aws marketplace

IBM Maximo

Reviews, tips, and advice from real users

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Product Recap

IBM Maximo

IBM Maximo Recap

IBM Maximo is designed to help organizations effectively manage and maintain their physical assets, such as equipment, facilities, and infrastructure. Maximo provides a comprehensive set of tools and features to optimize asset performance, increase operational efficiency, and reduce maintenance costs.

With Maximo, organizations can track asset information, schedule maintenance activities, manage work orders, and generate reports for data-driven decision-making. It enables proactive maintenance planning, streamlines workflows, and improves asset uptime. Maximo is scalable, flexible, and can integrate with other enterprise systems to provide a unified view of asset information. Overall, IBM Maximo is a robust EAM solution that empowers organizations to effectively manage their assets throughout their lifecycle and maximize their value.

IBM Maximo Features:

- Asset Management: Maximo enables organizations to effectively manage their assets by providing tools for asset tracking, maintenance scheduling, and condition monitoring. It helps organizations maximize asset uptime and extend their lifespan.
- Work and Maintenance Management: The software allows users to create and manage work orders, track work progress, schedule maintenance activities, and allocate resources efficiently. It helps streamline maintenance processes and improve productivity.
- Inventory and Procurement Management: Maximo includes inventory management functionalities that enable organizations to track and manage their inventory levels, monitor stock availability, and streamline procurement processes. It helps optimize inventory usage and reduce costs.
- Service Management: Maximo facilitates service request management, incident tracking, and service level agreement (SLA) monitoring. It helps organizations deliver quality service to their customers and track service performance.
- Mobile Access: Maximo offers mobile capabilities, allowing users to access and update asset information, perform inspections, and manage work orders using mobile devices. It improves field workforce productivity and enables real-time data capture.
- Reporting and Analytics: The software provides robust reporting and analytics features, enabling users to generate custom reports, track key performance indicators (KPIs), and gain insights into asset performance and maintenance activities. It supports data-driven decision-making.
- Integration Capabilities: Maximo can integrate with other enterprise systems, such as financial systems, enterprise resource planning (ERP) software, and Internet of Things (IoT) platforms, to streamline data exchange and enable a unified view of asset information.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "It can be particularly useful for power line operations, enabling linemen in the field to gather information and send it across the country as well as different parts of the world."

Alyssa Lawson
Founder at SMPLX

✔ "IBM Maximo is a very strong and powerful tool in the market…Scalability-wise, I rate the solution a ten out of ten."

Jose Pedro Muñoz
Director of operations at Vetasi

✔ "Provides great flexibility."

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

✔ "There are not many enterprise asset management systems on the market and not many that have the categories that IBM Maximo has."

Chris Lok
COO / Developer at MaxLogic

✔ "Has a powerful audit combination that helps achieve high accuracy."

Chris Chang
Core Funder at O4AI

✔ "The most valuable features are the ability to create work orders and preventative maintenance."

Klemen Muhvič
Computer System Engineer at Informatika d.d.

✔ "We were doing all kinds of paperwork for every type of order and to maintain our assets but with the use of the IBM Maximo application, we can automate a lot of the processes."

Shaina Sharma
Business Analyst at a government with 1,001-5,000 employees

What users had to say about valuable features:

"They have a real strength of tracking the asset itself along with the condition of the asset, the maintenance of the asset and who has access to the asset, etc. ."

Verified user   Read full review ↗

Director of Channel Parnterships at a security firm with 1-10 employees

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"The most valuable aspect is the level of flexibility Maximo provides because it is more code-based and more Java-based, so our development team and support partners are able to customize and relatively easily tailor it to our needs.."

Verified user   Read full review ↗

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

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"The most valuable features of IBM Maximo are the overall power and interface, and there are a lot of different modules that we use that are helpful. Additionally, it's an integrated solution and it has a lot of capabilities.."

AnilBhagwatsaran   Read full review ↗

Application Specialist at Blue Waters

"Maximo has a powerful audit combination that helps achieve high accuracy. For example, if I need to buy parts for maintenance, it requires procurement and therefore contact with the supplier. All the information is in the system, and that reduces human error in companies where parts are a crucial element and managing stock and costs is key. Maximo also controls maintenance schedules. The solution also has many valuable APIs that are easy to integrate with SAP, Oracle ERP, Scaler and more. ."

