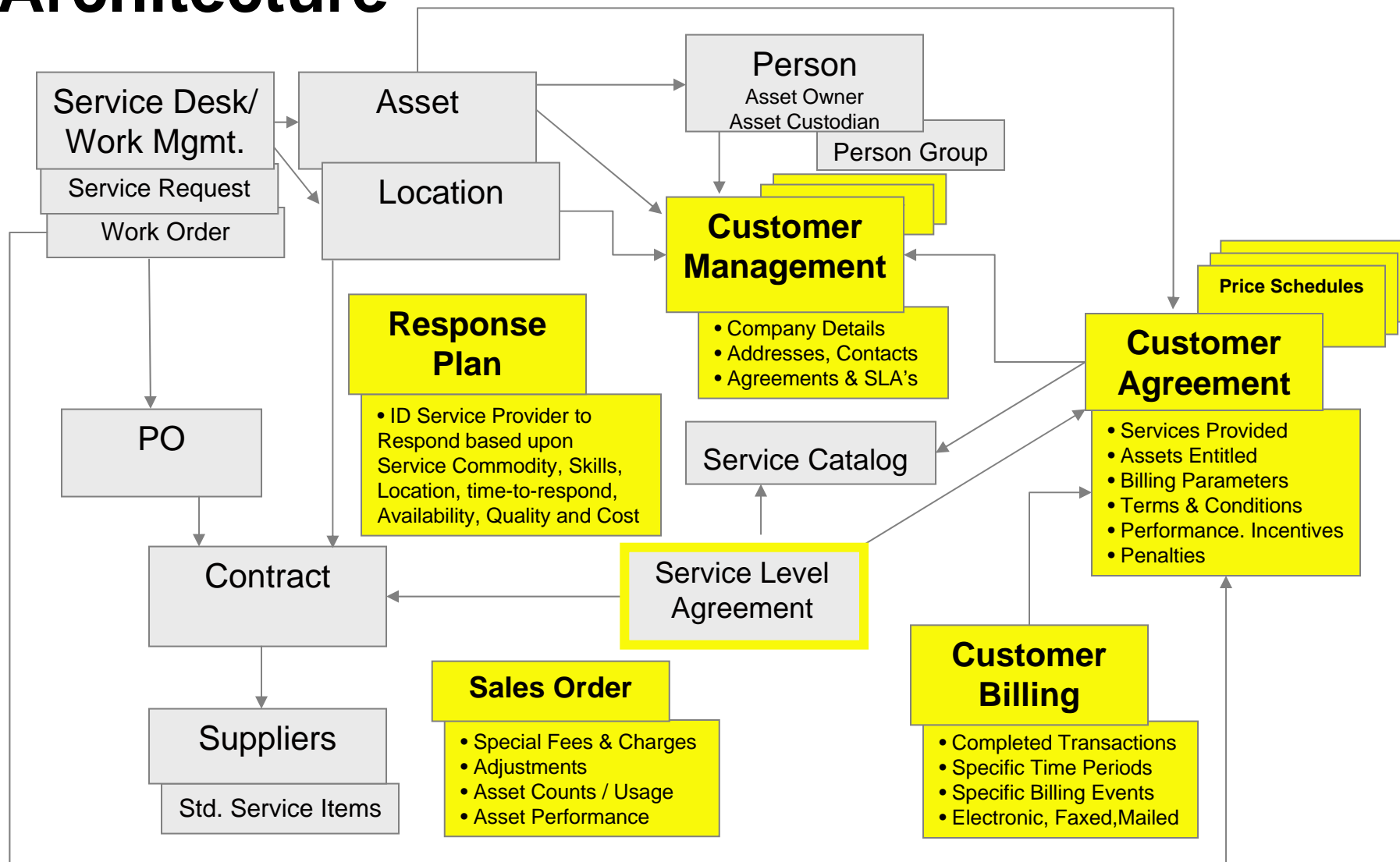
Key Capability #4 – Service Management

Benefit to customer: *Improve efficiency of service delivery with automatic notification and automatic assignments of responsibility and job plan*

