



# IBM Maximo Asset Health Insights on Cloud offers more insight into health of business assets, bringing improved accuracy and detail to reliability engineers and maintenance supervisors

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## At a glance

IBM<sup>(R)</sup> Maximo<sup>(R)</sup> Asset Health Insights on Cloud capabilities include:

- Consolidates information around business asset health for reliability engineers and maintenance supervisors, including asset history and real-time and historical sensor data from the assets
- Provides the capability to define and normalize asset health based on key drivers, such as remaining useful life, maintenance and failure history, overdue preventive maintenance, and condition based on real-time and historical meter and sensor information and weather
- Provides users with the capability to drill into business assets by location, hierarchy, or asset class to understand the full context of the health of critical assets
- Leverages real-time information and analytics using the IBM Watson<sup>TM</sup> Internet of Things Platform, along with other information sources such as current and historical weather

## Overview

Maximo Asset Health Insights on Cloud enables reliability engineers and maintenance supervisors to gain a deeper understanding of the health of their assets. These asset health management capabilities include modeling a business asset along with the flexibility of defining asset health for various asset classes in an organization. These models include specific drivers from Maximo data such as asset age, remaining life, and work and failure history. They can also include drivers about asset condition, originating from real-time or historical sensor data, or from manual inspections and readings.

After asset health is defined, the reliability engineer or maintenance supervisor can get an overall view of the health of their assets, normalized across different asset classes. This normalized view can be represented as red, yellow, green, or one through five; the view enables the user to identify specific assets based on their health and take the appropriate actions. These actions can include adjusting preventative maintenance schedules, opening a new preventative maintenance perhaps for an inspection, or scheduling replacement or overhaul of an asset. Certain asset classes or groups of assets based on existing Maximo queries can be viewed in a list, on a map, or in a hierarchy along with the health of these assets as indicated by the asset health model for that asset class.

This set of capabilities provides a single, enriched view as part of the Maximo system, instead of having to use multiple views from several different tools to achieve the same result. This additional insight can enable increased reliability of the assets, at a reduced cost associated with optimizing preventive maintenance.

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## Key prerequisites

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- Internet connection
- Browser
- IBM Enterprise Asset Management on Cloud (Maximo) V7.6
- IBM Enterprise Asset Management on Cloud Flex (Maximo) V7.6

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## Planned availability date

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September 20, 2016

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## Description

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Maximo Asset Health Insights on Cloud provides the capability to model, map, monitor, and optimize the health of your organization's business assets through the following feature sets.

### Modeling asset health

- Enables the selection of an asset type to be scored. A scoring methodology can be created and selected, then mapped to that asset type as well as to the 0-100 baseline scale (default to 0-100).
- Offers capability to enter and display a score manually against an asset or location.
- Performs the asset health score calculation based on weighted drivers (for example, condition, cost, performance); or a calculation that includes the aggregate driver values.
- Can base the driver on asset-based KPIs, condition monitoring points, calculations, or queries.
- Maps score, driver, and factors to the 0-100 baseline to allow aggregation. Each driver and factor is weighted.

### Mapping real-time information to Maximo assets

- Enables users to identify the source system of condition data
- Facilitates registration of external devices with the IBM Watson IoT Platform
- Maps assets to external devices (if sensors will be leveraged), enabling the sensors to be mapped to individual meters
- Offers capabilities that allow the definition of the rules for external feeds
- Provides tools to display and manage feed from external sensors
- Provides for the definition of the filter and frequency requirements for representative external feeds into Maximo
- Provides the capability to create rules to trigger activities based on sensor data

### Monitoring asset health

- Enhances the display of asset and location health using charts, map, hierarchy, and floor plan
- Creates asset health-related KPIs and saved queries to display in a configurable dashboard
- Displays asset details, including real-time and historical trends, and enables context-based actions

- Creates rules for taking action based on events from external sensors and integrates with enhanced Maximo condition monitoring
- Creates and monitors notifications through text message or email
- Offers capability to subscribe to events received from external sensors
- Displays historical weather in context (for example, based on the date of the displayed meter reading)

### Optimizing asset health

- Provides asset type templates to facilitate asset health onboarding and management
- Enables revision and optimization of preventive maintenance frequency based on asset health history and real-time events
- Facilitates users to conduct root cause analysis of poor performing assets based on asset health scores
- Enables identification of capital project opportunities based on asset health scores

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## Reference information

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For information about electronic download and on-premises installation of IBM Maximo Asset Health Insights, refer to Software Announcement [216-282](#), dated July 26, 2016

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## Availability of national languages

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Translation information, if available, can be found at the [Translation Reports](#) website.

