

IBM Maximo Maximized

Maximo User Adoption Guide





MAXIMIZE

When you implement or upgrade Maximo, it's easy to focus on the technology without thinking about the end users until its too late.

Fully engaged end users are more likely to adopt Maximo and leverage maximum value from the system.

This guide explains Electra's approach to maximizing your return on investment.

Don't just Maximo, Maximize.

ETS (Engage, Train, Sustain) is the 3-Phase Enterprise Change Management methodology that we at Electra use to ensure the success and sustainability of your Maximo Project in the following ways:

- Providing insight into the changes for your organization.
- Helping you understand the changes and how to address them.
- Reinforcing the change enablement and facilitate end-user adoption.
- Developing a company-wide training program.
- Delivering a great learning experience.
- Delivering measurable results.

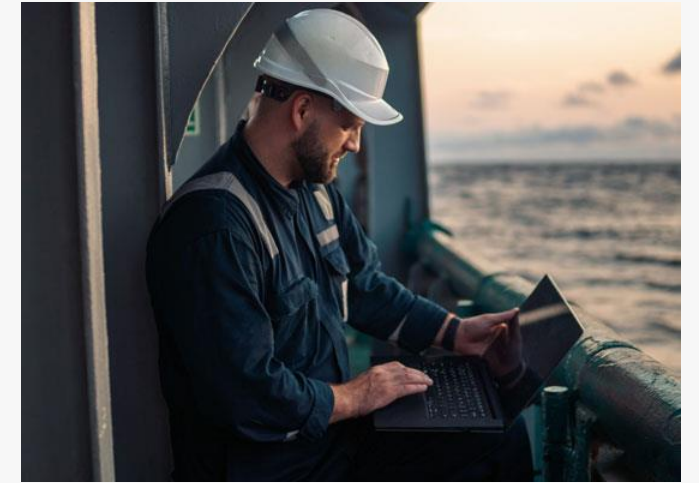




Engage



Train



Sustain



ENGAGE

Phase 1

"The secret of change is to focus all of your energy not on fighting the old, but on building the new" Socrates



ENGAGE

Use our ETS framework to:

- Conduct project discovery to understand your vision and goals for your implementation, and how it fits with your company culture.
- Identify the benefits and what success looks like.
- Understand people's needs and concerns. 'What's in it for me?'
- Plan for maximizing engagement and desire for change throughout the life of the project.



1

- Define Success
- Define Impact
- Define Approach

Services



Project Management



Stakeholder Management



Change Management Analysis



Communications



Outputs



Change Management Strategy



Communications & Engagement Plan



Change Champion Engagement



Business Readiness Assessment



Benefits Profile

Engage

TRAIN

Phase 2

"Tell me and I forget. Teach me and I remember. Involve me and I learn." Benjamin Franklin



Electra

TRAIN

Use our ETS Framework to:

- Identify the gaps and develop the approach to share knowledge across the business from the Communications and Engagement Plan.
- Establish the change champion network¹, which is key to the sustainability of your Maximo implementation.
- Deliver a varied programme of interactive training for an excellent learning experience.
- Develop user behaviours to transition and perform effectively in the desired future state.

1. <https://www.electraining.com/the-importance-of-change-champions/>



2

- Plan and Act
- Track Performance
- Adapt Actions

Services



Train the Trainer



Training Delivery



Project Management

Outputs



Training Needs Analysis



Training Materials



Training Plan



Train

SUSTAIN

Phase 3

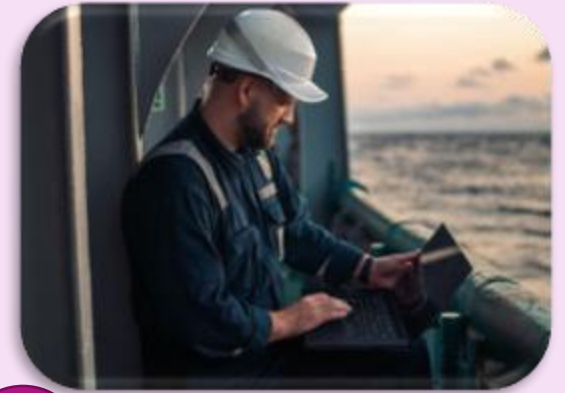
"Transformation rarely happens accidentally." A.J. Sheppard



SUSTAIN

Use our ETS framework to:

