



MAS implementation in the logistics and transport industry
-
Experiences and lessons learned



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We are
MACS



Platinum
Business Partner



100+
employees



170+
customers

7

offices in Europe



3

project methodologies



6

supported
languages

3

data centers



> 900

certifications



1998

year of establishment

> 30

Maximo courses
on offer



> 450

Interface
implementations



web security certified

MACS Offices

Your partner for multi national, - industry, - site, - currency and
- language projects

Netherlands

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Science Park Eindhoven 5234
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Belgium

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Great Britain

MACS EU LTD
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Birmingham
B1 2JB

Ireland

MACS EU IRE
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9/10 Bridge Street
Lower Dublin 8

Portugal

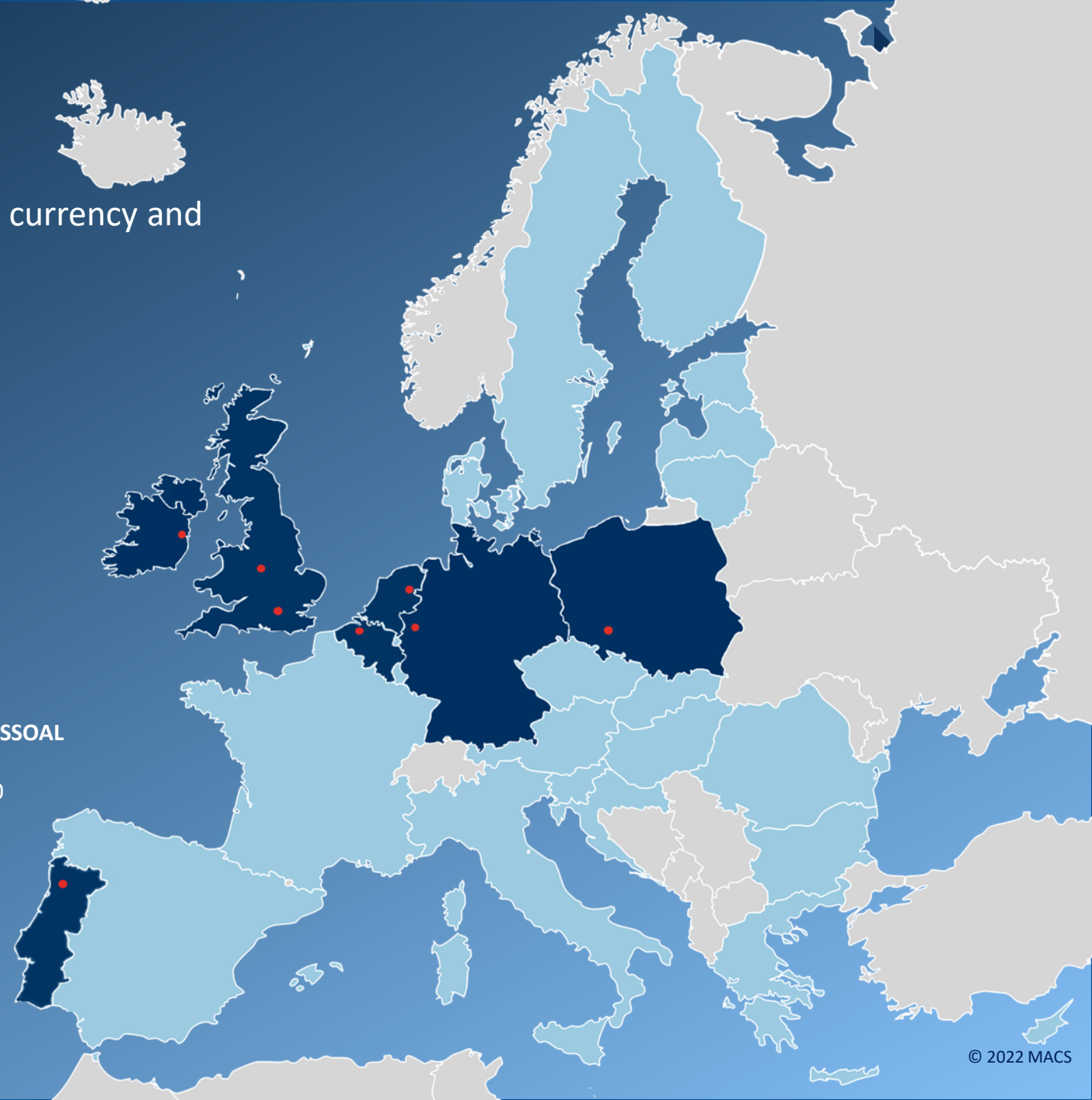
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MACS serving these industries for 30 years



