

Design the future of Asset Lifecycle Management



With you today



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Have you taken our survey?

Complete our FMMUG UX Design Survey



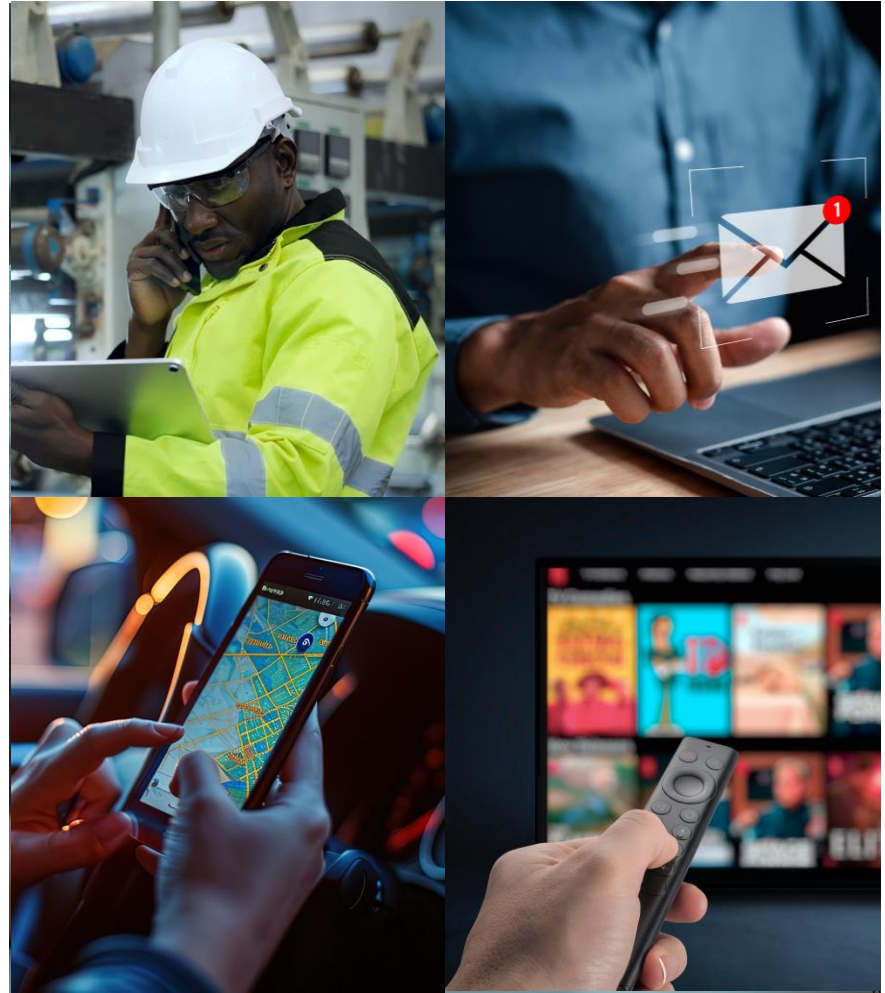
Agenda

- 1 Experience matters
- 2 How you can get involved:
User Engagement Program
- 3 Your feedback
 - Evolving Real Estate & Facilities Experience
 - Transforming Scheduling and Dispatching



Experience
matters more
than you think

Think about how often
you interact with
technology everyday...



and how amazing it feels when it just works to make your life easier, more efficient, and more enjoyable.

And when it doesn't...



User Experience is critical to your business success



Productivity

Ability to complete tasks quickly and accurately, leading to cost savings and improved business outcomes



Cost of ownership

Improve return on investment by reducing training and support costs



Quality

Reduces errors, inconsistent practices, and provides more accurate data for decision-making



User adoption

Increases adoption rates and satisfaction, reducing the likelihood of reverting to manual process or workarounds

Engaging with you more

- **Where you are** - user groups and conferences to hear about your experience and get direct feedback on key areas
- **During the design process** - interviews and usability testing sessions to validate the new features we're creating
- **At your company site** - to learn directly from you in your natural environment



Design presenting at various Maximo user groups in 2024

What we're hearing

- 1 Make it easy
- 2 Help me do my job - better and faster
- 3 Give me the data and insights I need, where and when I need it



"Make it easy to use – I don't want to spend a lot training my users."

"Our younger users have higher expectations around usability."

"It should be intuitive and informative."

"Provide meaningful data and insights... without the noise."