Chris Chang
Core Funder at O4AI

Read full review [↗]

"There are not many enterprise asset management systems on the market and not many that have the categories that IBM Maximo has. It's a platform that has been here for about 30 years. Currently, the shift to having the ability for customers within the space to move from a legacy structure into a more modern microservice structure that's on the cloud is quite valuable. It gives clients a good journey map to a modern hybrid cloud infrastructure or a little more cloud infrastructure.."

Chris Lok
COO / Developer at MaxLogic

Read full review [↗]

"The best features IBM Maximo offers are Service Management and Work Management since they cover all the details and specific requirements that engineers need. The inventory system in IBM Maximo has a point of view of engineering, with many engineering details that help in enhancing the cycle of inventory and specification of each item.

"The inventory management in IBM Maximo helps enhance our organization's processes and efficiency. As a former maintenance engineer, I faced many problems, such as having the same item encoded or coded in the item list twice. That doesn't happen in IBM Maximo since you have specifications. You can have exact specifications, such as product dimensions, material, and country of manufacturing. These details help avoid mis-selection of items. IBM Maximo also has alternative items that you can attach to each item. If an item balance is zero, you can see the alternatives instead of waiting for the item to arrive.

"IBM Maximo has positively impacted our organization by decreasing inventory costs and optimizing engineers' work time. It has made a great impact on management and auditing cycles from scratch. You can see the status of each record anytime and track history. These aspects have improved significantly.."

Omar Samy
Maximo Team lead at Masters United

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Other Solutions Considered

"Before using Maximo, we used our in-house product. At the time, our customers decided to go onto another platform with different tools, so we had to do the migration.."

Klemen Muhvič
Computer System Engineer at Informatika d.d.

Read full review ↗

"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

Read full review ↗

"I previously used a different solution before IBM Maximo when I was working as a maintenance engineer. It was local software. Though I don't remember its name, it doesn't compare to IBM Maximo at all. There is a significant difference.."

Omar Samy
Maximo Team lead at Masters United

Read full review ↗

"We are considering moving away from IBM Maximo to Jira. We have evaluated both Jira and ServiceNow, and the interfaces are GUI-based, making them easier to use and easier to customize. In general, they are much easier to change and adapt to the end-user requirements.."

Verified user

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

Read full review ↗

"I'm mostly using WebSphere. I also use Web Logic at times. I can set up Web Logic for Maximo. It's the same for me. I always use the advanced configuration.

Maximo is an application, and if you want to have it on the web, you need to run it through a web server. WebSphere is a web server, and also an IBM product.

When you purchase Maximo, you get WebSphere for free.."

Verified user

Maximo - Technical Consultant/Architect/Analyst at a government with 501-1,000 employees

Read full review ↗

"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
Core Funder at O4AI

Read full review [↗]

ROI

Real user quotes about their ROI:

"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

"We are using the solution as a computerized maintenance management system, for condition monitoring, and for IoT.

The solution can be deployed on-prem and on the cloud.."

Muhammad Kamran
Project Manager at Ora-Tech Systems

Read full review ↗

"I usually sell this solution to customers with equipment that requires asset management and maintenance. Maximo enables them to schedule maintenance reliably and on time. I'm the company co-founder and we are resellers and implementers of various solutions. ."

Chris Chang
Core Funder at O4AI

Read full review ↗

"We are a telco provider in Pakistan with a customer base of around 75 million. We use this solution for incident management, port management, and problem management across various functions. We use it for process digitization across different areas, mainly within our technology but also outside. We are IBM customers and I'm a system admin. ."

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

"This is a broad tool with many functionalities (i.e. tracking, enterprise asset management, etc.). I am looking at it from a government contractor's point of view allowing them to become compliant with the CMM. This is a standard based on the NIST 800-171, which is about protecting sensitive information.."

Verified user
Director of Channel Parnterships at a security firm with 1-10 employees

"It can be particularly useful for power line operations, enabling linemen in the field to gather information and send it across the country as well as different parts of the world.