Facilities management



Healthcare



Life Science



Manufacturing



Oil & Gas



Public Sector



Real Estate &
Workplace Management

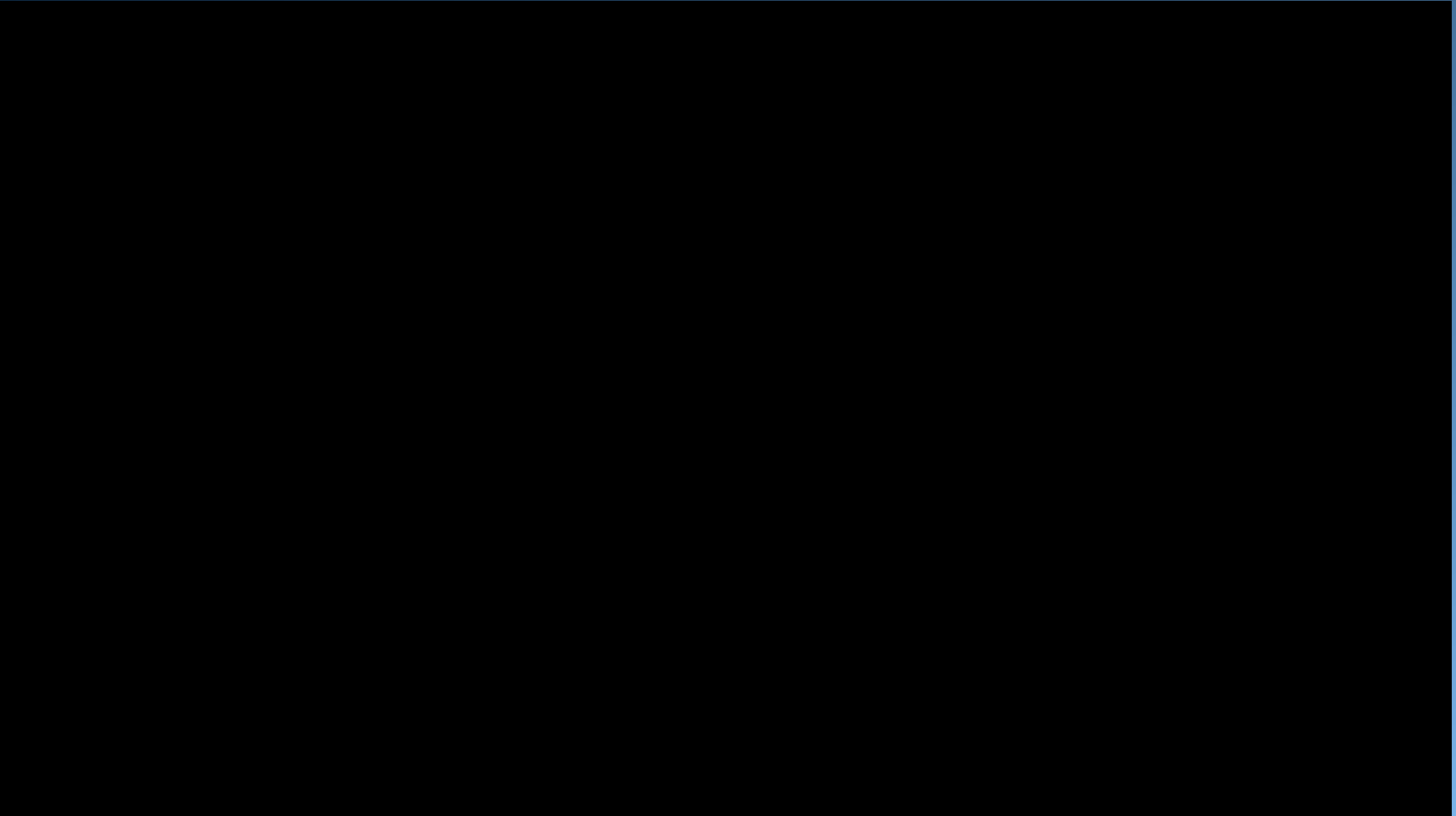


Transport



Utilities

Video



Customer Landscape Overview

Transport

- ▶ Leading international operator of public transport
- ▶ One of the UK's largest bus tour operators
- ▶ Operator of more than 600 buses
- ▶ New customer for IBM Maximo in the UK but has been an IBM customer for more than 10 years
- ▶ IBM Maximo is already being used successfully by other parts of the company outside the UK