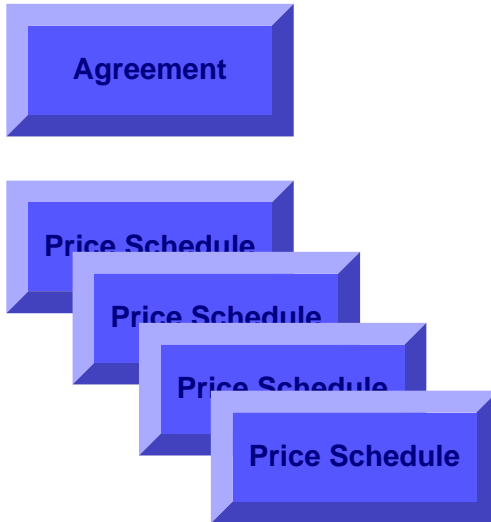
- Response Plans
 - Automate response to a work order, incident, service request, etc
 - Rules engine determines response in a given situation
 - Person/Group responsible for location or asset
 - Vendor to whom work should be assigned
 - Job Plan and/or processing steps to be used for work on an asset
 - Person/Group to be notification regarding an asset
- Work Order and Incidents Enhancements
 - Includes customer and service address
 - Calculate of prices
 - Add miscellaneous fees and charges
 - Work Order supports price quotes (Fixed, Not to Exceed)



