

The "Terminal of Choice" at John F. Kennedy International Airport Chooses IBM Maximo

Session: IMS-5053

Edmund Quintana

Senior Manager, Baggage Handling Systems and IT

Edmund Quintana

- Senior Manager, Baggage Handling Systems and IT
- Material Handling Professional
- 20 years of CMMS experience



JFK
INTERNATIONAL
AIR TERMINAL

About the IAT

2015 Traffic

- 142,000 Flights
- 19.5 Million Passengers
- 18.5 Million bags

Facility

- 2 Million Sq Ft Terminal
- 143 Acre Air Side
- Over 50 Million KW/HR to Power



| JFKIAT |

IBM Maximo at the JFK-IAT is Prolific

Work Management

- All Facilities Management
- Vendor Operations/ Management
- PM, Inspections, CM
- Incident Management and Reporting

Airside Operations

- Inspections
- Findings/ Resolutions
- CFR 139 Related Work Management, Qualifications & Reporting

Finance

- Integration with MRI Financial Suite
- Requisition through Reconciliation
- Reporting

The Problem



The Problem

Maximo as a Service Model:

- JFK-IAT needed more control and flexibility
- Integrations and interfaces limited by hosting model
- Data “ownership” issues

Full Maximo Adoption Lacking:

- Was not as effective as needed without integrations and interfaces
- Needed a mobility solution
- Needed full integration with the IAT’s finance solution

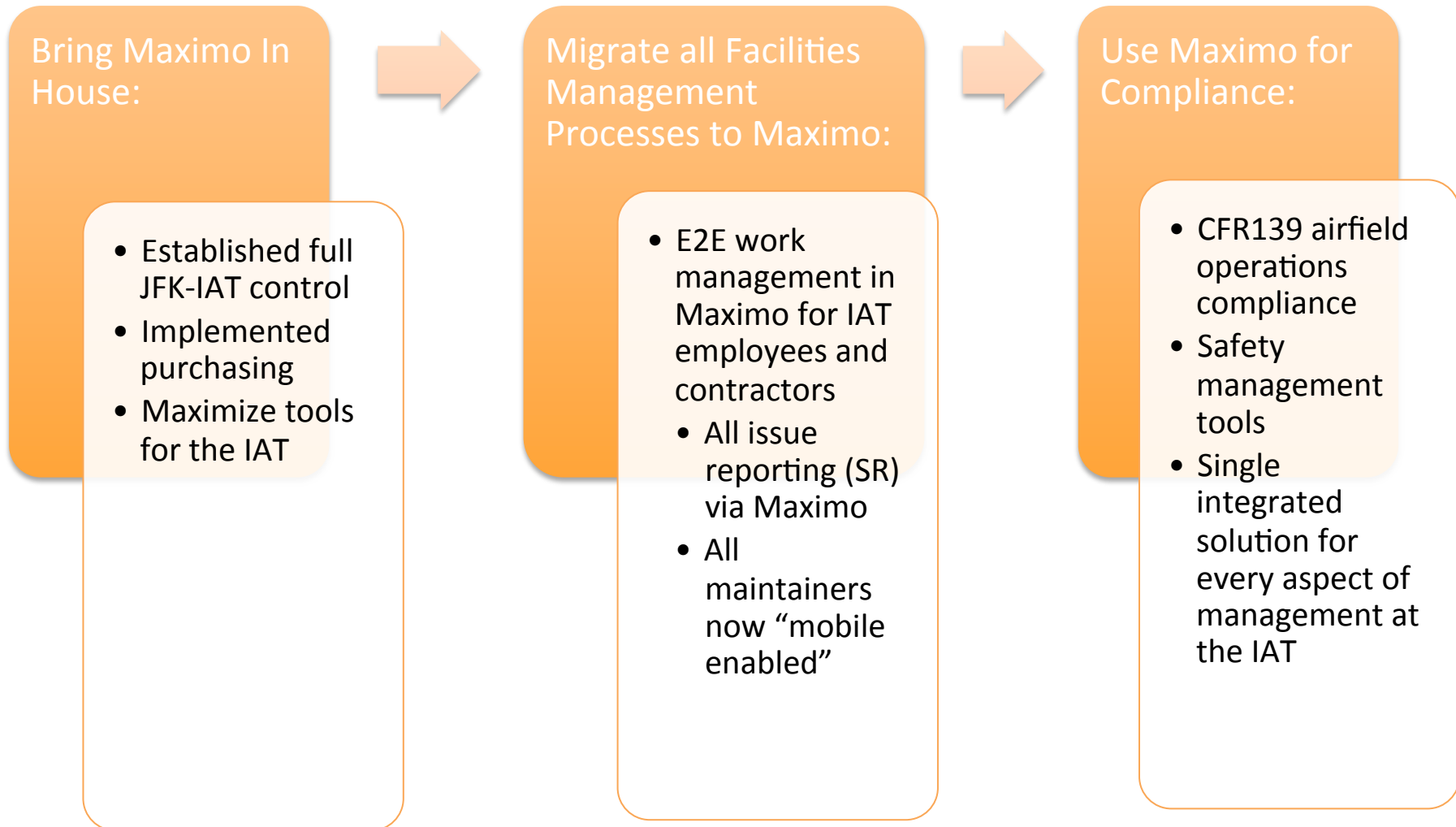
Incident Management:

- OOB Maximo was not effective for Incident Management and Reporting
- OOB Maximo lacked CFR139 related compliance tools
- “Slice ownership” SaaS Model could not address issue

The Goals



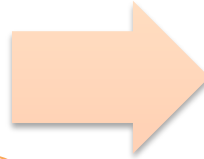
Maximo Upgrade Short-Term Goals



Maximo Long-Term Goals

Implement Incident Management:

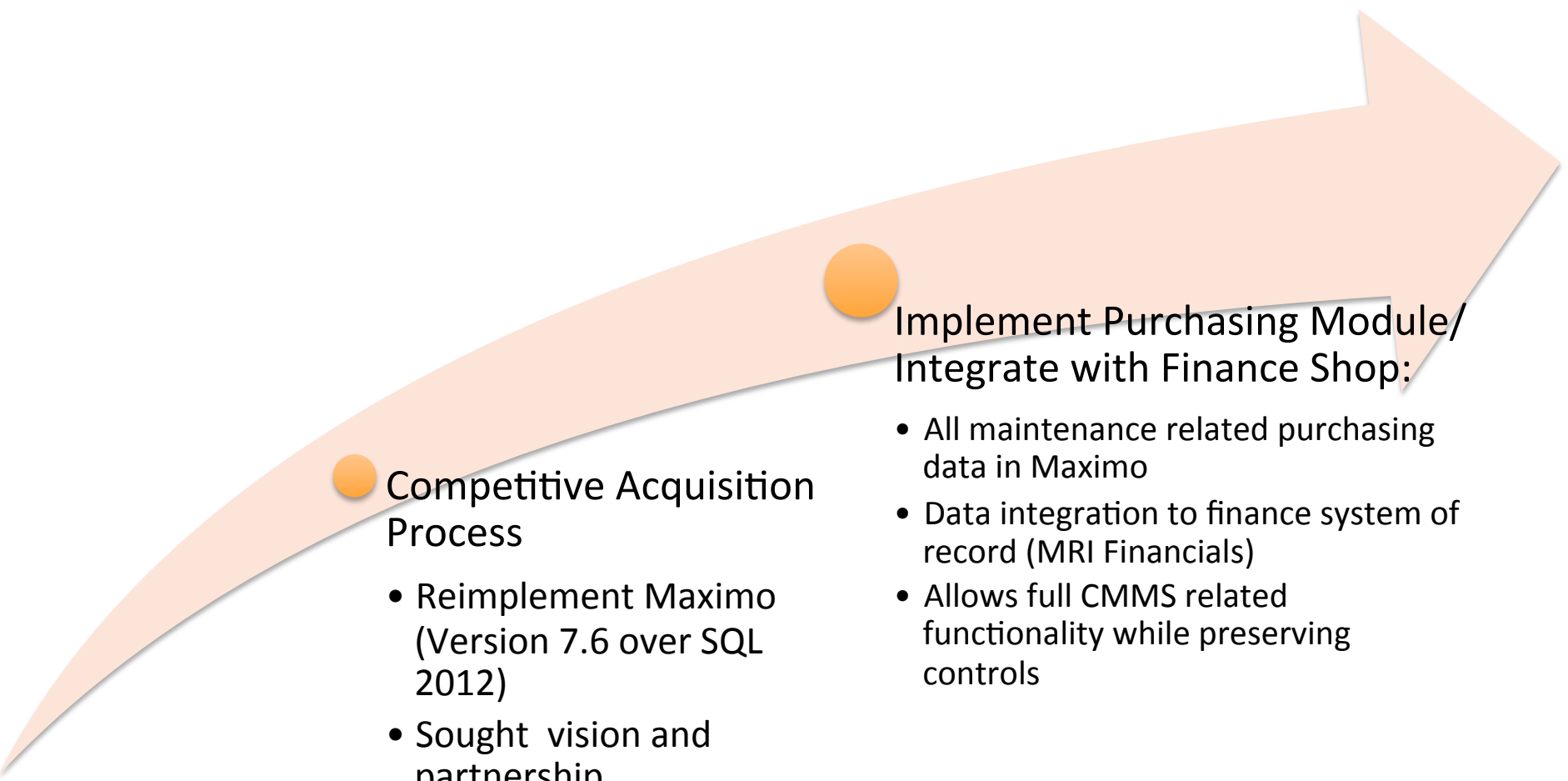
- Implement Incident Management within Maximo
- Implement special tracking/codes and reporting via MIF-based toolset
- Operate 100% within new Maximo CMMS tools to assure tracking and adoption