Logistic

- ▶ One of the largest international parcel shipping company operating in more than 220 countries
- ▶ Fleet including ~700 aircrafts and >87K motorized vehicles
- ▶ More than 2000 office locations
- ▶ Nearly 2000 ground hubs
- ▶ IBM Maximo for Material Handling and Facility Management at all European locations

About the projects

- ▶ Return to full post Covid operations
- ▶ Maximising technical efficiency
- ▶ Improvement of maintenance and repair work
- ▶ Extending life of an asset
- ▶ Monitor and improve productivity
- ▶ Reduction in downtime
- ▶ Reduction of operating costs
- ▶ Environmental protection
- ▶ Dedicated maintenance organisation for all of Europe
- ▶ IBM Maximo used as the central CMMS within the company
- ▶ Create a Blueprint* for the pilot site to be rolled out to all other locations
- ▶ Data transfer and training

*Blueprint

- ▶ Business Processes
- ▶ Item Master
- ▶ Company Master
- ▶ Auto number
- ▶ Location hierarchy
- ▶ Asset types
- ▶ Failure codes
- ▶ Master PM

Getting Ready for MAS

- ▶ Roles and responsibilities
- ▶ Cloud based infrastructure
- ▶ Functional Dependencies along supply chain
- ▶ System Maintenance
- ▶ System Upgrade
- ▶ IBM support
 - ▶ IBM ID
 - ▶ IBM cases
 - ▶ IBM Wiki and Cloud docs
 - ▶ Self Service Portal
 - ▶ Client Communication Centre