With IBM Maximo, we were able to input the pole information for different poles and lighting, not only for us as power technologists to know what needed to be placed on a pole but also for the linemen in the field. It provided an easy way to share information with them, ensuring they were aware of our actions. Likewise, we could understand their activities and use of different tools.."

Alyssa Lawson   Read full review ↗
Founder at SMPLX

"My main use case for IBM Maximo is managing maintenance. I used it first as an end user, and later joined the implementation team. Now I'm administrating and implementing IBM Maximo.

"The transition for me moving from using IBM Maximo for maintenance to actually implementing and administering it changed significantly since I have more access. I have a bigger overview vision. Instead of asking for requirements, I'm now implementing them. I'm seeing more benefits and understanding the problems that may affect from a request or a change request.."

Omar Samy   Read full review ↗
Maximo Team lead at Masters United

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.

"The initial setup of IBM Maximo is complex to install and set up. It requires expert knowledge. The full implementation took approximately four months.

I rate the initial setup of IBM Maximo a four out of five.."

AnilBhagwatsaran   Read full review ↗
Application Specialist at Blue Waters

"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   Read full review ↗
Founder at SMPLX

"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   Read full review ↗

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

"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   Read full review ↗

Director of operations at Vetasi

"Setup is as easy as possible for this complex system, it really depends on what level of fidelity you want to have it. For example, we put the system in to track the maintenance of US space shuttles. Here, we were tracking anybody that touched it, or anybody that was near it in addition to the condition of any level of detail, of any part of that asset in the supply chain.

Level of maintenance required varies by project size.."

Verified user   Read full review ↗

Director of Channel Parnterships at a security firm with 1-10 employees

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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   Read full review ↗

Project Manager at Ora-Tech Systems

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

"The technical support has been good overall. Whenever we need support we engage them and their resources and they're able to provide good solutions. We've found that response times can sometimes be slow. ."

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

"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

"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
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
Founder at SMPLX

"I didn't have to deal with technical support. As a consultant, what I was doing was notifying the user that I was working for, sending the description, what log files and description I was sending, and giving them. They were also dealing with technical support. I don't believe they ever had a problem with IBM's technical support.

Everything was fine, but as I was gathering information and delivering it to them. I would always advise them and say, "Okay, this is not something for the first and second levels. It is the third level. You must proceed to the third level, to some developer, and inform him that something is wrong." And, in most cases, they return to resolve the problem. I actually had a conversation with IBM US tech support once. At the time, I was working for an American company with a Canadian office. And, yes, it was fantastic.."

Verified user   Read full review ↗
Maximo - Technical Consultant/Architect/Analyst at a government with
501-1,000 employees

Other Advice

"IBM Maximo is a very strong and powerful tool in the market. But you need a strong team for the implementation of Maximo. I rate the overall product a ten out of ten.."

Jose Pedro Muñoz
Director of operations at Vetasi

"I give the solution a nine out of ten.

We require two to three people for the maintenance of the solution.

IBM Maximo is a very good solution, particularly for those who want to maintain their facilities.."

Muhammad Kamran
Project Manager at Ora-Tech Systems

"This is quite a good solution although I'd like to see a product that is easier to customize. On the commercial side, it should offer a more scalable financial model or an enterprise-level arrangement whereby carrier networks are able to adopt it in a much more economical way.

I rate this solution seven out of 10. ."

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

"My advice to others is they need to have someone who's an expert assist them with the implementation. They cannot do it alone. If they're not familiar with the solution, they need to have an implementation specialist in IBM Maximo.

I rate IBM Maximo a nine out of ten.

I rated the solution a nine because it's easy to use and very powerful. It has a lot of features and capabilities, and it's easy to configure. ."

AnilBhagwatsaran
Application Specialist at Blue Waters

"There are many good implemented functions in IBM Maximo, but I see these two functions as the most valuable ones from my point of view.

"My advice to others considering IBM Maximo is that top management should hire internal team personnel who are knowledgeable about the system. A good implementation produces great results. The team should be dedicated to IBM

Maximo and have substantial experience. Management should ensure people work through IBM Maximo and resist any workarounds to make it successful at their company.

"I rate IBM Maximo a 9 out of 10 because of the finance section limitations. However, its cost makes sense due to competitor prices.."