Architecture



Customer Agreements



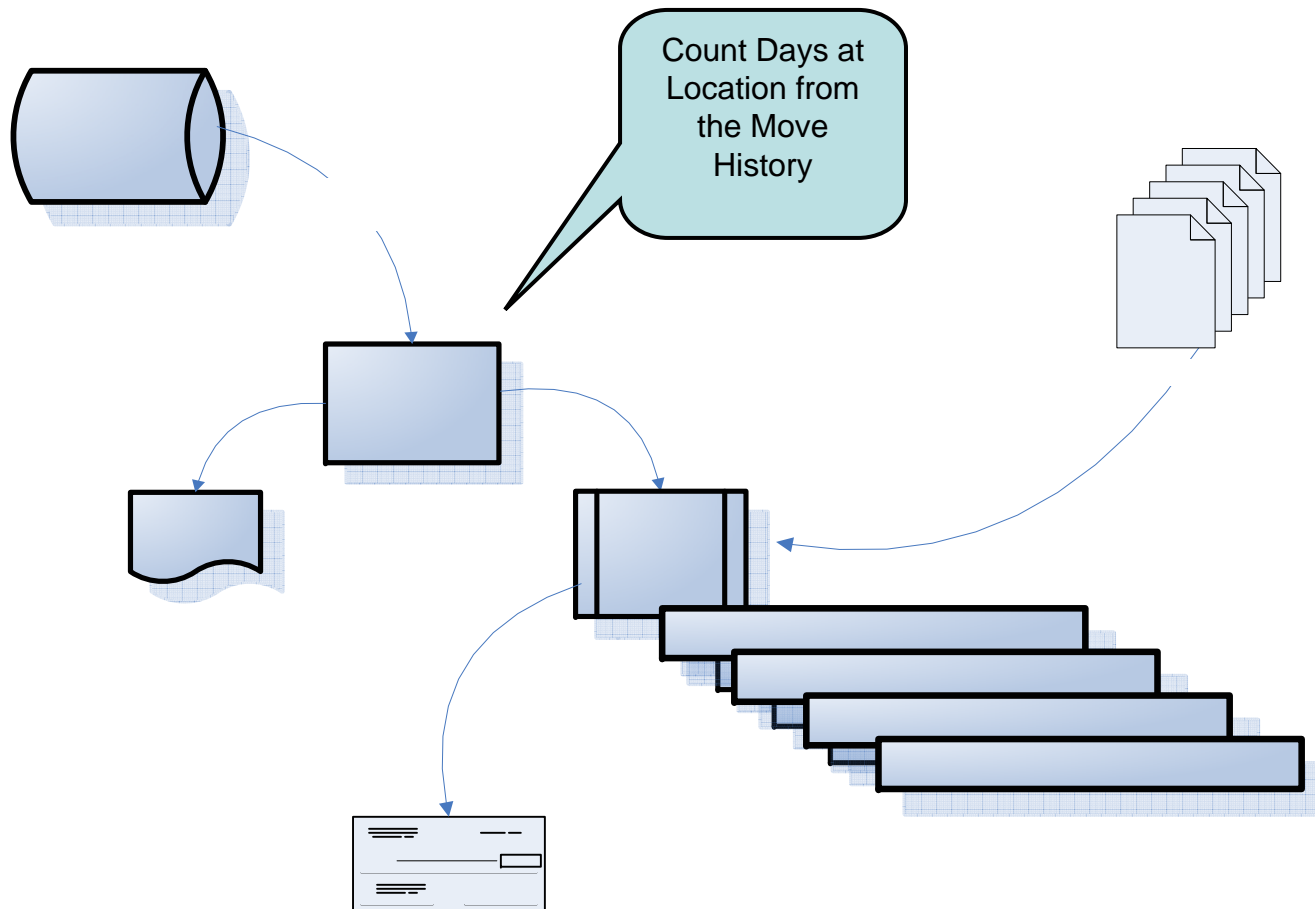
Agreement

- 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

Counting Assets



Maximo

Assets

Automatic Management of Service Delivery

- 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

Response Plans

Conditions	Rank	Actions

Response Plans

Conditions	Rank	Actions
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA	100	<ul style="list-style-type: none"> • Create Work Order • Apply Job Plan HV120 • Assign to Vendor EMH • Notify Engineering Group