Mobilize Everything:

- Deploy Maximo “Terminal Wide”
- All IAT employees, management, contractors and support on mobile Maximo solutions
- Smart tool sets must be associated by role

Requirements



Competitive Acquisition Process

- Reimplement Maximo (Version 7.6 over SQL 2012)
- Sought vision and partnership
- Allowed side-by-side evaluation of all tools/industry solutions

Implement Purchasing Module/ Integrate with Finance Shop:

- All maintenance related purchasing data in Maximo
- Data integration to finance system of record (MRI Financials)
- Allows full CMMS related functionality while preserving controls

Migrate Facilities Processes to Maximo

- Tied to new Support Contract with ISS Global
 - All facilities activities Maximo based
 - Establish clear mutual goals
 - Develop and track metrics
- 100% Maximo
 - End-to-end processes fully within Maximo
 - Service Request through report-based reconciliation
 - Migrating all processes and functions to Maximo (or integration through MIF)

Incident Based Management in Maximo

- **MIF Based Implementation:**
 - Allows Service Request (or Work Order) flagging for “Incidents”
 - Automated reporting and status updates
 - Special tracking/codes
 - Responsive to/flexible enough to comply with multiple regulatory reporting requirements

Mobilize Everything!

- **Solutions Sought**

- Evaluated multiple platforms Mobile Options
- Selected Interloc Mobile Informer Platform
- Service Request
- Work Management
- Airfield Operations and Safety (CFR139)
- Numerous other uses under evaluation

No more desktops!

Ensure Compliance is Met

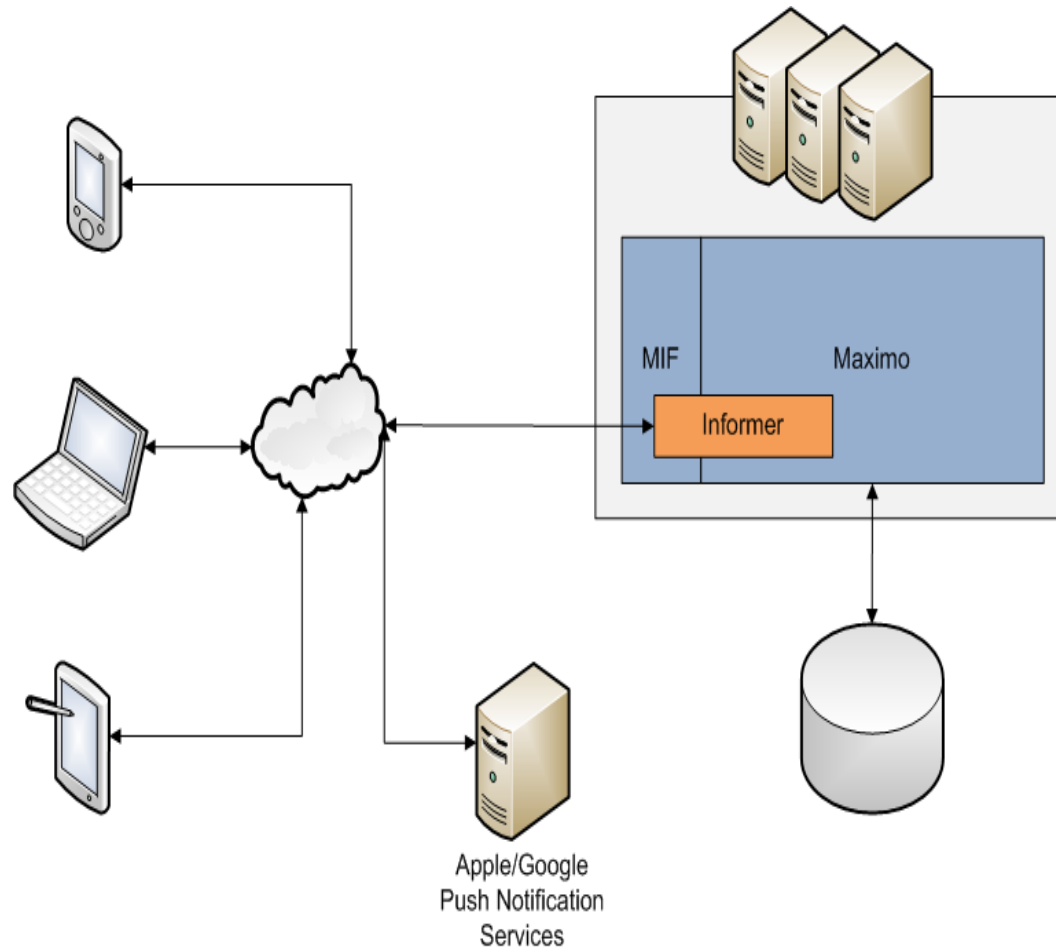
- **Interloc Mobile Informer Driven**
 - Embrace Informer 139 for Airports Maximo solution
 - Use inspections (SMS) tools
 - Liberate our workforce
 - Complete usage -- janitorial to complex maintenance activities