"I want access to information in the office, on the plant floor, or at home."

"I should be able to input data without a network connection."

Themes from User Groups in 2024 to-date

Onboarding

- Hands on, role based training
- OOTB materials e.g. quick reference guides, videos
- More OOTB configurations that can be modified to meet user needs
- AppPoints & licensing education
- Ability to track employee learning in Maximo

Easier workflows

- Planning & scheduling of work
- Streamline data entry for work order processing and completion
- Service requests
- Form generation & customization
- Batch actions
- Reporting

Meaningful insights

- Unified views rather than data across different apps for work orders, assets, schedules, etc
- KPIs scoped to workgroup or location
- Asset data (total cost of ownership) views
- Data quality insights
- Suggested actions

General UX feedback

- Regular check-ins with customers about UX challenges
- Reduce friction across the board
- Easier navigation

Deliver, for our customer's essential asset management roles, a compelling, frictionless and complete journey, from first touchpoint to done, for their critical tasks.

How we define those key terms

compelling

- Solves the right problem
- Shortened time to value
- Faster task completion
- One delightful moment

frictionless

- Reduced clicks
- Reduced page and application jumps
- Everything you need to do the task is at hand
- Whatever you need to do next is available

complete

- Starts on day 0
- Consider the whole journey, not just single feature or task

Examples of how **you** can engage

Interviews

We gather insights about users experiences, needs, and preferences.



On-site shadowing

We observe users in their work environment, gaining insights into behaviors, interactions, and pain points as they use our software.



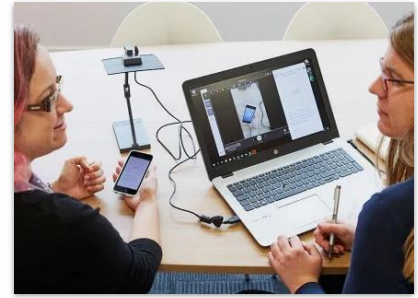
Concept testing

Users are presented with a prototype or idea to evaluate its appeal, usability, and effectiveness



Usability testing

Users evaluate how easy it is to interact with a product or system to accomplish specific tasks.



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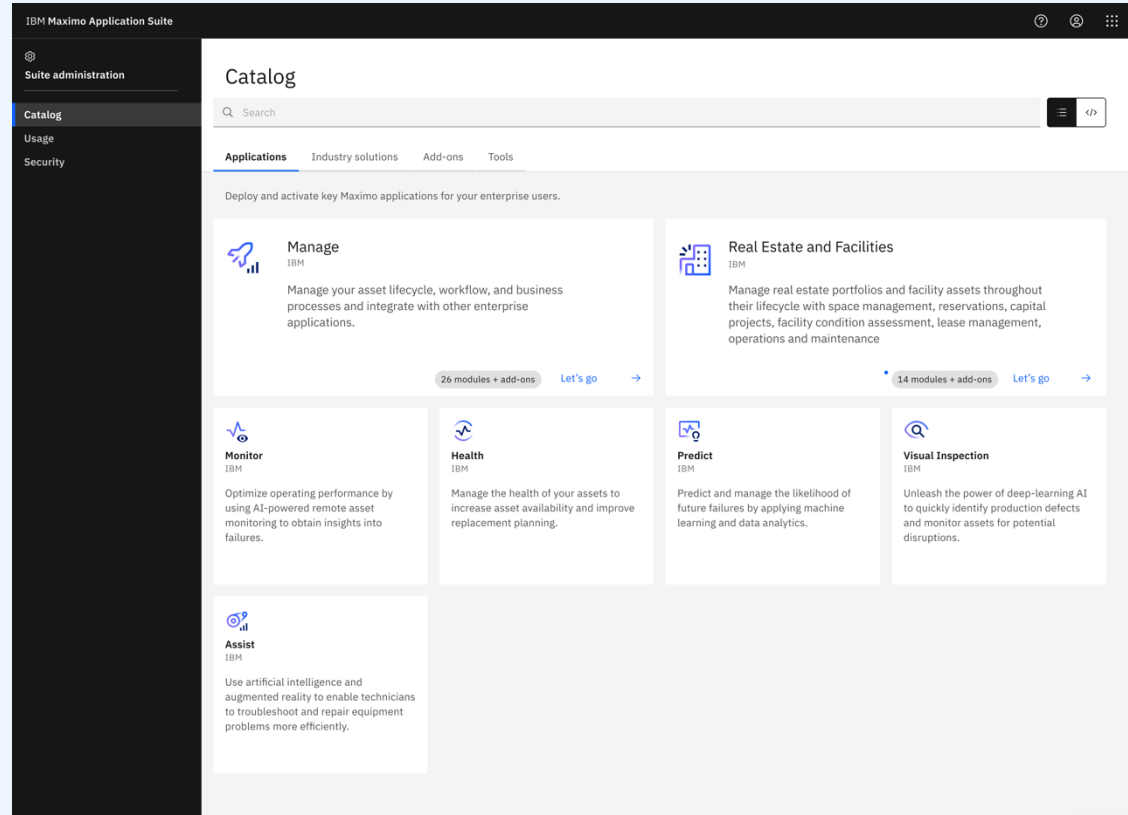
We also want
to hear from
you today