- Support the induction process for new starts.
- Collaborate to develop a centre of excellence for the change champion network.
- Reassure employees confidence so they apply what they have learned, demonstrate their Maximo skills, and then increase their productivity and quality of work.
- Work in partnership with the change champions to:
 - enhance decision-making
 - create an expert knowledge base
 - automate processes
 - increase job efficiency (reducing stress levels and increasing time)



3

- Review Performance
- Active Sustainment
- Transfer Ownership

Services



Benefits
Realization



Sustainment of
Change and
Continuous
Improvement



Stakeholder
Management



Project
Management

Outputs



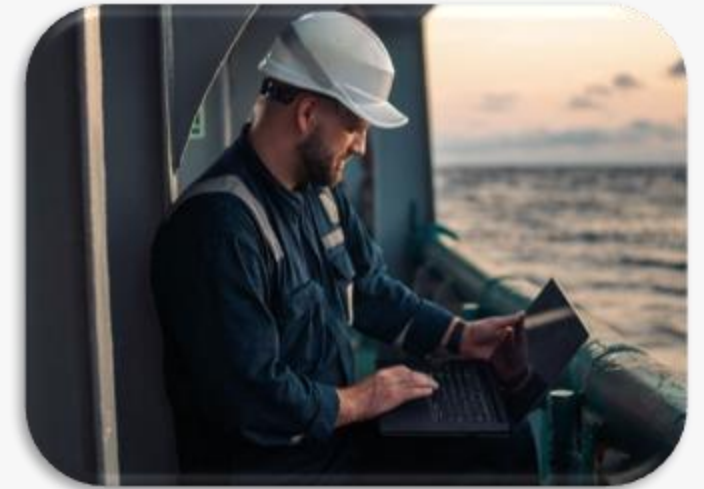
Sustainment
Plan



Reporting and
ROI



Growth Strategy for
Change Champion
Network



Sustain

	Packages		
Maximo Training and Change Management Services	Train	Engage & Train	Engage, Train, Sustain
Discovery Phase	✔	✔	✔
Familiarisation of business processes supporting the Maximo build - per workstream	✔	✔	✔
Change Management Analysis and Champion Engagement		✔	✔
Develop a Communications Plan and Build Media			✔
Develop a Training Plan	✔	✔	✔
Develop Training Materials - per workstream	✔	✔	✔
Recommend Additional: Develop user friendly workflow diagrams and integration diagrams		✔	✔
Develop Training Reference Materials	✔	✔	✔
Recommend Additional Training Reference Materials		✔	✔
Develop a Training System Strategy			✔
Training Administration			✔
Training Delivery (virtual or classroom)	✔	✔	✔
Coaching and Bubble Support (2 weeks)		✔	✔
Developing a Sustain Model			✔
Project Management	✔	✔	✔

Client Stories

Maximizing Results.



Our Clients said...



“

Investment in change management and hands on scenario-based training has proven to be the right decision and is demonstrated in how well the system has been adopted in HUM.

Honda of the UK Manufacturing



“

Electra have provided excellent training materials, and ensure the business processes are reflected clearly, concisely and most importantly - correctly asking relevant questions throughout the development.

Energy Industry Client



“

The team found the training very useful. The trainer was excellent and very knowledgeable in the tool and its Magnox build.

Magnox



“

The Maximo module builds are the best eLearning I have ever seen.

Top-Tier Oil & Gas Operator

Read more here- [IBM Maximo Case Studies](#)

MAXIMIZE

Electra's people focused approach to IBM Maximo learning and change management increases end-user adoption and **MAXIMIZES** your return on investment.



Who are Electra?

Enabling change through Learning



Electra Learning

A leading IT change management and learning specialist, Electra has been supporting clients globally for more than 20 years.

With offices in Aberdeen, Alberta and Ontario, the company provides an end-to-end IT change service, from consultancy and training to eLearning development and providing Learning Management Systems.

Putting people at the heart of everything it does, Electra bridges the gap between individuals and technology in a positive and engaging manner.

An expert in its field, Electra works across several industries including energy, rail and manufacturing.

The company focuses on three main business areas, always delivering real and measurable results:

- Change management and training for IBM Maximo
- eLearning Development & Learning Management System (LMS)
- Change management and training for M365



For more information about this guide or for a free consultation, please email or call us on the details below.

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