Why Mobile Informer?

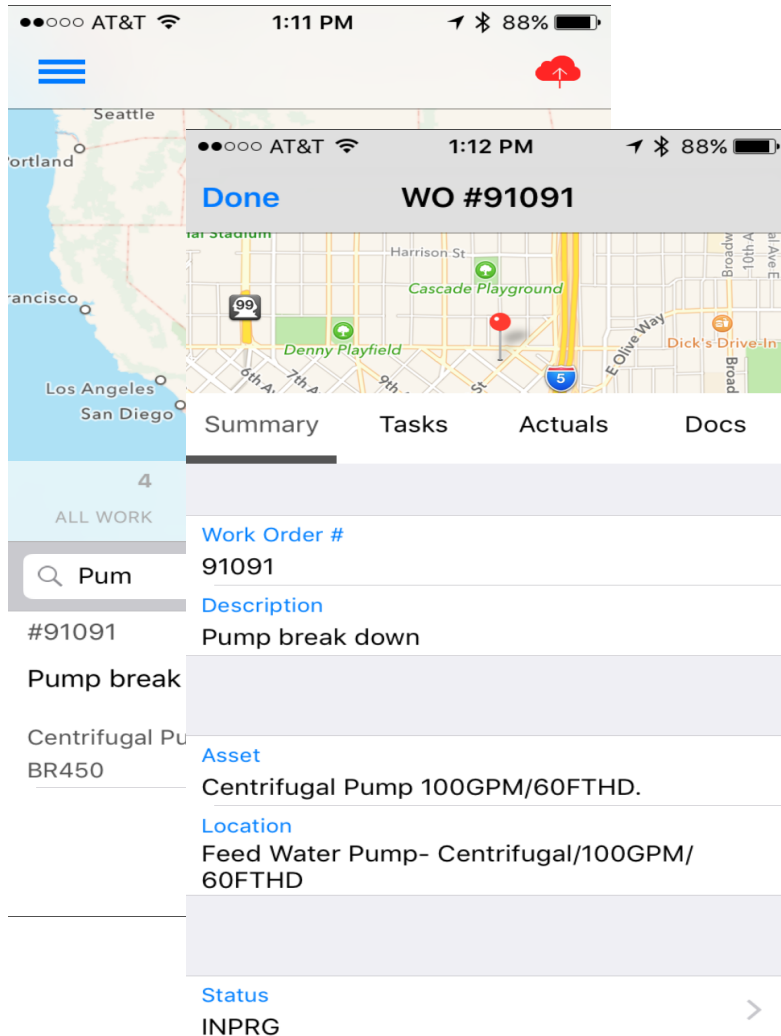
- True offline/online functionality
- Security built in
- Tight integration with Maximo
- No requirement for a dedicated mobile server
- Native apps providing for optimized performance, access to all device function, and best user experience



