

**CLIENT BRIEF**

# Live Maximo support transferred and stabilised in two months

Industrial services · United Kingdom · 2 months transition

## Situation

A live production estate needed to move from its incumbent supplier against a fixed contractual handover date. Configuration knowledge and service governance required review while production continued.

## MaxIron responsibility

MaxIron assessed the estate, captured operating knowledge, took support responsibility and stabilised defects. Operations set business priorities, with both parties assigned responsibilities for the support cutover.

Service transition, risk assessment, knowledge capture, controlled cutover, stabilisation and BAU support

## Delivery

The team checked configuration, interfaces, jobs, access and runbooks against the live estate. It ordered risks by operational consequence, tested fallback for support routing and established incident, problem, change and release management.

Assessment ran in weeks one and two; knowledge capture in weeks two to four. Cutover used a named day and named responsibilities. Unverifiable handover items became owned assumptions. Service governance began during transition, so the first review included the handover itself.

## Platform and connections

Production IBM Maximo on the inherited version; existing operational connections retained

## Live Maximo support transferred and stabilised in two months

### Outcome

Full operational responsibility transferred inside two months. The published engagement records zero disruption to live production processes, with existing operational connections preserved and an improvement backlog reviewed monthly.

### Scope and decisions

The inherited platform version stayed in place during transition. Upgrades and wider process redesign followed the improvement backlog after support ownership settled. This transition's two-month timing depended on the live estate and contractual boundary.

### Delivery lessons

Validate handover records against the platform, test the support-routing fallback before cutover and separate recurring platform defects from process workarounds before assigning remediation.

### Next conversation

Bring the handover date, current support responsibilities, access arrangements, integration inventory and unresolved incidents to a service-transition assessment.

### Evidence basis

This brief summarises the published anonymised engagement. Client-identifying names, sites and records are withheld. Reference discussions are subject to client permission and NDA where required. Published durations and outcomes relate to this estate; another programme requires assessment of its scope and operating constraints.

### Full detail and related information

<https://maxiron.com/case-studies/uk-industrial-joint-venture/>

Contact: [maxiron.com/contact](https://maxiron.com/contact)