



IBM Tivoli Maximo Consulting:

Astin is providing functional and technical consultancy for all available IBM Tivoli Maximo products. We have highly skilled established Maximo consultants with their own proven industry track records. This allows us the freedom to expand into industry areas of focus where we can rely on the existing skill sets and knowledge bases of our people.

Maximo Consulting Services

- Maximo Gap Analysis
- Maximo Implementation
- Maximo Upgrade Assessment
- Maximo Immersion and Product Training
- Business Intelligence
- Maximo Infrastructure Setup

Maximo /SCCD implementation Services

➤ **Business Services**

- Understand the Customer Business needs
- Requirement Gathering
- Design the Business process
- Prepare Business Implementation Plan

➤ **Technical Services:**

- Infrastructure Architecture Design
- Infrastructure Setup
- Maximo /SCCD Implementation
- Process Workflow development
- Apply Technical Best Practices
- Maximo Mbo Customizations & Enhancements
- Maximo Upgrades & Migrations
- Integration with ERPs (SAP, Oracle, PeopleSoft) and other external systems
- Performance Tuning
- Technical Support
- Maximo Integration with AURA (SMS and Mobile apps) for Approval
- Report Development using Cognos, BIRT and Actuate

- 24x7 Services Support
- TDI Integration
- LDAP integration with AD and TDS

Maximo Multi JVM Deployment Architecture for load sharing and better performance:

Multi JVM architecture based on WAS clustering and server cloning

- MEA Cluster
- CRON Cluster
- UI Cluster
- Report cluster

We offer Service for below Maximo Products:

- SmartCloud Control Desk V7.5(SCCD)
- Maximo Enterprise Asset Management 7.5(EAM)
- Maximo Asset Configuration Manager 7.5(ACM)
- Tivoli Asset Management for IT(TAMIT)
- Tivoli Service Request Manager(TSRM)
- Change and Configuration Management Database (CCMDB)

SmartCloud Control Desk7.5 -Implementation Cover:

Service Desk Components – Service Catalog, Service Request, Incident, Problem and Survey's. We can utilize the processes that come with SCCD or we can design new processes that meet your growing needs.

Change and Configuration Management – Implementation of Maximo SCCD change applications and processes, Configuration Management, CI discovery

Asset Management for I.T. – Implementation of IT asset management and asset management life-cycle processes, software license management, asset discovery. More about Astin approach to implementing SCCD.

1. Installation & Configuration

- Installation for (AIX ,Linux, Unix and Windows systems)
- Person and Person group creation
- User and Security Group Creation
- Basic Configuration based on multiple organizations and sites



- Start Center Creation
- Multi language configuration
- Multi JVM deployment
- E-mail Listener configuration
- LAD setup for TDS and AD
- User Sync through VMMSync
- User Sync Through TDI Integration

2. Maximo/SCCD Basic Configuration :

- Organization Creation
- Sets
- GL Accounts
- Charts of Accounts
- Currency codes
- Sites Creation
- E-mail listener configuration
- Calendars/Shift
- Classifications
- SMTP Server Configuration

3. Maximo/SCCD UI Enhancement & Customization

- Creating New application in Maximo based on client process/requirement
- Modifying/enhancing existing applications/modules
- Objects and attributes creating in Maximo.
- Proper indexing to these objects for better performance
- Domain creating for lookups(includes all kind of domains)
- Table creating based on relationships with other objects
- Dialog box creation, button and events

4. Maximo Mbo/Bean Customizations

- Writing Bean classed for UI to handle table data population and event handling for buttons and workflow
- Writing field validation classes to validate field data and data mapping to objects
- Writing classes to initiate and routing workflow based on events and manual triggering
- Writing E-mail preprocessor classes to handle emails for INBOUND and OUTBOUND
- Writing object Inbound and Outbound processing classes to handle data loading and integration based on object structure.

- Writing web service classes to expose standard web service in Maximo
- Writing SMS integration classes to support Maximo to interact with SMS API for sending and receiving SMS in Maximo.

5. Other Maximo Configuration based on Business Process:

- Workflow design
- SLA
- Escalations
- KPI's
- Bulletin boards
- Start Center Configuration
- Actions, Roles and Sig Options
- Communication templates
- Workflows actions and Event actions
- Launch in context and Automation scripts

6. Migration Manager Configuration:

- Product compatibility check
- Use and configuration of the Migration Collection techniques
- Defining related data rules during the migration collection phase
- Addition look up rules creation change of the system properties for validation of migration record
- Creating Object structures
- Configuring migration groups
- Configuring targets
- Creating packages based on Migration groups

7. Maximo/SCCD Integration:

- **World first SMS and Mobile Solution (AURA) to Integrate with all the flavors of Maximo for all real-time workflow approval processes using web services architecture**
- **Maximo Integration with Desktop Gadgets for SR, Incident, Change and Service catalog alerts**
- Integration with ERPs (SAP, Oracle, PeopleSoft) and other external systems
- Master applications Data loading using MEA framework and from backend
- Integration with External systems using MEA framework and web services



