IBM Maximo Licensing Guide

Tips for keeping costs down, remaining compliant,
and getting the most from your IBM Maximo licenses.

Learn from Experience

IBM Maximo licensing is not for the faint-hearted and can puzzle even the most diligent users! BPD Zenith has been implementing Maximo solutions since 1994 and has come to learn a few things about getting the greatest Return on Investment for its clients.

This Guide will walk you through some useful tips for keeping costs down, remaining compliant, and getting the most from your licenses. If you are unsure about your licensing or are concerned about an IBM Compliance Audit process, rest assured that BPD Zenith will be able to assist.

Please note that this document is focussed on standard IBM perpetual licensing, but much applies to other license models including BPD's MaxiCloud and Tokens offerings.

IBM Maximo Asset Management
The IBM Maximo Asset Management product portfolio consists of a broad set of solutions for the Enterprise Asset Management market including Industry Solutions and Add-On solutions to address more specialized requirements and functionality.

IBM License Types
Currently, the IBM Maximo Enterprise Asset Management suite offers several levels of user licensing:

Authorized User (or "Full" User): Read and write access to all Maximo modules, applications and functionality. This is the most comprehensive and expensive license type. *A typical user would be a Planner/Scheduler, Asset Manager, Master Data User or System Administrator.*
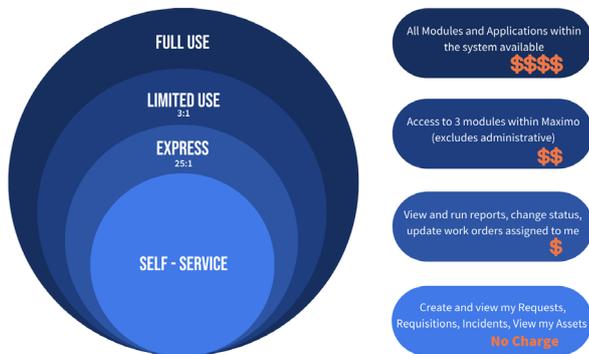
Limited Use Authorized User: Read and write access to 3 Maximo modules, with access to administrative modules restricted. This user-based functionality is intended for those who require less widespread use of the product. For every 3 Limited Use licenses, you must purchase at least 1 Authorized User license. *A typical user would be a Supervisor or Team Leader, Accounts Payable, Stores Person or Clerical Administrator.*

Express Use Authorized User: Restricted access to Maximo modules for the purpose of running and viewing reports, read only view of records, status updates, and updates to Work Orders that have been assigned to the user. This is intended to be more economical for users that occasionally access the system for a specific purpose but do not typically perform day-to-day functions within Maximo. For every 25 Express Use licenses you need, you must purchase at least 1 Authorized User license. *A typical user would be a Field Technician, Team Leader, Manager or anyone else that needs to "approve" purchases or run reports.*

Self-Service Requestor User: Maximo includes a Self-Service module. For users who raise Service Requests or Desktop Requisitions using this module, no chargeable Maximo user license is required .

Concurrent Use Users: A single license which is shared by multiple people as long as the number of users logged in does not exceed the number of licenses. For businesses that run multiple shifts or that have a large number of users that need occasional access, this license can help reduce license costs. IBM does NOT offer concurrent versions of Limited Use Users (unless via Tokens).

Each of the license types shown below inherit all the capabilities of the lower ones. For example, a Limited Use User inherits the read access to other modules from the Express license type.

By determining which license types meet your particular needs, you will ensure that you have the optimal functionality for all users and best value, while meeting IBM's licensing rules.

BPD Zenith can help put together the best package for your business. For example, if you are a small organization, it is possible that each of your users may require full access to Maximo's rich functionality. However, larger organizations will use a combination of license types at a price point that ensures maximum Return on Investment.

IBM Maximo Industry Solutions
One of the most interesting features of Maximo is its Industry Solutions. These solutions are a superset of standard Maximo and offer the deep functionality required to meet the unique asset management needs of key vertical markets: Aviation, Civil Infrastructure, Life Sciences, Nuclear, Oil and Gas, Transportation, and Utilities.

Having implemented many of these solutions, BPD Zenith has found that just because there is a solution available for your industry, it does not necessary mean it will be the most suitable product available for your business. It may be that standard Maximo does all you require!

The license types are the same as standard Maximo. However, Full and Limited Use licenses are industry specific versions of those licenses, whereas the Express license can be used with both Maximo and Industry Solutions.

IBM Maximo Add Ons
There are many useful Maximo Add-Ons, each with their own licensing terms. Some of the Maximo Add-Ons require that the user license ALL of their Maximo users for the Add-On (e.g. Maximo Service Provider), whereas others can be licensed for just those who use it (e.g. HS&E Manager). BPD Zenith can help you get this correct or point you to the appropriate IBM licensing document which explains it. In some cases, we can also persuade IBM to agree special license terms that match your requirements more closely.

In fact, you may need more than one Maximo product license depending on your industry and the work performed by each user. BPD Zenith can work with you to review how best to combine Maximo Add-On licenses in order to get the job done for your business goals and within your budget. For example, we have usually found that it is cheaper to buy Maximo Oil and Gas (which includes the HS&E Add-On functionality) than to buy standard Maximo with the HS&E Add-On separately. Therefore, it might make sense for a large Power Station to buy Maximo Oil and Gas rather than Maximo plus HS&E.

IBM Maximo Mobile Solutions
IBM has 2 mobile offerings available: Maximo Everyplace and Maximo Anywhere. Maximo Mobile has been replaced by Maximo Anywhere and is no longer being developed, so we have omitted it from this document. Please contact us if you require any advice on Maximo Mobile licensing.