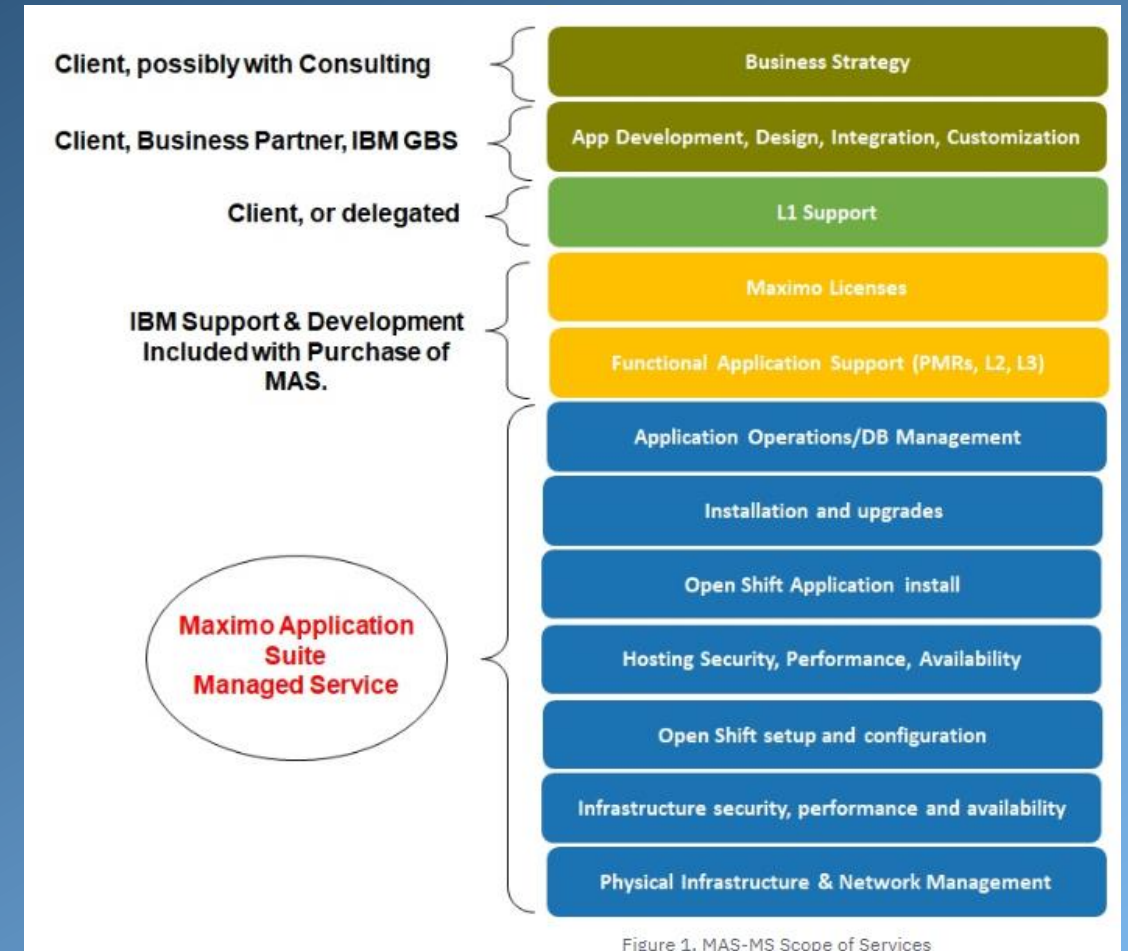


Figure 1. MAS-MS Scope of Services

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[RSS Feed](#)
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MAS

