



# IBM Maximo 7.6 Upgrade to Maximo Application Suite (MAS) 9

## Overview

Nearing the end of support for 7.6, the Client partnered with TRM to upgrade to (MAS) 9 for enhanced performance, security, efficiency, and functionality.

## Solution

The upgrade to MAS 9 was not only driven by the need to meet quality and safety requirements, enhanced performance, efficiency, and functionality, but also by the end of support for Maximo 7.6. This catalyst provided the Client with the opportunity to evaluate new functionality and better automation to support their evolving mission, and the regulatory requirements that come with it.

Additionally, the system needed to comply with Good Medical Practices, requiring additional documentation and testing. Automation and integration of service requests were needed for visibility and prioritization. Confidentiality and security were critical factors as well.

Preventive maintenance protocols, aligned with WHO guidelines, are rigorously applied to critical blood cold chain equipment such as refrigerators, freezers, and platelet agitators to ensure compliance with safety standards and extend equipment lifespan. By integrating cutting-edge Maximo technology with stringent maintenance practices, the Client's safeguards the quality and safety of its blood supply and ensures operational resilience to support its lifesaving mission.

## Results & Achievements



**Performance:** Consolidating service requests applications and improvements in Start Center boosted performance.



**Security:** Security enhancements limited user entry errors and improved asset selection accuracy.



**Efficiency:** Purchase order improvements increased efficiency of purchasing group.



**Automation:** Development of an automated workflow for management of service requests, from initial request to final resolution.

## Key Facts:

**Industry:** Nonprofit Medical

**Region:** Washington, D.C.

**Products Used:** MAS 9

- Maximo helps safeguard the quality and safety of blood supply in alignment with WHO guidelines.
- Optimized Start Centers and regional security for improved performance.
- Consolidated Mobile and Desktop Service Request (SR) applications and automated SR workflow for simplified management and better responsiveness.
- Enhanced security and tracking for GMP sites/processes and implement user security tiers.

**4,000+**

*Maximo users*

