ITS
INTELLIGENT TECHNOLOGY
SOLUTIONS

HOW ITS HELPS CUSTOMERS CUSTOMIZE IBM MAXIMO FOR THEIR NEEDS

THE CHALLENGES

Corporate Office Properties Trust (COPT) had an understanding of what building managers do but no structured or repeatable business processes for asset management across all facilities. Workflows were complicated, consisting of a lot of back and forth and signing off on tasks.

Workflows didn't include any way of ensuring tickets were being assigned to the right people or group. COPT lacked a process for verifying if work was being completed. The business was unable to gain insight into the performance of the building managers and their teams.

Sonoma-Marin Area Rail Transit (SMART) was a startup company that needed to implement robust and auditable processes for performing maintenance in compliance with Federal regulations. SMART had only one person in IT, so to lessen the IT burden and overhead of system management, the new rail line wanted to implement IBM Maximo in the cloud as a software-as-a-service (SaaS) offering.

COPT has been working with **Intelligent Technology Solutions (ITS)** as its IBM Maximo partner since 2013. ITS helped COPT implement and customize IBM Maximo so the company could create a structured hierarchy for managing buildings.

Maximo allowed COPT to gain visibility per building, per site, and — in some instances — per team. Users were able to see what they were responsible for without being able to see into other building managers' workloads. With Maximo, COPT was finally able to generate metrics to track personnel performance.

ITS helped COPT use Maximo in ways that it wasn't designed to do right out of the box. ITS optimized workflows based on the management hierarchy per building and per site. ITS helped COPT update its business processes and configure Maximo to enable the business process through Maximo Workflows. COPT could also capture and report the results.

ITS led COPT through four or five iterations of the business model to resolve issues with the hierarchy of work and reporting before arriving at the ideal solution.

SMART published a request for proposal (RFP) to solicit services for implementing IBM Maximo in the cloud, and the rail line chose ITS. ITS used a Maximo SaaS model to deliver a robust, dependable, and secure architecture.

ITS enhanced the offering by including a rail expert on the team to help align the Maximo implementation and customizations with SMART's business goals and Federal regulatory guidelines. The rail expert was able to translate railway asset management into easily understandable Maximo terminology.

ITS adjusted and configured the Maximo system to accommodate SMART's accounting methods. ITS also contracted with a third party for a Maximo SaaS offering to provide the availability, integrity of data, and security necessary for a cloud-based solution. The SaaS provider also has the necessary Maximo know-how to manage the system.

COPT was able to restructure its teams to get the most from the company's staffing and contracted resources based on performance metrics generated by IBM Maximo. ITS helped COPT align IBM Maximo with its business goals. Now, the right people in the right buildings get the right tickets so workflows move smoothly.

ITS provides Maximo expertise as a Managed Support offering in addition to the SaaS cloud offering. When COPT needs any changes that are Maximo related or business-rules changes, ITS can quickly configure and adapt Maximo to suit COPT's needs.
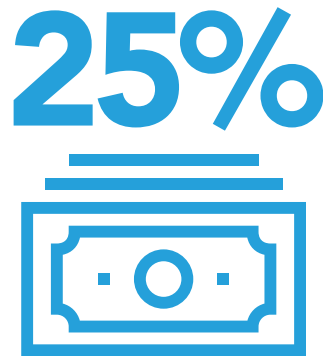
"ITS has a unique way of helping integrate all of our needs into a new Maximo system. We had to start from scratch on a work order tracking platform, and ITS was there through the whole process from gathering the data to implementing it into Maximo in a way that was super useful to us. You can also always count on ITS to steer you in the direction to help optimize the system and make it great for your company's needs."

Jennifer Parks, Project Engineer
Corporate Office Properties Trust

SMART leverages the ITS team as an outsourced IBM Maximo department. By working with ITS, SMART can access Maximo expertise immediately to get an answer for any question, whether on the business, technical, or accounting side.

Through its partnership with ITS, SMART gets access to a wide range of Maximo experience for 25% of what an internal staff would cost.

ITS helped SMART customize Maximo so it could manage assets specific to the rail transportation industry. With Maximo, data for an entire train can be loaded in at once instead of part by part.

25%

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"ITS stands apart from the competition. In addition to their great knowledge of Maximo systems, they are experts in business process management. Maximo is a tool that can be used to implement good business processes. ITS provided us with Maximo expertise as well as their experience implementing efficient business processes in Maximo. We continue to enjoy their expertise and support, even years after our initial implementation."

Railroad Asset Manager
Sonoma Marin Area Rail Transit

ABOUT INTELLIGENT TECHNOLOGY SOLUTIONS (ITS)

Intelligent Technology Solutions (ITS) ITS has been an asset-focused company since our inception in 1999. At ITS, we have a solid belief that you cannot be all things to everyone. At our core, we are enterprise asset management (EAM) experts with a specialty in the Maximo ecosystem of solutions.

Not only do we understand the technology, but we also know the business challenges that our clients face. We really try to get to know your entire organization so that we can provide the highest-quality support. We are part of your team!

ABOUT CORPORATE OFFICE PROPERTIES TRUST (COPT)

Corporate Office Properties Trust (COPT) is a real estate investment trust that invests in office buildings, mostly in the suburbs of the Washington, D.C. metropolitan area. It primarily leases to the U.S. government or companies in the arms industry. The company owns 148 office buildings comprising 15.4 million square feet and 22 single-tenant data centers comprising 3.7 million square feet.

From developing new environments to managing the existing ones, COPT knows exactly what employees need to feel energized and inspired throughout the workday. COPT is adept at creating workplaces that are perfectly suited for a company's requirements. COPT's new development projects, from individual buildings to multi-building campuses, are fully customizable and built with modern amenities, ensuring an environment that will set organizations up for success.

ABOUT SONOMA-MARIN AREA RAIL TRANSIT (SMART)

Sonoma-Marin Area Rail Transit (SMART) is the San Francisco Bay Area's newest passenger rail service providing a safe, reliable, and congestion-free transportation option for Marin and Sonoma counties.

With over 850,000 riders a year, the current 45-mile system includes stations in the Sonoma County Airport area, Santa Rosa, Rohnert Park, Cotati, Petaluma, Novato, San Rafael, and Larkspur. SMART's system also includes a bicycle and pedestrian pathway along the rail corridor.

Find out how to align IBM Maximo with your unique business goals. Contact ITS today.

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