High Level Platform Architecture

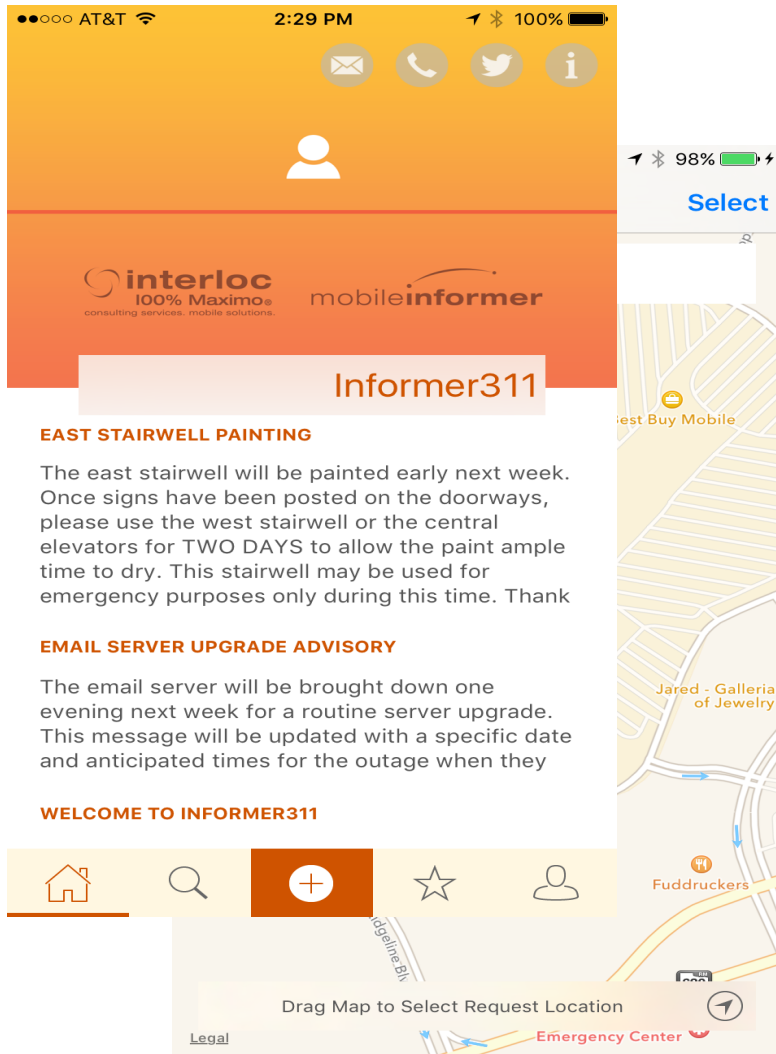


InformerWM for Maintenance



- Seamless, native mobile work management app that provides transparent online/offline function powered by the Mobile Informer platform
- Installed within minutes for fast productivity gain; no middleware software or servers to maintain
- Simple user interface designed specifically for Maximo Work Management tasks providing 100% user acceptance
- Leverages device-specific functions including attach docs, map views and touch ID authentication
- Provides added security through support of multi-factor authentication (PIV-CAC)
- Built in Mobile Device Management (MDM) capabilities

Informer311 for Service Requests



- Seamless, native mobile self-service requestor app powered by the Mobile Informer platform
- Reduced customer service costs and increased efficiency
- Effortless community engagement through simple mobile app
- Greater accessibility to maintenance organizations allowing 24x7x365 reporting of problems
- Increased accessibility to service centers
- The ability to broadcast known outages or issues
- Service requests are automatically routed to Maximo, where they can easily be turned into work orders

Informer139 for Airport Compliance

+		
Finding	Inspection	NOTAM
INSPECTION \		
#1317	1317: RUNWAY 16C LIGHTING SYSTEM	>
RUNWAY 16C		
139_001 - RUN	ASSET / LOCATION	
139_RNWX_16C	139_001	
#1320	RUNWAY 16C LIGHTING SYSTEM	
PART 139 RUN	139_RNWX_16C	
139_021 - RUN	RUNWAY 16C	
139_RNWX_16C		
#1333	ATTACHED DOCUMENTS	+
Fueling Inspec	None	
139_066 - FUE		
139FAA - desc	TASKS	
10	Runway and Taxiway	✕
T1428	Edge Lights	✓

- Vertically integrated Maximo to Mobile solution designed specifically for CFR Part 139 Inspections
- Provides out-of-the-box Maximo inspection reports for auditing
- Seamless, native mobile app that provides transparent online/offline function powered by the Mobile Informer platform
- Collect and report discrepancies in the field
- Collect inspection data in the field
- Complete inspection work orders for unscheduled inspections
- Provides added security through iOS Touch ID authentication
- Provides the ability to implement multi-factor authentication on all platforms

Part 139 Native to Maximo

- No system integration, Native Maximo
- Preconfigured with required qualifications, domains, start centers, and reports
- Data sheets for performing job plan and pm set up
- Leverages existing work order processes
- Native Maximo applications allow for standard configuration



Success Metrics

- Operational excellence
- Leadership buy-in
- Vendor accountability
- Performance visibility
- Communication and training

Next Steps

- Expand mobility
- SCADA interfaces
 - Building automation system
 - Baggage system
 - Apron management system
 - Elevators/Escalators

Thank You



Edmund Quintara
EQuintana@jfkiat.com