Evolving your Facilities Management experience

Real Estate and Facilities in Maximo Application Suite

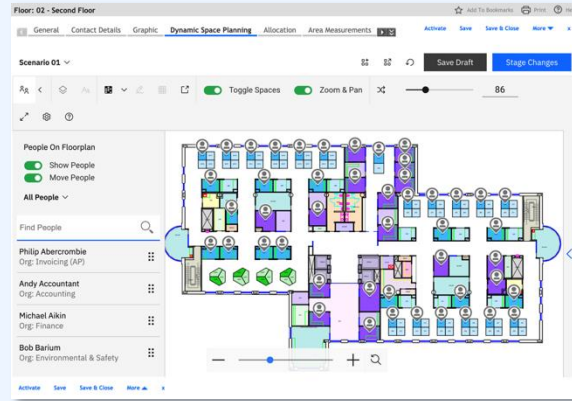
- What are your thoughts on what you've heard in today's keynote?
- Any questions or concerns we can answer?
- What FM activities are you doing in Maximo (and other tools) today?
- What teams in your organization are responsible for these activities today?
- How would access to Real Estate and Facilities application in MAS help your organization complete these FM tasks?



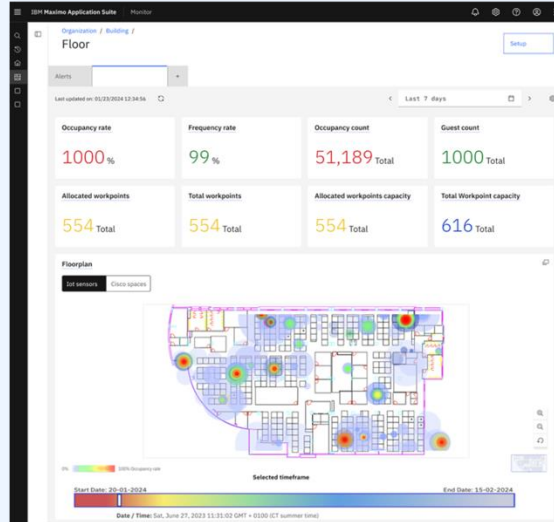
MAS Catalog view

Real Estate and Facilities in Maximo Application Suite

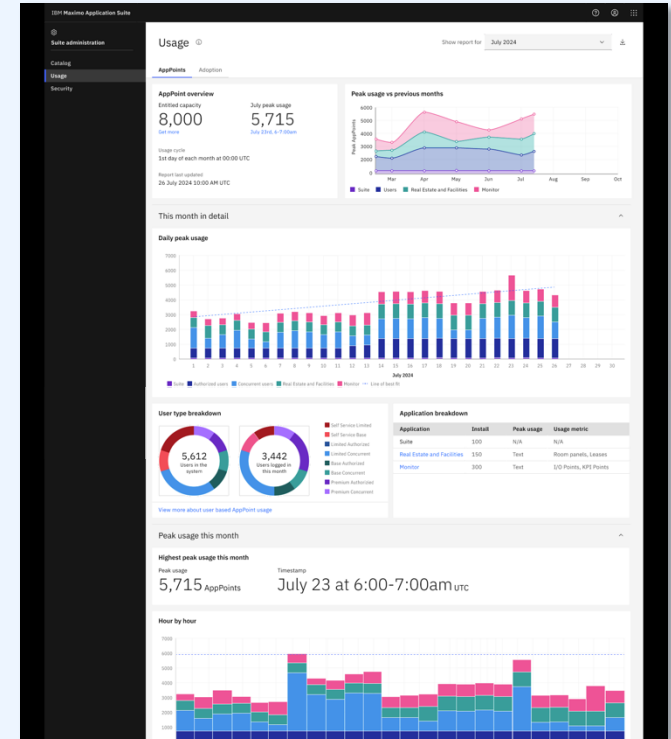
- What areas of TRIRIGA functionality are you particularly interested in seeing in MAS?
- Facility condition assessment
- Capital projects
- Space management
- Lease and real estate management
- Environmental Sustainability management