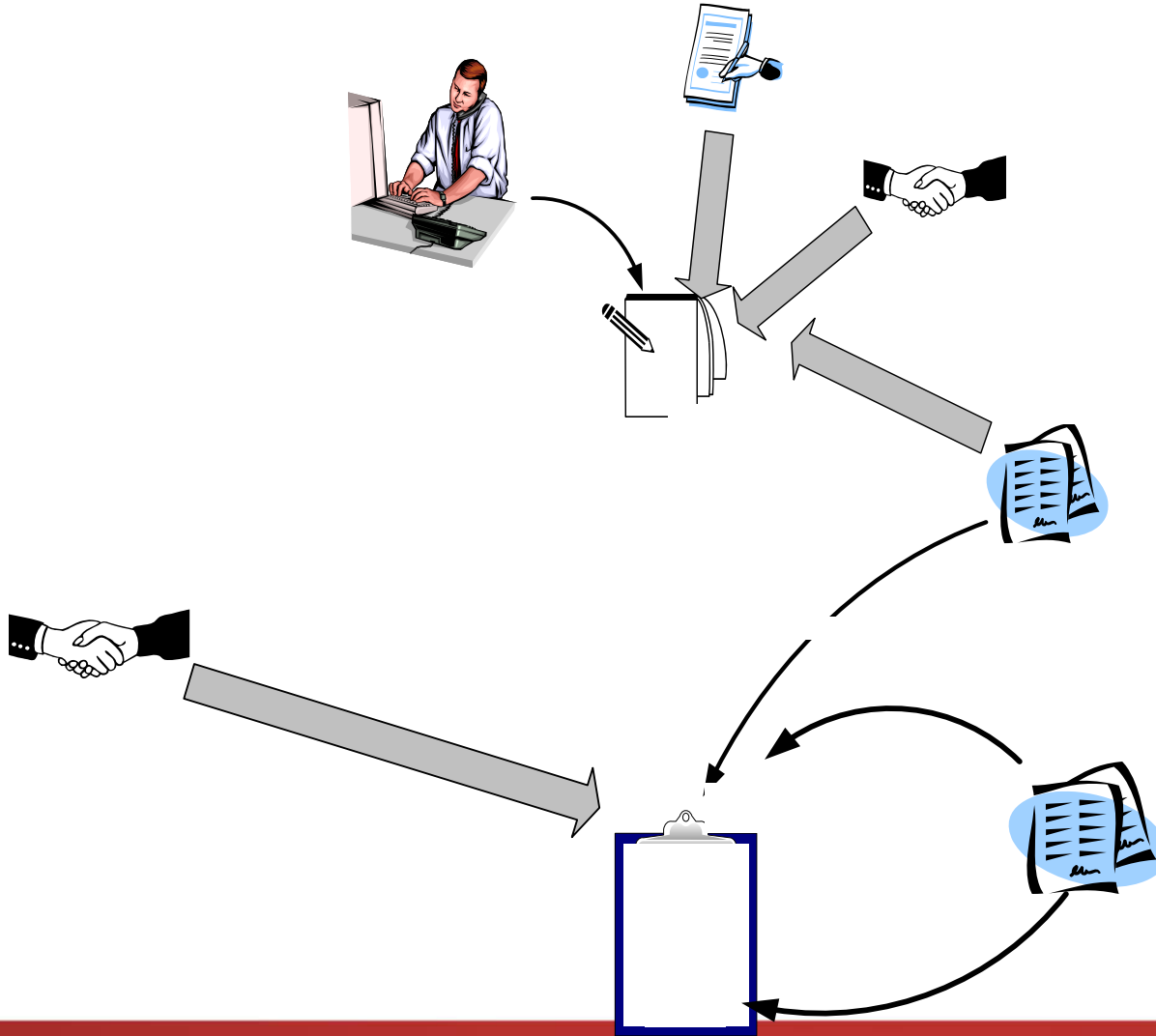
Response Plans

Conditions	Rank	Actions
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA	100	<ul style="list-style-type: none"> • Create Work Order • Apply Job Plan HV120 • Assign to Vendor EMH • Notify Engineering Group
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA Address / City = Boston	80	<ul style="list-style-type: none"> • Create Work Order • Apply Job Plan HV120-H • Assign to Vendor TRANE • Notify Facilities Group

