

# Tips for Implementing a Maximo Work Request Tool

It's an exciting time at your organization because you (hopefully) read our tip sheet on selecting a Maximo Work Request tool and subsequently decided to maximize the efficacy of your Maximo Enterprise Asset Management System (EAM) and improve the experience of your customers by investing in a mobile tool.

Ideally, you selected a mobile solution that allows your organization to take advantage of Maximo's **unlimited requestors**, features an **easy-to-use, wizard-based interface** that you will prepopulate with the information important to your organization, is driven by **QR codes with Maximo asset data attached**, and **geo-references work requests** to ensure your technicians can spend less time locating problems and more time fixing them.

To reap the most value from your new solution there is data you need to gather, technicians you need to train, stakeholders you need to inform and a host of day-to-day responsibilities you need to keep up with, all while learning and implementing this new technology.

To make your implementation process as seamless as possible, we've asked the experts at EDI—EAM Software and Maintenance Best Practices specialists with over two decades of experience implementing Maximo and mobile solutions that support it to share their best practices. They recommended:

**Begin by establishing practical use cases for your new mobile tool and a clear definition of success.** Understand what information you want to capture, how you want the data to flow into Maximo, and ultimately to your maintenance or janitorial teams. This data will frame the “questions” the work request tool asks when someone engages with it. Then, ensure both the use cases and the information you want to capture in each are nicated to your selected implementor. Collaboration between your organization and your implementor will help ensure that your needs and goals are met.



## Crawl, don't Run

Rather than rushing to get your team using the product on day one, start slow by focusing on good data. Your organization must identify, record, and create a defined asset structure for the data you need to support your initial use case implementation. Work with your implementor to ensure the critical attributions related work on your assets and systems is consistently captured in Maximo.

**Keep in mind that replacing or implementing a new technology application is not just a software implementation, but a business process implementation.** Therefore, your organization, it's leadership and your staff must be invested in the necessary culture change and put the required resources and processes in place to help the organization through this progression.





Our experts have found that **organizational culture change is the most important**, and often challenging aspect of implementing a new technology, but is **critical to the overall success of the project**. Therefore, your organization, its leadership and your staff must be invested in the necessary culture change and put the required resources and processes in place to help the organization through this progression.

### Identify staff excited to use your new product who can act as **champions for adoption** across your organization?

These enthusiastic team members who understand the system requirements can help ensure that the needs of all their team members are met while the system is in development and improve adoption once established.



### **Carrot or Stick?**

Rather than demanding staff adopt your new technology and threatening punishment for poor adoption, our team has found that offering staff small incentives (prizes, extra PTO hours, etc.) can be an excellent way to improve user adoption. The Harvard Business Review confirms that “Positive feedback triggers a reward signal in the brain, reinforcing the action that caused it, and making it more likely to be repeated in the future.”

Contact [info@edatai.com](mailto:info@edatai.com) today to learn more about the process or benefits of implementing a mobile Work Request tool.