

What Maximo Licenses do you need?

The last time we wrote about Maximo licenses, we gave you five key points you should be aware of. [You can get that paper here.](#) This time around, We're going to explain how you can figure out what Maximo licenses you need. More accurately stated, we're going to explain the process that we follow when figuring out what Maximo licenses a client needs.

When we read an RFP or get a client request for Maximo licenses, there are 6 key things we try and figure out:

1. What Maximo software do you need?
2. What license level do you need within each Maximo product?
3. How many people will be using Maximo?
4. How many of those people need more than one Maximo product?
5. Are you using any external products with Maximo that need to be taken into account?
6. Does the combination of licenses account for applicable ratios?

In this paper we will explain each of the 6 points above, and also explain how to come up with estimates when you don't yet have answers for all 6 points.

What Maximo software do you need?

Working with one of our clients or reviewing the client's needs in an RFP (or RFQ, or RFI) is like reading a story about the client: what goals are they trying to address with the software, what are their current pain points, what are they hoping to achieve through an implementation, and how big a change will this be compared to what they have in place now?

For example, a City Government organization of 50 people that already has Maximo and wants to expand their usage to include Linear Asset Management will have drastically

different software requirements from an Oil and Gas organization of 1,500 users that doesn't currently have an EAM in place, and that has miles of pipe to manage in a widespread geographical region, with several teams who require connected and disconnected access to Maximo.

What kind of organization are you?

Any organization can use Maximo Asset Management software, but if you're in [Oil and Gas](#), [Transportation](#), [Government](#), [Utilities](#), [Nuclear Power](#), or [Life Sciences](#) there are Maximo Industry Solutions that offer specific functionality that may be appropriate for your organization. If you're in one of these industries, we'd recommend you request a demo to determine what specific functionality is available in an industry solution that may be relevant to you. Having an industry solution available for your industry doesn't mean it will automatically be the most appropriate Maximo license available for your immediate business objectives. For example, you could be an Oil & Gas client whose immediate goal for facilities management could be met by Maximo EAM instead. It is important for you to understand and evaluate your options.

What are your goals?

Your answer should include must-have key functionality as well as nice-to-haves; a simple solution might be readily available if you ask. Enhanced reporting functionality? GIS capability? Linear Asset Management? Maximo's flexibility ensures the solution is always achievable, through technology or business process transformation, or through a combination of both.

Since goals can directly translate to software needs, educate yourself on available products; a good place to start figuring out what software is available is at [Tivoli Documentation Central](#). Go to the M's and you'll see the list of all Maximo Industry Solutions, Maximo Add On products, and

Maximo Adapters.

From there, you can also choose to check the IBM Integrated Service Management Library (ISM Library) for IBM partner product options that have been certified as Ready for Tivoli (Interloc has Ready for Tivoli products, including the [Interloc Mobile Informer](#) and the [Interloc Mailer](#) within the ISM Library)

Or you can contact an authorized Maximo provider like Interloc. We'll talk with you about your requirements, your goals, our experiences with similar organizations, and we'll give you a picture of what your software package could look like. Together, we'll review all relevant 3rd party solutions that could meet your needs, in addition to IBM Maximo products, to ensure that you have access to a best of breed solution that fits your organization.

What license level do you need within each Maximo product?

Several Maximo products include various licensing options that grant users different levels of access to the functionality available within the product. For example Maximo Asset Management, as well as all of the Maximo Industry Solutions, is available at three different levels:

- Authorized User license – grants a registered user full access to all of the modules, applications, and functionality within the product
- Limited Use Authorized User license – grants a registered user full access to 3 pre-selected modules and the applications and functionality contained within those modules
- Express User license - grants a registered user access to Work Orders assigned to that user, and allows the user to modify the record, create follow up or child work orders, view information in other applications, and run reports

These different levels of license can be combined according to defined metrics published by IBM. Following the example above, for every 3 Limited Use Authorized User licenses your organization holds, it must also hold 1 Authorized User license; for every 25 Express User licenses your organization holds, it must also hold 1 Authorized User license.

By determining the level of license each of your users requires, you'll ensure that you're not over-purchasing functionality that isn't relevant to a number of your users while you also ensure that you are purchasing comprehensive functionality for those that do require it ; you'll also ensure

that you're compliant with IBM's license metrics.

You can start to figure this out simply by grouping your intended Maximo users by work group. Supervisors will generally require more access than laborers; Management may only require access to reports; Functional Administrators likely require access to all available functionality, etc. In most cases, work function maps fairly directly to Maximo applications.

How many people will be using Maximo?

Maximo products are generally sold on a registered user basis, meaning every person using Maximo has to hold a license for each Maximo product they use.

If you're a small organization where only 5 people will directly use Maximo, it's more likely that each of those 5 people will require full access to all functionality in use by your organization.

If you have more than that, you're probably going to want to determine the combination of Maximo licenses that gives your users access to the functionality they require at a price point that helps to ensure maximum ROI.

The business decision that usually has the most significant impact on the quantity of licenses an organization needs to purchase is whether or not laborers will be required to enter data into Maximo. Is it more time and cost effective for your organization to license each laborer so they can enter details into Maximo, or is it more cost effective to hire x number of data entry clerks to work from paper forms provided by your laborers? Again, you should proceed with due diligence and research Maximo license prices vs. the cost of hourly employees completing this task before you make your decision. You'll also want to consider other factors such as the cost of printing, the potential loss of paper forms, and the potential for human error vs. the cost of having your laborers licensed and recording their time in Maximo at a desktop or remotely from the field via a mobile solution.