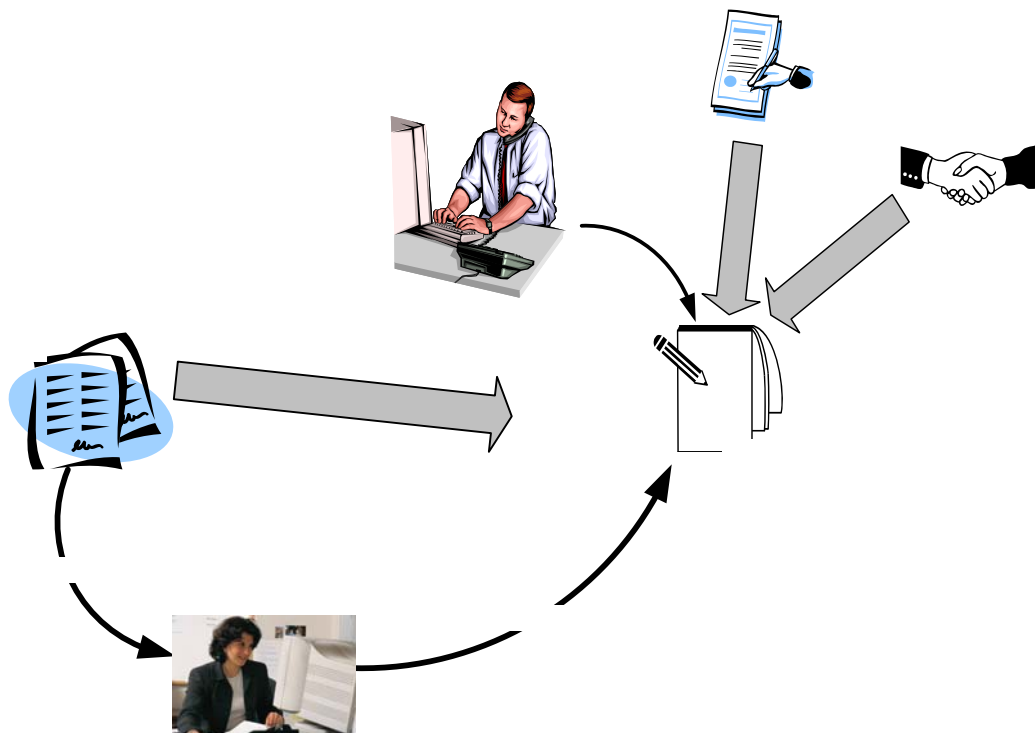
Response Plans

Conditions	Rank	Actions
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA	100	<ul style="list-style-type: none"> • Create Work Order • Apply Job Plan HV120 • Assign to Vendor EMH • Notify Engineering Group
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA Address / City = Boston	80	<ul style="list-style-type: none"> • Create Work Order • Apply Job Plan HV120-H • Assign to Vendor TRANE • Notify Facilities Group
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA Address / City = Boston Affected User's VIP = 1	50	<ul style="list-style-type: none"> • Create Work Order • Set Priority = 1 • Apply Job Plan HV120-H • Assign to Vendor TRANE • Notify Facilities Group