Dynamic space planning



Workplace analytics



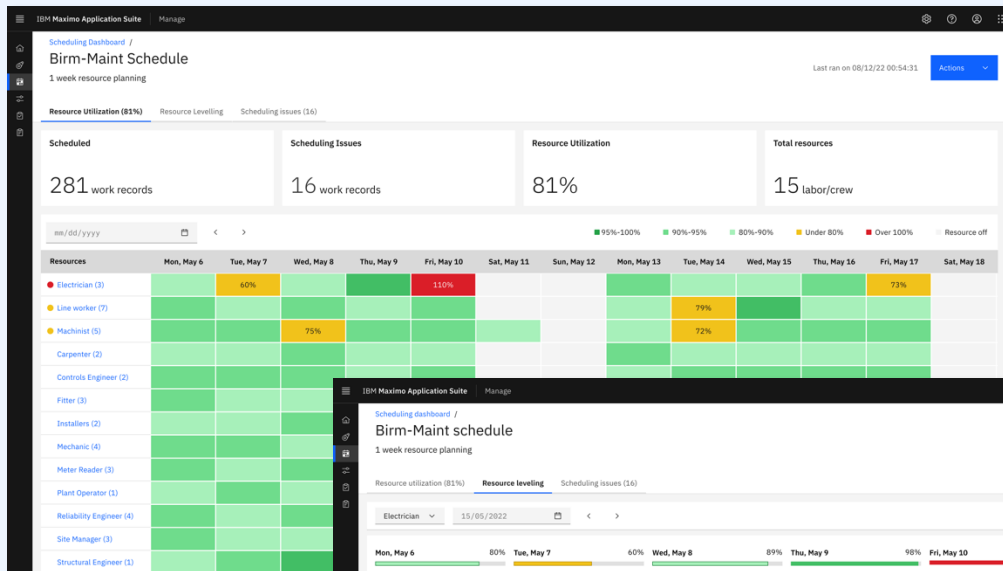
Tracking and analysing app point usage



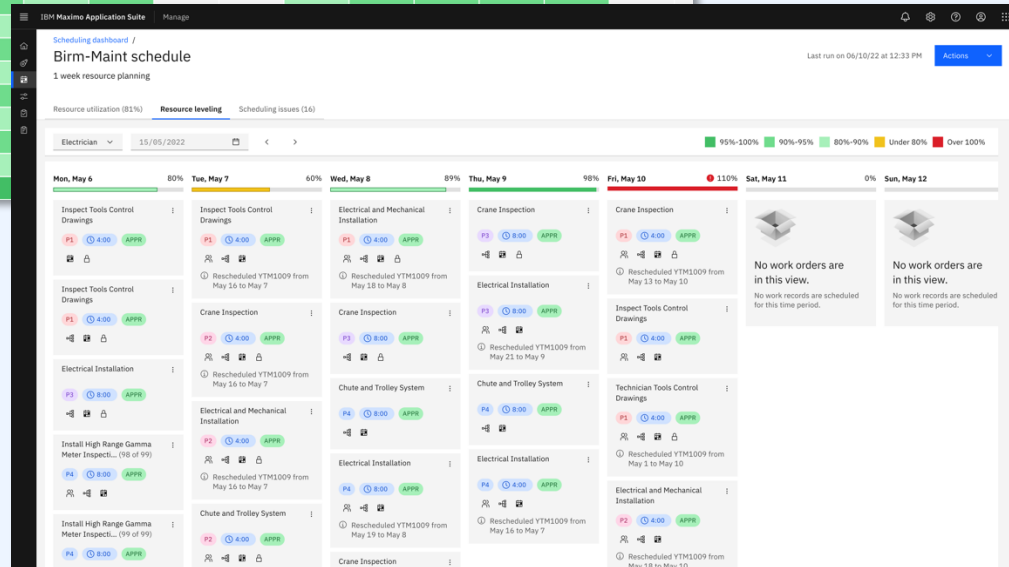
Transforming Scheduling and Dispatching

Scheduling Dashboard: A holistic view of what's coming in the next few weeks

- The Resource Utilization view shows the workload and availability of your resources in a heat map.
- The Resource Levelling screen gives a more detailed view of work orders scheduled for each day.
- How are you scheduling work today? Would this be useful for you?
- Do you schedule work for multiple different types of teams?
- How far ahead do you plan and schedule work?
- What time frames are you most interested in seeing?