Omar Samy
Maximo Team lead at Masters United

Read full review ↗

"To be able to recommend the solution to others, I think it would depend on the type of work they're trying to do. If they are engaged in fieldwork as power technologists, then IBM Maximo could be a suitable option, as I am currently unaware of any other platform or software that offers the same capabilities on such a large scale. However, if there is another software platform that proves to be superior to Maximo, I would strongly recommend using that instead, as accessibility in Maximo is not something I would ever recommend to anyone.

It was able to fulfill the tasks we needed to accomplish when it functioned properly and was free of bugs. However, on most days, IBM Maximo operated at a very slow pace and did not update information as frequently as we desired. Therefore, I would describe it as software that had both positive and negative aspects.
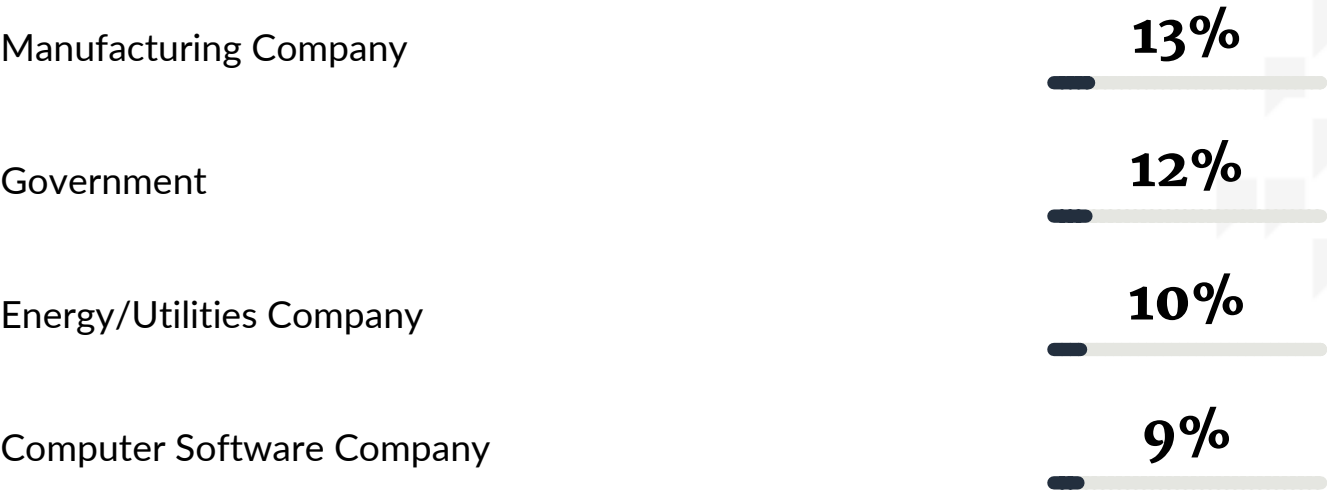
Overall, I rate the solution a five out of ten.."
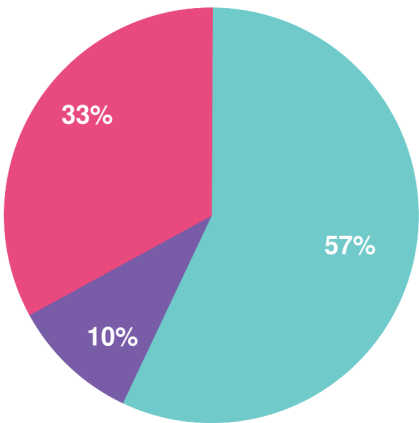
Alyssa Lawson
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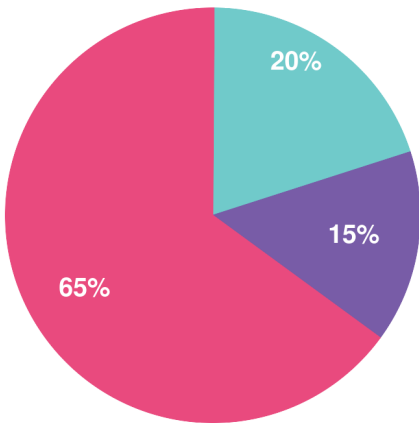
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20%
15%
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