2

Calendar Download

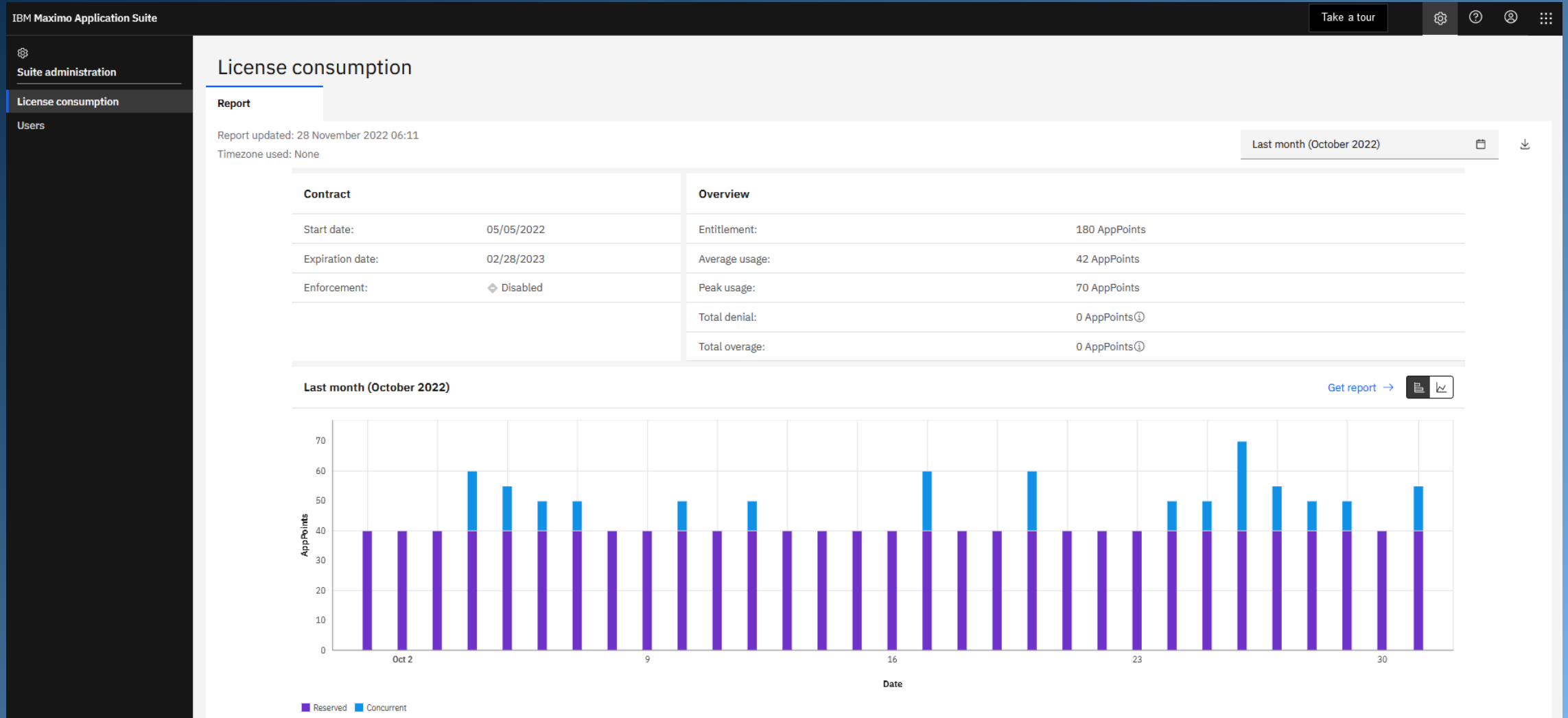
Filters

Clear 

 Search

| Title | Date | Category |
|--|---|--------------|
| > Maximo Application Suite Managed Service (MAS MS) - Production - 8.7 to 8.8 Upgrade | closed: Nov 26, 2022, 10:05:05 AM | Maintenance |
| > Reminder of Upcoming 2022 Change Freeze Period | updated: Nov 16, 2022, 7:14:30 PM | Announcement |
| > MAS-MS Internet Service Change - Update TLS Cipher Suites | published: Nov 11, 2022, 5:02:45 AM | Maintenance |
| > Maximo Application Suite Managed Service (MAS MS) - Non Production - Initiated Planned Maintenance | closed: Oct 11, 2022, 11:42:39 AM | Maintenance |
| > Maximo Application Suite Managed Service (MAS MS) - Non-Production - Initiated Planned Maintenance | closed: Sep 29, 2022, 4:52:04 AM | Maintenance |
| > Maximo Application Suite Managed Service (MAS-MS) - Initiated Planned Maintenance | closed: Sep 16, 2022, 8:36:13 PM | Maintenance |

Application Suite Administration



Why IBM Maximo Application Suite (MAS)

- ▶ Simplify deployment
- ▶ Support business growth
- ▶ Only pay for what you use (concurrent user)
- ▶ Employment administration
- ▶ Asset management
- ▶ IBM technical support
- ▶ Maximo for Transportation
- ▶ Feature proofing

| Self Service User | | | | | |
|---|---------------------------|---|---------------------------------------|--|---|
| Free 0 AppPoints | | | | | |
| Self Service Applications | | | | | |
| <ul style="list-style-type: none"> Service Requests Desktop Requisitions Requests (Oil & Gas) Create/Review Incidents (HSE) Vehicle Requests (Transportation) Graphical Appt Book (Scheduler) Bill review (Service Provider) Data Transfer via devices and sensors (Safety) | | | | | |
| Limited User | | Base User | | Premium User | |
| Concurrent 5 AppPoints | Authorized 2 AppPoints | Concurrent 10 AppPoints | Authorized 3 AppPoints | Concurrent 15 AppPoints | Authorized 5 AppPoints |
| 3 Modules: | | Manage | | Manage | |
| <ul style="list-style-type: none"> Manage Manage Industry Solutions Manage Add-ons | | Includes: | | Industry Solutions | |
| Mobile | | <ul style="list-style-type: none"> Linear Calibration Spatial (requires install) | | Add-ons | |
| <ul style="list-style-type: none"> Maximo Mobile Assist Anywhere 3rd Party | | Scheduler | | <ul style="list-style-type: none"> ACM, SP, HSE | |
| Monitor | | Health Safety | | Predict | |
| | | | | Health and Predict - Utilities Visual Inspection | |
| Install – 1 AppPoint (x multiplier) | | SAP/Oracle Connector (x80) | Spatial (x20) | Civil Infrastructure (x50) | Visual Inspection (x45) Edge (1 pkg 5) |
| | | Assist (x150) | Health & Predict - Utilities (x60) | | |

Why IBM and MACS

▶ IBM

- ▶ Global leader with a long track record of successful projects and innovations around the world
- ▶ IBM's commitment to the environment and sustainability
- ▶ Account Management
- ▶ Proposal for a "Lab Advocate - CSM"

▶ MACS

- ▶ IBM Platinum Business Partner
- ▶ A fast growing business partner with headquarters in the Netherlands, and six other locations in Europe
- ▶ Specialists in multinational, multilingual, multisite companies
- ▶ Strong knowledge of the transport industry
- ▶ MACS specialist methodology implementation approach



Knowledge and Experience

- ▶ The very first MAS implementation in Europe
- ▶ Steep learning curve
- ▶ Pilot phase new IBM Mobile
- ▶ Good relationship with IBM, IBM Lab, IBM Management
- ▶ Great teamwork
- ▶ IBM Customer Success Manager



Challenges and Lessons Learned

▶ MACS

- ▶ Time Zone of Support Team
- ▶ New responsibilities
- ▶ Even though hosted solution is maintained by IBM, we need a technical responsible person on the project
- ▶ Installation of required systems (use of buckets and end points)
- ▶ Improvement of data collection templates
- ▶ Request access to all support tools

▶ Customer

- ▶ Creation of IBM IDs
- ▶ License Key acquiring
- ▶ User training of central team before solution workshop
- ▶ Key user training closer to go live
- ▶ Data cleanup and standard
- ▶ Detailed test scripts to be performed with each role not administrators
- ▶ Visits on site to support local teams with go live

Questions



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