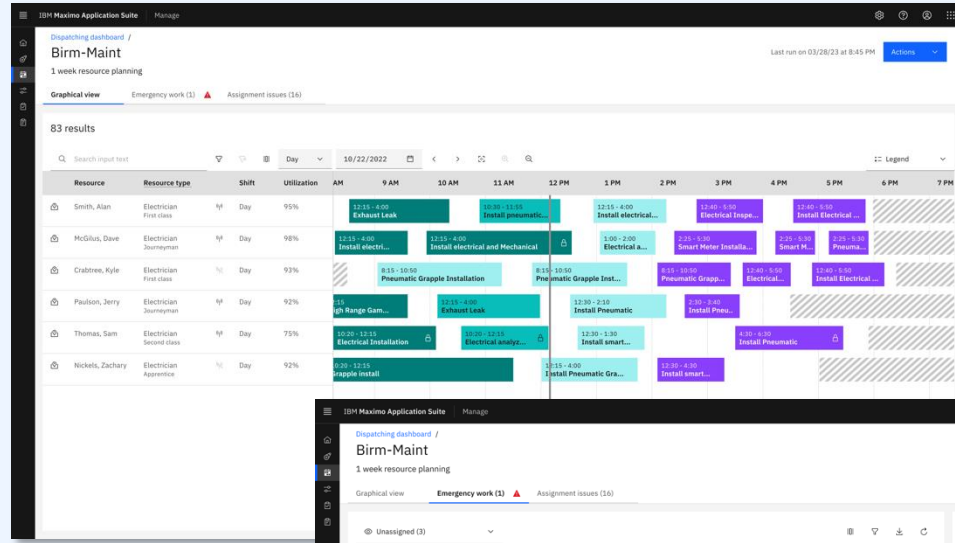
Resource utilization



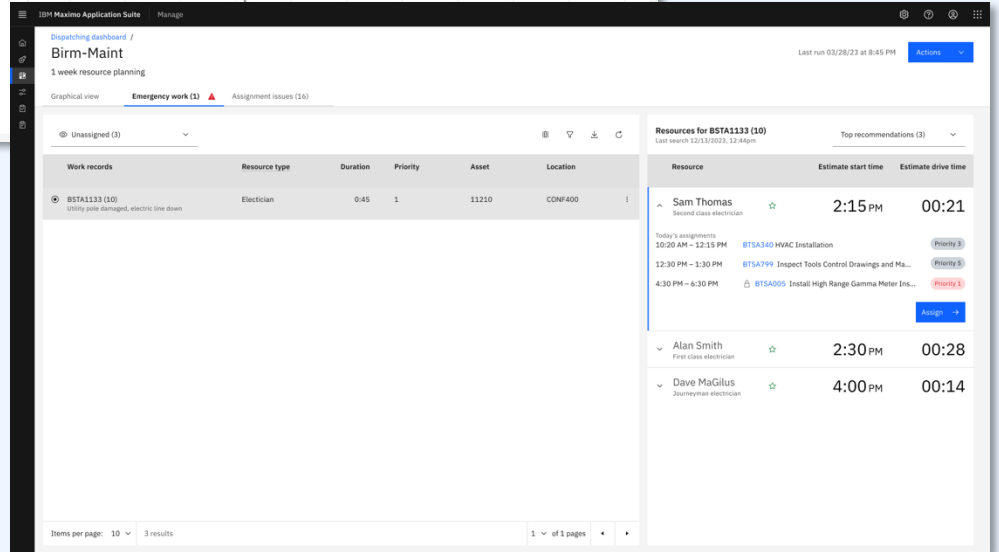
Resource levelling

Dispatching Dashboard: Real time insights into a day's work and assignments

- The Gantt view enables you to monitor work status as the day progresses.
- The Emergency work view gives intelligent recommendations on who to assign the work to.
- What aspects of daily work are you most interested in monitoring?
- How often does emergency work appear in your organization?
- What time frames are you most interested in seeing?



Gantt view



Emergency work

Continue the
conversation at
the roundtables

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