

SERVICES

IBM Maximo and MAS service overview

Responsibilities from assessment through live operation

Assess and decide

A delivery assessment starts with the current Maximo or MAS version, environment and integration inventories, customisations, asset-data condition and operating calendar. These records establish scope, dependencies and the production constraints the programme must respect.

The customer and Maxiron agree the first phase, acceptance criteria and responsibility boundaries. An upgrade may carry configuration forward, while a new implementation establishes an operating model and data structure. Scope and pricing depend on the inventory and agreed decisions.

Implementation and MAS upgrades

Implementation connects business requirements to the asset hierarchy, work processes, integrations and reporting model. Planners, supervisors, asset-data owners and IT participate in the decisions and acceptance.

MAS upgrades review existing configuration and interfaces, build supported target environments and rehearse cutover. Database conversion can be assessed alongside the upgrade. The ferry engagement combined SQL Server to DB2 conversion with MAS 9.0.1 migration in one production window; that sequencing requires assessment for each estate.

Data and integration

Data migration covers extraction, mapping, trial loads, reconciliation and sign-off by named data owners. Classification, hierarchy and criticality definitions are agreed before remediation. Historical mappings preserve the interpretation of earlier records.

Integration connects Maximo with finance, ERP, GIS, operational systems and identity services as required by the scope. System ownership, message direction, approval and recovery procedures are written into the design. Existing permit and HSE authorities retain their responsibilities where the architecture requires them.

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Cloud and application support

MaxIron Cloud and customer-cloud operations cover the contracted platform layers in AWS, Azure or OCI. The service agreement specifies provider and region, access, monitoring, backups, recovery objectives, maintenance windows and support coverage.

Application support covers incident handling, troubleshooting and agreed changes. Problem, change and release management retain the record of why a change was made and who accepted it. Delivery continuity carries configuration and operational knowledge into the live service where contracted.

Specialist work and operational improvement

Specialist augmentation provides a defined workstream within the customer's programme and change control. The gas distribution case records a data lead and developer pairing with internal owners across a multi-year programme, with standards ownership transferred to a named role.

Maximo health checks review data, work management, integration, performance, security, operability and upgrade readiness. Mobile delivery, configuration and business-process optimisation are scoped around operational decisions and adoption requirements.

Start with the estate

Bring the current version, hosting arrangement, environment list, interface inventory, critical dates and accountable decision-makers to an initial conversation. MaxIron identifies the scope, the dependencies and the evidence needed for a responsible first phase.

Published case briefs provide examples of delivery under sailing schedules, airside permits, business-unit readiness gates, supplier handover dates and regulatory reporting cycles. They provide context for assessment; service commitments are agreed in the contract.

Full detail and related information

<https://maxiron.com/services/>

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