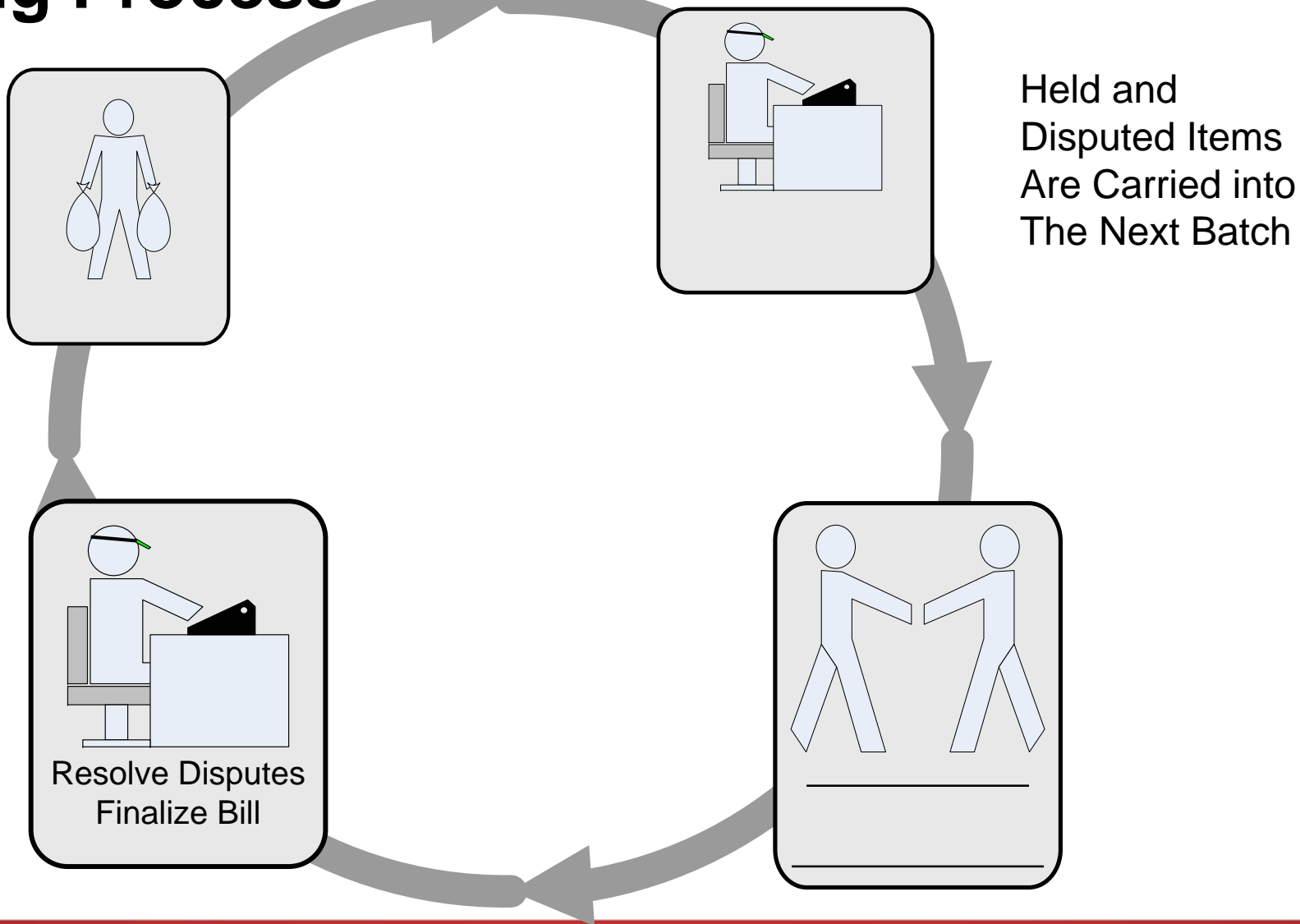
Service Request Processing -



Service Request Processing -



Billing Process



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: 6/30/07
 Pre Tax Total: 10,615.70

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

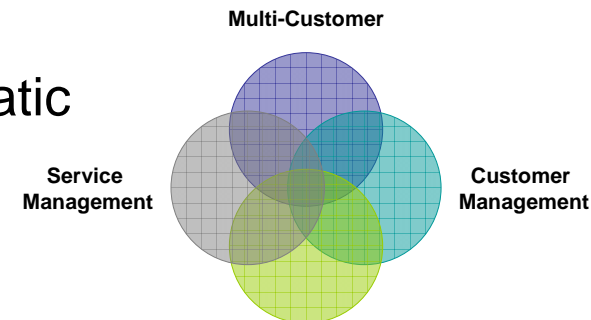
Labor

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

Summary of Service Provider Benefits

- Detailed and accurate billing with a review and approval cycle to reduce days sales outstanding (DSO) and receive timely payment of services
- Reduce TCO by leveraging a single instance to manage multiple customers
- Manage multiple customers with many physical locations, and provide unique customer agreements and rules to define entitlement of services
- Improve efficiency of service delivery with automatic notification and automatic assignments of responsibility and job plan



Roadmap

SP 6.1 SRM / EAM / TAMIT	SP 7.1 EAM / TAMIT	SP 7.1.1 EAM / TAMIT	TSRM for Service Providers	CCMDB for Service Providers
Customer Mgt Customer Agreements Sales Orders Response Plans Billing Billing Review Work Order Locations Tickets Classifications Person	Assets CI's Classification Attributes Security Set up Deployed Assets Reconciliation	Domains Solutions Bulletin Boards Items Purchase Orders - Customer - Response Plan	Customer Surveys Customer- specific Catalog Items Response Plan On Catalog Billing extensions - Item Pricing	Change / Config Mgt State Mgt Customer Empowerment
6.x	7.x	7.x	7.x	7.x
Maximo Base Services				

Disclaimers and Trademarks

- 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.
- IBM customers are responsible for ensuring their own 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.
- The following terms are trademarks or registered trademarks of the IBM Corporation in either the United States, other countries or both: DB2, e-business logo, eServer, IBM, IBM eServer, IBM logo, Lotus, Tivoli, WebSphere, Rational, z/OS, zSeries, System z.
- Java and all Java-based trademarks are trademarks of Sun Microsystems, Inc. in the United States and/or other countries.
- Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States and/or other countries.
- UNIX is a registered trademark of The Open Group in the United States and other countries.
- Linux is a trademark of Linus Torvalds in the United States and other countries.
- Other company, product, or service names may be trademarks or service marks of others.
- ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office.
- IT Infrastructure Library® is a Registered Trademark of the Central Computer and Telecommunications Agency which is now part of the Office of Government Commerce.