Maximo Everyplace is provided free with Maximo 7.6. With Everyplace, you can access Maximo wherever you have connectivity from a smartphone or supported mobile device without any additional license cost. Each Everyplace user must have a Maximo user license: whether Full, Limited or Express. Note that the Maximo user license also dictates the modules of Maximo that the Everyplace user can use. Finally, the number of Everyplace user licenses does not have to match the total number of users in the base products.

Maximo Anywhere gives you the flexibility to work in a connected or disconnected environment. Xustomers must purchase their required "bundles" of mobile applications.

Anywhere users within an organization, who have a mobile only role, are required to only have a license for the bundle(s) of mobile apps which they use. Users who have a role which also demands that they access Maximo's desktop applications must also have an applicable license corresponding to their Maximo desktop access.

Anywhere applications are available in the Apple App store and the Google Play Store spanning asset management, works management and inventory management.

Everyplace customers may trade-up their licenses to Anywhere at a reduced rate from the full product price. An applicable part number exists for this purpose. This option is available going from Everyplace to Anywhere, but not in the reverse.

IBM Software Subscription & Support Renewal

Having made the decision to invest in Maximo software licenses , you will start getting hit with annual IBM Software Subscription & Support (maintenance) fees. *What are they? Why are you paying it? What else are you getting?*

IBM Software S&S actually saves you time and money, and is one of the best ways to protect your software investment. With direct access to vital IBM Technical Support as well as product upgrades, feature packs, fix packs and patches, you have a Maximo system that can make a real difference to your business day in and day out. BPD Zenith strongly recommends all clients to remain supported.

BPD Zenith's status as a Level 1 support provider means that we have the ability to not only offer bespoke Maximo support contracts but also the renewal of your IBM Software S&S. Clients who take advantage of this dual service have the convenience of their entire Maximo system support being with one provider which minimizes confusion and maximizes efficiency.

Under this support model, our certified consultants directly provide core product and customization support. If you encounter a critical impact on operations or system down, we will register calls with IBM on your behalf to reach an immediate solution. For Severity 1 problems,

IBM provides 24×7 Technical Support. IBM Software S&S entitles you to telephone support for defects and for advice and guidance, during normal office hours.

Late renewal is to be avoided at all costs. It can result in paying for the reinstatement of support, which costs 67% of buying a new license. If you are unsure about when your renewal is due, BPD Zenith can assist you. We will work on your behalf to synchronize your licenses to a single annuity date. You may also wish to take on additional support services with BPD Zenith or avoid renewal fees all together by subscribing to our MaxiCloud or Maximo Tokens services.

Maximo Tokens

Maximo tokens are a long awaited and customer driven change to the way Maximo is licensed and consumed. Maximo 7.6.1 is the base requirement in order to use token licenses.

BPD Zenith offer its clients the ability to lease Maximo from them for any length of period. During the period you would have access to all forms of the Maximo product and only need to manage one part-number for the entire Maximo Application Suite. Maximo licensing is provided on a concurrent usage basis by managing use of tokens. A token constitutes a unit of value which can be repeatedly exchanged via the server for a mix of software licenses. The tokens are utilized each time a user logs into the Maximo system. When they log out the tokens are returned to the pool.

The handy thing is more Maximo product can be utilized by simply installing it and then paying for its use with the token pool. This gives you access to any Maximo tool or add-on needed to do your job. You only ever pay for the Tokens utilized, ensuring that you only ever pay for the access used, rather than paying for access that isn't needed.

Not only does BPD Zenith have deep technical Maximo knowledge - we also understand the Licensing model and associated T&Cs in great detail and endeavour to get the best deal for our clients. Plus - it never hurts to review the licenses you currently hold. We can help you run through all kinds of scenarios to get the greatest ROI on your software.

For Licensing Services, please get in touch

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US (403) 589 6990

Australia 1800 508 504

New Zealand 0800 508 504

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Maximo Software License Compliance

Simply keeping on top of the license numbers and types is a challenge in itself. When you add in the churn of users, the impact of Industry Solutions, Add-Ons and module restrictions, the risk of new users being allocated to the wrong license type or security group, and the changes to IBM's licensing 'Small Print', you could be experiencing a severe business headache.

This headache becomes a serious business risk in the event that IBM performs an audit on your system and discovers a licensing shortfall. It is our experience that clients work hard to ensure that they are compliant. However, ignorance of IBM licensing is no defence, neither is the duration of the relationship nor the level of historic spend. The consequence of using more licenses than you are entitled to is a no negotiation settlement to cover both new licenses and unpaid annual licence renewal costs, typically going back 2 years.

On the flip side, you may be paying for unused licenses, or for old functionality that has since been rolled up in the core product – but the compliance audit is unlikely to inform you of this useful information.

BPD Zenith has been implementing Maximo for over 26 years and advising its clients on licensing for almost as long. As such we have developed software tools that will interrogate a Maximo system and quickly report on potential savings and shortfalls. If in any doubt, why not ask BPD Zenith to run a mock compliance audit on your Maximo system.

The Small Print

The General Terms for IBM licensing are contained in the IBM International Program License Agreement. The Terms and Conditions that apply to an individual licensed program are in the product's License Information Document (LID). Note that the LID wording can be ambiguous. BPD Zenith has worked its way through many of these ambiguities and understands how IBM interprets them.

BPD Zenith believes the information in this document to be entirely accurate and always endeavours to offer clients up to date, accurate and honest advice. Nevertheless, the legal IBM documents referred to above take precedence, so BPD Zenith provides the information here without warranty. However, we will correct any errors and omissions reported to us. *Guide last updated June 2020.*

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