How many people need more than one Maximo product?

Many organizations require very straightforward use of Maximo: a team of laborers, a couple of supervisors... each person requires one license for Maximo Asset Management (Authorized, Limited, Express as previously discussed).

But if you tell us – for example - that you're from a rail company, and you want to be able to have your laborers record the work they're doing on the track while they're out in the field, we'll tell you that each laborer who fits that

description will likely require anywhere from 2 to 4 different product licenses to perform that work – sometimes more.

Why? Think of it in layers.

1. You need access to Maximo.
2. Since you're doing work while you're out in the field, you'll need a license for the mobile solution you select.
3. If you want to record and manage data about linear assets, such as tracks, you'll need access to Linear Asset Management.
4. If you want to be able to assign and locate work using GPS coordinates, you will likely need a mapping solution.

Maximo products are meant to connect with each other – both from a technology standpoint, and from a licensing standpoint. Determining how to combine licenses in order to provide your workers with the access they need to the products they'll use can be an involved process, and it deserves careful attention.

Personnel lists are a good starting point here. The work that people do correlates to the licenses they'll need in Maximo.

1. Who is going to use Maximo? This doesn't have to be the final list; what departments are going to use Maximo?
2. Who are the higher level managers? These users might have less direct involvement with Maximo, but usually want increased access to reporting functionality.
3. Who are the supervisors? These users will likely require access to more functionality than those who report to them.
4. Who only needs to work with Work Orders? In organizations with labor crews or teams, laborers typically only require access to view and modify work orders, and related records on occasion.
5. Who is using a mobile device? There is a distinction between who will use a mobile device and who will use the data created by the mobile device; this question is who will physically be using a mobile device to record work in Maximo?

These questions should help get you started. You may find that one person pops up on multiple lists – that's fine. One person can be licensed to use several different Maximo

products as necessary to grant them with the access they require to the organization's Maximo system as a whole.

Are you using any external products that need to be taken into account in Maximo?

There are a multitude of 3rd party products that complement the functionality available in Maximo. Mobile applications, mailing engines, mapping products, schedulers... These products integrate with, or "plug into" Maximo to make use of and / or to supplement its data directly.

How do you have to license Maximo to make use of a 3rd party product?

Generally speaking, if you're using a 3rd party product that makes direct use of and manipulates Maximo data, you must hold a Maximo license as well as whatever license you require to use the 3rd party product.

When in doubt, ask.

Does your combination of Maximo licenses account for applicable ratios?

Finally, once you have come up with the picture of Maximo licenses you think you'll need, you need to ensure that appropriate IBM Maximo license metrics have been met. As previously stated, for every 25 Maximo Express user licenses you hold, you must also hold 1 Maximo Asset Management Authorized user license. For every 3 Maximo Asset Management Limited Use Authorized user licenses you hold, you must also hold 1 Maximo Asset Management Authorized user license.

Similar types of metrics apply to the way that Maximo product licenses are combined across the board. It is best to work with an authorized IBM Maximo reseller such as Interloc, or IBM, to ensure that you have met ratios appropriately.

In Conclusion

Since so many software applications are available on a "licensed" or "not licensed" basis, many clients understandably approach Maximo with that assumption in mind and initially request that all of their users have the same license type and the same access to the system.

It is very rare when Interloc puts together the same Maximo license package twice for two clients. On larger projects with large quantity license purchases, it is not uncommon to revise the initial license package several times as we work

through requirements with the client. The better picture you have of who is using Maximo and what they're doing with it, the better I'll be able to provide you with a license package that meets the needs of your business.

If you already have Maximo, it never hurts to review the licenses you currently hold. There may be a new license type available, there may be a new product that can better meet your needs, and there may be new license metrics you could take advantage of. If you have any questions, or want me to run through a numbers scenario with you, please feel free to contact us.

And if you're looking to expand your current Maximo implementation, be sure to review the licenses you already hold against the licenses you want to add. It could be that some of your current license needs are already met by licenses you hold, or that you already meet license metrics you are trying to account for in your new purchase.

As always, if you aren't sure of what you need, be sure to work with someone who can help you figure it out. In fact, even if you feel you are pretty sure, you probably should still seek external input from a certified IBM license provider to ensure validation of your approach.

About Interloc Solutions

Interloc Solutions is a recognized leader in providing innovative Maximo consulting services and industry and product solutions. With years of proven consulting services experience in key industries, we will work to provide fast and continual ROI from your Maximo software investment.

Our team of highly experienced technology and business professionals excels at providing comprehensive, reliable solutions to address enterprise asset and service management needs. 100% dedicated to providing Maximo solutions and services for over a decade, Interloc's consulting services team is experienced in implementing, upgrading, and integrating Maximo and related products.

100% Maximo focused, IBM AAA technical accreditation, Ready for Tivoli validated products, 2013 Beacon award finalist for Best Solution to Optimize the World's Infrastructure, and winner of two IBM Pulse awards for 2012 Best of Show and Smarter Planet for Asset Management for project excellence — Interloc Solutions is in a unique position to be your Maximo consulting services trusted partner.

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