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## Program number

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Program number	VRM	Program name
5737-B85	SaaS	IBM Maximo Asset Health Insights on Cloud

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## Offering Information

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Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage<sup>\(R\)</sup>](#) and [Passport Advantage Express<sup>\(R\)</sup>](#) website.

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## Publications

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English and national language product documentation can be accessed from [IBM Knowledge Center](#) on the general availability date.

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## Services

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### Software Services

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IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities.

Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, go to the [IBM Software Services](#) website.

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## Technical information

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### Specified operating environment

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#### **Hardware and Software requirements**

Software requirements are available through the [Maximo Support Platform Matrix](#).

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

#### **IBM Cloud and Smarter Infrastructure SaaS Support Portal**

The IBM Cloud and Smarter Infrastructure SaaS Support Portal is your gateway to technical support. This includes access to forums, wikis, blogs, and resources for running and managing software in the SaaS offering. To help save time and simplify support, the SaaS Support Portal can help you find answers to questions, troubleshoot, automate data collection, submit and track problems through the Service Request and Chat tools. All these tools are made available through your IBM support agreement, at no additional charge. Read about the IBM Cloud and Smarter Infrastructure SaaS Support portfolio on the [IBM Service Engage](#) website.

### Planning information

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#### **Packaging**

This offering is delivered as electronic download from Passport Advantage. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

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## Ordering information

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These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

More information can be found on the [IBM Software Value Plus](#) website.

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, go to the [Find a Business Partner](#) page.

Product group: Maximo Asset Management

Program number	Program name
5737-B85	IBM Maximo Asset Health Insights on Cloud

Product category: Maximo Asset Management

Description	Part number
IBM Maximo Asset Health Insights on Cloud per 100 Asset Subscription per Month	D1Q4JLL
IBM Maximo Asset Health Insights on Cloud per 100 Asset Overage	D1Q4KLL

### Charge metric

Program name	PID number	Charge metric
IBM Maximo Asset Health Insights on Cloud	5737-B85	Asset

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## Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Passport Advantage Agreement, the International Passport Advantage Express Agreement, the Cloud Services Agreement and associated Service Descriptions, or the IBM SaaS Terms of Use.

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### Technical support

Technical support is provided for IBM SaaS and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials provided by IBM as part of any such technical support are considered to be part of IBM SaaS or enabling software, as applicable, and therefore governed by the SaaS Terms of Use or the CSA and associated Service Description. Technical support is included with IBM SaaS and is not available as a separate offering.

Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

### Terms of Use

The program's *Terms of Use and CSA Service Description* document is available on the [Software as a Service terms](#) website.

### Limited warranty

If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

### Money-back guarantee

No

### Volume orders (IVO)

No

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**Passport Advantage applies**

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Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

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**Software Subscription and Support applies**

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No

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**IBM Operational Support Services - SoftwareXcel**

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No

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**System i Software Maintenance applies**

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No

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**Variable charges apply**

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No

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**Educational allowance available**

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Not applicable.

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**Statement of good security practices**

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IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

**Important:** IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

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**IBM Electronic Services**

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX<sup>(R)</sup> V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster

problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the [IBM Electronic Support](#) website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

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## Benefits

**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization's system.

For additional information, go to the [IBM Electronic Service Agent](#) website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, you can view system and support information in the *My Systems and Premium Search* sections of the [IBM Electronic Support](#) page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or go to the [IBM Electronic Support](#) website.

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## Prices

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If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where

you can obtain Business Partner pricing information. An IBM ID and password are required to access the [IBM Passport Advantage](#) website.

### **Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available on the [Passport Advantage](#) and [Passport Advantage Express](#) website.

### **IBM Global Financing**

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