8. Master Data Load

- Person
- Person Group
- Security Groups
- Users
- Locations
- Store Room
- Item master
- Inventory
- Assets
- CI
- Classifications

9. Maximo Database Management (Oracle, DB2, SQL Server):

- Database creation
- Database backup
- Database restoration
- Indexes Creation
- Run Reorg
- Query Creation and Optimization
- Database performance tuning
- Backend Data Load
- Data Import/Export

10. Report Development Using Tools (BIRT, Cognos)

- Report development in BIRT and Cognos framework
- Report clubbing
- Report deployment in Maximo
- SQL queries optimization for better performance
- Report Scheduling
- Report Modification
- Report Import/Export in Maximo
- Report backup in Maximo
- 24x7 Support for Report

Modules wise configuration in SCCD:

1. Service Desk

- Service Request Management
- Incident Management
- Problem Management
- Knowledge Base Management System (KMS)

2. Service catalogs

- Create taxonomy for catalog
- Create Classification For offering
- Create offering
- Add Offering to catalog
- Modify offering according to requirement from application
- Create process for offering
- Create ticket template for offering
- Associate template to offering for job plans and activity
- Activate offering.

3. Configuration Management

- CI's Discovery through TADDM
- Actual CI's Import through ITIC in CMDB
- Data Model creation in Workbench
- Authorized CI's Creation
- CI Topology

4. Change Management

Create → Review/Acceptance → Assessment → Schedule → Authorize → Implement → InProgress → Complete → Verify/Review → Close

- Invocation of automated impact analysis & scheduling
- Approval enhancements
- Multi-level Change authorization
- Support for multiple approvers at each level (e.g. multiple CAB's)
- Add additional adhoc approvers as needed
- Enhanced job plans to capture impact assessment workflow assignments
- Impact Analysis(CI and Asset)
- Define Change Process Behavior
- Handle Blackout Plan and Periods
- Detect Schedule Conflicts
- Multi Customer Enablement

5. Release Management

Planning → Built → Acceptance → Scheduling →
Communication → Implementation → Competition

- Planning and managing a release
- Designing and building a release
- Testing and accepting a release
- Planning a rollout
- Communicating and preparing a release
- Distributing and installing a release

6. Asset Management for I.T

- IT Asset Management
- Asset Life-Cycle Processes
- Locations
- Item master
- Meter groups
- Inventory
- Service items
- Managing IT Classifications
- IMAC Process Implementation
- Asset Reconciliation
- Physical Verification
- Software Catalog Management
- Software Contracts Management
- Asset Discovery
- Software License Management

WebSphere (WAS) Installation and Configuration in Maximo/SCCD for Distributed Systems:

- WAS Installation
- Dmgr/Nodes Creation
- Profile and Nodes Creation
- JMS Configuration
- Server Creation and Server Clustering
- JDBC Connections
- Virtual Host Creation
- Buses Creation
- Other SCCD Related WAS configuration
- Generic JVM Argument setting
- Thread Pools properties setting

Note: Our aim is to avoid MBO customization and use maximum configuration as much as possible to full fill all customer requirements in Maximo environment for the better performance and to avoid upgrades related issues.

Maximo Enterprise Asset Management 7.5(EAM):

We offer Implementation Services for below Modules:

Maximo Asset Management includes six management modules in an enhanced service-oriented architecture.

- **Asset management** – Achieve the control you need to more efficiently track and manage asset and location data throughout the asset lifecycle.
- **Work management** – Manage both planned and unplanned work activities, from initial request through completion and recording of actuals.
- **Service management** – Define service offerings, establish service level agreements (SLAs), more proactively monitor service level delivery and implement escalation procedures.
- **Contract management** – Gain complete support for purchase, lease, rental, warranty, labor rate, software, master, blanket and user-defined contracts.
- **Inventory management** – Know the details of asset related inventory and its usage including what, when, where, how many and how valuable.
- **Procurement management** – Support all the phases of enterprise-wide procurement such as direct purchasing and inventory replenishment.

Other IBM Tivoli Products - We Offer Implementation Services and Support:

- IBM Tivoli Common Reporting
- IBM Tivoli Storage Manager V6.3(TSM)
- IBM Tivoli Monitoring V6.2.3(ITM)
- IBM Tivoli Network Manager V3.9(ITNM)
- IBM Tivoli Endpoint Manager V8.2(TEM)
- IBM Tivoli Application Dependency Discovery Manager V7.2.1(TADDM)
- IBM Tivoli Asset Discovery for Distributed V7.5.0(TAD4D)
- IBM Tivoli Business Service Manager V6.1
- IBM Tivoli Netcool/OMNibus V7.3
- IBM Tivoli Netcool/Impact V6.1

Contact Us:

INDIA Corporate Office: A-42, Sector 63, Noida - 201 301,
Telephone: +91 120-6515371/72
pramod.kumar@astintechnology.com
abhishek.upadhyay@astintechnology.com
info@astintechnology.com

