

When one chooses to invest in the Maximo Application Suite (MAS), they're not just purchasing a license; they're embracing an opportunity to tailor their asset management journey precisely to their unique needs and aspirations. The next step in this dynamic voyage? Choosing to partner with Maximo ManagePlus. This is a commitment to evolve, optimize, and manage your MAS environment with utmost efficiency. And the beauty of this choice? You're not confined to one pathway. Whether your preference lies with AWS, Azure, or IBM Cloud, Maximo ManagePlus is there to support and empower your decisions. Remember, every step taken with intent and adaptability is a step toward growth and mastery. So, embark on this journey with MAS and ManagePlus and seize the potential of every challenge and opportunity ahead!

Benefits to your enterprise:

FLEXIBILITY

- Customize the MAS application per the needs of your enterprise.
- Execute a MAS upgrade schedule that aligns with the needs of your enterprise.

REDUCE COSTS

- Eliminate the need to hire, train, and retain MAS application and management expertise. Why incur the cost and risk developing in-house MAS expertise when you can access expertise that has evolved supporting dozens of MAS clients?
- Eliminate the need to hire, train, and retain underlying public cloud infrastructure expertise. Why incur the cost and risk developing in-house cloud management expertise when you can leverage the expertise of a proven cloud infrastructure managed services team that has evolved supporting hundreds of clients operating hundreds of hybrid cloud workloads?
- Eliminate the need to deploy the tooling and evolve the SOPs required to exceed your enterprise MAS availability SLO.

IMPROVE AGILITY AND PRODUCTIVITY

- Your enterprise MAS users have 24x7 access to MAS application experts.
- Faster resolution to L2/L3 service requests.
- Increase your enterprise application support without expanding your application support team.
- Your enterprise MAS application runs on underlying public cloud infrastructure that is continuously monitored and patched. Your hybrid cloud operations team can focus on other hybrid cloud workloads.
- Increase your cloud workload without expanding your cloud operations team.
- Reduce tedious workload.

IMPROVE STABILITY

- People, process, tools with a proven track record to exceed MAS application and infrastructure availability SLO. Can your enterprise afford unplanned asset management system downtime?
- SLOs
- SLAs

IMPROVE CYBER SECURITY

- Subscribing to Maximo ManagePlus improves application and infrastructure patching cadence and automates endpoint security configuration.

IMPROVE MARGIN

- Subscribing to Maximo ManagePlus yields savings that the Client can invest in new projects that target reducing bottom-line expenses or create/evolve brand differentiating, revenue generating products and services.

MAXIMO MANAGEPLUS FEATURES

- Your enterprise purchases MAS software from IBM Software which includes:
 - Maximo Application Suite (licensed software)
 - Functional application support
- Your enterprise purchases managed service (Maximo ManagePlus) from IBM Consulting which includes:
 - Application operations
 - Database management
 - Installation and upgrades
 - OpenShift installation, configuration, maintenance, and operation
 - Cloud infrastructure security, performance, and availability
 - Network planning, build, and operation
- IBM Consulting provisions, manages, and operates your MAS environment on:
 - AWS
 - Azure
 - IBM Cloud
- IBM Consulting operates MAS Managed environments in an IBM owned account and a client dedicated VPC
- Your enterprise MAS software runs on dedicated clusters
- Your enterprise MAS software is backed by dedicated databases:
 - DB2
 - SQL Server
 - Oracle
- Security maturity:
 - IBM security program and secure development methodology
 - Penetration testing
 - Vulnerability management
 - Patching
 - Media sanitization
- Standard disaster recovery:
 - Recovery Point Objective (RPO)? 24 hours
 - Recovery Time Objective (RTO)? 72 hours
 - IBM DB2 HADR (High Availability) at primary data center? Yes!
 - Maximo Application HA at primary data center? Yes!
- SLAs
 - Incident Mean Time to Respond (MTTr)

▪ 1 - Critical	(Severity 1)	15 min
▪ 2 - Major	(Severity 2)	30 min
▪ 3 - Normal	(Severity 3)	60 min
▪ 4 - Low	(Severity 4)	60 min

- Service Availability 99.95%
- Service Request Mean Time to Respond (MTTr)
 - Normal 2 Hours
 - Low 5 Hours
- SLOs
 - Incident Mean Time to Resolve (MTTR)
 - 1 - Critical (Severity 1) 4 hours
 - 2 - Major (Severity 2) 8 hours
 - 3 - Normal (Severity 3) 24 hours
 - 4 - Low (Severity 4) 72 hours
 - Service Request Mean Time to Resolve (MTTR)
 - Normal 2 business days
 - Low 4 business days